



Economic Crime Board of the Police Committee

Date: TUESDAY, 24 JANUARY 2017
Time: 1.45 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Simon Duckworth (Chairman) Deputy Henry Pollard (Ex-Officio Member)
Deputy Douglas Barrow (Ex-Officio Member) Deputy Richard Regan
Nicholas Bensted-Smith Deputy Tom Sleigh
Helen Marshall

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Lunch will be served in Guildhall Club at 1PM
NB: Part of this meeting could be the subject of audio or video 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 public minutes of the meeting held on 22 July 2016.

For Decision
(Pages 1 - 4)
4. **ECONOMIC CRIME VICTIM CARE UNIT - PRESENTATION**
To receive a presentation from Pauline Smith, Head of Action Fraud.

For Information
5. **NATIONAL LEAD FORCE: APRIL-NOVEMBER 2016 PERFORMANCE REPORT**
Report of the Commissioner of Police.

For Information
(Pages 5 - 26)
6. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
8. **EXCLUSION OF THE PUBLIC**
MOTION – 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 I of the Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

9. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 22 July 2016.

For Decision
(Pages 27 - 28)
10. **ECONOMIC CRIME ACADEMY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 29 - 34)

11. **RESTRICTED ACTIVITY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 35 - 38)

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**

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ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE **Friday, 22 July 2016**

Minutes of the meeting of the Economic Crime Board of the Police Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Friday, 22 July 2016 at 12.00 pm

Present

Members:

Simon Duckworth (Chairman)
Deputy Douglas Barrow (Ex-Officio Member)
Helen Marshall
Deputy Henry Pollard (Ex-Officio Member)

Officers:

Commander Chris Greany	- Commander, Economic Crime
Alix Newbold	- City of London Police
Tony Macklin	- Assistant Director, (Public Protection)
Steve Playle	- Trading Standards Manager
Damilola Balogun	- Commercial Services Support Assistant
Craig Spencer	- Town Clerk's Department
Angela Roach	- Principal Committee and Members Services Manager

1. APOLOGIES

Apologies were received from Nicholas Bensted-Smith, Lucy Frew and Tom Sleigh.

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

There were no declarations.

3. MINUTES

The public minutes of the meeting held on 5 February 2016 were approved.

4. INVESTIGATORY POWERS BILL

The Board considered a report of the Remembrancer concerning the provisions of the Investigatory Powers Bill.

In response to a query on why the City of London Police (CoLP) was not included amongst the bodies able to apply for a warrant such as the National Crime Agency (NCA) and the Metropolitan Police, the Commander explained that the cost of intercepting information prohibited the CoLP from acting independently. However, it worked closely with the NCA and would work with the Agency on matters such as this.

RESOLVED – That the content of the report be noted.

5. NATIONAL LEAD FORCE Q4 PERFORMANCE

The Board considered a report of the Commissioner of the City of London Police summarising the quantitative and qualitative performance of the Force as the National Lead Force for Fraud for the fourth quarter of 2015/16 and for 2015/16 overall.

The Commander was heard in support of the report and proceeded to take Members through the various elements of the paper. Detailed discussion ensued during which a number of comments were made. This included the following:-

Whilst the customer satisfaction figures had reduced since last year, they were dependent on people being willing to complete a survey after each case. People were becoming more survey weary and as a consequence the level of participation had fallen making it more difficult to capture relevant information.

Reference was made to the reduction of crime reports and the Board noted that this had occurred as a result of a gap in the service caused by BSS going into administration. It was of the view that the paragraph would have benefitted from the inclusion of a footnote, particularly as monitoring reports such this were also perused by HMIC.

The Chairman of the Police Committee referred to the use of social media and it becoming a more effective way of disseminating information and messages. He felt that the use of social media was now so main stream more effort should be made with regard to its use. In addition, the merits and benefits it could make nationally should be communicated to the HMIC and the Home Office in due course. Members supported his sentiments and noted that Action Fraud attracted nearly 25,000 followers on twitter whereas a survey attracted far less participants. It was agreed that the Police Committee should be asked to consider whether more resources and emphasis should be placed on the use of social media.

The Chairman commended the creation of the Economic Crime Academy and highlighted the significant increase in the number of delegates attending it. He also questioned the disseminations and outcomes appendix. There were a lot of figures with no explanation of the reason for collating the information. Members supported his sentiments commenting that the data should be produced in a more meaningful way.

RESOLVED – That the content of the report be noted and that the Police Committee be requested to consider whether more resources and emphasis should be placed on the use of social media.

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 were no urgent items.

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 I of the Schedule 12A of the Local Government Act.

Item Nos.

Paragraph(s) in Schedule 12A

9 - 12

3 and 7

Part 2 – Non-Public Agenda

9. **NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on 5 February 2016 were approved.

Matters Arising - Fact Sheet

A Member questioned whether the fact sheet referred to at the February meeting had been circulated. The Commander confirmed that it had been circulated shortly after the last meeting.

10. **OPERATION BROADWAY - BEYOND MARCH 2016 AND BEYOND THE CITY OF LONDON**

The Board considered and agreed a report of the Director of Markets and Consumer Protection, proposing the recruitment of an additional Trading Standards Officer to assist with the development of Operation Broadway across Greater London for a fixed period of time.

11. **ECONOMIC CRIME ACADEMY UPDATE**

The Board considered and noted the content of a report of the Commissioner of Police concerning the progress of the Economic Crime Academy.

12. **RESTRICTED ACTIVITY UPDATE**

The Board considered and noted the content of a report of the Commissioner of Police, updating it on the activities of the City of London Police in its capacity a National Lead Force.

13. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

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

There were no urgent items.

The meeting ended at 1.05pm

Chairman

**Contact Officer: Angela Roach
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anegela.roach@cityoflondon.gov.uk**

Committee(s)	Dated:
Police Economic Crime Board	24 th January 2017
Subject: National Lead Force: Apr–Nov 2016 Performance Report	Public
Report of: Commissioner of Police Pol 09-17	For Information
Report author: Commander Greany	

SUMMARY

This report outlines the quantitative and qualitative performance of City of London Police (CoLP) as the National Lead Force for Fraud during the period April – November 2016/17 (YTD). Where possible this data is compared against the same period in the previous year (PYTD).

