| Committee(s) | Dated: |
|---|---|
| Police: Economic Crime Board | 20th October 2017 |
| **Subject:**<br>National Lead Force: 2017/18 Performance Report | **Public** |
| **Report of:**<br>Commissioner of Police<br>Pol 63-17 | **For Information** |
| **Report author:**<br>T/Commander Dave Clark | |

## SUMMARY

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud for the period Apr 2017 – Sep 2017 (YTD). Where data is available this performance has been compared against the same period for the previous year (PYTD).

**Pursue**

- **7%** increase in the number of crimes reported to Action Fraud compared with the PYTD.

- **19%** decrease in the number of crimes with viable lines of enquiry identified for dissemination to police forces.

- **72%** increase in outcomes reported.

- **18%** increase in disruption requests.

**Protect**

- Overall satisfaction with products and alerts issued by the NFIB is **95% (196/206)**, a **3%** decrease compared with the PYTD. Highest levels of satisfaction are registered in relation to how alerts are "informative" and "relevant".

- **11** national protect events coordinated with a combined reach of **1,650** individuals and appearances on Crimewatch road show to a national audience.

- Continued increase in both Action Fraud Facebook and Twitter followers**.**

**Prepare**

- **29** courses delivered by the Economic Crime Academy attended by **438** delegates, amounting to **1,230** training days, an increase of **69%** compared to PYTD

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

**Victim Service**

- **73%** (83/113) of respondents registered overall satisfaction with the service provided by ECD officers in the last 12 months (Oct 16 – Sep 17).

- Action Fraud complaints via PSD (**81**) were **0.03%** of crime and information reports received in the same period (**230,330**).

## <u>RECOMMENDATION</u>

It is recommended Members note this report.

## <u>MAIN REPORT</u>

### 1. BACKGROUND

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud for the period Apr 2017 – Sep 2017 (YTD). Where data is available this performance has been compared against the same period for the previous year (PYTD).

The report is divided into four 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.

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

### 2. PURSUE

### 2.1 National Outcomes

During Q2 2017/18, there has been a **7%** increase in the **number of crime reports** made to Action fraud with **143,674** recorded YTD compared with **134,854** PYTD. This increase can be attributed in part to the continued awareness and greater understanding of the Action Fraud reporting system.

Despite the increase in crime reports there has been a **19%** decrease in the number of **crime reports reviewed** by the NFIB with **58,876** YTD compared with **62,464** PYTD. This has led to a **19%** reduction in the number of disseminations to forces during the first quarter with **27,527** compared with **33,980** during the previous year.

The decrease in crimes reviewed and disseminated can be attributed to a reduced crime reviewing capacity as the department currently have 4 vacancies all of which have conditional offers to be filled, and two of the reviewers are new starters who are undergoing initial training.  This also impacts on the productivity of reviewers providing the training.

During the same period there has been a significant increase in the number of outcomes recorded with **28,147** YTD compared with **15,448** PYTD, amounting to a percentage increase of **82%**.
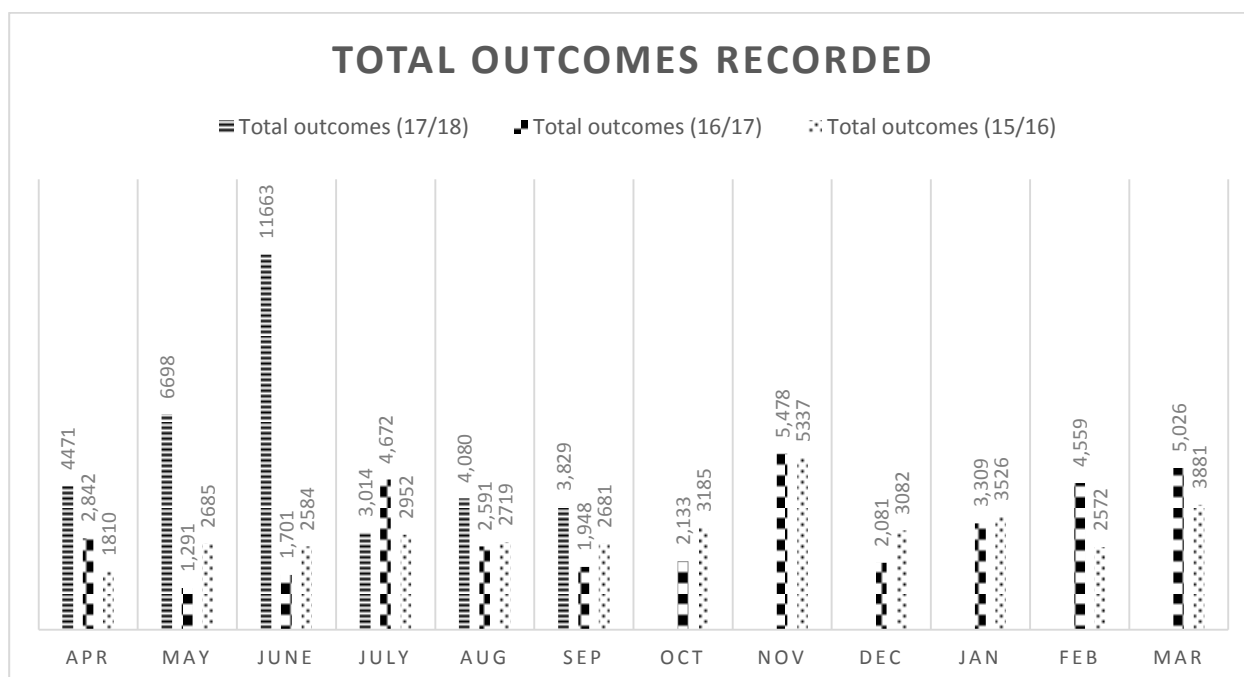
The table below shows a comparison of crimes reported, disseminations and recorded for the past three years.

