NLF PERFORMANCE OUTCOMES

1st Quarter KPI Report, July 2012

National Lead Force

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PERFORMANCE HEADLINES/HIGHLIGHTS

1) PREVENTION AND HARM REDUCTION OUTCOMES

- The NFIB are confident of achieving the target for disruption of technological enablers although currently below target at the end of the first quarter. Bank Accounts disruptions have been introduced and the £ value benchmarked by the NFIB. Work surrounding confirmation of suspensions is ongoing.

- Stakeholders agree NLF have been successful in increasing awareness of fraud in the reporting period. Further development will now take place in response to the appointment of a stakeholder manager and a joined up approach with Corporate Communications with regard to effective marketing & communications.

- The response from both individual and corporate victims surveyed, with regard to fraud prevention advice has now enabled more precise work on individual victims of crime to take place in the next period.

2) INTELLIGENCE DISEMMINATION OUTCOMES

- The quality of strategic intelligence disseminated is positive. NFIB outputs command is now in place to ensure timeliness of disseminated products.

- The quality of operational intelligence disseminated is positively viewed by those surveyed. The business performance team will look to test that in a wider spectrum of surveying inclusive of the police service.

- The quality of OCG intelligence disseminated is positive and the business performance team will widen the sample survey in the next period to include police service colleagues.

3) ENFORCEMENT OUTCOMES

- Volume of activity regarding criminal asset denial is positive and is currently achieving the target set.

- Total value of future fraud disrupted by enforcement cases is less compared to the same period in 2011/12.

- National measurement framework for OCG disruptions is still under development. NLF in the interim have introduced local measures to ensure that our targets are measured effectively until national delivery arrives.

- A pilot period will commence in September regarding the quality of case files submitted to CFG.

4) TRAINING AND GUIDANCE OUTCOMES

▪ In relation to the stakeholders that were surveyed by SPA Future Thinking, a limited number had received training development from the Fraud Academy. However, it should be noted that the feedback from the Fraud Academy course attendees was extremely positive.

5) DELIVERING VALUE OUTCOMES

▪ Return on investment is currently significantly lower than 2011/12. This is due to the completed cases in the period having a lower value of money obtained but not due to a reduction in the number of cases completed (See analysis of KPI 3.2 on page 15).

▪Overall satisfaction from the stakeholder survey is positive. There was an even distribution throughout the satisfied categories that needs to be observed, maintained and have vision for improvement. Specifically, the next period will require attention of focus in respect of branding ourselves as the leader in our field. Improved stakeholder management will be key.

▪Overall satisfaction from the victim survey was positive.

▪Overall leveraged funding has increased. Home Office funding has decreased for NLF, SELF, NFIB (in line with Comprehensive Spending Review reductions) and linked matched funding from the Corporation, however opportunities were seized for additional funding for Cyber Crime and the National Capability Project.

KPA 1 – PREVENTING & REDUCING THE HARM CAUSED BY ECONOMIC CRIME

KPI 1.1 - £ Value of Future Economic Crime disrupted by Intervening against Enablers of Fraud

MEASURE:
Website/Telephone Accounts/Bank Accounts Disrupted
Source –NFIB
TARGET:
- To increase the volume of suspensions of technological enablers via the NFIB by 30%

Total Volume of Disruptions SENT for suspension – 2011/12 – 2012/13
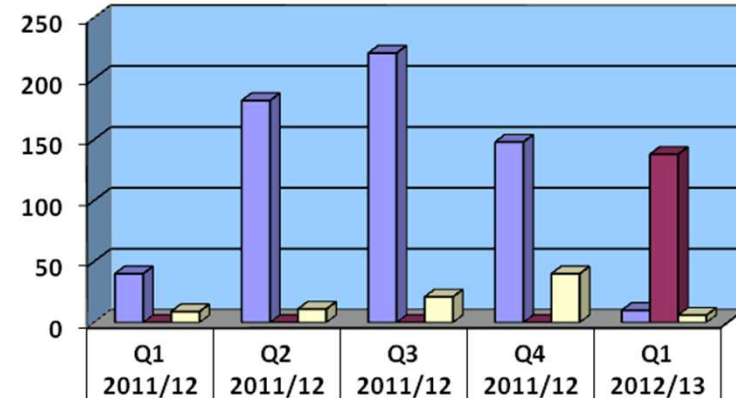
	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
Telephone Disruptions	40	182	221	148	10
Bank Account Disruptions*	0	0	0	0	138
Website Disruptions	9	11	21	40	6
TOTAL:	49	193	242	188	154

Total Volume of Disruptions Month by Month – 1st Quarter 2012/13
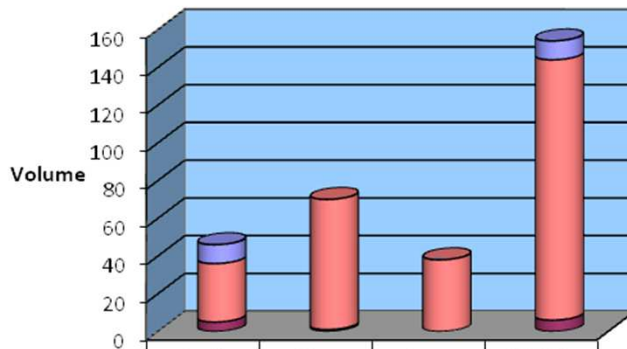
	April	May	June	TOTAL
Volume of Telephone Disruptions	10	0	0	10
Volume of Bank Account Disruptions*	31	69	38	138
Volume of Website Disruptions	5	1	0	6

