Committee(s)	Dated:
Economic Crime Board	28 November 2018
Subject: National Lead Force Performance: For the 6 months to 30 September 2018	**Public**
Report of: Commissioner of Police Pol 87-18	**For Information**
Report author: DCS Peter O'Doherty, Chief Supt ECD	

Summary

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force (NLF) for Fraud for the six months to 30 September 2018, regarding National Fraud Intelligence Bureau, NLF/Fraud teams and Economic Crime Academy (ECA). Where data is available this performance has been compared against the same period for the previous year (PY).

Pursue

- For the six months end of 2018/19 Action Fraud crime reports to the NFIB totalled **165,236,** a **15% (**21,562) increase in the number of crimes reported to Action Fraud compared with the PY.

- The NFIB has reviewed **53,710** crimes for the six months to 30 September 2018, averaging 8,952 per month, a decrease of **9%** (5,166) on the PY (58,876).

- At the end of September 2018, City of London Police ECD are currently managing **559** live investigations of which **78** are distinct to fraud teams/NLF.

- ECD has currently identified **54** active OCGs.

Protect

- The average Overall satisfaction with products and alerts issued by the NFIB is **94% (211/225)**. Highest levels of satisfaction are registered in relation to how alerts are "informative" and "relevant".

- **Seven** national protect events attended with a combined reach of almost **320** individuals, with social media messaging aimed at providing cyber protect advice to small businesses achieved well over half a million views.

- **NCO,** activity engagement where a major retailer has implemented a protect strategy around sale of gift cards where limit of sale reduced to £200 with no multiple sales of itunes vouchers.

- National and international media coverage in relation to supporting NLF and

Prepare

- **Up to 30 September 2018, 48** courses delivered by the Economic Crime Academy (ECA) attended by **507** delegates, amounting to **1,332** training days delivered.

- **99%** delegate satisfaction with the attended courses.

Victim Service

- For the 6 months to 30 September 2018, 5,335 victims completed the online Action Fraud reporting satisfaction survey. 91% of those surveyed had a positive or neutral experience of the process.

Recommendation

It is recommended the Board note this report.

Main Report

1.   Background

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud for the six months to 30 September 2018. Where data is available this performance has been compared against the same period for the previous year.

The report is across five areas:

Pursue – to reduce the economic crime threat through the coordinated investigation of the individuals or groups engaged in economic crime and the disruption of their activities

Protect – to strengthen the protection of individuals, communities, systems and infrastructure against economic crime

Prepare – to reduce the impact of economic crime by dealing effectively with the ongoing criminality and future threat.

Prevent - prevent people being enticed into facilitating Economic Crime & Fraud, design prevent interventions.

*Victim Service –* to maximise victim service and satisfaction.

2. Pursue

2.1 National Reporting - Crimes reported to Action Fraud

- Crime reports to Action Fraud have continued to rise throughout 2018/19. The month of September showed a 9% rise (2,197). YTD there has been a notable increase of 15**% (21,562)** in crimes to Action Fraud.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
2018/19 Crime Reports	25,397	27,761	29,899	27,139	29,400	25,640	**165,236**
2017/18 Crime Reports	22,362	24,446	24,543	24,100	24,780	23,443	**143,674**
% Increase (Decrease)	**14%**	**14%**	**22%**	**13%**	**19%**	**9%**	**15%**

- This increase can be attributed in part to the continued awareness and greater understanding of the Action Fraud reporting system.