|  | Q2 - 15/16 YTD | Q2 16/17 YTD | Q2 – 17/18 YTD | 16/17 – 17/18 change |
|---|---|---|---|---|
| Crime reports to Action Fraud | 120,145 | 134,854 | 143,674 | 7% ▲ |
| Disseminations | 37,969 | 33,980 | 27,527 | 19% ▼ |
| Judicial outcomes | 4,168 | 4,148 | 5,608 | 35% ▲ |
| Non-judicial outcomes | 11,263 | 15,448 | 28,147 | 82% ▲ |
| Total outcomes | 8,352 | 19,596 | 33,755 | 72% ▲ |

The graph below shows the number of crime reports made to Action Fraud by month over the last three financial years.
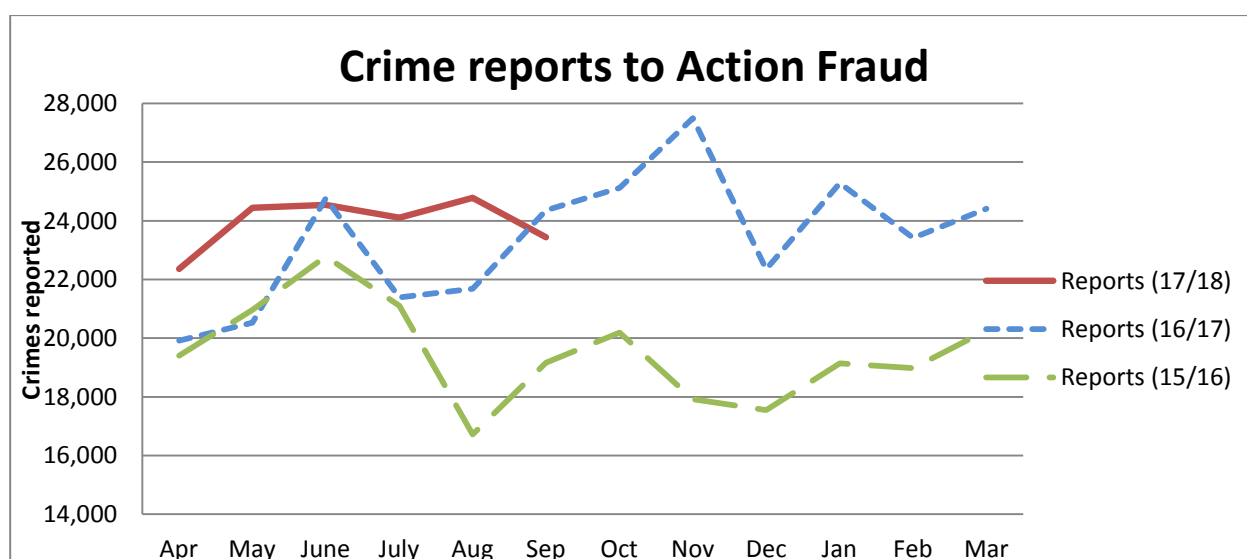
The chart below shows the total number of recorded outcomes by month over the last three financial years.

