

Police Complaints Information Bulletin

Force Commentary Sheet

City Of London

Reporting Period: Reporting Period: 1 April 2023 – 31 March 2024

Commentary:

As National Lead Force for fraud, City of London Police (CoLP) logs a high number of service recovery and complaint matters which relate to the national fraud reporting system, Action Fraud, and the initial reporting/investigation of fraud. Many of these complaints do not relate to the CoLP.

Since 1st April 2013 Action Fraud records all initial fraud reporting for the UK, which is fed into the National Fraud Intelligence Bureau (NFIB) hosted by CoLP. There is a nationally agreed process in place to collate, disseminate, or investigate these fraud reports, either within the CoLP or by another Force.

The IOPC illustrates Action Fraud complaints within the total complaint figures for the CoLP. This has an adverse effect on CoLP complaints figures and the number of complaints and matters logged outside Schedule 3 are higher than if Action Fraud related matters were logged and shown as a separate IOPC bulletin.

70% of all logged complaints in the CoLP relate to Action Fraud.

This IOPC bulletin does not provide an accurate measure of City of London police complaints data.

Section A1.3- allegations logged-top allegations categories

The number of allegations logged under 'Delivery of duties and service' is 447 (69%) and much higher than the National percentage of 53%. Of which the allegation 'Police action following contact' is 319 (71%). These figures represent higher than the national percentage and relate almost entirely to Action Fraud rather than to City of London (CoLP) directly.

Section A1.4 – allegations logged (category)

The vast majority of allegations made are within the category of 'delivery of duties and service' and most of these show 'fraud' as a factor. As already highlighted these almost all relate CoLP's National Lead Force role as opposed being CoLP specific allegations.

Section A.3.1 – How allegations handled & decisions

The impact of Action Fraud complaints on the total City of London data has been outlined above. Most Action Fraud complaints are logged outside of Schedule 3. This is much higher percentage than the national data. This has a further impact on CoLP figures which show a high proportion of outside schedule 3 complaints.

Section A.3.2 – allegations decisions (category)

The impact of Action Fraud complaints on data has been outlined above. Most Action Fraud complaints are resolved and this has a further impact on CoLP figures which show a high proportion of resolved complaints.

Section D.1.1 – Complaint cases finalised outside Schedule 3 – timeliness

The impact of Action Fraud complaints on data has been outlined above. Most Action Fraud complaints are resolved and outside of Schedule 3. Timeliness is not a true reflection on CoLP figures due to the administration of AF data (managed by subject matter experts and logged). However this has a further impact on CoLP figures which show a high proportion of slowly resolved complaints.

CoLP has benefited in the last quarter of an uplift in staff investigators and administration.

CoLP utilise subject matter experts in order to resolve CoLP complaints outside of Schedule 3.

CoLP continue to monitor data quality to reflect good recording standards and to accurately reflect logging and finalisation dates.