



## Economic Crime Board of the Police Committee

**Date:** MONDAY, 9 NOVEMBER 2015  
**Time:** 11.15 am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:** Simon Duckworth (Chairman)  
Deputy Douglas Barrow (Ex-Officio Member)  
Mark Boleat  
Lucy Frew  
Helen Marshall  
Deputy Richard Regan  
Deputy Henry Pollard (Ex-Officio Member)

**Enquiries:** Katie Odling  
tel. no.: 020 7332 3414  
katie.odling@cityoflondon.gov.uk

Lunch will be served for Members in the Guildhall Club at 1pm

**N.B:** Part of this meeting could be subject to audio or visual recording.

**John Barradell**  
Town Clerk and Chief Executive

# AGENDA

## Part 1 - Public Agenda

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To agree the minutes of the meeting held on 15 July 2015.  
**For Decision**  
(Pages 1 - 4)
4. **NATIONAL LEAD FORCE: SECOND QUARTER (Q2) PERFORMANCE REPORT**  
Report of the Commissioner of Police.  
**For Information**  
(Pages 5 - 16)
5. **NATIONAL POLICE COORDINATOR'S OFFICE (NPCO) UPDATE**  
Report of the Commissioner of Police.  
**For Information**  
(Pages 17 - 20)
6. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
8. **EXCLUSION OF THE PUBLIC**  
RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

## Part 2 - Non-Public Agenda

9. **NON-PUBLIC MINUTES**  
To agree the non-public minutes of the meeting held on 15 July 2015.  
**For Decision**  
(Pages 21 - 22)
10. **OPERATIONAL UPDATE - PRIORITISED OPERATIONS**  
Report of the Commissioner of Police.  
**For Information**  
(Pages 23 - 24)
11. **ECONOMIC CRIME ACADEMY UPDATE**  
Report of the Commissioner of Police.  
**For Information**  
(Pages 25 - 36)
12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

## **ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE** **Wednesday, 15 July 2015**

Minutes of the meeting of the Economic Crime Board of the Police Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Wednesday, 15 July 2015 at 1.45 pm

### **Present**

#### **Members:**

Nicholas Bensted-Smith  
Mark Boleat (in the Chair)  
Lucy Frew  
Helen Marshall  
Deputy Richard Regan  
Simon Duckworth (from Item 10)

#### **Officers:**

Alistair MacLellan	Town Clerk's Department
Alex Orme	Town Clerk's Department
Stephen Head	Commander, Economic Crime
David Drane	City of London Police

#### **In Attendance:**

Chris Greany	Metropolitan Police
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#### **1. APOLOGIES**

Apologies were received from Simon Duckworth, Deputy Doug Barrow and Deputy Henry Pollard.

*Mark Boleat took the Chair.*

#### **2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

#### **3. MINUTES**

The minutes of the meeting held on 1 May 2015 were approved as a correct record.

#### **4. NATIONAL LEAD FORCE UPDATE**

The Board considered a National Lead Force update report of the Commissioner of Police.

#### Crime Statistics Returns to National Fraud Intelligence Bureau (NFIB)

The Commander noted that all police forces in England and Wales had provided returns to the NFIB which would allow an overall fraud crime figure for a 24-month period to be produced. He cautioned that the time to conduct an investigation from a reported crime to an outcome meant that quarterly crime figures should be interpreted with caution.

### Economic Crime Prevention Centre

In response to a question from a member, the Commander replied that a typical problem facing small and medium enterprises was that they lacked software security and were not receiving advice from the Federation of Small Businesses - therefore advice on fraud prevention needed to be disseminated further.

### Volume Fraud Task Force

The Commander noted that the inclusion of fraud in the Crime Survey of England and Wales from 2015 would likely raise the number of fraud crimes to 3m. This would produce a problem of a perception that fraud was increasing whereas what has happening was improved reporting of fraud.–

In response to a question from the Chairman, the Commander confirmed that the NFIB was co-operating well with partners such as the Metropolitan Police, Mayor's Office of Policing and Crime (MOPAC) and the National Crime Agency.

