


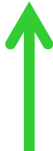




KPI Performance Overview – Q4 2012/13 and year end		TREND
<p>KPI 1.1 <i>£ value of future economic crime disrupted by intervening against enablers of fraud</i></p>	<p>The £ value of future fraud prevented for quarter 4, as a result of NFIB disruptions is £1,497,338. NFIB target for the end of quarter 4 was to reach 874 disruptions, NFIB has exceeded their target for quarter 4 and end of 2012/13 year, achieving 27 extra disruptions and reaching 1104 disruptions. This is 230 more than target, and NFIB have succeeded in meeting the target of increasing the volume of disruptions of fraud enablers by 30%.</p> <p>Volume of 2011/12 disruptions (measured through Telephone/Website disruptions) = 672</p> <p>Volume of 2012/13 disruptions (measured through Telephone/Bank Account/Website disruptions) = 1104 (Target – 874)</p> <p>NFIB have therefore exceeded the target of increasing the volume of suspension by 30%, and actually achieved an increase of volume of technological enablers of 63.8%.</p>	
<p>KPI 1.2 <i>Increasing economic crime public awareness and stakeholder prevention</i></p>	<p>NFIB disseminated 184 fraud alerts to businesses and public sector organisations in quarter 4 2012/13. This is a decrease of 65 on Q3. The total number of Alerts disseminated by NFIB in 2012-13 is 954 compared with 285 in 2011 -12. 84% of the 77 stakeholders surveyed agree that NLF has been successful in increasing awareness of fraud and helping stakeholders better protect themselves in the last 12 months. 69% of stakeholders agree that NLF has demonstrated highly effective communication activities to inform and provide support for preventing and reducing harm caused by fraud. 94% stakeholder satisfaction Wave 3 Stakeholder survey on the quality of NFIB Fraud Alerts.</p> <p>Volume of Fraud Alerts 2011/12 = 285 Volume of Fraud Alerts 2012/13 = 954</p> <p>2011/12 Quality of Fraud Alerts baseline (based on Wave 2 Stakeholder Survey) = 61% agree that fraud alerts were of a high quality</p> <p>2012/13 Quality of Fraud Alerts (based on Wave 3 Stakeholder Survey) = 94% agree that fraud alerts were of a high quality.</p>	
<p>KPI 1.3 <i>Increasing victim self-protection and reducing repeat victimisation</i></p>	<p>48% of victims surveyed feel that the crime prevention advice given to them helped better protect themselves against future fraud. 47% of stakeholders surveyed felt that NLFs approach has been effective in supporting victims of fraud. There is still work for NLF, to develop and increase the fraud prevention advice provided to victims at all stages of investigation. The overall volume of Corporate Communications has increased again in quarter 4 and IFED are achieving the greatest impact through external communications.</p>	
<p>KPI 2.1 <i>Impact and reach of strategic intelligence dissemination</i></p>	<p>The current number of Monthly Threat Updates recipients in Q4 is 555. 87% of the respondents made positive replies in their survey Monkey feedback to the NFIB Monthly threat update in quarter 4. The year end position is 79% of respondents provided positive survey monkey feedback based on Q's 2,3 and 4. 69% of stakeholders surveyed via SPA Future Thinking agreed that the strategic intelligence NLF disseminates is of a high quality and is relevant, and subsequently 49% of the same stakeholders agreed that this strategic intelligence had increased their ability to determine key threats and the strategy to counter them.</p>	
<p>KPI 2.2 <i>Impact and reach of operational intelligence dissemination</i></p>	<p>There was a total of 419 operational intelligence disseminations during Q4 bringing the total for 2012-13 to 1018 disseminations of operational intelligence. 65% of stakeholders are in agreement that the information disseminated is of high quality, and the same amount also agreed that this operational intelligence had improved their ability to prevent and investigate fraud.</p>	