**TOTAL OUTCOMES RECORDED**

■ Total outcomes (17/18)   ▪ Total outcomes (16/17)   ⋰ Total outcomes (15/16)

| Month | 17/18 | 16/17 | 15/16 |
|---|---|---|---|
| APR | 4471 | 2,842 | 1810 |
| MAY | 6698 | 1,291 | 2685 |
| JUNE | 11663 | 1,701 | 2584 |
| JULY | 3,014 | 4,672 | 2952 |
| AUG | 4,080 | 2,591 | 2719 |
| SEP | 3,829 | 1,948 | 2681 |
| OCT | 2,133 | | 3185 |
| NOV | 5,478 | | 5337 |
| DEC | 2,081 | | 3082 |
| JAN | 3,309 | | 3526 |
| FEB | 4,559 | | 2572 |
| MAR | 5,026 | | 3881 |

## 2.2    National Disruptions

There has been an **18%** increase in disruption requests made with **95,341** YTD compared with **80,716** PYTD.

| Disruptions requests | Q2 - 2016/17 YTD | Q2 - 2017/18 YTD | % Change |
|---|---|---|---|
| Website | 550 | 455 | 17%▼ |
| Bank accounts | 20,104 | 26.370 | 31% ▲ |
| Telephone | 60,062 | 68,516 | 14%▲ |
| **Total** | **80,716** | **95,341** | 18% ▲ |

## 2.3    City of London Police Outcomes

As at September 2017 ECD is managing **725** investigations (inclusive of funded units). **39** offenders were charged and **40** offenders were sentenced to a total of **57** years in prison.

During 2017/18 there has been a **14%** increase in the number of crime disseminations received for investigation by the Fraud Teams.

During this same period there has been a **35%** decrease in the number of recorded outcomes. Proactive work to raise the understanding of outcome recording within operational units and to ensure all historic investigations containing multiple NFRCs are accurately recorded, continues.
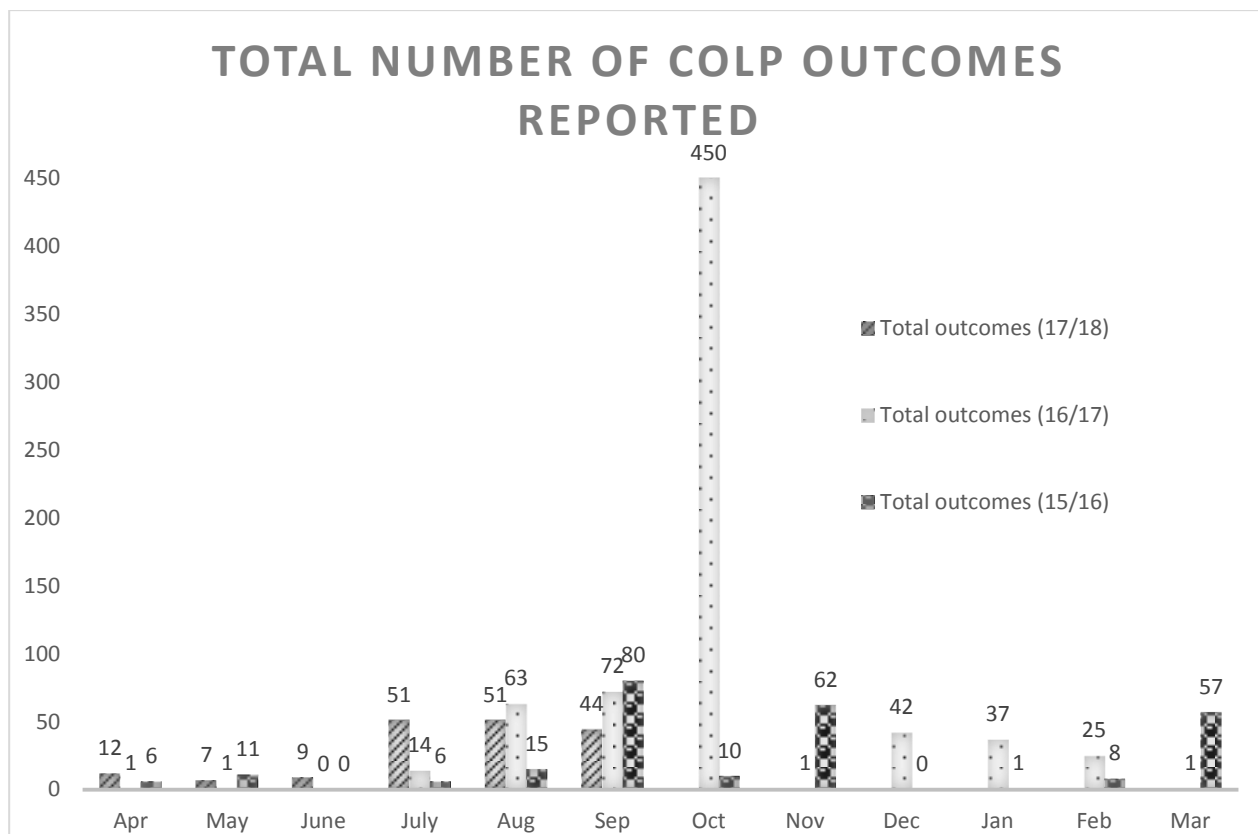
The table below shows a breakdown of dissemination and recorded outcomes for the last three years.