### **RESOLVED, that**

- A commentary on Crime Statistics Returns to the NFIB be reported to a future meeting;
- An update on economic crime affecting SMEs be submitted to a future meeting.

### **5. NATIONAL LEAD FORCE: FIRST QUARTER PERFORMANCE REPORT**

The Board received a report of the Commissioner of Police on the National Lead Force First Quarter Performance.

In response to a question, the Commander replied that the 23k outcomes to 248k reported crimes was better understood in the context of many of the crimes being uninvestigable or perpetrated from overseas. He confirmed that each crime reported would be pursued until there was a defined outcome. The Chairman requested commentary on such similar reports in future.

The Chairman noted concern that the routine collection and analysis of statistics had the potential to drive down performance – proper consideration should be given to qualitative outcomes too.

### **RECEIVED**

### **6. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

### **7. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

8. **EXCLUSION OF THE PUBLIC**

**RESOLVED**, that under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

9. **ECONOMIC CRIME ACADEMY**

The Town Clerk noted that this item was now for information only ahead of submission to the Police Committee and requested members provide comments ahead of its submission.

10. **ACTION AND KNOW FRAUD PROCUREMENT**

The Board considered a report of the City of London Police Commissioner regarding Action and Know Fraud procurement.

**RECEIVED**

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other business.

**The meeting ended at 3.00 pm**

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Chairman

**Contact Officer: Alistair MacLellan / [alistair.maclellan@cityoflondon.gov.uk](mailto:alistair.maclellan@cityoflondon.gov.uk)**

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<b>Committee(s):</b> Police: Economic Crime Board	<b>Date(s):</b> 9 <sup>th</sup> November 2015
<b>Subject:</b> National Lead Force: Second Quarter (Q2) Performance Report	Public
<b>Report of:</b> Commissioner of Police Pol 54-15	For Information

### Summary

This report summarises the performance delivered against the National Policing Fraud Strategy drafted and launched last year by the City of London Police - National Police Lead for Fraud (NPLF)

**Pursue – Reducing the economic crime threat through coordinated investigation of the criminal activities of groups and individuals engaged in economic crime and the disruption of their activities**

- Attrition rates have decreased. Improvements in service delivery to victims of fraud and cyber crime across the country.
- Action Fraud complaints as a percentage of the total crime reports equate to 0.09%. An increase of 0.05% since Q1 following the administration of BSS (the provider of the Action Fraud call centre service).
- Q2 has seen good performance in the areas of enforcement and disruption with 100% of City crimes reaching the end of the investigation resulting in a positive policing outcome which are termed as offender disposal, disruptive action or a prevention product.
- The judicial and non judicial outcomes (see appendix B) of city crime disseminations has increased from 17% in Q1 to 45% in Q2.
- COLP continues to be well above the national average of judicial outcomes which are 21% for Q2 and 35% for Q1 with COLP returning 84% for Q2 and 47% for Q1 respectively. This is also reflected in the no further action returns, the national average being 79% in Q2 and 65% in Q1 the COLP returns being 16% in Q2 and 53% in Q1
- Victim satisfaction levels of their overall experience and the service provided by ECD officers have risen from 70% in Q1 to 84% in Q2.

**Protect – Strengthening the protection of individuals, communities, systems and infrastructure against economic crime.**

- Q2 has seen an increase in ‘Protect’ activity of the National Police Coordinators Office with 7 events aimed at educating carers of vulnerable adults , those working in the volunteer services and frontline police officers and staff with approximately 440 attendees

- In addition the NCPO has worked with financial institutions to deliver fraud and cyber crime prevention advice to their clients with the last monthly audience being in excess of 1000 attendees

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

- Feedback received from the neighbourhood watch alerts on the quality of Q2 alerts from the National Fraud Intelligence Bureau illustrated they were clearer and more informative than Q1.

**Threats to service delivery**

- 10% reduction in NLF Home Office funding

**Recommendation**

It is recommended the Board note the contents of this report.

**1. PERFORMANCE REPORT**

This report presents performance through a master dashboard (Table 1 below) and 4 subsidiary tables selected as being of particular and current interest to the Board.