Pursue

- **17%** increase in crimes reported to Action Fraud compared with PYTD. During the same period there has been a **10%** reduction in the number of crimes disseminated to police forces.
- **37%** increase in national recorded outcomes (**25,506** compared with **18,616** PYTD). This comprised a **1%** increase in judicial outcomes and **57%** increase in non-judicial outcomes compared with the PYTD.
- **2%** YTD increase in the total number of disruption requests (**114,972**) made by NFIB. However due to the nature of requests made, there has been a **0.4%** decrease in the projected value saved through these interventions.

Protect

- Products and alerts disseminated have an overall recipient satisfaction of **98%**. Recipients have also stated **99%** satisfaction with how “Clear” and “Informative” the alerts are.
- **42** protect events been coordinated nationally by CoLP. It is estimated these events have reached approximately **10,735**.
- Action Fraud has achieved a digital reach of **29,518,818** impressions, an increase of **69%** compared with PYTD (**17,425,018**).

Prepare

- The Economic Crime Academy has achieved a **31%** increase in the number of delegates attending courses with **522** attendees.
- **2,003** delegate days have been delivered, with a delegate satisfaction of **97%**.

Victim Service

- Action Fraud victim complaints amount to **0.04%** of crime and information reports. During this period **126** complaints were received, against **284,411** crime and information reports. The majority of complaints relate to lack of investigation.
- **72%** (293/406) of cumulative respondents (Q1 2014/15 – Q1 2016/17) registered an overall satisfaction with the service provided by ECD officers. This has remained constant after increasing by **7%** since Q3 14/15.

RECOMMENDATION

It is recommended the Board note this report.

MAIN REPORT

1. BACKGROUND

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud in the period of Apr – Nov 2016/17 (YTD). Where data is available this performance has been compared against the same period for the previous year to date (PYTD) of Apr – Nov 2015/16. Due to the deadline for papers for this Board some key performance indicators will only be measured up until Q2 2016/17 (Apr – Sep).

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

There has been a **17%** increase in the number of crimes reported to Action Fraud with **185,251** YTD compared with **158,262** PYTD. Continued awareness and a greater understanding of the Action Fraud system are regarded as the main drivers of increased in reporting.

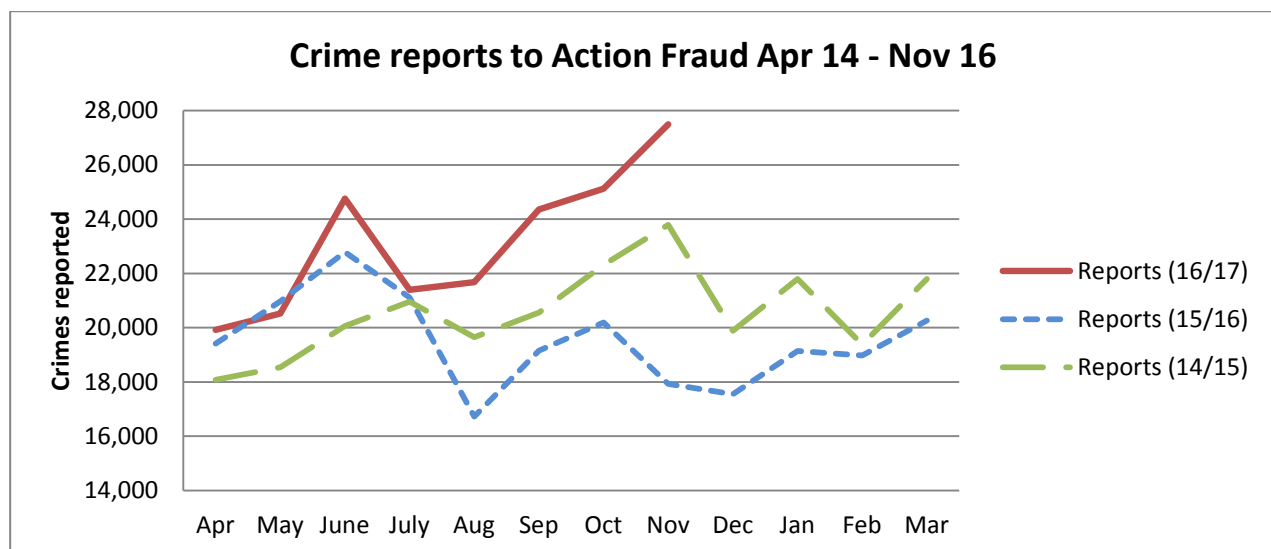
Despite the increase in crime reports there has been a **10%** reduction in the number of disseminations compared with PYTD. Although there has been a reduction in disseminations with viable lines of inquiry, there has been a **6%** increase in crimes reviewed by the NFIB (**86,019** YTD compared with **81,524** PYTD).

There has been a **37%** increase in the number of outcomes (judicial and non-judicial) reported (**25,506** YTD compared with **18,616** PYTD).