Below table indicates the monthly volumes with prior year month comparatives.
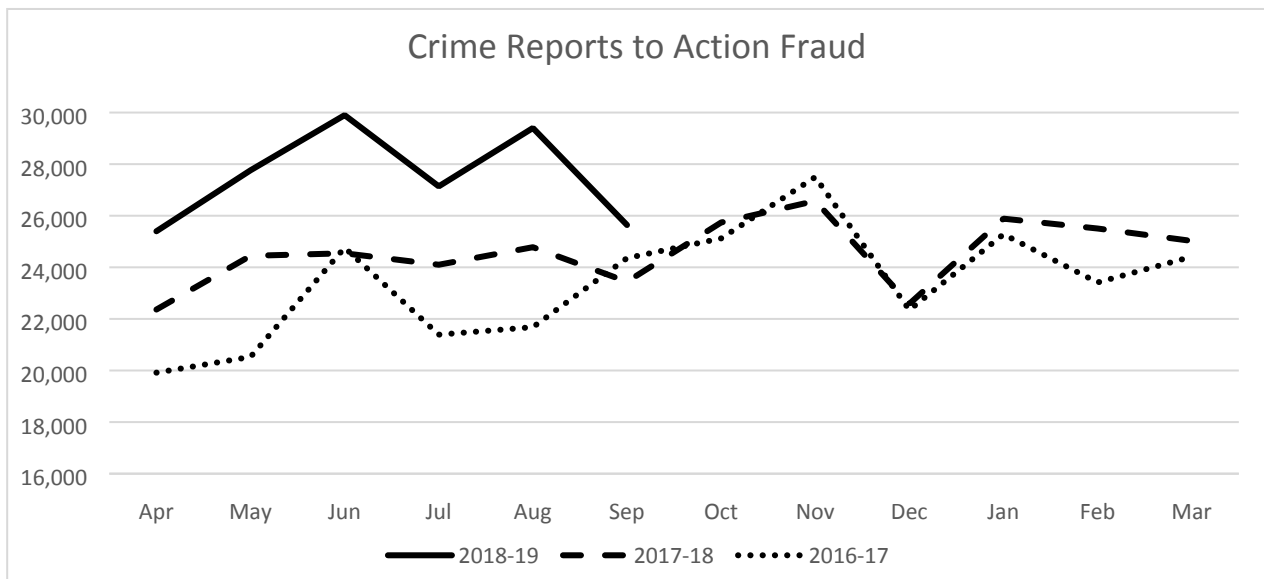
*June and August 2018 were high reporting months, August was particular driven by a large volume of other advance fee frauds being reported nationally.

**Appendix A - indicates the volume by fraud type reported to Action Fraud, over 6 months to 30 September 2018.

National Dissemination Table:

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
2018/19 Crime Reports	4,810	4,915	4,849	4,628	6,115	3,398	**28,715**
2017/18 Crime Reports	3,790	5,418	4,977	4,327	4,305	4,710	**27,527**
% Increase (Decrease)	**27%**	**-9%**	**-3%**	**7%**	**42%**	**-28%**	**4%**

- For the 6 months to 30 September 2018, there has been a 4% rise in the number of NFIB disseminations to forces with over the same time period last year.

- The decrease in disseminations in September due in part to a reduction of reviewing capacity and crime reviewer extraction for training regarding the new Action Fraud system implementation.

Demand (Disseminations sent to CoLP from NFIB):

| ECD Disseminations	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	YTD
City of London	4	7	26	66	47	36	186
NLF	0	0	0	0	0	1	1
DCPCU	1	0	0	1	173	1	176
IFED	1	12	8	18	8	0	47
PIPCU	0	1	0	0	0	0	1
Total	6	20	34	85	228	38	411

- NFIB sent 38 crimes to Units in CoLP in September 2018.

- One dissemination to the city contained 30 crimes regarding a Financial Investment Fraud.

The number of outcomes back from Forces is outlined in the table below.

Total Outcomes Reported	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
Judicial	1,451	470	1,095	339	293	735	4,383
NFA	7,283	3,025	3,325	3,083	1,828	4,584	23,128
Total	8,734	3,495	4,420	3,422	2,121	5,319	27,511

- NFIB are now receiving an average 4,600 outcomes per month, nationally back from forces for the 6 months to 30 September 2018.