| | Q2- 2015-16 YTD | Q2 2016-17 YTD | Q2 2017-18 YTD | 16/17 – 17/18 Change |
|---|---|---|---|---|
| Disseminations | 327 | 189 | 215 | 14% ▲ |
| Judicial outcomes | 87 | 48 | 33 | 31% ▼ |
| Non-judicial outcomes | 29 | 103 | 65 | 36% ▼ |
| Total outcomes | 116 | 151 | 98 | 35% ▼ |

The graph below shows the number of disseminations made to CoLP by month over the last three financial years.
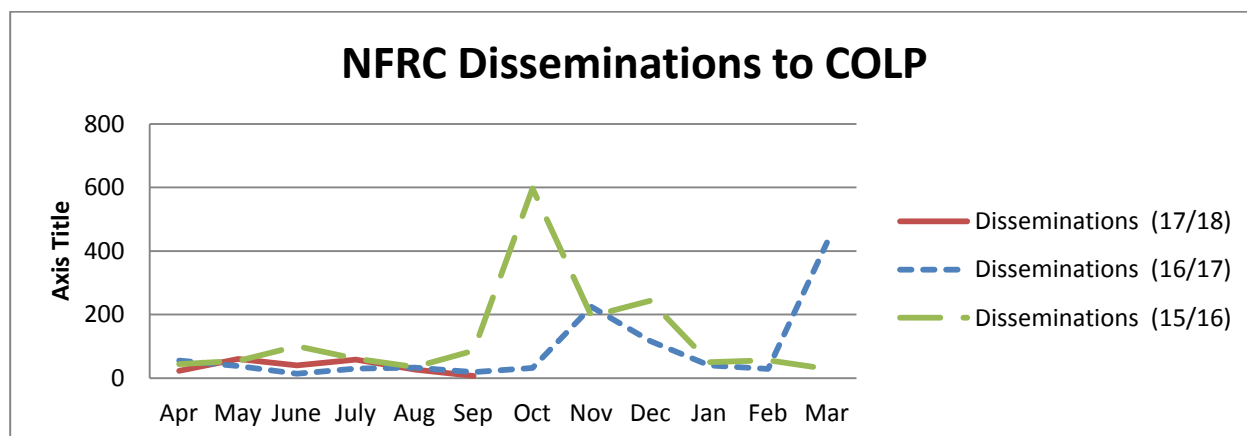


**NFRC Disseminations to COLP**

The chart below shows the total number of recorded outcomes by month over the last three financial years.

**TOTAL NUMBER OF COLP OUTCOMES REPORTED**

Legend:
- Total outcomes (17/18)
- Total outcomes (16/17)
- Total outcomes (15/16)

| Month | 17/18 | 16/17 | 15/16 |
|-------|-------|-------|-------|
| Apr | 12 | 1 | 6 |
| May | 7 | 1 | 11 |
| June | 9 | 0 | 0 |
| July | 51 | 14 | 6 |
| Aug | 51 | 63 | 15 |
| Sep | 44 | 72 | 80 |
| Oct | | 450 | 10 |
| Nov | 1 | | 62 |
| Dec | | 42 | 0 |
| Jan | | 37 | 1 |
| Feb | 25 | | 8 |
| Mar | 1 | | 57 |