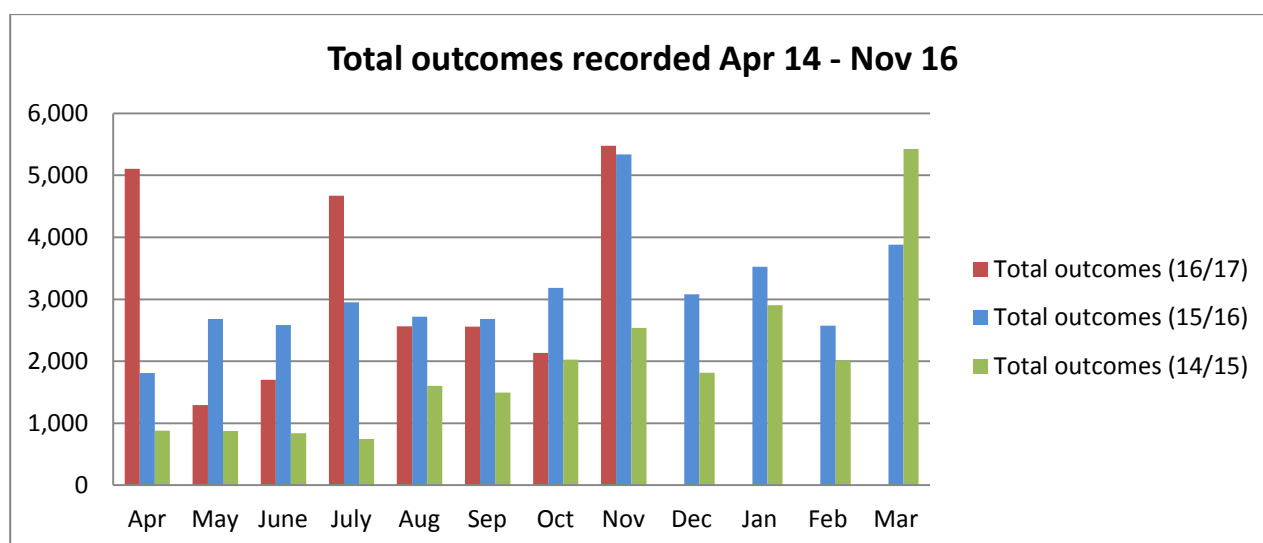
The table below shows a comparison of crimes reported disseminations and recorded outcomes over a three year period (Apr-Nov).

	2014/15 (YTD)	2015/16 (YTD)	2016/17 (YTD)	15/16 – 16/17 YTD Change
Crime reports to Action Fraud	163,962	158,262	185,251	17% ▲
Disseminations	42,000	52,110	46,748	10% ▼
Judicial outcomes	7,043	6,386	6,308	1% ▲
Non-judicial outcomes	3,945	12,230	19,198	57% ▲
Total Outcomes	10,988	18,616	25,506	37% ▲

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.



A breakdown of the total number of outcomes by category is set out at Appendix 2.

2.2 National Disruptions

There has been a **2%** increase in the total number of disruption requests made. However due to the nature of the requests made there has been a **£1.3m (0.4%)** decrease in the potential value saved through these interventions. The main reason for this reduction is due to a **1% (2,411,748)** reduction in bank account suspension requests.

Disruptions requests	PYTD 2015/16	YTD 2016/17	YTD % Change
Website	734	654	11% ▼
Bank accounts	28,613	28,339	1% ▼
Telephone	83,723	85,979	3% ▲
Total	113,070	114,972	2% ▲
Potential value saved	PYTD 2015/16	YTD 2016/17	YTD % Change
Websites	£7,340,000	£6,540,000	11% ▼
Bank accounts	£251,851,626	£249,439,878	1% ▼
Telephone	£71,164,550	£73,082,150	3% ▲
Total	£330,356,176	£329,062,028	0.4% ▼

2.3 City of London Police Outcomes

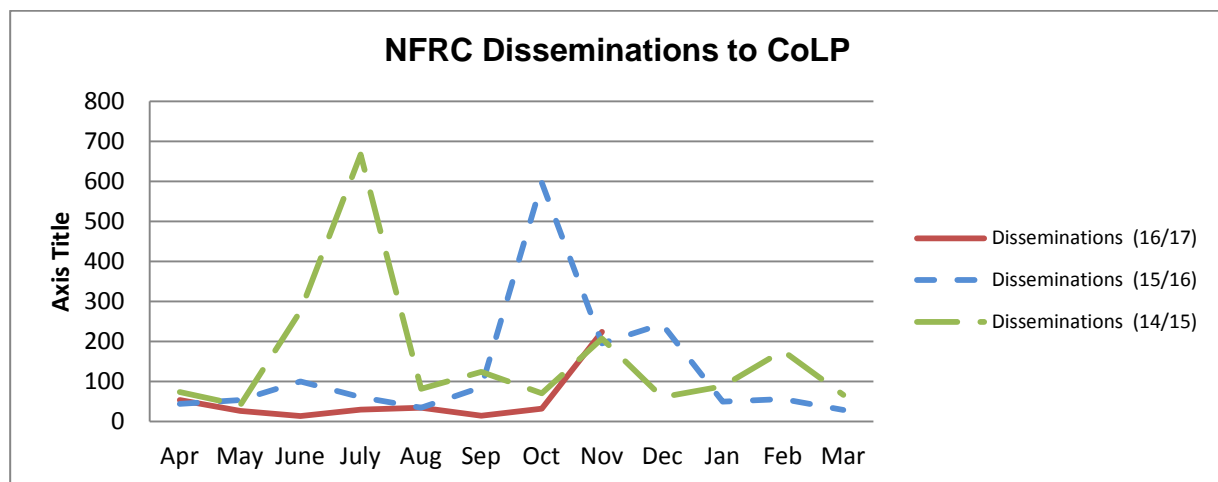
YTD there has been a **63%** decrease in the number of crimes disseminations received from Action Fraud although no specific trend can be attributed to this decrease. YTD **431** NFRCs have been attributed to **88** investigations, compared with **1,158** NFRCs attributed to **123** investigations PYTD.

During this same period there has been a **215%** increase in the number of recorded outcomes received by the NFIB. This increase can be attributed to proactive work to raise the understanding of outcome recording within operational units and to ensure all historic investigations containing multiple NFRCs are fully recorded.