Below table indicates the monthly volumes with prior year month comparatives.
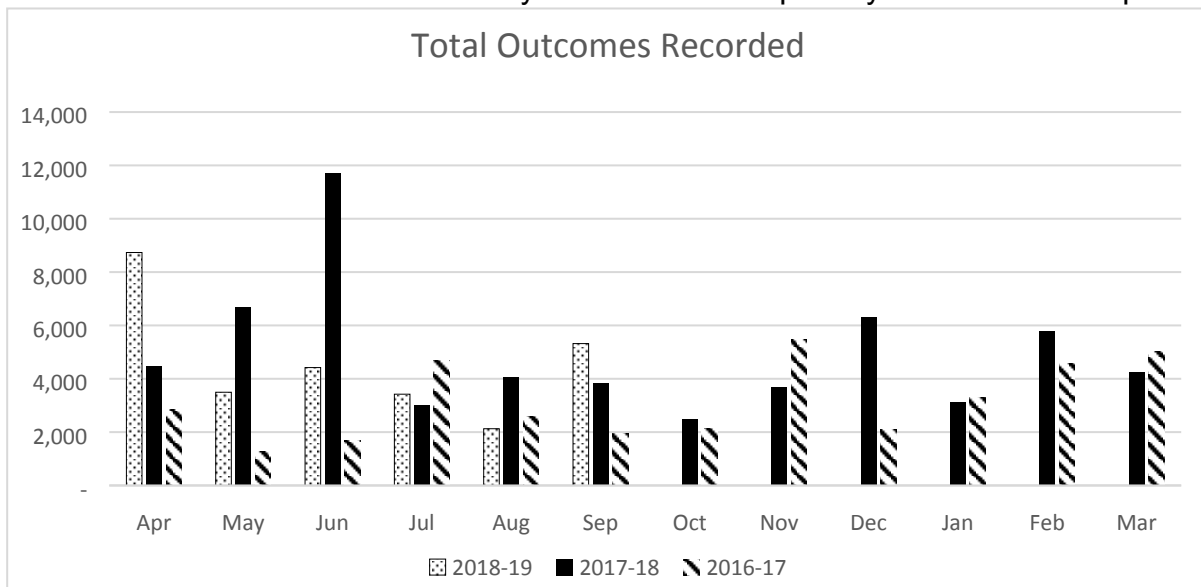
*June 2017 was a high return month due to MPS returning 6,202 outcomes. 12% were judicial.

- Outcomes from CoLP

Outcomes	Force	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
Judicial	City of London	160					2	162
	DCPCU	2		3			2	7
	IFED	49					27	76
	National Lead Force		1			1		2
Judicial Total		**211**	**1**	**3**		**1**	**31**	**247**
NFA	City of London		20	5	43	2	19	89
	DCPCU	1		3			3	7
	IFED	77					5	82
NFA Total		**78**	**20**	**8**	**43**	**2**	**27**	**178**
Total		**289**	**21**	**11**	**43**	**3**	**58**	**425**

Summary

The table below shows a comparison of crimes reported, disseminations and recorded outcomes at the Year End point for the past three years.

	2015/16	2016/17	2017/18	16/17 – 17/18 change	6 Months to 30 Sept 2018
Crime reports to Action Fraud	234,201	280,706	294,984	5% ▲	165,236
Disseminations	72,654	68,606	55,671	19% ▼	28,715
Judicial outcomes	9,873	8,105	9,476	17% ▲	4,383
Non-judicial outcomes	26,346	28,146	49,968	78% ▲	23,128
Total outcomes	36,219	36,251	59,444	64% ▲	27,511
Outcome %	15%	13%	20%	7% ▲	17%

*Appendix B – Shows demand for September 2018; reports to AF, NFIB disseminations and Outcomes received by Force (Throughput).

2.2 National Disruptions - NFIB

- There were **381** website suspension requests and **670** email suspension requests made to the first 6 months of 2018/19, compared to 455 and 410 respectively in the previous year.

- The NFIB has made a decision to cease some elements of data sharing to ensure we (CoLP) are compliant with the GDPR changes.

- The impact in the short term will be a reduction in management information data, but we ensure ethical disruption continues beyond.

- As a result of the above, the number and potential value of fraud saved through telephone and bank account suspension requests are therefore not available.

2.3.1 Organised Crime Group Disruptions

- At the time of reporting, the ECD has currently identified **54** active OCGs. As of September, a further **22** were deemed inactive. All are currently mapped, across fraud, counterfeit goods or ML offences.

2.4   National Lead Force Referrals

- Investigations are categorised into City of London Police cases and NLF cases. City of London Police cases are those investigations into matters occurring within the jurisdiction of the square mile and NLF cases are those which have satisfied the NLF cases acceptance process. A majority of City of London Police cases have a national or complex element to them and such factors would constitute a NLF enquiry. Overlap between the categories of City of London Police and NLF is often due to international enquiries, possible threats to the UK economy, and high volumes of victims and the complexity of enquiries.