## 2.4　OCG Disruptions

ECD is currently managing **37** OCGs active OCGs. During Q2 **3** new OCGs were mapped and **1** OCG was disrupted. DCPCU is managing a further **40** OCGs through the MPS. During Q2 **17** OCGs were disrupted.
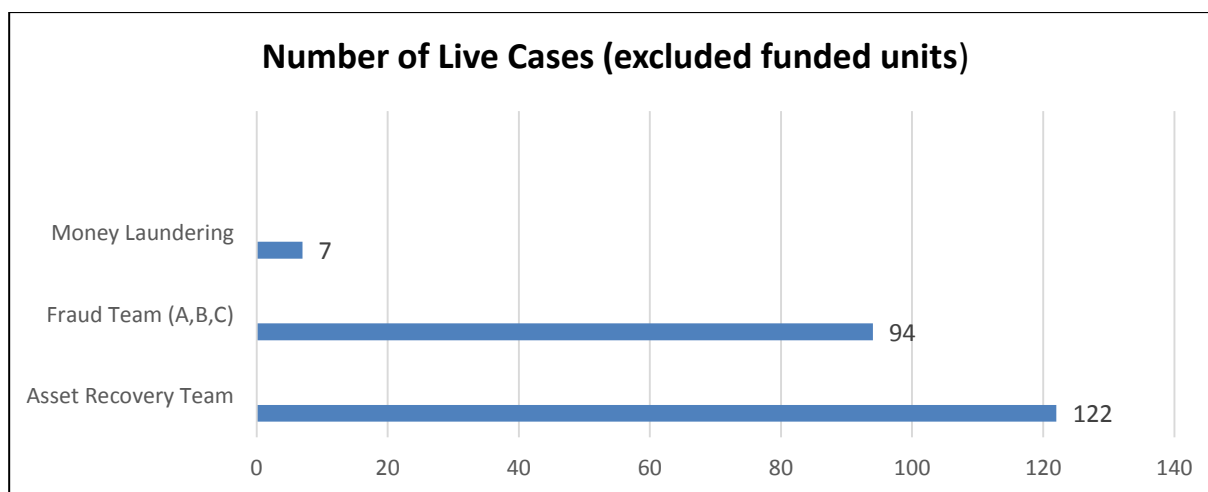
## 2.5　NLF Referrals

**19** NLF investigations have been formally referred to CoLP in 2017/18. **14** have been accepted[1], for investigation/ further scoping or to provide assistance, **1** has been referred to another agency (Op Falcon). A further **4** referrals are currently under assessment.

## 2.6　Case Volumes[2]

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[1] An initial assessment of NLF cases referred for investigation is undertaken by COLP's Fraud Desk. Where appropriate, cases are then placed within an investigation team for further scoping to provide sufficient information for an acceptance decision. Assessment of referrals can be both lengthy and resource intensive but is necessary to ensure investigative resources are effectively deployed.

[2] The investigations are categorised into CoLP cases and NLF cases. CoLP cases are those investigations into matters occurring within the jurisdiction of the square mile and NLF cases are those cases which have satisfied the NLF cases acceptance process. A majority of CoLP cases have a national or complex element to them and such factors would constitute a NLF enquiry. Overlap

The chart below illustrates the numbers of live cases being investigated by CoLP's Fraud Teams (excluding funded units) as at the end of September 2017. At present there are **223** live investigations with approximately **4,400** recorded NFRCs (victims) attributed to them.

**Number of Live Cases (excluded funded units)**

| Category | Value |
|---|---|
| Money Laundering | 7 |
| Fraud Team (A,B,C) | 94 |
| Asset Recovery Team | 122 |

## 3. PROTECT

### 3.1 Quality and reach of protect alerts

CoLP collects feedback from online surveys to determine the quality and impact of the protect alerts, and identify opportunities for improvement. Feedback through targeted alerts achieved an overall satisfaction of **95%**.

| 2016/17 | 2016/17 YTD | 2017/18 YTD | Change |
|---|---|---|---|
| % of recipients satisfied with alerts | 98% (158/161) | 95% (196/206) | 3% ▼ |

Those recipients that failed to register satisfaction during the survey stated the timeliness of the alerts as the main reason for their dissatisfaction. At the time of completing the survey recipients are also encouraged to provide feedback to help the continuous improvement of the products alerts created.