Volume of Disruptions – 2012/13 (against cumulative target)
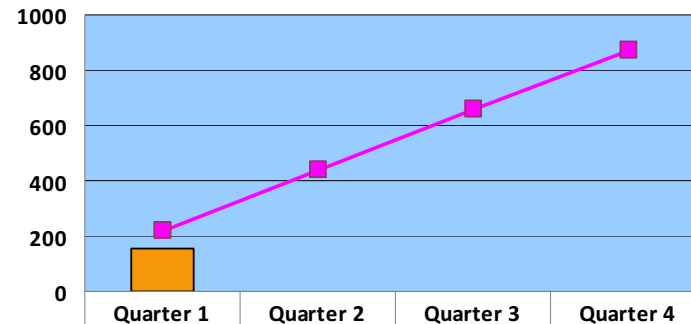
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Disruptions 2012/13	154			
Target Disruptions 2012/13	218	437	655	874

* Bank Account Disruptions replaces Email Disruptions for 2012/13

KPA 1 – PREVENTING & REDUCING THE HARM CAUSED BY ECONOMIC CRIME

**KPI 1.1 - £ Value of Future Economic Crime disrupted by Intervening against Enablers of Fraud**

> MEASURE:
>
> Website/Telephone Accounts/Bank Accounts Disrupted
>
> Source – NFIB (Volumes)

Rationale of £ Value of Disruptions

Estimated average £ Value of disruption of Telephone suspensions = £850

Estimated average £ Value of Bank Account suspensions = £8,802 *(Source – NFIB)*

Estimated average £ Value of Website suspensions = £10,000

(Assumes that 12 People saved from victimisation per Website Disruption)

Source – Research on Impact of Mass Marketed Scams, OFT Report Dec 2006 & used in NFA Annual Fraud Indicator - Nov 2011)

£ Value of Economic Crime Disruptions sent for suspension– 2011/12- 2012/13

	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
☐ Telephone Disruptions	£34,000	£154,700	£187,850	£125,800	£8,500
■ Bank Account Disruptions*	£0	£0	£0	£0	£1,355,508
☐ Website Disruptions	£90,000	£110,000	£210,000	£400,000	£60,000
TOTAL:	**£124,000**	**£264,700**	**£397,850**	**£525,800**	**£1,424,008**
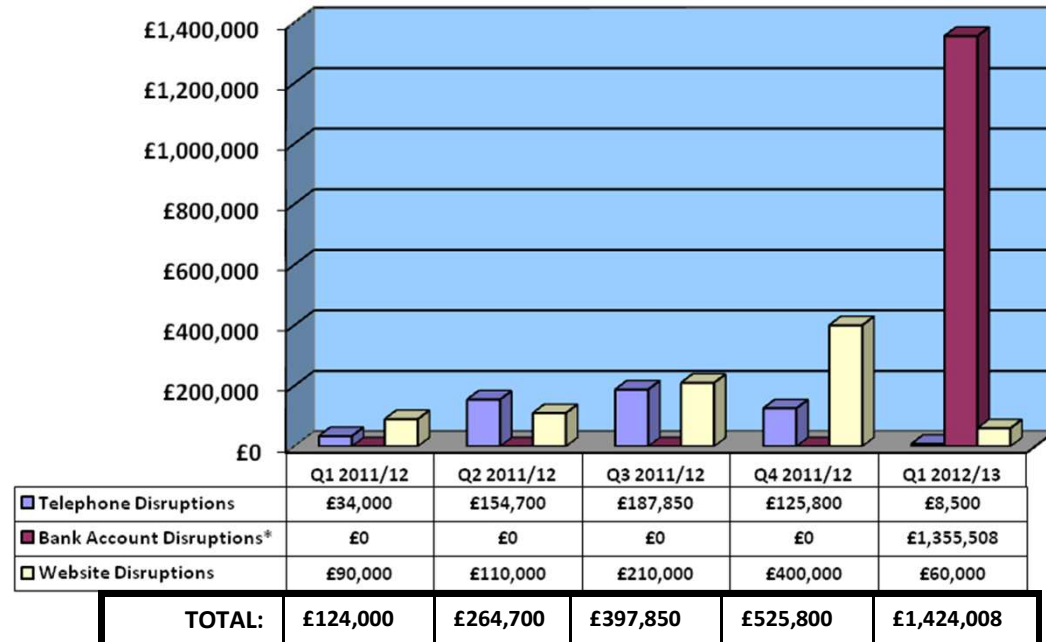
> **Total £ Value of Disruptions <u>sent</u> for suspension Q1 2012/13 = £1,424,008**
>
> *Total £ Value <u>confirmed</u> suspended - Q1 2012/13 = £1,415,508*

* Bank Account Disruptions replaces Email Disruptions for 2012/13

KPA 1 – PREVENTING & REDUCING THE HARM CAUSED BY ECONOMIC CRIME

KPI 1.2 – Increasing Economic Crime Public awareness and Stakeholder Prevention

MEASURE:

-SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

-See Appendix Page 26

TARGET:

- To improve the quality of Fraud Alerts shared with businesses and public sector organisations by 10%

Source – BPT/SPA Future Thinking & NFIB

Stakeholder Survey

Q - In the last 12 months, NLF has been successful in increasing awareness of fraud and helping stakeholders better protect themselves:

Total % Agreeing = 90%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	5%	5%	14%	54%	22%

Q - Over the last 12 months NLF has demonstrated highly effective Marketing & Communications activities:

Total % Agreeing = 65%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	14%	8%	14%	22%	35%	8%

KPA 1 – PREVENTING & REDUCING THE HARM CAUSED BY ECONOMIC CRIME

KPI 1.3 – Increasing Victim Self-Protection & Reducing Repeat Victimisation

MEASURE:

- Victim Survey Results (Apr 2012)

- SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

ANALYSIS OF VICTIM COMMENTS

-74% and above either received or said they didn't need: practical help (74%), a crime reference number(86%), contact details for someone dealing with the case (95%), crime prevention advice (84%), referral to victim support (76%).
 - Receiving practical help was the biggest reported negative where victims were left either unsure whether they should have received information or believing they should have received information but didn't (20% of victims). Providing crime reference numbers and contact details for the case handler were the best performing areas of information provision.

ANALYSIS OF STAKEHOLDER COMMENTS

-Private Sector and Trade Body stakeholders agree most but 8% and 14% respectively disagree most with how useful NLF's approach is.

