

# Police Complaints Information Bulletin

## Force Commentary Sheet

Reporting Period: Reporting Period: 1 April 2020 – 31 March 2021

Police Force: City of London

### 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 1<sup>st</sup> 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.

78% of all logged complaints in the CoLP relate to Action Fraud.

This IOPC bulletin displays complaints within the Covid 19 pandemic. Comparing data sets from this period in the future should be treated with caution.

### Section A1.3- allegations logged-top allegations categories

The number of allegations logged that relate to 'decisions' in the category of duties and services is 247 and represents a much higher than national percentage of the total. These relate almost entirely to Action Fraud rather than to 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.4.2 – allegations logged (category & factors)

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.