**Key:**

<b>Satisfactory</b>	Measure is being achieved to date within acceptable parameters
<b>Close Monitoring</b>	Current projections indicate this measure is underperforming and management action may need to be taken to raise performance to desired levels.
<b>Requires Action</b>	Measure is performing outside of desired parameters and management action will be needed to raise performance levels.
↑	There is an improving trend (ie an improvement in performance rating or improvement within the performance rating)
↓	There is a declining trend (ie a decline in performance rating or decline within the performance rating)
→	Performance is neither improving nor declining



TABLE 1 - OVERVIEW	
<b>National Attrition</b> (See Table 2) <div style="text-align: center;">↑</div>	<b>Action Fraud Complaints</b> (see Table 3) <div style="text-align: center;">↓</div>
<b>Value for Money</b> (see Table 4) <div style="text-align: center;">↑</div>	<b>ECD Performance</b> (see Table 5) <div style="text-align: center;">→</div>

**TABLE 1 COMMENTARY:** This table provides the overall performance overview in 4 areas each explored more fully in the tables below.

**National Attrition:** This indicates how well CoLP is influencing the conversion of reports to Action Fraud into successful judicial outcomes achieved by local police forces. Police forces are improving their performance with the number of judicial outcomes rising to 8,352 in Q2 of this reporting year in comparison to 3,839 in the same period last year, representing an increase of 4,513.

**Action Fraud complaints:** Indicates how well Action Fraud is performing based on the number and nature of complaints. The level of Action Fraud complaints remains low as a percentage of overall reports (0.09%), however levels have risen from 45 (0.05%) in Q1 to 82 in Q2. The primary cause of this is a service delivery failure following the administration of BSS (the call centre service provider) which is outside of CoLP control and has caused a delay in victim updates following their crime reports.

**Value for Money** Indicates how well ECD is performing as measured by return on investment and customer satisfaction. The return on investment figure is compiled on a quarterly basis. The ROI for COLP activity in Q2 is £61.38: £1, an increase of £23.89 from Q1. This increase can be attributed to the high value of fraud team cases finalised during this quarter which contributed significantly to the value of future fraud prevented.

**ECD Performance** Indicates how well ECD is performing against the Policing Plan measures. In Q2 ECD continues to deliver against the 5 KPAs to a satisfactory level. Appendix A details ECD performance against the policing plan objectives including any areas of concern and details of intended action and expected trends.

## 2. NATIONAL ATTRITION

TABLE 2 - NATIONAL ATTRITION	
Reporting Levels	Quality of Crime Packages
Disseminations to Local Forces	Outcomes
Disruptions	

**Table 2 Commentary:** In addition to disseminating crime packages, NFIB provides prevention advice and disrupts criminal activity by preventing access to websites, bank accounts and phone accounts used to facilitate crime.

	Q2 2015/16	Q2 2014/15	
Crime reports ingested by (NFIB) Know Fraud	56,989	61,679	Decrease of 4,690 (8%) due to interruption to the call centre service following administration of the supplier (BSS)
Crime disseminations by volume	19,349	16,626	Increase of 2,700 (16%) with no impact on quality
% of crime reports disseminated	34%	27%	
Outcomes <sup>1</sup>	8,352	3,839	Increase of 4,513 (118%) NB: there has been a fall in Judicial outcomes, 1,726 (Q2 2015/16) compared to 2,533 for Q2 2014/15) a 32% decrease. There has been a rise in NFA outcomes 79% for Q2 2015/16, compared to 34% for Q2 2014/15
Disruptions to bank accounts, web pages and telephone numbers	40,279	35,423	Increase of over 4,000

<sup>1</sup> It should be noted that outcomes include judicial outcomes as well as no further action outcomes which were made available by the Home Office in April 2014.

### 3. ACTION FRAUD COMPLAINTS

TABLE 3 - ACTION FRAUD COMPLAINTS	
Complaints	↑

**Table 3 Commentary:** The overall number of complaints received by Action Fraud has increased from 45 in Q1 to 82 in Q2. Although complaints have increased it should be noted that volumes of reported and disseminated crime have also increased and presented as a percentage complaints represent 0.09 % of Action Fraud contact in Q2.