To support the overall satisfaction of the products and alerts the following categories are measured and results compared against Q2 16/17 satisfaction.

| 2016/17 | 2016/17 YTD | 2017/18 YTD | YTD Change |
|---|---|---|---|
| **Informative** | 99% (159/161) | 97% (200/206) | 2% ▼ |
| **Relevant** | 97% (156/161) | 96% (195/204) | 1% ▼ |
| **Timely** | 88% (141/159) | 86% (176/204) | 2% ▼ |

between the categories of CoLP and NLF is often due to international enquiries, possible threats to the UK economy, and high volumes of victims and 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.

| | | | |
|---|---|---|---|
| **Clear** | 99% (160/161) | 94% (193/206) | 5% ▼ |
| **Actionable** | 88% (140/158) | 80% (162/204) | 8% ▼ |

To increase the reach of alerts CoLP uses platforms, such as the neighbourhood alerts service which has **438,251** contactable users.

## 3.2    Social Media

Action Fraud has achieved an increase in both Twitter and Facebook followers, which may have influenced the increase in the number of crime and information reports received online.

Action Fraud currently has:

- **38,800** Twitter followers
- **37,977**  Facebook Likes (followers)

The Cyber Protect Twitter account was launched at the start of the quarter and grew to nearly **800** followers in the following three months.  The account is achieving **170,000** impressions a month with an average of **7,400** impressions a day.  It is also well retweeted for an account of this size, with **577** retweets in the four weeks to end September.

### 3.2.1  Media stories

PIPCU launched a campaign to warn consumers that 'there's more at stake when it's a fake' and that buying counterfeit goods online carries a risk of ID fraud. The campaign received coverage in the following outlets: Sky News Yahoo News International Business Times The Mirror Online MSN News The Sun The Irish Sun Lancashire Evening Post West Sussex County Times Peak FM Burnley Express Tamebay Shoreham Herald Bike Biz The Register Info Security Magazine World Trademark Review Securing Industry Wired Gov True Viral News BBC Radio Wales breakfast, BBC West Midlands, BBC Northampton, BBC Somerset, BBC Shropshire, BBC Cornwall, BBC Stoke, BBC Lincolnshire, BBC Devon, BBC Nottingham.

The Express, Asian Image and Daily Mail reported on a Fraud Squad investigation which resulted in the sentencing of three fraudsters who stole £1.1 million from an EU migrant integration fund established by the Home Office. DS Simon Russen of the Fraud Squad quoted; "These fraudsters have stolen significant amounts of public money which should have been used to support vulnerable people. Motivated purely by greed, they designed a complex scam to fund a luxury lifestyle built on deceit. The co-operation of the Home Office with our investigation has helped ensure these criminals have been brought to justice."

The Financial Times and London Loves Business published further coverage of Action Fraud's partnership between the City of London Corporation and Age UK to combat fraud against the elderly.  The project seeks to stop scammers from targeting older

people across London, with a key goal of creating a prevention model to be used nationwide.

### 3.3 Protect Campaigns and Events

In this quarter COLP has co-ordinated and attended **11** protect events with both public and partner/ industries. These events have reached over **1,650** individuals and have included **2** webinars, a road show for SMEs and public events with Lloyds Banks, the LDSC and the Safer Community Partnership in Bromley. The webinars have been recorded and are available to the public for further engagement. The unit also continued supporting the national SME Cyber Security Roadshows with events in Wales and Birmingham, both of which saw attendance from over **100** delegates.

COLP appeared on the Crimewatch Roadshow programmes in July which reached an estimated **4m** viewers, delivering fraud protect advice on topics such as rental and ticketing fraud.

COLP created and disseminated **42** separate products on social media on a wide range of fraud and cyber topics. This included a successful Computer Software Service Fraud campaign in August and September, with materials posted on social media and disseminated to partners in the public and private sectors to promote on their own social media accounts. The unit also supported external campaigns by Which? magazine and UK Finance under the Take Five branding.

### 4.    PREPARE

### 4.1    Economic Crime Academy (ECA)

ECA has provided **29** courses that have been attended by **438** delegates. This amounts to an increase of **10** courses compared with the PYTD and a **119%** increase in number of delegates.