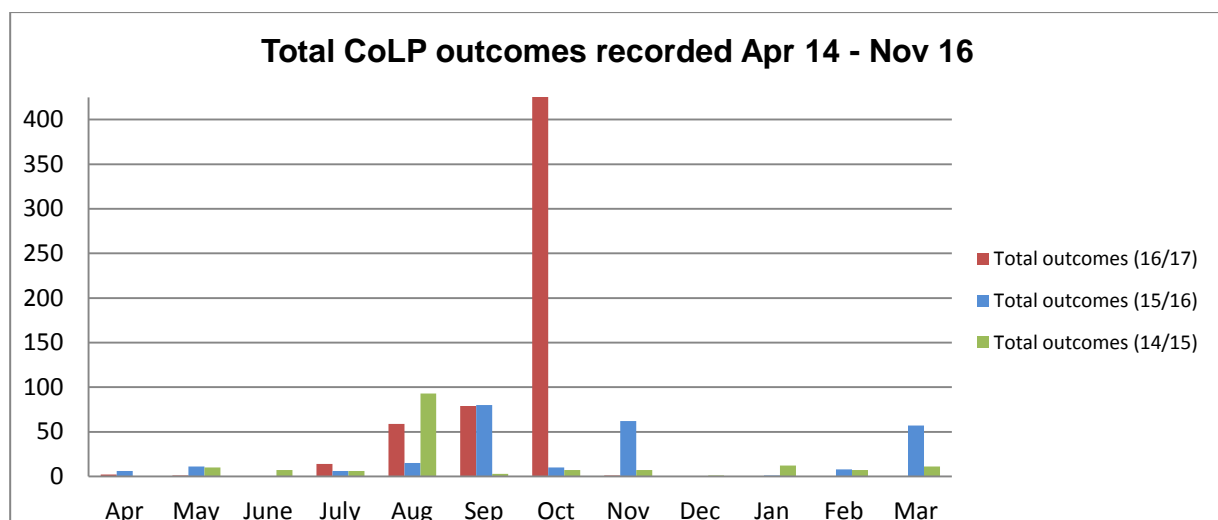
The table below shows a breakdown of dissemination and recorded outcomes for the last three years (Apr - Nov 16).

	2014/15 (YTD)	2015/16 (YTD)	2016/17 (YTD)	YTD Change 15/16 – 16/17
Disseminations	1,542	1,158	431	63% ▼
Judicial outcomes	133	123	406	230% ▲
Non-judicial outcomes	0	67	193	188% ▲
Total outcomes	133	190	599	215% ▲

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



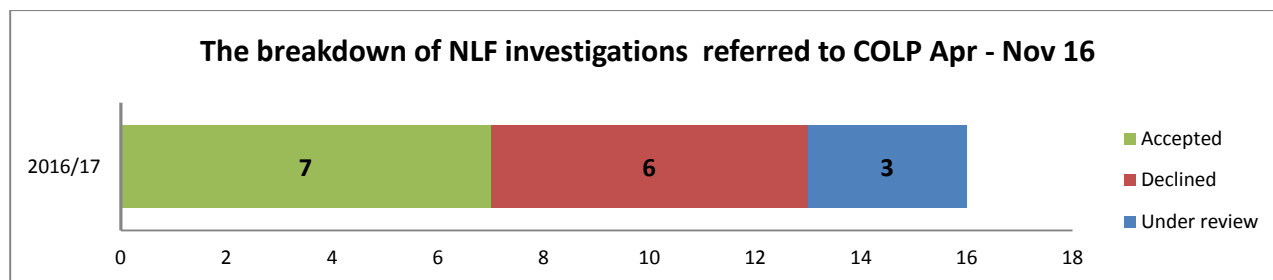
The chart below shows the total number of recorded outcomes by month over the last three financial years.



2.4 NLF Referrals

16 NLF investigations have been formally referred to CoLP. **7** have been accepted¹, **6** declined and a further **3** referrals are still being assessed. During this period **243** NFRCs (victims) have been recorded for NLF investigations, although these may relate to investigations referred prior the current reporting period.

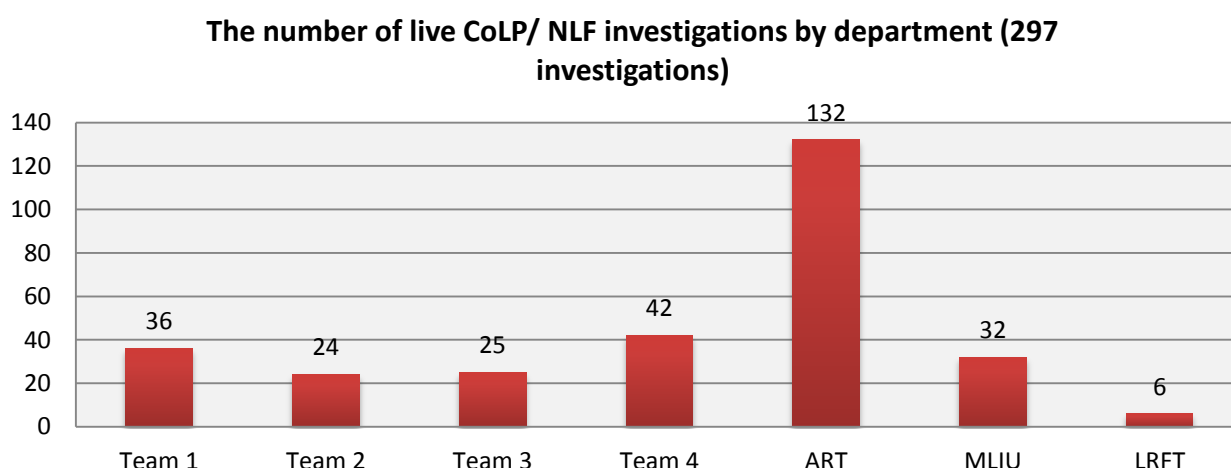
The graph below shows a breakdown of the **16** NLF referrals received YTD:



In addition to the NLF referrals received, YTD a further **42** CoLP investigations (Non NLF) have been referred to the Fraud Teams, with **15** accepted, **12** rejected and **15** still under fraud desk assessment or referred to Crime Management Unit (CMU).

2.5 Case Volumes²

The table below illustrates the numbers of live cases being investigated by CoLP's Fraud Teams (excluding funded units) at the end of November 2016. At present there are **297** live investigations with approximately **3,900** recorded NFRCs (victims) attributed to them.