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<p>KPI 2.3 <i>Impact and reach of organised crime group intelligence dissemination</i></p>	<p>NFIB have only reported a total of 54 OCG disseminations for 2012-13 but it should be noted this area of NFIB has been subject to considerable change in setting up the NFIB OCG Co-ordination team to fulfil its obligations as the Thematic hub for Fraud OCG's. In Quarter 4 NFIB has engaged with the Counter Fraud community in a number of initiatives the results of which will be reported next year.</p> <p>OCG intelligence disseminations were not recorded in 2011/12 and therefore cannot be compared with the figures for 2012/13.</p>	
<p>KPI 3.1 <i>£ value of criminal asset denial through to recovery (end to end process)</i></p>	<p>The volume of both confiscation orders and cash seizures has exceeded the target for quarter 4. The Asset Recovery Team achieved 7 confiscation orders and 13 cash seizures. The total amount of assets recovered during quarter 4 stands at £1,547,944.62. ART have been successful in achieving the target to increase the volume of confiscation orders by 10% and cash seizures to 50. The total amount of assets recovered for 2012/13 = £5,094,108.71 (including recoveries by IFED and DCPCU (CoLP proportion only)).</p> <p>2011/12 Confiscation Orders = 28 2012/13 Confiscation Orders = 42 (Target of 31) 2011/12 Cash Seizures = 45 2012/13 Cash Seizures = 53 (Target 50)</p>	
<p>KPI 3.2 <i>£ value of future fraud disrupted by NLF enforcement cases</i></p>	<p>There were 42 detected cases in quarter 4, which has resulted in the directorate £ value of future fraud prevented being £20,909,236.40. This figure includes Fraud teams, MLIU, IFED and DCPCU.</p> <p>The Total number of cases detected by the Directorate for 2012/13 = 163 equating to £531,200,656.89 of future fraud being disrupted compared with £318,398,428 in 2011-12 . (IFED and DCPCU were not included in 2011-12).</p>	
<p>KPI 3.3 <i>% CoLP fraud OCG's in top bands whose intent / capability and criminality has been reduced by CoLP interventions</i></p>	<p>The target OCG disruption activity in 2012/13 was 24. The target figure was originally calculated, using the aggregate of OCGs in tiers 1 – 3 as of April 2012. NLF achieved 12 OCG disruptions in quarter 4, which gives a cumulative 2012/13 total of 32 at the end of quarter 4; this is 8 disruptions above the 2012/13 target. FIB now have responsibility for managing all CoLP OCGs and have introduced an OCG panel who oversee the quality of work against organised crime. OCG disruption activity was not recorded in 2011/12 and therefore cannot be compared with the figures for 2012/13.</p>	
<p>KPI 3.4 <i>Quality of investigation and enhancing judicial outcomes</i></p>	<p>The number of finalised cases at court has decreased to 14 in quarter 4 compared with 18 quarter 3. The volume of guilty pleas has also decreased to 5 in quarter 4, from 8 in quarter 3; however, the reduction is commensurate with the lower amount of completed cases and on its own is not a cause for concern. The CoLP/CFD joint initiative to measure the quality of NLF investigations has progressed with implementation planned for Q1 2013-14.</p> <p>2012/13 totals versus (2011/12) : Guilty Pleas = 47 (49) Finalised Cases = 95 (171); Suspects Charged = 212 (128) ; Length of Sentence (months) = 2390 (2871)</p>	
<p>KPI 4.1 <i>Impact and reach of training strategy and delivery</i></p>	<p>46% of stakeholders surveyed agree that in the last 12 months the Academy has provided relevant and high quality training, and subsequently 37% of stakeholders surveyed felt that the training had increased their capability to prevent and investigate fraud. The cumulative percentage from the year ending 2012/13 indicates that 95% of course attendees have found the content and quality of NLF courses to be either Excellent, Very Good or good, which exceeds the target of 85%. This was a Policing Plan target.</p>	

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<p>KPI 4.2 <i>Impact and reach of standard setting and dissemination of best practice guidance</i></p>	<p>57% of stakeholders surveyed agree that in the last 12 months NLF has been highly effective in setting standards and sharing good practice, and subsequently 48% of stakeholder agree that this has increased their capability to prevent and investigate fraud. A large percentage of stakeholders could neither agree nor disagree that NLF has been effective in setting standards, which suggests that stakeholders are either not receiving such guidance or are unclear as to what NLF actually means by the term 'Standard Setting'. Work is being done to establish this.</p>	
<p>KPI 5.1 <i>£ saved per £ spent (return on investment)</i></p>	<p>The return on investment (£ saved per £ spent) figure for quarter 4 is £4.57 compared to £80.74 in Q3. This figure is significantly reduced on Q3. This is due to lower returns on the £ value of future fraud disrupted by enforcement cases and the £ value of Fraud enabler disruptions mainly influenced by a low return by DCPCU. The separate Q4 return on investment figures for each department are as follows: NFIB = £1, Fraud teams & MLIU = £3.36, IFED = £20.97. DCPCU = £3.22. The Directorate Return on Investment for 2012-13 is £32.17. (For every £ spent, £32.17 of future fraud has been saved).</p> <p>2011/12 ROI = £24.44 saved per £1 spent 2012/13 ROI = £32.17 saved per £1 spent</p>	
<p>KPI 5.2 <i>Overall satisfaction of community (including victims) and partners in industry with NLF economic crime services</i></p>	<p>Taking into account all of their experiences 95% of stakeholders surveyed are satisfied with NLF's overall performance and 83% agree that NLF has added value to their organisation over the last 12 months. In addition to this 95% of stakeholders also agree that NLF is an effective partner in the fight against fraud. The overall satisfaction levels of stakeholders are very high, NLF needs to work hard to maintain this and ensure that we remain to be seen as the force that holds the expertise in economic crime. 89% of NLF victims were satisfied with the service they received.</p> <p>Stakeholder Satisfaction Survey baseline (Wave 1 2011/12) = 46% satisfied Stakeholder Satisfaction Survey (Wave 1 & 2 combined 2012/13) = 95% satisfied</p> <p>Victim Satisfaction Survey baseline (Wave 1 2011/12) = 72% satisfied Victim Satisfaction Survey (Wave 1 & 2 combined 2012/13) = 89% satisfied</p>	
<p>KPI 5.3 <i>£ value and % of leveraged partnership funding</i></p>	<p>NLF have sustained and increased leverage funding throughout 2011-12 through to 2012/13. The £ value of all leveraged funding 2011/12 = £11,936,000 Total % of All Leveraged Funding 2011/12 = 69.1%</p> <p>The £ value of all leveraged funding 2012/13 = £18,561,000 Total % of All Leveraged Funding 2012/13 = 74.7%</p>	