- This excludes investigations undertaken by funded units, namely the Insurance Fraud Enforcement Department, Police Intellectual Property Unit, Dedicated Card and Payment Crime Unit.

- Currently 27 NLF investigations have been formally accepted by City of London Police. (Fraud teams A-C.)

- In total, as of 30 September, there are 78, NLF/ City based fraud investigations and an additional 481 being conducted by CoLP funded units, this totals as follows (**IFED 331, PIPCU 40 DCPCU 110**)

NLF Operations Update

- CoLP through its NLF Fraud Investigation Teams is currently managing a caseload of 64 serious organised economic crime investigations, managing in excess of 11,000 victims

- -Working to a set of new key operational principles focussed on effective and efficient investigations, a key ambition is to expedite investigations and progress cases to outcome within 2 year

3.   Protect

3.1   Quality and reach of NFIB protect alerts

At the time of completing the survey recipients are also encouraged to provide feedback to help the continuous improvement of the products and alerts created.

	6 months to 31 September
Percentage of <u>all</u> respondents that were satisfied with the alerts	94% (211/225)
Percentage of respondents agreeing that the alerts were: — Informative	89% (201/225)
Relevant	87% (196/225)
Timely	79% (177/225)
Clear	89% (200/225)
Actionable	76% (171/225)

To increase the reach of alerts City of London Police uses additional platforms, such as the Neighbourhood Alerts Service which currently has **533,058** contactable users at 30 September 2018.

3.2 Social Media

Action Fraud has continued to deliver and increase its digital reach during 2018/19, sharing several key Pursue and Protect messages. In order to achieve the greater reach Action Fraud has achieved an increase in both Twitter and Facebook followers.

Action Fraud currently has:

- **48,101** Twitter followers which reached in excess of 1 million people (1,042,400)

- **48,300** Face Book followers which reached 931,156 people

	April	May	June	Q1	July	August	September	Q2
Number of unique web site visitors	294,096	295,920	301,635	891,651	314,708	265,553	290,793	871,054
Number of website impressions	898,625	889,778	922,896	2,711,299	1,169,867	1,025,362	1,091,693	3,286,922
Number of Facebook impressions	1,097,813	676,403	698,464	2,472,680	1,416,527	1,009,342	931,156	3,357,025
Number of Twitter impressions	1,171,903	985,010	1,164,593	3,321,506	1,295,485	1,347,600	1,042,400	3,685,485
Website page visits from Facebook	8,739	7,725	6,609	23,073	24,143	9,465	12,953	46,561
Website page visits from Twitter	3,020	2,336	2,260	7,616	6,394	2,923	2,377	11,694
Cumulative number of Twitter followers	45,112	45,574	46,115	N/R	46,669	47,352	48,101	N/R
Cumulative number of Facebook followers	44,805	15,246	45,838	N/R	46,856	47,534	48,300	N/R
Action Fraud Twitter engagements	20,212	16,950	15,454	52,616	25,708	16,421	14,416	56,545

3.2.1 Media stories

TV Licensing emails claiming to offer refunds – AF Warning (Local Press)
- Action Fraud's warning to the public about a sharp increase in the reports of fake TV Licensing emails claiming to offer refunds received coverage in Brief Report, Gedling Eye, Lincolnshire Live, Cambridge News.

Computer Software Service Fraud alert

o Action Fraud's Computer Software Service Fraud alert, which reports that more than £21m has been stolen from over 22,000 people in the UK by fraudsters offering fake help with computer issues, received coverage in Sky News, Mix 96, Minister FM, Northern Echo, Manchester Evening News, MSN, Wired Gov, Evening Standard, Bristol Post, Darlington and Stockton Times, Yahoo News, ITV News, Mirror and This Is Oxfordshire.