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 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.

3. PROTECT

3.1 Quality and reach of protect alerts

CoLP obtains feedback via an online survey to determine the quality and impact of the protect alerts. YTD the overall satisfaction with products and alerts issued is **98%**.

2016/17	15/16 Ave	YTD 2016/17	YTD Change
% of recipients satisfied with the alerts sent out in the period	95%(90/95)	98% (165/168)	3% ▲

To support the overall satisfaction of the products and alerts issued the following categories are measured and results compared against the 15/16 average.

2016/17	15/16 Ave	YTD 2016/17	YTD Change
Informative	96% (91/95)	99% (166/168)	3% ▲
Relevant	88% (80/91)	97% (163/168)	9% ▲
Timely	87% (78/90)	89% (148/166)	1% ▼
Clear	97% (89/92)	99% (167/168)	2% ▲
Actionable	79% (70/89)	88% (146/165)	9% ▲

At the time of collecting quantitative data, additional narrative and feedback is also sought focusing on the individual alerts and how they could be improved in the future.

To increase the reach of the products issued CoLP uses a variety of platforms. This includes a neighbourhood alerts service which currently has **337,848** contactable users, with an average of **85%** of recipients receiving an alert each month. YTD a total of **32** alerts have been issued via this platform with an average of **1,007,483** messages distributed or forwarded each month.

The current satisfaction score for products issued via this platform is **5.27** out of **6**. The rating system requires recipients to rate each product out of two for relevance, content and quality.

3.2 Social Media

Action Fraud has achieved a total digital reach of **29,518,818** YTD. This is an increase of **69%** compared with PYTD (**17,425,018**).

The breakdown of Action Fraud digital reach (impressions) between Apr – Nov 16 is as follows:

- **6,595,664** website impressions
- **12,625,767** Facebook total impressions
- **10,297,387** Twitter total impressions

Action Fraud currently has:

- **29,576** Twitter followers
- **26,922** Facebook Likes (followers)

3.3 Print and Broadcast Media

There has been a **44%** increase in media coverage in support of NLF priorities compared with PYTD. Regional and national press continue to be the biggest source of media coverage although trade press and TV/ radio had the largest percentage increases compared with PYTD.

The table below illustrates the number of articles appearing within the press by publication type.

	YTD 2015/16	YTD 2016/17	YTD % Change
Regional press	290	299	3% ▲
National press	161	274	70% ▲
Trade press	59	102	73% ▲
TV/radio	9	72	700% ▲
Total	519	747	44% ▲

3.4 Protect Campaigns and Events

The Economic Crime Prevention Centre (ECPC) has coordinated **42** protect events nationally for the public and partner/industries reaching approximately **10,735** attendees.

Seven Deadly Cyber Sins

City of London Police and Cyber Aware, launched a joint awareness campaign called '7 Deadly Cyber Sins' in October. The campaign aimed to raise awareness of the common pitfalls most user's make with their online security. The seven sins promoted in this campaign included the over sharing of personal details on social networking sites and not using a firewall.

Advent Calendar of Christmas Frauds

This campaign ran for **30** days over the Christmas period (from Black Friday in November to Boxing Day), offering advice and tips on how to beat the fraudsters at Christmas. Facebook and Twitter were used as well as the Action Fraud website to spread the campaign, with a fraud prevention topic being released every day. Topics covered included holiday, lender loan and ticketing fraud.

The campaign received coverage on Radio 4, BBC's Watchdog as well as numerous national and local newspapers.

4. PREPARE

4.1 Economic Crime Academy (ECA)

The ECA has run **51** courses which have been attended by **522** delegates. This amounts to a **31%** increase in the number of courses and a **32%** increase in course delegates compared with PYTD. Despite the increases in both courses and delegates there has been a **4%** decrease in the number of delegate days delivered (**2,003** YTD compared with **2,084** PYTD). The reason for the decrease can be attributed to the fact that the ECA is currently running a high number of short courses.

Delegate satisfaction remains high with an overall satisfaction of **97%** compared with a PYTD satisfaction level of **100%**. Some feedback indicates that delegates are being sent on courses that are below their level of expertise and work is being undertaken to address this.

The table below shows the number of courses and delegates attending and their satisfaction YTD compared with the PYTD.

KPIs	PYTD 15/16	YTD 16/17	YTD % Change
Total courses	39	51	31% ▲
Total course delegates	395	522	32% ▲
Total delegate days delivered	2,084	2,003	4% ▼
Delegate satisfaction	100%	97%	3% ▼

4.2 National force engagement

Within the past 3 months CoLP has continued engagement activity working with **19** forces providing specific support and advice and presenting at events.

Key engagements during this period include:

- Attending and presenting to six forces at the North West Regional Fraud Forum on key strategic issues. This will be followed up with a regional workshop day for managers and practitioners in the new year.
- Hosting the National Policing ID Crime Working Group with attendees from cross Government departments and other forces/law enforcement.
- Hosting a joint fraud and cyber protect SPOC event delivering best practice to around **80** delegates from police forces across England and Wales.
- Co-hosting and presenting at the SOCEX Financial Crime conference with over 100 delegates
- Delivering briefing to the Whitehall and Industry Groups on tackling fraud.

5. VICTIM SERVICE

5.1 Action Fraud Complaints

126 complaints have been received YTD (compared with **104** PYTD). This is **0.04%** of crime and information reports received in the same period (**284,411**).

The majority of complaints currently being received relate to lack of investigation (94 complaints) and No update (21 complaints).

5.2 CoLP Economic Crime Directorate victim satisfaction – All departments

CoLP manages a high volume of victims with bespoke needs. CoLP conducts a victim survey each quarter to determine the quality of service provided to victims of investigations with the sample derived from cases reaching the point of outcome in the quarter. To improve the interpretation and understanding of the survey results all measures are now reported cumulatively³. This covers the period from **Q1 2014/15** to the **current reporting period** and will be compared against the cumulative total PYTD (Q1 2014/15 – Q2 2016/17).