Delegate satisfaction has remained consistently high with **99%** (344/347) of respondents registering satisfaction.

|  | Q2 –2016/17 YTD | Q2 -2017/18 YTD | % Change |
|---|---|---|---|
| Total courses | 19 | 29 | 53% ▲ |
| Total course delegates | 200 | 438 | 119% ▲ |
| Total delegate days delivered | 725 | 1230 | 69% ▲ |
| Delegate satisfaction | 97% | 99% | 2% ▲ |

### 4.2  National force engagement

COLP has continued to work with forces and partner agencies to help them prepare for the HMIC PEEL inspection which contains questions on fraud.

A key engagement includes a peer review of Hertfordshire Police, in which their protect office demonstrated best practice in relation to local engagement. In this visit the following were identified as particularly positive examples of protect activities;
- Protect messaging in the local community
- Bespoke engagement and messaging

Activity to improve crime recording standards in forces includes engagement with Eastern and South East regions.

## 5. VICTIM SERVICE

### 5.1 Action Fraud reporting satisfaction

**4,363** victims completed the online Action Fraud reporting satisfaction survey YTD. **73%** (3170/4363)) of recipients have registered satisfaction with the system, **18%** stated they were neither satisfied nor dissatisfied and **7%** registered dissatisfaction.

### 5.2 Action Fraud Complaints

**81** complaints were received via PSD for YTD compared with 104 PYTD. This is **0.03%** of crime and information reports received in the same period (**230,330**). The most common cause of complaint remains lack of investigations with **54** of the **81** complaints relating to this.

**71** complaints were concluded in the period. All complaints are responded to in writing. Complainants who have reported dissatisfaction with the fact that their crime will not be investigation are provided with an explanation as to how the decision was made and ultimately why an investigation is not possible at this time.

### 5.3 CoLP Economic Crime Directorate victim satisfaction – All departments

To improve the interpretation and understanding of trends all quarterly survey results have been presented covering a rolling 12 month period. The most recent reporting period relates to August 2016 to September 2017. **124** respondents completed the survey during the current reporting period compared with **193** during the previous period. This amounts to an increase of **56%**.

At the time of reporting only top level headline figures are available relating to the most recent survey.

During this (rolling 12 month) period **73%** (83/113) of recipients stated satisfaction with the overall service provided by ECD officers. This satisfaction rating has remained consistent now for **4** consecutive reporting periods.

During the current quarter **88%** (7/8) of recipients were happy with the overall service, which represents a **9%** increase compared to the previous quarter.

| Each period covers a rolling year | Jan 16 - Dec 16 | Apr 16 – Mar 17 | Jul 16 – Jun 17 | Oct 16 – Sep 17 | % Change Jul 16 – Jun 17 vs. Oct 16 – Sep 17 |
|---|---|---|---|---|---|
| **Overall satisfaction with ECD officers' service** | **73%** (96/131) | **73%** (107/147) | **73%** (135/185) | **73%** (83/113) | **0%** ▶ |
| Satisfaction with initial service | **77%** (101/132) | **75%** (110/147) | **73%** (138/188) | **72%** (83/116) | 1% ▼ |
| Satisfaction with outcome of investigation | **49%** (49/101) | **45%** (46/102) | **41%** (45/109) | **49%** (30/61) | 8% ▲ |

## 6.    VALUE FOR MONEY

Financial data not yet available for the quarter.

## APPENDICES

- Appendix 1 – Key Performance Indicators
  - PP measures – measures set by the Policing Plan committee
  - DP measures – measure set by the Economic Crime Directorate

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**Economic Crime Board - For information**
**National Lead Force: Q2 – (Jul – Sep) 2017/18 Performance Report**

## APPENDIX 1 – KEY PERFORMANCE INDICATORS

| VICTIM SATISFACTION | |
|---|---|
| **The percentage of victims of fraud satisfied with the overall service provided by ECD officers** <br><br> • **Satisfactory (S):** Cumulative performance to be within 2.5% or higher than the Apr 14 - Mar 17 cumulative satisfaction rate of 71% with the overall service provided by ECD officers. This would therefore allow for a satisfaction rate of 69%. <br> • **Close monitoring (CM):** Cumulative performance below the Apr 14 - Mar 17 cumulative threshold or continued negative trend. **Requires Action (RA):** Continued cumulative performance below the Apr 14 - Mar 17 cumulative threshold, with limited signs of improvement. <br><br> Cumulatively since the surveys inception in 2014, **73%** (377/519) of victims have stated that they are satisfied with the service provided by ECD officers throughout their investigation. This is an increase of **1%** compared to the cumulative level of satisfaction reported at the end of the previous reporting period (Apr 14 – Jun 17). | **S** |
| **The percentage of victims of fraud who are satisfied with the Action Fraud reporting service** <br><br> • **Satisfactory (S):** Monthly performance to be within 2.5% or higher than the 17/18 YTD average. <br> • **Close monitoring (CM):** Monthly performance below the 17/18 average threshold or continued negative trend. Requires Action: Continued monthly performance below the 17/18 average threshold, with limited signs of improvement. <br><br> YTD **72%** (2,574/3,559) of victims registered satisfaction with the online reporting service. This is a new measure which has returned a consistent satisfaction outcome since it has been introduced. | **S** |