Victim updates are provided within 28 days of the initial report. The update provides the victim with generic information on the outcome of their report and is not bespoke to individual victims. In August service delivery was affected by the administration of BSS, the Action Fraud reporting centre provider. The service was kept operational through an early and quick time transfer to a new supplier however there has been a delay to the dissemination of victim update letters. It is anticipated that a fully functioning automated system for these updates will be in place by the end of October.

A new process has also been implemented to ensure all complaints are captured and addressed centrally and complaints have been introduced as an agenda item at directorate performance and accountability meetings.

#### 4. VALUE FOR MONEY

Table 4 - VALUE FOR MONEY	
Return on Investment	↑

**Table 4 Commentary:** Return on investment (ROI) is expressed as a ratio, representing the running costs incurred against the value of crime disrupted, the loss of money prevented through criminals being unable to operate following prosecution and assets denied or recovered from criminals.

The ROI for Q2 is £61.38 an increase of £23.89 from Q1. The increase this quarter can be attributed to the high value of fraud team cases finalised within this quarter which contributed significantly to the considerable increase within the value of future fraud prevented.

The ROI methodology is currently being reviewed to incorporate new data sources and measures. Any changes to the methodology for this measure will be subject to a pilot and reported in the new financial year.

#### 5. ECD PERFORMANCE

TABLE 5 - ECD PERFORMANCE	
KPA 1 Preventing and Reducing Harm	KPA 2 Enriched Threat Assessment and Intelligence Picture
KPA 3 Enforcing and Disrupting Crime	KPA 4 Education and Awareness
KPA 5 Satisfaction Levels	

**Table 5 Commentary:**

ECD continues to deliver against the 5 KPAs to a satisfactory level despite the challenging 10% reduction in NLF Home Office funding. The force has responded by readdressing the current service delivery and negotiating the future requirements of both parties. Appendix A outlines any areas of concern and details intended action and expected trends.

**KPA 1:** There was an 815,182 increase in the number of media interactions from 7,453,522 in Q1 to 8,268,704 in Q2 these interactions were across the communication areas of web pages, Facebook and Twitter. The volume of protect events 7 in Q2 delivered education to carers of vulnerable adults, staff working in the volunteer services and frontline police officers and staff with approximately 440 attendees. Feedback received from the neighbourhood watch alerts in Q2 demonstrated that alerts were clearer and more informative than those in Q1.

**KPA 2:** 5 new OCGs were mapped with partners in Q2, a 62% increase on Q1. The number of OCGs identified and disseminated to law enforcement increased to 4 in Q2, which was a 33% increase from Q1.

**KPA 3:** All City crimes in Q2 reached a positive policing outcome which are termed as offender disposal, disruptive action or a prevention product. The attrition rate of CoLP as a percentage of crime disseminations significantly increased from 17% in Q1 to 45% in Q2.

**KPA 4:** Satisfaction with Academy courses remains at 100%. Fewer courses were offered in the summer months of 2015 due to summer holiday cover for both organisations and academy staff. The delegate numbers reflect this decreasing from 179 in Q1 to 137 in Q2. It is anticipated numbers will rise in the next quarter.

**KPA 5:** Due to a service delivery failure following the administration of BSS the previous call centre provider information on satisfaction levels are not currently available. CoLP is working with the new supplier to develop this process.

## **6. CONCLUSION**

National performance on attrition continues to improve and we continue to encourage and support local forces to prioritise fraud.

As criminal methods change, service delivery levels remain high with a stronger focus on protect strategy work, the quality of alerts and the digital reach of Action Fraud messaging. Performance against pursue measures (attrition and positive outcomes) also remains high.

We will continue to monitor progress against these action plans and report to the Board.