Overall service provided by officers: 72% (293/406) of respondents registered overall satisfaction with the service provided by ECD officers. This satisfaction level has remained constant after steadily increasing by **7%** since Q3 2014/15 when the cumulative total was **65%** (119/183). The service provided by ECD officers is also the most common theme identified in the additional comments made by victims and the most common positive theme identified.

During Q2 (Jul – Sep 2016), **74%** (59/80) of respondents provided positive responses with regards to the overall service provided by ECD officers which is slightly higher than the current cumulative trend.

Initial Service: 76% (310/409) of respondents registered overall satisfaction with the initial service provided by ECD officers since April 2014. This trend has remained constant, with **75-77%** of respondents registering satisfaction since Q3 2014/15.

During Q2 (Jul – Sep 2016) **79%** (63/80) of respondents registered satisfaction with the initial service provided by ECD officers which is slightly higher than the current cumulative trend.

Outcome of service: 61% (164/268) of victims surveyed registered satisfaction with the outcome of their investigation. This percentage represents a decrease compared with previous reporting periods.

This decrease can be attributed to a number of dissatisfied responses during the current quarter when only **33%** (18/55) of respondent registered satisfaction. Not only was there a poor level of satisfaction registered but also a higher number of respondents than

³Reporting cumulatively aims to reduce the quarterly fluctuations in reported percentage outcomes. Previously this regularly occurred due to significant changes in the number of respondent replies to the survey.

usual, due in part to finalisation of three Operation Rico investigations (all of which involved investigations into overseas boiler rooms defrauding UK residents). The cases resulted in non judicial outcomes due the Spanish authorities deciding they were no longer willing to prosecute persons in Spain.

The table below shows the cumulative satisfaction (Apr 2014 – end of reporting period) with the three key areas of the victim's journey, initial, outcomes and overall satisfaction with the service provided by ECD officers.

All data cumulative (Apr 2014 – reporting period)	Cumulative Total Q2 2014/15	Cumulative Total Q2 2015/16	Cumulative Total Q2 2016/17	% Change Q2 15/16 vs. Q2 16/17
Number of victims completing survey	81	273	414	-
Overall satisfaction with service from officers taking the whole experience into account	50% (39/78)	70% (187/269)	72% (293/406)	2% ▲
Overall satisfaction with initial contact	63% (50/80)	76% (205/270)	76% (310/409)	0% ►
Level of satisfaction with outcome of investigation	37% (14/38)	66% (113/171)	61% (164/268)	5% ▼

92 respondents have completed the survey YTD with **72%** recorded as individual and **28%** corporate. This is a **28%** increase in the number of surveys completed compared with the PYTD when there were **72** respondents.

5. VALUE FOR MONEY

The return on Investment measure (ROI) was introduced to allow for the assessment of the cost of the resources invested against the monetary value of the fraud prevented. Between Apr – Sep 2016, the ROI figure was calculated at **£44.56** saved for every £1 invested. This is currently **10%** below the PYTD figure of **£49.44**.

During Q2 (Jul – Sep 2016) the ROI figure was calculated at **£47.94** saved for every £1 invested. This is a **15%** increase compared with Q1 (Apr – Jun 16) ROI of **£41.56**. This increase can be attributed to a higher number and value of cases reaching the point of charge within the period and an increase in disruptions. (It should be noted that this figure includes all areas of the ECD including the funded units.)

7. APPENDICES

- Appendix 1 – Key Performance Indicators
 - PP measures – measures set by the Policing Plan committee
 - DP measures – measure set by the Economic Crime Directorate
- Appendix 2 – Home Office Outcomes by Category

Commander Chris Greany

City of London Police

Tel: 020 7601 6801

Email: Christopher.greany@cityoflondon.pnn.police.uk

Economic Crime Board - For information
National Lead Force: 2016/17 YTD Performance Report

APPENDIX 1 – KEY PERFORMANCE INDICATORS

ASSESSMENT	DEFINITION OF ACHIEVEMENT
SATISFACTORY (S)	Quarter's data within 10% of the average in 2015/16
CLOSE MONITORING (CM)	Quarter's data below the 10% threshold of the average in 2015/16
REQUIRES ACTION (RA)	Two consecutive quarter's data below the 10% threshold of the reporting average in 2015/16

PURSUE	
<p>PP 11) The percentage of ECD City Fraud Investigations resulting in a positive action whether through offender disposal, prevention or disruption.</p> <p>100% (22/22) of City fraud investigations have resulted in positive action year to date 2016/17 (April - November).</p>	S
<p>PP 13) The outcome rate of crimes reported to Action Fraud</p> <p>The outcome rate between April 2013 and Sep 2016 amounts to 10.06%. The outcome rate at the last reporting period (March 2016) was 9.72%; this amounts to a 0.34 percentage point increase.</p>	S
<p>DP 1.1) The outcome rate of City of London crimes disseminated by NFIB</p> <p>The City of London outcome rate between April 2013 and Sep 2016 amounts to 12.85%. The outcome rate at the end of the 15/16 reporting period (Mar 2016) was 9.88% and amounts to increase of 2.97percentage point.</p>	S
<p>DP 1.2) The number of offender cautions, charges and community resolutions.</p> <p>There were 18 offender disposals in November. 17 offenders were charged, plus 1 cautioned. As this measure currently falls below the 2015/16 average of 27 it is assessed as requiring action. It should however be noted that currently the directorate has achieved 214 positive offender disposals compared with 190 PYTD, which amounts to an increase of 13%.</p>	S
<p>DP 1.3) Projected value of future fraud loss saved by ECD enforcement cases</p> <p>During Q2 the future fraud loss saved by ECD enforcement cases was £68,869,975.46; this is 62% below the 2015/16 quarterly average of £180,623,458. As a result of this figure falling below the 10% threshold of the 15/16 average for two consecutive quarters the measure requires action.</p>	RA
<p>DP 1.4) The number of OCG Disruptions</p> <p>4 OCGs were disrupted during Q2 2016/17 all of which were classified as 'Major'. Between Apr – Sep 16 a total of 13 OCG disruptions have been recorded.</p>	S

DP 1.5) The value of Civil Recovery Orders and Confiscation orders (available amount)	RA
The combined total for the value of Civil recovery orders, confiscation orders (available amount) and cash forfeiture orders (POCA) amounts to £65,787.53 . This is the second quarter the total has fallen below the 15/16 average of £1,982,912.71 and as a result is currently recorded as requires action.	