| PURSUE | |
|---|---|
| **The percentage of ECD City fraud investigations resulting in a positive action whether through offender disposal, prevention or disruption.** <br><br> • **Satisfactory (S):** YTD performance to remain equal, or within 10% of the 16/17 average of 100% of investigations resulting in a offender disposal, prevention or disruption. <br> • **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. <br><br> Year to date **100%** (11/11) City based fraud investigations have concluded, all have resulted in positive outcomes. | **S** |

| PURSUE | |
|---|---|
| **The outcome rate of City of London crimes disseminated by NFIB** | **S** |

- **Satisfactory (S):** Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 20.95%. This would therefore allow for a outcome rate of 18.86%.
- **Close monitoring (CM):** Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. **Requires Action (RA):** Continued performance below the Apr 13 - Mar 17 cumulative threshold, with limited signs of improvement.

Since April 2014, **5,641** City of London crimes have been disseminated to the Fraud Teams for investigation. **1,579** investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of **21.89%** of disseminated crimes resulting in an outcome. This is a slight decrease compared to the outcome rate of **20.95%** reported in March 2017; it is however, within the 10% threshold, so is still regarded as satisfactory.

| **The percentage of crimes reported to Action Fraud that result in an investigative outcome** | **S** |
|---|---|

- **Satisfactory (S):** Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 10.80%. This would therefore allow for a outcome rate of 9.72%.
- **Close monitoring (CM):** Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. **Requires Action (RA):** Continued cumulative performance below the Apr 13 - Mar 17 threshold, with limited signs of improvement.

Since April 2013, **1,128,940** crimes have been reported to Action Fraud. **287,933** crimes have subsequently been disseminated by the NFIB to police forces in England and Wales for investigation. **140,123** of the disseminated crimes have resulted in an investigative outcome.

The outcome rate is calculated as the percentage of crimes reported that have resulted in an outcome, The outcome rate at the close of September 17 is **12.41%.** This is an increase of **1.6%** compared to the outcome rate at the close of March 2017.

| **The percentage of complaints made relating to Action Fraud compared to the number of crime and information reports made** | **S** |
|---|---|

- **Satisfactory (S):** YTD Performance to be within 0.03 percentage points or lower than the 16/17 average complaints to AF reports percentage of 0.04%. This would therefore allow for percentage of complaints to AF reports received of 0.07%.
- **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued performance below the 16/17 average threshold, with limited signs of improvement.

**81** complaints were received via PSD during Q2 YTD 2017/18. This is **0.04%** of crime and information reports received in the same period (**230,330**). PYTD **88** complaints have been received and **167,299** Action Fraud report amounting to a **0.05**% of complaints to reports received.

| PROTECT | |
|---|---|
| **The percentage of recipients satisfied with ECD product and alerts** <br><br> • **Satisfactory (S):** YTD performance within 5% or higher than the 16/17 overall recipient satisfaction rate of 98%. This would therefore allow for a satisfaction rate of 93%. <br> • **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. <br><br> YTD **95%** (196/206) of recipients have registered satisfaction with the quality of alerts received. This is a decrease of **3%** compared with the PYTD. Although there has been a reduction in satisfaction this measure is still within its **5%** threshold. | **S** |

| PREPARE | |
|---|---|
| **The percentage of delegates satisfied with the Economic Crime Academy courses attended** <br><br> • **Satisfactory (S):** YTD performance to be within 5% or higher than the 16/17 average delegates satisfaction rate of 97%. This would therefore allow for a satisfaction rate of 93%. <br> • **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. <br><br> **99%** (344/347) of delegates registered satisfaction with their attended courses. This is **2%** higher than the satisfaction registered during the same period PYTD. | **S** |