### **Contact:**

Commander Chris Greany  
National Police Coordinator, Economic Crime  
020 7601 6801  
[chris.greany@cityoflondon.pnn.police.uk](mailto:chris.greany@cityoflondon.pnn.police.uk)

APPENDIX A

KPI DETAIL

NLF OBJECTIVE	COMMENTARY
<b>KPA 1 PREVENTING AND REDUCING THE HARM CAUSED BY ECONOMIC CRIME</b>	
<p><b>KPI 1.1</b> Raising public/private sector not for profit sector organisations awareness of economic crime and cyber threats and increasing their ability to protect themselves.</p>	<p><b>Digital reach of Action Fraud</b> – The total number of digital interactions for Quarter 2 is 8,268,704, this is an increase from Quarter 1 which had 7,453,522 interactions.</p> <p><b>Impact of protect strategy, Quality of alerts</b> – Respondents viewed Q2 alerts as clearer as and more informative than alerts disseminated in Q1. The alerts were however perceived as being less timely and actionable than those of the previous quarter.</p>
<p><b>KPI 1.2</b> Increasing individual self-protection from Economic and cyber crime and reducing the risk of repeat victimisation</p>	<p><b>Impact of protect strategy, volume of protect events with public and industry</b> – 7 Protect events were held in Q2 for approximately 440 attendees. This is consistent with Q1 in which 7 Protect events were held.</p> <p><b>Proportion of victims receiving crime prevention advice</b> - 27% of victims surveyed in Q2 had received crime prevention advice. This is a small decrease from the 29% who received it in Q1. 66% of those who received crime prevention advice in Q2 found it useful and acted upon it.</p>
<b>KPA 2 ENRICHING THE NATIONAL ECONOMIC CRIME THREAT ASSESSMENT AND INTELLIGENCE PICTURE</b>	
<p><b>KPI 2.1</b> Enhancing the knowledge and understanding of economic crime threats</p>	<p><b>Monitor the number of ancillary orders applied for and granted</b> – Financial reporting Orders are no longer in legislation in the UK and will not therefore be reported upon. No serious crime prevention orders were recorded in Q1 or Q2 of this year</p>
<p><b>KPI 2.2</b> Identification, assessment, management and dissemination of national active offenders lone and OCG.</p>	<p><b>Number of new OCGs identified and disseminated to law enforcement (not mapped to OCCC)</b> – 4 new OCGs were identified and disseminated to LEAs in Quarter 2 this is a rise of 33% compared to the same quarter in 2014/15.</p> <p><b>Number of new OCGs identified and mapped to OCCC with counter fraud community members</b>– 5 OCGs were identified and mapped to OCCC in Quarter 2. This measure has seen a 62% decrease when comparing this quarter to Quarter 2 2014/15.</p> <p><b>Number and quality of information reports disseminated to law enforcement and counter fraud community partners relating to existing OCGs</b>–19 information reports were</p>

	<p>disseminated in Q2. This measure has risen by 137% compared to Q2 2014/15.</p> <p><b>Reach of NFIB OCG information reports disseminated to law enforcement and counter fraud community partners</b>– The number of recipients has risen to 7 in Q2. This is a 40% increase compared with Q2 2014/15.</p>
<p><b>KPA 3 Enforcing and disrupting economic crime at the local, regional and national levels</b></p>	
<p><b>KPI 3.1</b> Reducing the threat of economic crime through enforcement activity at the local, regional and national level.</p>	<p><b>Projected value of future fraud loss saved through ECD enforcement cases.</b> – The projected value of future fraud saved for Q2 is £298,204,318.60. This is 31% higher than in Q2 2014/15 (£226,147,443.66). 36 ECD enforcement cases contributed to this figure.</p> <p><b>City Crimes resulting in a positive outcome</b> - Q2 has seen 6 City crimes reaching a positive outcome. A positive outcome is termed as offender disposal, disruptive action or prevention product. This area is reflective of the changing policing methods of the ECD placing equal emphasis on enforcement, disruption and intelligence.</p> <p><b>Attrition rates of crimes reported to AF</b>– 14.7% of crimes reported to Action Fraud resulted in Home Office outcomes in Q2. The attrition rate is 1 outcome for every 6.8 reports received. This is an increase in performance compared to last quarter when 8.9 reports resulted in an outcome. This is also an increase on Q2 2014/15 when every 15.9 reports made resulted in an outcome.</p> <p><b>The attrition rate of City of London crimes disseminated by the NFIB</b>– 140 crimes (including 7 cyber crimes) resulted in a Home Office outcome in Q2, this is a 724% increase compared to last quarter</p> <p><b>Number of offender disposals (cautions, charges, community resolution)</b> – The total number of offender disposals is 44 which is 47% lower compared with Q2 2014/15 but a 46% increase on Q1 (30). The downward trend is due to the number of cases awaiting charge decision with CPS, full disclosure being required prior to charge and a more equal emphasis being placed on investigation, prevention and disruption</p>
<p><b>KPI 3.2</b> Reducing the threat of economic crime through disruption activity at the local, regional and national levels</p>	<p><b>Value of fraud prevented through interventions</b> – The total value of confirmed fraud enabler disruptions increased by 3% from £93,235,176 in Q1 to £95,694,162 in Q2. However it is slightly lower than the total value of confirmed fraud enabler disruptions for Q2 2014/15 (£96,204,578). It should however be noted that the cumulative total value of confirmed fraud enabler disruptions is 3% higher in 2015/16 (£188,929,338.00) compared to the same period in 2014/15 (£183,265,026.00).</p>