Individual Victims of Fraud Survey

Q - Do you think the crime prevention advice given has helped you better protect yourself against future fraud?

YES	NO
46%	54%

Stakeholder Survey – (includes Corporate Victims of Fraud)

Q - In the last 12 months, NLF's approach has been of use to victims of fraud:

Total % Agreeing = 53%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	5%	0%	41%	5%	24%	24%

KPA 2 – ENRICHING THE NATIONAL ECONOMIC CRIME THREAT ASSESSMENT & INTELLIGENCE PICTURE

KPI 2.1 – Impact and Reach of Strategic Intelligence Dissemination

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MEASURE:

-SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Stakeholder Survey

Q - The strategic intelligence NLF disseminates is of a high quality and is relevant:

Total % Agreeing = **76%**

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	**0%**	**0%**	**25%**	**13%**	**44%**	**19%**

ANALYSIS OF STAKEHOLDER COMMENTS

-Dissemination is seen as high quality (76% agree), especially within Government. 63% believe this has increased their ability to determine key threats and the strategy to counter them.

Q - This strategic intelligence has increased your ability to determine key threats and the strategy to counter them:

Total % Agreeing = **63%**

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	**6%**	**6%**	**25%**	**19%**	**31%**	**13%**

KPI 2.2 – Impact and Reach of Operational Intelligence Dissemination

MEASURE:

-SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)   Source – BPT/SPA Future Thinking

-Volume of Operational Intelligence Disseminated (See Appendix Page 27)

Stakeholder Survey

Q - The operational intelligence NLF disseminates is of a high quality and is relevant:

Total % Agreeing = 100%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	0%	0%	50%	0%	50%

ANALYSIS OF STAKEHOLDER COMMENTS

- Only Law Enforcement Agencies were surveyed on this question, however no Police Forces participated, giving a very low response rate. Police Forces will be surveyed in phase 2 during August.

Q - This operational intelligence has improved your ability to prevent and investigate fraud:

Total % Agreeing = 100%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	0%	0%	50%	0%	50%

KPA 2 – ENRICHING THE NATIONAL ECONOMIC CRIME THREAT ASSESSMENT & INTELLIGENCE PICTURE

KPI 2.3 – Impact and Reach of OCG Intelligence Dissemination

ANALYSIS OF STAKEHOLDER COMMENTS

- Only Law Enforcement Agencies were surveyed on this question, however no Police Forces participated, giving a very low response rate. Police Forces will be surveyed and reported on in the second quarterly report.

Stakeholder Survey

Q - The intelligence NLF disseminates on OCGs (organised crime groups) is of a high quality and is relevant:

Total % Agreeing = 75%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	0%	25%	25%	25%	25%

Q - This OCG intelligence has improved your ability to disrupt the OCGs you own:

Total % Agreeing = 50%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	25%	25%	0%	50%	0%

DIRECTORATE (KPA) TARGETS

KPI 3.1 - £ Value of Criminal Asset Denial through to Recovery (end to end process)

TARGET: To increase the volume of confiscation orders by 10% and cash seizures to 50. See Appendix Page 28.

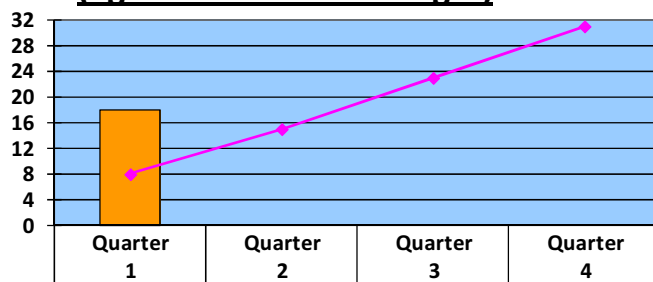**Baseline 2011/12**

Confiscation Orders – 28

Cash Seizures - 45

Source – Asset Recovery Team

Volume & Value of Confiscation Orders and Cash Seizures – 2011/12 – 2012/13

Volume	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
Confiscation Orders:	0	7	8	13	18
Cash Seizures:	5	9	14	17	14

Volume of Confiscation Orders – 2012/13 (against cumulative target)

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Confiscation Orders 2012/13	18			
Target Confiscation Orders 2012/13	8	15	23	31

Volume of Cash Seizures – 2012/13 (against cumulative target)
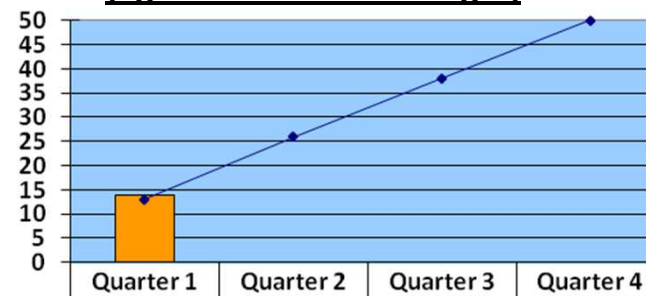
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cash Seizures 2012/13	14			
Target Cash Seizures 2012/13	13	26	38	50

ANALYSIS

- Large volume of Confiscation Orders due to high number of cases coming to an end, cases with a number of defendants, all of which orders have been sought.

ANALYSIS

- Exceeded target for Cash Seizures due to operational activity; a number of operations targeting money launderers and drug offences.