PREVENT	
DP 2.1) The number of OCGs linked to crimes disseminated by the NFIB	S
In Q2 2016/17 there were 24 OCGs linked to crimes disseminated by the NFIB, all of which were newly identified. In total 462 NFRCs were disseminated in relation to the 24 OCGs. The YTD quarterly average for this measure is currently 24 OCG linked.	
DP 2.2) The number of website suspension requests	S
YTD the total number of website suspension requests is 9,337 compared to 2,295 an increase of 307% . During November the total number of website suspensions requests recorded was 93 . As the 2015/16 monthly average was 348 the measure is assessed as Close Monitoring within PMG. It is believed the reduction in disruption activity and recording of work was due to other operational commitments.	
PP 12) The potential value of fraud prevented through interventions	S
YTD the total potential value of fraud was £2,652,452,092 this is 272% compared with £712,311,431 PYTD. The total potential value of fraud prevented through interventions in November was £52,480,940 . The 2015/16 monthly average was £104,005,845 and as a result is assessed as close monitoring although there is currently little risk to the directorate.	

PROTECT	
DP 3.1) The number of protect events with public and industry	S
In Q2 2016/17, 16 Protect events were ran by the ECPC with a total of 6,135 attendees; this is 78% more events than the 2015/16 average of 9 , as a result, this measure is assessed as satisfactory. During the period the ECPC held Op Guild a public cyber protect event that attracted approximately 5,000 attendees.	
DP 3.2) The percentage of recipients satisfied with ECD products/ alerts	S
In Q2 2016/17 98% of respondents were satisfied with the products and alerts disseminated by the ECD. The 2015/16 average level of satisfaction was 95% . As a result this measure is assessed as satisfactory.	
DP 3.3) The Digital reach of Action Fraud	S
The total number of digital impressions through the Action Fraud website, Facebook and Twitter in November was 4,915,215 . The 2015/16 monthly average number of impressions was 2,507,736 ; as a result this measure is assessed a satisfactory. YTD Action Fraud has achieved 29,518,818 digital impression compared with 17,425,018 PYTD.	

PREPARE	
<p>DP 4.1) The number of course delegate days delivered</p> <p>250 course delegate days were delivered by the ECD during November. This is the second consecutive month this measure has fallen below the 10% threshold of the 2015/16 average of 308; as a result this measure is currently assessed as requiring action within PMG.</p>	RA
<p>DP 4.2) Delegate satisfaction with ECA courses provide</p> <p>100% of delegates were satisfied with their ECA courses in November. YTD 97% of delegates have registered satisfaction compared with a 2015/16 monthly average was 99%.</p>	S

VICTIM SATISFACTION	
<p>PP 10) The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided</p> <p>74% of respondents completing the survey in Q2 2016/17 stated satisfaction with the overall service provided by ECD officers. The 2015/16 monthly average was 76%, as a result this measure is assessed a satisfactory. Cumulatively since April 2014, 72% (293/406) of respondents have stated satisfaction with the overall service provided.</p>	S
<p>PP 16) The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</p> <p>Satisfaction with the Action Fraud reporting service during Q2 was 76%. The average level of satisfaction in 2015/16 was 80%; as this percentage is currently within 10% or higher than the 15/16 average this measure is currently assessed as satisfactory.</p>	S
<p>PP 14) The percentage of complaints against Action Fraud received.</p> <p>During November the percentage of complaints vs. Action fraud reports was 0.02%, with 9 new complaints vs. 42,248 crime and information reports made. YTD this percentage of complaints vs. reports amounts to 0.04% which is equal to the 2015/16 average.</p>	S

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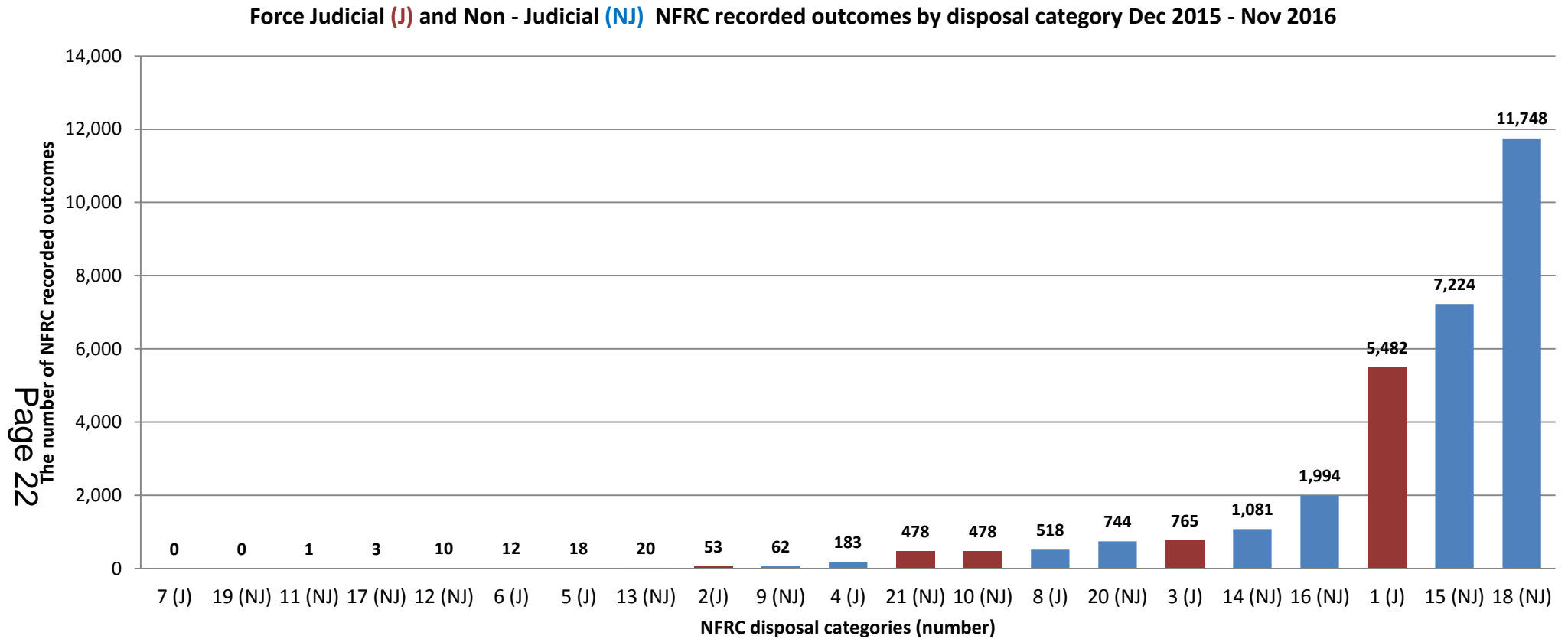
APPENDIX 2 – Force NFRC Recorded Outcomes broken down by disposal category (December 2015 – November 2016)