	<p><b>Volume of NFIB disruptions</b> – Total volume of disruptions in Q2 was 40,279. This is a decrease of 12% from 46,147 in Q1. It is, however an increase from Q2 2014/15 (35,423)</p>
	<p><b>Value of NFIB disruptions</b>– The estimated value of disruptions has fallen by 2% from £123,477,326 in Q1 to £120,709,662 in Q2. It is however an increase from Q2 2014/15, when £117,048,278 in disruptions were estimated.</p>
<p><b>KPA 4 Raising the standard of economic crime prevention and investigation nationally by providing education and awareness to the counter fraud community</b></p>	
<p><b>KPI 4.1</b> Impact and reach of training strategy and delivery</p>	<p><b>Number of ECA course delegates internal and external-</b> The number of ECA course delegates in Q2 is 137 which is a decrease from Q1 when 179 delegates attended courses. This is due lower demand for courses in the summer months. However it is also a reduction on the 181 course delegates recorded in Q2 2014/15.</p>
	<p><b>ECA course delegate satisfaction</b> – Delegates have consistently registered 100% satisfaction with ECA courses in Q1 and Q2.</p>
<p><b>KPA 5 Delivering value and reassurance to our community and partners in industry</b></p>	
<p><b>KPI 5.1</b>Return on investment in NLF</p>	<p>Please refer to table 4.</p>
<p><b>KPI 5.2</b> Levels of satisfaction and confidence with the NLF services</p>	<p><b>AF victim satisfaction survey</b> – We are currently unable to report on this measure due to a change in supplier. These figures will be available with the implementation of the new system which will bring many enhancements to the service and is due to go live in April 2015.</p>
	<p><b>NLF victim satisfaction survey</b> - Overall satisfaction with service, taking the whole experience into account was 84% in Q2. This is an increase from Q1 when 70% of victims registered overall satisfaction with the service received.</p>
	<p><b>AF complaints</b> – The overall number of complaints received by Action Fraud has increased from 45 in Q1 to 82 in Q2. This is attributed to a lack of victim updates caused by the administration BSS. A process is being developed with the new supplier and will be resolved by the end of October.</p>



## Appendix B

### Judicial and Non Judicial outcomes

<b>Judicial</b>
01. Charged / Summoned
02. Caution Youths
03. Caution Adults
04. Taken Into Consideration (TIC)
05. Offender has DIED (All offences)
06. Fixed Penalty Notice (FPN)
08. Community Resolution
Reprimand
Youth Caution
Charge
Adult Caution

<b>Non-Judicial</b>
09. Not in Public Interest (CPS)
10. Not in Public Interest (Police)
11. Sus below age
12. Sus too ill
13. Sus identified but victim etc is dead etc
14. Victim declines / unable to ID Suspect
15. Evidential difficulties [VDS]
16. Evidential difficulties [VDNS]
17. Time limit expired
18. Filed subject to new information