KPA 3 – ENFORCING & DISRUPTING ECONOMIC CRIME AT THE LOCAL, REGIONAL & NATIONAL LEVELS

KPI 3.1 Continued - £ Value of Criminal Asset Denial through to Recovery (end to end process)

Total £ Value of Asset Denial & Recovery - 2011/12 – 2012/13

ASSET BY TYPE	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
Compensation awarded to Victims	£0	£120,000	£2,385,113	£462,309	£1,307,625.88
Civil Recovery Orders	£0	£1,600,000	£0	£0	£0
Cash Forfeiture Orders (non POCA)	£0	£3,670	£0	£0	£1300
Cash Forfeiture Orders (POCA)	£13,240	£0	£45,065	£18,310	£7200
Confiscation Orders	£0	£182,911	£2,910,619	£895,185	£2,320,369.55
Cash Seizure First Application (POCA)	£14,500	£207,015	£3,223,771	£317,190	£277,120
Restraints	£2,500,000	£6,412,000	£1,510,000	£0	£0

TOTAL ASSETS RECOVERED – 1st Quarter 2011/12 = £13,240

TOTAL ASSETS RECOVERED – 1st Quarter 2012/13 = £2,328,869.55

KPA 3 – ENFORCING & DISRUPTING ECONOMIC CRIME AT THE LOCAL, REGIONAL & NATIONAL LEVELS

KPI 3.2 - £ Value of Future Fraud Disruption by NLF Enforcement Cases

MEASURE:

- All Aspects of the Enforcement Process

Source – UNIFI

Total Detected Cases*

	1st Quarter 2012/13
Volume of Detected Cases	**34**
*Total £ Value of Future Fraud Disrupted	**£9,107,609**

Final Calculation Rationale

Average rate of fraud loss per day (less top & bottom 5%) x Number of detected cases x Average Sentencing (in days) per case

* Excluding DCPCU & OACU due to ongoing discussions re metrics.

ANALYSIS

20 of the detected cases are IFED cases with relatively low values hence the reduced average rate of fraud loss per day. It should be noted the number of cases is taken from Unifi and includes cases where the countable victim based crimes are recorded in Know Fraud where in previous years these crimes would be recorded as crimes in Unifi and counted as detected hence higher totals in 2009/10 and 2010/11. Work is on going to in-corporate Know Fraud crimes in future calculations. If the IFED cases are excluded the general trend would suggest the total number of detected cases will show a reduction on last year. Factors that may be impacting on this are staff abstractions around the Queens Jubilee and that at the end of June 122 suspects/voluntary attendees (total excludes OACU and DCPCU) were on bail awaiting charging advice from CPS/CFG. The average sentence figure is from convictions in 2011/12 as no correlation can be adduced from sentences in Q1 2012/13 and detected cases in Q1 2011/12.

It should also be noted that further research is on-going to define data input values to ensure the data used in the calculation is as accurate as possible. Safeguards are built into the calculation as there is a danger the £ value of future fraud is overstated.

KPI 3.3 - % CoLP Fraud OCGs in Top Bands whose Intent/Capability and Criminality has been Reduced by CoLP Interventions

MEASURE:

- Volume of Fraud OCGs in Tiers 1-3
- FIB to provide data re disruption

Source – NFIB

TARGET: To Disrupt at least 25% of OCGs who use fraud as a means of stealing from individuals, businesses and the public sector.

Volume of Fraud OCGs:

Tier	Volume as at 01/04/2012	Volume as at 01/07/2012
Tier 1 Comprehensive Operational or Investigative Intervention	2	0
Tier 2 Limited Plan/Action that Prevents or Disrupts	91	88
Tier 3 Proactive Intelligence Development	2	1
Sub Total:	**95**	**89**
Tier 4 Developing Opportunities for Action	62	74
TOTAL:	**157**	**163**

COMMENTS

CoLP still awaits the implementation of the National OCG disruption guidelines. A local disruption measurement framework has been developed as an interim measure based upon the movement of OCGs within the response tiers 1 – 3 (1 being the highest response). The implementation of the local framework awaits technical changes to the software used to track OCG movement within the tiers and at present it is impossible to know how OCGs identified in the quarter have moved and therefore been disrupted. At the start of quarter 1 2012/13 two OCGs were categorised as Tier 1 and the end of the quarter there were no Tier 1 OCGs therefore we claim them as disrupted. There was movement of four further OCGs within the tiers but due to reasons already stated their disruption is more difficult to verify. Despite the difficulties quantifying the movement of OCGs within the tiers assurances can be given that enforcement teams are actively engaged in OCG harm reduction.

KPA 3 – ENFORCING & DISRUPTING ECONOMIC CRIME AT THE LOCAL, REGIONAL & NATIONAL LEVELS

KPI 3.4 – Quality of Investigation and Enhancing Judicial Outcomes

Key Volumetrics – 2011/12 – 2012/13

MEASURE:

- Number of Suspects Charged/Guilty Pleas/Convictions/Length of sentence

Source – Case Support

	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
No. of Suspects Charged	38	33	23	33	18
Guilty Pleas	7	6	25	11	16
Convictions	32	47	33	29	30
Total length of Sentence (Months)	533	1021	507	810	623

COMMENTS

-A software solution to identify qualitative figures around CFG submissions has been developed and consultation is ongoing with CFG and Directorate departments relevant to this KPA. A pilot period will start in September in order to provide a baseline figure for quarter 3 2012/13

KPA 4 – RAISING THE STANDARD OF ECONOMIC CRIME PREVENTION & INVESTIGATION NATIONALLY BY PROVIDING EDUCATION & AWARENESS TO THE COUNTER FRAUD COMMUNITY

KPI 4.1 – Impact and Reach of Training Strategy & Delivery

MEASURE:

- SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

TARGET:

- To ensure that 85% or more people attending the Fraud Academy courses are very satisfied overall with the quality and content of courses attended

ANALYSIS OF STAKEHOLDER COMMENTS

- 42% agree NLF provided relevant and high quality training with 34% also agreeing this has increased their capacity to prevent and investigate fraud.
- Although over 75% were aware of training, the same amount had not attended any training courses

Stakeholder Survey

Q - In the last 12 months NLF has provided relevant and high quality training in the area of Fraud Prevention and investigation:

Total % Agreeing = **42%**

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	**0%**	**7%**	**52%**	**0%**	**28%**	**14%**

Q - In the last 12 months this has increased your capability to prevent and investigate fraud:

Total % Agreeing = **34%**

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
3%	**3%**	**0%**	**59%**	**3%**	**28%**	**3%**

KPA 4 – RAISING THE STANDARD OF ECONOMIC CRIME PREVENTION & INVESTIGATION NATIONALLY BY PROVIDING EDUCATION & AWARENESS TO THE COUNTER FRAUD COMMUNITY

KPI 4.2 – Impact and reach of Standard Setting & Dissemination of Best Practice Guidance

MEASURE:
- SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

ANALYSIS OF STAKEHOLDER COMMENTS

- 52% agree NLF sets effective standards, although 43% of Trade bodies feel it is not effective.