Fake Netflix emails – AF Warning (National Press)

o Action Fraud's warning about fake Netflix emails asking customers to update their bank details was covered widely by the media, including the Daily Mail, the Daily Express, the Mirror, Express and Star

o City trader Lee Denton was sentenced to four and a half years in prison following a City of London Police's Fraud Squad investigation. Coverage was published on MSN, Financial Planning Today, Finance Feeds, Citywire, Evening Standard (available on request) and The Sun

o There was extensive coverage of Fraud Squad's investigation and the subsequent sentencing of a group of boiler room fraudsters. Coverage included the FT, Financial Planning Today, Money Science, Citywire, Money Marketing, FT Adviser, Financial Reporter, The Times Daily Mirror, The Daily Telegraph and Financial Times

3.3 Protect Campaigns and Events

- NFIB Cyber PROTECT team have conducted a number of activities with the aim of reducing the impact of cybercrime. This has included supporting and coordinating the ROCUs by producing new materials and supporting national campaigns;

  o **39** new materials have been created using gov-approved messaging with **15** public-facing alerts disseminated.

  o The overall reach of gov-approved messaging via policing was **over 5 million** with campaigns including: *MPS's Think before You Click, Action Fraud's iTunes, and NCSC's Two-Factor Authentication (2FA)*.

- During Q2 the NFIB Cyber PROTECT team took part in **7** engagements with public and industry. These events have been attended by over **320** individuals and were aimed at raising cyber security awareness.

- NFIB Cyber PROTECT continue to engage with the public through diverse communication methods to reach the more vulnerable and harder to reach communities.

- We write fortnightly and quarterly articles for both Skyline (a Business and Community newsletter) and City Security magazine.

- We have been supporting national businesses testing their cyber resilience. NFIB Cyber PROTECT led on a major retailer's Crisis Management training exercise and are looking at supporting a wider retail exercise next quarter.

- We continue to distribute alerts to trusted partners and the general public about the latest intelligence relating to fraud and cyber crime. We've sent multiple phishing related alerts to our VisaV audience between July and September 2018.

  This included alerts about a rise in fake Amazon emails and a spike in phishing emails purporting to be from British Gas. Both alerts reached over **463,000** people and received ratings of **5.5** out of **6**.

- NFIB Cyber PROTECT continue to lead on producing the latest intelligence for law enforcement and supporting the development of front-line cyber policing.

  - The intelligence team have produced two intelligence / analytical products over the quarter.

  - We have continued to support the development of front line cyber policing by developing a central resource centre for cyber PROTECT material. This ensures all front-line officers have the ability to deliver PROTECT messaging to the public as and when.

- **NCO** has engaged with a major retailer to implement a protect strategy around sale of gift cards where limit of sale reduced to £200 with no multiple sales.

  - This also involved staff education around why an aged individual may need to purchase itunes vouchers and the particular frauds associated with them.

  - There has also been the placing of an Action Fraud 'gift card', and awareness posters in stores for assistance to staff/customers.

- **Cyber Griffin**

  - Cyber Griffin is a City of London Police initiative focused on helping people in the Square Mile protect themselves from cyber crime. Cyber Griffin is comprised of three distinct services; baseline briefings, incident response exercises and advisory group support. All services are free.
  - **Baseline Briefings**
    - Our baseline briefings are designed to guide non-technical people through the key cyber threats happening now, and teach them effective defender skills sufficient to defeat the most prolific cyber-attacks
  - **Incident response**
    - Cyber Griffin offers three incident response services designed to tackle each of these areas in turn. These range from consultations on existing plans, or plans that are in the process of being created, with a trained officer, to live time exercises focused on decision making under pressure
  - **Cyber Advisory Group**

- Our advisory group is made up of a collection of experts selected because together, they have important experience and expertise in all the major areas of cyber security.

- 8 exercises have been run since inception
- Respondents felt they had improved their knowledge of the concepts of security planning by an average of 13%.

4. Prepare

4.1 Economic Crime Academy (ECA)

The ECA is piloting a Specialist Fraud Investigators Programme with Guernsey police specifically aimed at crown dependencies. If successful it will be promoted to others in this group.

Statistical update

	PYTD	2018/19 YTD	% Change
Total courses	29	48	66% ▲
Total course delegates	438	507	16% ▲
Total delegate days delivered	1,230	1,332	8% ▲
Delegate satisfaction	99%	99%	0%

ECA Police Transformation Fund Grant

- The bid for a grant from the Home Office's Police Transformation Fund (PTF) was successful. The grant, which runs from April 2018 until March 2020, was not confirmed until mid-financial year. The ECA element of the grant is to invest in the fraud capability of all Home Office forces to investigate serious and complex fraud through training.

- This will be achieved over the two years by training 504 investigators in the Specialist Fraud Investigation (SFI) Programme, 120 fraud managers in the Accredited Counter Fraud Managers (ACFM) Programme and 40 direct entry fraud detectives.