18. Filed subject to new information [NSI]
20. Investigation transferred to another body
Adult Conditional Caution
Community Resolution
Conditional Caution
FPN
Summons
TIC
Youth Conditional Caution

<b>fasCommittee(s):</b> Police: Economic Crime Board	<b>Date(s):</b> 9 <sup>th</sup> November 2015
<b>Subject:</b> National Police Coordinator's Office (NPCO) Update	<b>Public</b>
<b>Report of:</b> Commissioner of Police Pol 52-15	<b>For Information</b>
<div style="text-align: center;"><b>Summary</b></div> <p>This report summarises the work of the National Police Coordinator's Office (NPCO) delivered against the National Policing Fraud Strategy.</p> <p><b>Pursue – Reducing the economic crime threat through coordinated investigation of the criminal activities of groups and individuals engaged in economic crime and the disruption of their activities</b></p> <ul style="list-style-type: none"> <li>• We continue to see an increase in prioritised police operations against criminal networks across the UK</li> <li>• Recent operational activity has led to recovery orders totalling £2.4M against a key Organised Crime Groups (OCG)</li> <li>• Dissemination of investigative packages by NFIB to UK policing is increasing</li> <li>• Attrition rates have decreased. Improvements in service delivery to victims of fraud and cyber crime across the country.</li> <li>• An HMIC study into digital crime and policing distributed to police forces in July 2015 has endorsed the work of the NPCO<sup>1</sup>.</li> <li>• The NPCO is establishing a volume fraud taskforce between policing and the banking sector on behalf of the Home Secretary.</li> <li>• We continue to support disruption activity through NFIB. This includes take downs of bank accounts, web pages and telephone numbers circa 40,279</li> </ul> <p><b>Protect – Strengthening the protection of individuals, communities, systems and infrastructure against economic crime</b></p> <ul style="list-style-type: none"> <li>• We are developing our support for victims of fraud through coordination of a victim strategy that advocates a tiered response designed around individual needs of victims of fraud</li> <li>• The NPCO is collaborating with partners to extend the national reach of protect advice; informing both citizens and businesses on how to protect themselves against fraud, cyber and identity crime</li> </ul> <p><b>Recommendation</b></p> <p style="padding-left: 40px;">It is recommended that Members note the content of this report.</p>	

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<sup>1</sup> HMIC report - Real lives, real crimes – A study of digital crime and policing (not published)

## **1. Pursue**

### **Prioritised investigations**

This is a separate paper on the agenda in the Non-Public section.

### **Asset recovery confiscation order**

Executive action has resulted in 5 fraud OCG members receiving lengthy jail sentences. Further police activity supported by local forces and NLF Asset Recovery Team has been successful in securing confiscation orders of £2,376,690.49. These funds will be returned to victims of this fraud.

### **HMIC Digital Crime Study.**

The HMIC study on Digital Crime and Policing was distributed to Police forces in July. The study supported and endorsed the work of the NPCO to improve the policing response to Fraud.

The study findings highlighted the vulnerabilities of local forces in regard to lack of knowledge of Action Fraud processes, local force responsibilities and senior officer ownership of the end-to-end process of managing fraud. Through the Economic Crime Portfolio the NPCO is leading a series of activities to ensure forces have and maintain awareness of the Action Fraud process, together with ongoing awareness raising around the management of Fraud and ensuring victims receive the support they require.

### **End to end management of fraud.**

The NPCO continues to work with Police forces across the country to enhance their activities against NFIB referrals to each force, and their reporting of outcomes against disseminations.

Through the introduction of Regional Fraud Working Groups (RFGWs) linked to the National Fraud Working Group (NFWG) chaired by DCS Clark (CoLP) the NPCO engages directly with every force in the country and is able to identify, disseminate and share good practices linked to the management of Fraud. This work has assisted forces in improving their performance against disseminated NFIB packages. This has resulted in an 18% increase in outcomes being reported to NFIB, and evidences improved performance in the management of Fraud nationally.