Stakeholder Survey

Q - In the last 12 months NLF has been highly effective in setting standards and sharing good practice:

Total % Agreeing = 60%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	5%	8%	27%	8%	41%	11%

Q - In the last 12 months this has increased your capability to prevent and investigate fraud:

Total % Agreeing = 45%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
3%	3%	3%	46%	5%	32%	8%

KPA 5 – DELIVERING VALUE & REASSURANCE TO OUR COMMUNITY & PARTNERS IN INDUSTRY

KPI 5.1 - £ Saved per £ Spent (Return on Investment)

MEASURE:
- Financial Value of the saving made through intervention activity against the departments overall expenditure

£ saved per £ spent - Q1 2012/13

Total £ Value of Future fraud Disrupted by NFIB Technological Suspensions:	£1,415,508 (Confirmed)	£1,424,008 (Requested)
Total £ Value of Assets Recovered :	£2,328,869.55	£2,328,869.55
Total £ Value of Future Fraud Disrupted by Enforcement cases:	£9,107,609.78 *(see analysis of KPI 3.2 page 15)*	£9,107,609.78 *(see analysis of KPI 3.2 page 15)*
*TOTAL:	**£12,851,987.33**	**£12,860,487.33**
*Spend for Q1 2012/13=	**£4,549,931**	

Average Quarter total for 2011/12 = £489,719,445

Return on Investment = £2.82 Saved per £1 Spent (Confirmed Suspensions)
£12,851,987.33/£4,549,931 Q1 = £2.52

Return on Investment = £2.83 Saved per £1 Spent (Requested Suspensions)
£12,860,487.33/£4,549,931 Q1= £2.83

ANALYSIS:

- **The Rationale/Assumptions made surrounding the total £ Value of Detected cases are still being refined. See Analysis of 3.2.**

* Excluding DCPCU & OACU due to ongoing discussions re metrics.

KPI 5.2 – Overall Satisfaction of Community & Partners in Industry (inc Victims) with NLF Economic Crime Services

MEASURE: SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

TARGET:

-To achieve an increase in overall satisfaction level with stakeholders.

- To achieve an increase in overall satisfaction level with victims.

ANALYSIS OF STAKEHOLDER COMMENTS

-95% of stakeholders are satisfied (either fairly, very or completely satisfied) with NLF's performance over the last year.
- 'Other Government' have the highest satisfaction levels with NLF and Trade Bodies have the most varied satisfaction levels.

Stakeholder Survey

Q - Over the last 12 months, taking into account all your experiences, please could you state whether you are satisfied or dissatisfied with NLF's overall performance:

Total % 'Very' & 'Completely' Satisfied = 46%

Completely Dissatisfied	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Completely Satisfied
0%	0%	0%	5%	49%	41%	5%

ANALYSIS OF VICTIM COMMENTS

-Overall satisfaction levels are high amongst victims, with 89% satisfied with how they were treated by the police officers and staff who dealt with them; 50% stated that they were 'Completely Satisfied'.
- Treatment by the police receives the highest satisfaction rating. The lowest areas of satisfaction are reported as the actions taken by the police and satisfaction with what the police have done to date to investigate the crime.

Individual Victims of Fraud Survey

Q – Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the Police in this case?

Total % 'Very' & 'Completely' Satisfied = 72%

Completely Dissatisfied	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Completely Satisfied
2%	1%	2%	6%	17%	22%	50%

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KPA 5 – DELIVERING VALUE & REASSURANCE TO OUR COMMUNITY & PARTNERS IN INDUSTRY

KPI 5.2 Continued – Overall Satisfaction of Community & Partners in Industry (inc Victims) with NLF Economic Crime Services

MEASURE: SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

Stakeholder Survey

Q - NLF provides effective fraud leadership to the policing community:

Total % Agreeing = 51%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	11%	38%	0%	35%	16%

ANALYSIS OF STAKEHOLDER COMMENTS

-Leadership on Fraud was a key area of expectation, driving the agenda within Forces and providing recommendations to Government.

-All stakeholders agree that the NLF is an effective partner against fraud, with Government agreeing most strongly with 80% strongly agreeing

Q - NLF is an effective partner in the fight against fraud:

Total % Agreeing = 100%

Strongly Disagree	Disagree	Slightly Disagree	Neither	Slightly Agree	Agree	Strongly
0%	0%	0%	0%	3%	35%	62%

KPA 5 – DELIVERING VALUE & REASSURANCE TO OUR COMMUNITY & PARTNERS IN INDUSTRY

KPI 5.2 Continued – Overall Satisfaction of Community & Partners in Industry (inc Victims) with NLF Economic Crime Services

MEASURE: SPA Future Thinking Survey Results – 6 monthly Independent Survey of Key Stakeholders (Apr 2012)

Source – BPT/SPA Future Thinking

Stakeholder Survey

ANALYSIS OF STAKEHOLDER COMMENTS

-87% believe the NLF has added value, but 14% of 'Other Government' and 16 % of Private Sector Stakeholders believe it has not.

-Over 90% agree that the priority of fraud within Government has been raised. Some feel this is not the case within businesses with 8% disagreeing that there has been a priority increase.

-

Q - Do you think the work of NLF has added value to your organisation or sector over the last 12 months?