- Due to the late confirmation of the funding most previously 'open' courses run from April 2018 have been converted to be run as PTF courses. Forces are being

informed about the funding and advised as to their allocation of places over the two year period.

- To the end of September there have been five SFI courses converted to PTF with a total of 54 delegates attending from Home Office forces. There are five more open courses to be converted to PTF and five further courses to be dedicated to PTF delegates to the end of 2018/19. The training schedule is on track to exceed the 98 delegates target set by the funding.

- To the end of September there have been two ACFM courses converted to PTF with a total of 14 delegates attending from Home Office forces. There is one more open course to be converted and three which will be dedicated to PTF delegates to the end of 2018/19. The training schedule is on track to meet or exceed the 60 delegate target set by the funding.

- PTF courses to date have been run solely using current ECA staffing which is not sustainable for the uplift in courses in 2019/20.

- As the weight of courses will run next financial year extra trainers and back office staff are required to facilitate the courses and authorisation to recruit has been granted. The main risk to non-delivery is the inability to recruit trainers on a secondment or fixed term basis in time to deliver the uplift in training. The cost of the additional members of staff is fully covered by the grant.

- The PTF project team are working on the logistics of direct entry training and an options paper is in draft format.

4.2 National force engagement

Banking Protocol update

	Month of September 2018	From January – end September 2018	Since May 2017
Amount Prevented (£)	£2,862,409	£23,747,807	£36,990,931
Arrests	25	159	336
Emergency Calls made	467	2,759	5,319

- Banking Protocol was developed as a partnership between the finance industry, police and Trading Standards, the Banking Protocol enables bank branch staff to contact police if they suspect a customer is in the process of being scammed, with an

immediate priority response to the branch. Branch staff, call handlers, police and trading standards officers in each area have all been trained in the Banking Protocol and the steps that need to be taken when a customer is at risk

- As well as stopping frauds taking place, the scheme ensures a consistent response to potential victims and gives them extra support to prevent them becoming a victim in the future.

HMICFRS Inspection programme update

- Action Fraud, the NFIB and other departments within CoLP were inspected earlier this year during HMICFRSs first thematic inspection on fraud.

- This inspection focussed on the policing response to fraud, from a local, regional and national perspective, of which the City plays an important role.

- The findings of this inspection are due to be published in a report in early 2019 and whilst CoLP will not be graded as a force individually, we continue to work with HMICFRS to ensure the recommendations made are feasible and will improve the service for victims.

- HMICFRS have now commissioned a further thematic inspection in to cyber-dependent crime of which it is expected Action Fraud and NFIB will again play a key role, however the details of that inspection and whether CoLP will be inspected are still to be confirmed.

- HMICFRS are inspecting CoLP week commencing 3rd December 2018, regarding efficiency, effectiveness and legitimacy and leadership.

5.   Prevent

5.1 Pilot - Mini Police - update

- The Mini Police pilot was launched on the 8th of June by T/Commander O'Doherty at Sir John Cass's Primary School.
- 19 children from Year 4 took part in 3 sessions across the month.
- This included an in-class lesson on fraud and cybercrime, a community activity where the children handed out leaflets on fraud awareness to members of the public at Liverpool Street station, and a reward session where they visited the COLP museum to learn more about COLP history.
- The pilot received positive feedback from the children, class teacher and parents. Based on this, plans are currently being developed to run a larger pilot involving schools from neighbouring boroughs to test a model working with the National Volunteer Police Cadets.

- This pilot is in the early stages of planning and it is intended that it will be tested in 2019

6. Victim Service

6.1 Action Fraud reporting satisfaction

- For the 6 months to 30 September 2018, 5,335 victims completed the online Action Fraud reporting satisfaction survey. 91% of those surveyed had a positive or neutral experience of the process.

- For the same period 3,911 victims have been surveyed with a satisfaction rate of 73%.