The volume of reported fraud and cyber crime has increased quarter on quarter with Q2 reported figures standing at 56,989 crimes. The increase is reflected in the current volume of serious and complex fraud investigations which stands at 156 on a national basis with a total of 3,056 victims attributable to those crimes, of those investigations 27 are complex OCGs.

## **Fraud Taskforce**

At the last Ministerial Serious Organised Crime Meeting (MSOC) chaired by the Home Secretary the City of London Police proposal of a joint taskforce between banking and policing was approved. This was with the then forthcoming results of the Crime Survey for England and Wales in mind. These results were published on the 15<sup>th</sup> October 2015 and estimated that the level of fraud and cyber crime committed against households was in excess of 7 million incidents per year.

On behalf of policing the NPCO are leading this venture, a draft proposal has advocated the establishment of five work strands for the taskforce to deliver on:

- Understanding the threat: develop the common understanding of threats, vulnerabilities and drivers to focus the activity of the taskforce
- Victims and vulnerability: more efficient identification of victims and potential victims, and proactive interventions to prevent repeat victimisation
- Behaviour change / education: empowering customers to protect themselves against fraud
- Tackling systemic vulnerabilities: technological and data mining solutions to make it more difficult for fraudsters to operate
- A collective response: improving the operational response to fraud

A final version of this proposal is due to be presented to the Home Secretary in the forthcoming period for ratification.

## **2. Protect**

### **The National Victims of Fraud Strategy**

The National Victims of Fraud Strategy (NVFS) is part of the national policing strategy for fraud and is designed to assist chief officers in delivering the most appropriate support to victims of fraud in their community. The NPCO has collaborated extensively with partners, victim support and protection services to produce a second version of the strategy.

The strategy advocates a tiered response to providing victim support ranging from direct, immediate personal contact with a victim following the report of crime, to the provision of wider fraud prevention and remediation advice. The victim response will be based on an assessment of individual victim needs. The current version of the strategy has been disseminated to all police forces, counter fraud community partners and partners involved in managing victims of fraud.

### **National identity crime campaign titled “Not With My Name”.**

The purpose of the 12 month campaign was to raise public awareness of identity crime and help individuals and organisations protect themselves from becoming victims. The campaign is a joint initiative delivered in partnership with 35 police forces and partner agencies, including FFA UK, Cifas and Get Safe Online

On the 29 June 2015 the NPCO led the delivery of the first stage of the campaign, during the first week of activity the campaign received coverage on national television and media outlets. Social media saw more than 23 million followers throughout the country receiving key prevention messaging.

Stage 2 of 'Not With My Name' was launched at the end of September, specifically targeting the student population. Further information will be provided at the next Board.

#### **“Protect Yourself” events**

In line with the objectives of the Fraud Protect Strategy the NPCO delivers a programme of 'protect yourself' events.

In Q2 the office has collaborated with Merseyside Police to deliver a number of workshops aimed at educating carers of vulnerable adults, those working in the volunteer services and frontline police officers and staff. Presentations were provided on the current fraud and cyber crime threats and how people can protect themselves. This activity also involved a live roundtable discussion on BBC Radio Merseyside with Merseyside Police, victim support and Trading Standards.

NPCO collaboration with financial institutions has provided an excellent opportunity to improve the reach of fraud prevention messaging by delivering fraud and cyber crime prevention events to their clients. The current monthly audience is in excess of 1,000 small and medium sized businesses.

NPCO has collaborated with the Federation of Small Businesses (FSB) to develop a programme of activities to advise its 20,000+ members on how to protect their businesses. The method of communication includes webcasts, magazine articles and presentations.

#### **Conclusion**

We continue to develop the delivery strategy around the “4 P” model. Further reporting to the ECB in the future will encompass greater detail into operational pursue activity together with setting out a structure and delivery mechanism for the delivery of work around Protect, Prepare and Prevent nationally.

#### **Contact:**

*Commander Chris Greany*  
*National Co-ordinator Economic Crime*  
*Tel: 020 7601 6801*

*email: [Christopher.greany@cityoflondon.pnn.police.uk](mailto:Christopher.greany@cityoflondon.pnn.police.uk)*

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