Total % Agreeing = 87%

No – Definitely Not	No – Probably Not	Unsure	Yes – Probably	Yes - Definitely
5%	**3%**	**5%**	**30%**	**57%**

Q - NLF has helped raise the priority attached to fraud:

a) Within Police forces - Total % Agreeing = 40%

b) Within Businesses – Total % Agreeing = 54%

c) Within Government – Total % Agreeing = 91%
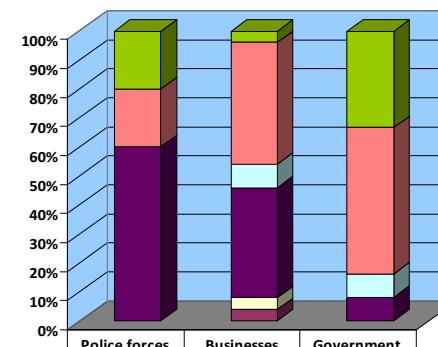
	Police forces	Businesses	Government
☐ Strongly Agree	20%	4%	33%
☐ Agree	20%	42%	50%
☐ Slightly Agree	0%	8%	8%
☐ Neither	60%	38%	8%
☐ Slightly Disagree	0%	4%	0%
☐ Disagree	0%	4%	0%
☐ Strongly Disagree	0%	0%	0%

KPA 5 – DELIVERING VALUE & REASSURANCE TO OUR COMMUNITY & PARTNERS IN INDUSTRY
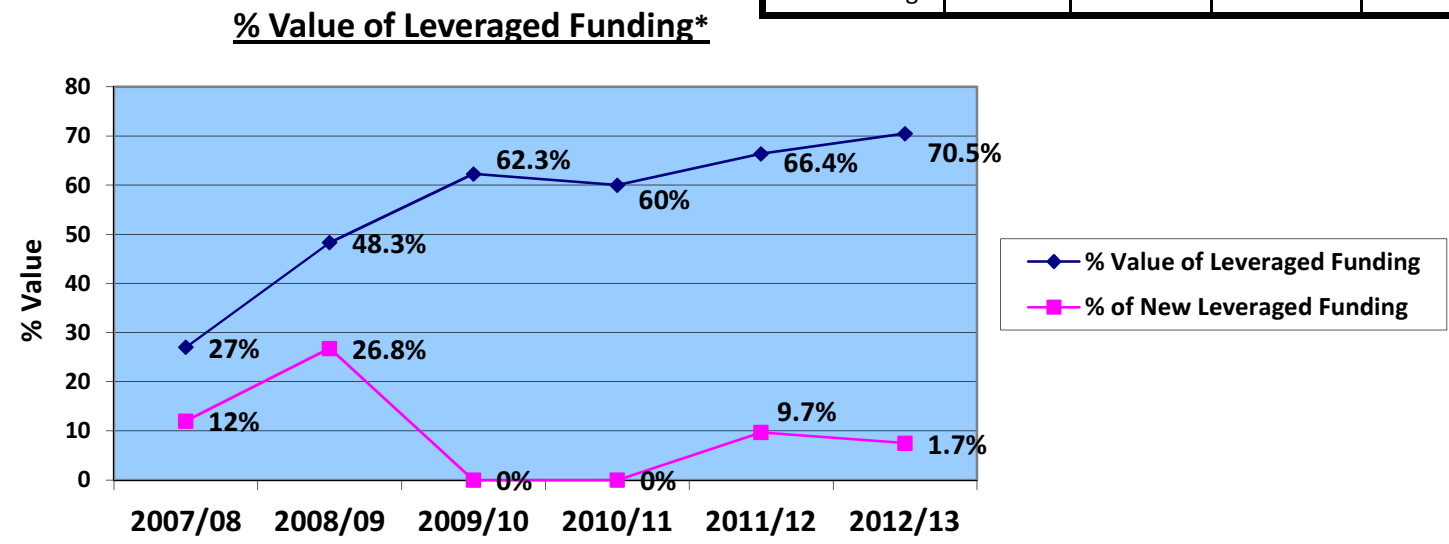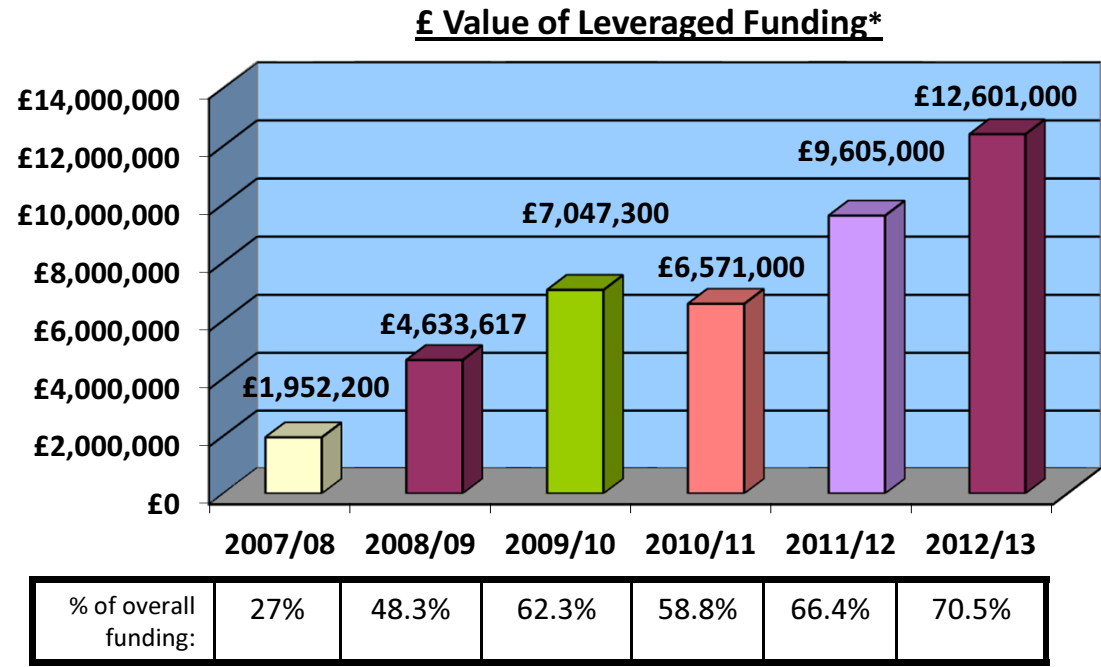
KPI 5.3 - £ Value and % of Leveraged Partnership Funding