6.2 Action Fraud Complaints

	April	May	June	Q1	July	August	September	Q2	YTD	PYTD
Number of new complaints received by PSD	3	1	0	4	0	0	0	0	4	81
Type of complaint - Lack of investigation	3	0	0	3	0	0	0	0	3	54
Type of complaint - Lack of update	0	0	0	0	0	0	0	0	0	16
Type of complaint - Service complaint	0	0	0	0	0	0	0	0	0	5
Type of complaint - Other	0	1	0	1	0	0	0	0	1	6
Number of correspondence letters received (including MP letters)	17	11	21	49	23	20	19	62	111	64

- Recorded complaints have invoked 'service recovery' using the Action Fraud Complaints policy, so PSD now only consider complaints for recording under Schedule 3 PRA 2002 once this process can be evidenced.

- This also gives us a more informed basis for making a decision to record or not.

- As a result we are informally resolving – service recovering, and non-recording more complaints that reach PSD.

6.3 City of London Police Economic Crime Directorate victim satisfaction – All departments

- No surveys have been undertaken during this financial year, this is due to the fact that approval of new GDPR compliant survey letters has yet to be received, the contract with data handlers ORS is still in place.

6.4 Value for Money

Return on Investment

- The Return on Investment measure (ROI) which allows for the assessment of the cost of the resources invested against the monetary value of the fraud prevented on a quarterly basis, was reintroduced last quarter.

	Q1 2018/19	Q2 2018/19
Return on Investment	£63.71	£12.82

- ROI in Q1 was boosted by industry approved pre-release movie piracy interception for PIPCU

- During 2018/19, the ROI has dropped, but it still represents a positive return for the money invested within the directorate (including funded units).

6.5 Resourcing

The table below shows the number of posts in each ECD department, including both police officers and members of police staff. Also shown are the current vacancies and any over resourcing. This will be monitored on a quarterly basis along with an update on actions being taken to fill any vacancies. 30 September 2018

Department	Total posts in Model	Current Strength
DCPCU	18	-0.0 officer - 1 staff
IFED	46	- 6 officers - 1.14 staff
PIPCU	20	- 1 officers - 1 staff
FIU	34.77	- 8.1 officers -1 staff
Fraud Teams	58	- 11.93 officers + 5.8 staff
ECA	13	- 2 officers - 2 staff
NFIB/AF	81	-0.2 officers + 2.28 staff

Sickness

- In September 2018 across ECD there were 33 instances of absence from work.

- Excluding the 11 instances of Medical certificated, the remained averaged 3 working days lost.

Appendices

- Appendix A - indicates the volume by fraud type reported to Action Fraud, over 6 months to 30 September 2018.

- Appendix B - Shows demand for September 2018; reports to AF, NFIB disseminations and Outcomes received by Force Reports to AF by month by fraud type (Throughput)

- Appendix C – NECC update

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Glossary of Terms:

ABI- Association of British Insurers
AF- Action Fraud
BRT- Business Reporting tool
CFA- Criminal Finance Act
CMA- Competition and Markets Authority
CNP Crime- Card not present crime
DCPCU – Dedicated Card and Payment Crime Unit
DPA- Data Protection Act
ECB- Economic Crime Board
FCA – Financial Conduct Authority
FIM- Fraud Investigation Model
FSA- Financial Services Authority
FSA- Food Standards Agency
GDPR- General Data Protection Regulations
Horizon Scanning-
IFED – Insurance Fraud Enforcement Department
IOM- Integrated Offender Management
IOM- Integrated Operation Model
IPO- Intellectual Property Office
JFT – Joint Fraud Taskforce
KPA Key Performance Analysis
KPI- Key Performance Indicators
KPQ- Key Performance Questions
MOU- Memorandum of Understanding
NCA- National Crime Agency
NECC- National Economic Crime Centre
NFIB – National Fraud Intelligence Bureau
OACU- Overseas Anti-Corruption Unit

OCG - Organised Crime Group
P&A- Performance and Accounts
PIPCU – Police Intellectual Property Crime Unit
PIT Team- Proactive Intelligence team
PMG Performance Management Group
POCA- Proceeds of Crime Act
PPPP - Prevent/Pursue/Prepare/Protect
R&A- Research and Analysis
ROCU- Regional Organised Crime Unit
ROI- Return on Investment
SAR- Suspicious Activity Report
SLA- Service Level Agreement
SLT- Senior Leadership Team
SME's – Small/Medium Enterprises
SME's- Subject Matter Experts
TTCG- Tactical Taskings Coordination Group
VV (two V's) Vulnerability & Victim Care