MEASURE:
- Monetary Value of Partnership funding with Core Corporation Funding
Source – Finance
TARGET:
- Sustain % of leveraged partnership funding

£ Value of Leveraged Funding*

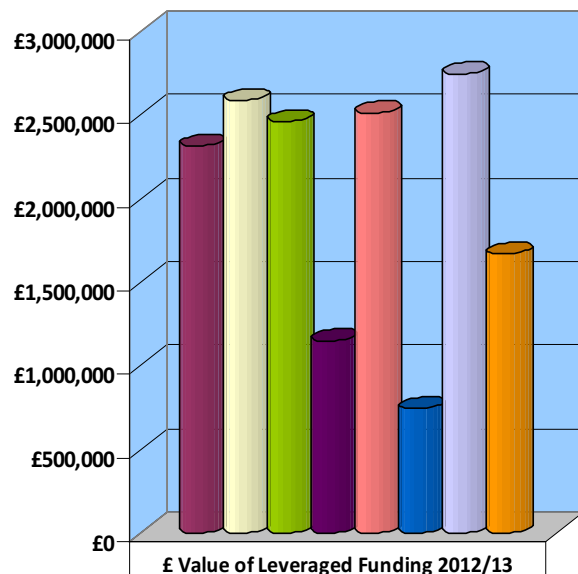| % of overall funding:	27%	48.3%	62.3%	58.8%	66.4%	70.5%

% Value of Leveraged Funding*

* Excluding DCPCU & Pension Costs

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KPA 5 – DELIVERING VALUE & REASSURANCE TO OUR COMMUNITY & PARTNERS IN INDUSTRY

**KPI 5.3 Continued - £ Value and % of Leveraged Partnership Funding**

£ Value of Leveraged Funding – 2012/13*

% of Leveraged Funding – 2012/13*

£ Value of Leveraged Funding 2012/13	
South East Lead Force	£2,315,000
National Lead Force	£2,590,000
NFIB	£2,462,000
OACU	£1,150,000
DCPCU	£2,513,000
Cyber Crime	£742,000
IFED	£2,748,000
National Fraud Capability Project	£1,670,000
TOTAL:	**£16,190,000**

% Value of Leveraged Funding 2012/13
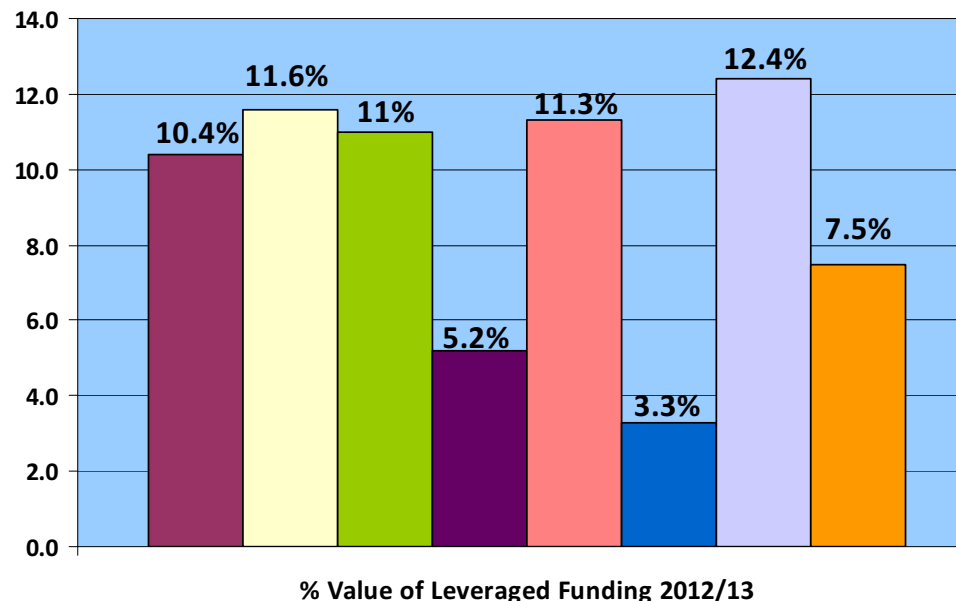
|	
■ South East Lead Force	□ National Lead Force
■ NFIB	■ OACU
■ DCPCU	■ Cyber Crime
□ IFED	■ National Fraud Capability Project

Total Budget 2012/13 = **£22,242,000**
£ Value of all Leveraged Funding 2012/13 = **£16,190,000**
Total % of All Leveraged Funding 2012/13 = **72.7%**
(*Total % of All Leveraged Funding 2011/12 = 67.9%)*

% of Sustained Leveraged Funding 2012/13 = **65.3%**
% of New Leveraged Funding 2012/13 = **7.5%**

* Including Pension Costs

APPENDIX – Key Volumetrics

KPI 1.2 – Increasing Economic Crime Public awareness and Stakeholder Prevention:

Alerts &*Assessed Intelligence Products – 2011/12 – 2012/13

Legend: ■ Alerts ■ Assessed Intelligence Products

Data values:
- Q1: 0, 8
- Q2: 15, 45
- Q3: 37, 33
- Q4: 32, 29
- Q1: 245, 13
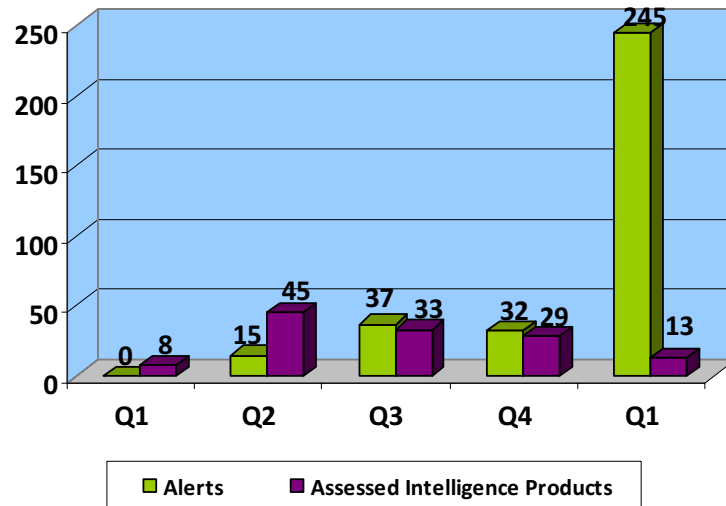
* As of Q1 2012/13 Assessed Intelligence Products are now known as Initial Profiles

Volume of Corporate Communications – 1st Quarter 2012/13

Communication	Volume
Press Releases/pro-active media engagement:	**9**
NFIB newsletter:	**1**
TV & Documentary:	**6** C4 news re Mandate fraud. BBC You've been Scammed. BBC series on insurance fraud, prospective BBC focus on the NFIB .
National Fraud Intelligence Website hits:	7305 – Unique Visits 5959 - Visits
Social media followers:	269

APPENDIX – Key Volumetrics

KPI 2.2 – Impact and Reach of Operational Intelligence Dissemination:

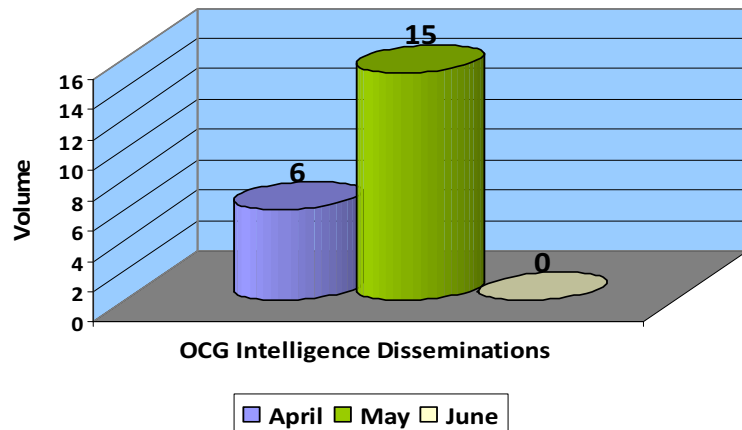**Volume of Operational Intelligence Dissemination – 1st Quarter 2012/13**
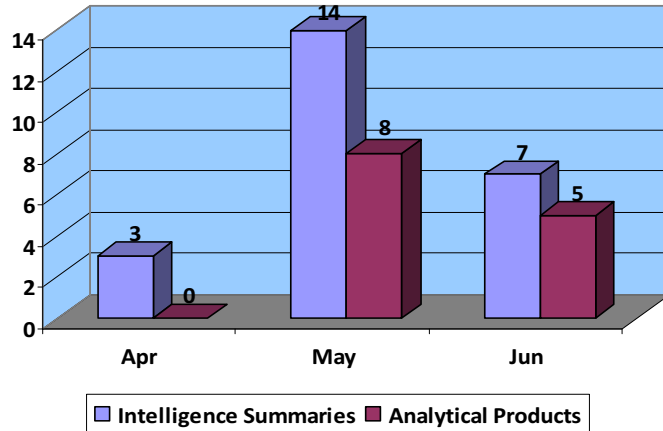
TOTAL Operational Intelligence Disseminations 1st Quarter 2012 = **37**

Volume of Operational Intelligence Dissemination – 2011/12 – 2012/13

	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q1 2012/13
Intelligence Summaries:	0	23	23	0	24
Analytical Products:	0	0	4	0	13
TOTAL:	**0**	**23**	**27**	**0**	**50**

KPI 2.3 – Impact and Reach of OCG Intelligence Dissemination:

**Volume of OCG Intelligence Disseminations – 1st Quarter 2012***

TOTAL OCG Intelligence Disseminations 1st Quarter 2012 = **21**

* OCG Intelligence dissemination cannot be compared to last years as volumes were not recorded until 2012/13.

APPENDIX – Key Volumetrics

KPI 3.1 - £ Value of Criminal Asset Denial through to Recovery (end to end process):

Volume of Asset Denial & Asset Recovery – 1st Quarter 2012
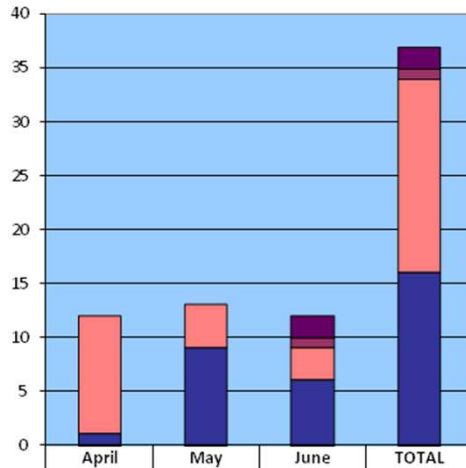
	April	May	June	TOTAL
☐ Civil Recovery Order	0	0	0	0
■ Cash Forfeiture Orders non POCA	0	0	2	2
■ Cash Forfeiture Orders POCA	0	0	1	1
☐ Confiscation Orders	11	4	3	18
■ Cash Seizure First Application POCA	1	9	6	16
☐ Restraints	0	0	0	0

Total Volume of Asset Denial & Recovery – 1st Quarter 2012

Civil Recovery Orders	Cash Forfeiture Orders (non POCA)	Cash Forfeiture Orders (POCA)	Confiscation Orders	Cash Seizure First Application (POCA)	Restraints	TOTAL FOR 1st Quarter 2012
0	2	1	18	16	0	34

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