The table below provides the judicial and non- judicial NFRC outcomes categories, the classification description and the total number of reported outcomes by category for the period December 2015 – November 2016.

NFRC Disposal Category No.	Disposal classification and descriptions	No. of recorded outcomes Dec 2015 – Nov 2016
Judicial Outcomes		
1	A person has been charged or summonsed for the crime, but following the application of the CPS charging standards and the provisions of the HOCR, the charge/summons relates to an alternate offence to that recorded (irrespective of any subsequent acquittal at court).	5,482
2	A youth offender has been cautioned by the police, or a youth offender has been cautioned by the police but following the application of the CPS charging standards and the provisions of the HOCR, the caution relates to an alternate offence to that recorded.	53
3	An adult offender has been cautioned by the police, or an adult offender has been cautioned by the police but following the application of the CPS charging standards and the provisions of the HOCR, the caution relates to an alternate offence to that recorded.	765
4	The offender admits the crime by way of a pace compliant interview and asks for it to be taken into consideration by the court on form MG18.	183
5	The offender has died.	18
6	A penalty notice for disorder (or other relevant notifiable offence) has been lawfully issued under s1-11 of the Criminal Justice and Police Act 2001.	12
7	A warning for cannabis or khat possession has been issued in accordance with College of Policing guidance.	0
8	A community resolution (with or without formal restorative justice) has been applied in accordance with College Of Policing guidance.	518

NFRC Disposal Category No.	Disposal classification and descriptions	No of recorded outcomes Dec 2015 – Nov 2016
Non – Judicial outcomes (NFA)		
9	Prosecution not in the public interest - CPS decision	62
10	Formal action against the offender is not in the public interest - police decision.	478
11	Prosecution prevented – named suspect identified but is below the age of criminal responsibility.	1
12	Prosecution prevented – named suspect identified but is too ill (physical or mental health) to prosecute.	10
13	Prosecution prevented – named suspect identified but victim or key witness is dead or too ill to give evidence.	20
14	Evidential difficulties victim based – named suspect not identified – The crime is confirmed but the victim declines or is unable to support further police action to identify the offender.	1,081
15	Evidential difficulties named suspect identified – The crime is confirmed and the victim supports police action but evidential difficulties prevent further action. This includes cases where the suspect has been identified, the victim supports action, the suspect has been circulated as wanted but cannot be traced and the crime is finalised pending further action.	7,224
16	Evidential difficulties victim based – named suspect identified – The victim does not support (or has withdrawn support) police action.	1,994
17	Prosecution time limit expired - Suspect identified but the time limit for prosecution has expired.	3
18	Investigation complete – No suspect identified. Crime investigated as far as reasonably possible – case closed pending further investigative opportunities becoming available.	11,748
19	National Fraud Intelligence Bureau filed (NFIB only) - a crime of fraud having been recorded but has not been allocated for investigation because the assessment process at the NFIB has determined there are insufficient lines of enquiry to warrant such dissemination.	0
20	Further action resulting from the crime report will be undertaken by another body or agency subject to the victim (or person acting on their behalf) being made aware of the action to be taken.	744
21	Further investigation, resulting from the crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest – police decision.	478

The bar chart below illustrates the total number of Judicial and Non-Judicial recorded outcomes by their disposal categories in the past 12 months (December 2015 – November 2016). All disposal categories and a brief description can be found on the following page.



Total recorded outcomes

The table below illustrates the number and percentage of judicial and Non-judicial recoded outcomes made by month over the past 12 months.

Over the past 12 months there have been a total of **30,874** NFRC outcomes reported to the NFIB. At present **7,031** (23%) have been recorded as Judicial, whilst **23,843** (77%) have been recorded as Non-Judicial.

The total number of Judicial and Non- Judicial NFRC recorded outcomes by month (Dec 2015 – Nov 2016)					
Month	Judicial	Non-Judicial	Total	Judicial %	Non-Judicial %
Dec-15	721	2,839	3,560	20%	80%
Jan-16	643	2,599	3,242	20%	80%
Feb-16	577	1,807	2,384	24%	76%
Mar-16	969	2,246	3,215	30%	70%
Apr-16	994	2,071	3,065	32%	68%
May-16	464	2,109	2,573	18%	82%
Jun-16	599	2,051	2,650	23%	77%
Jul-16	574	2,052	2,626	22%	78%
Aug-16	525	2,245	2,770	19%	81%
Sep-16	369	1,851	2,220	17%	83%
Oct-16	555	1,836	2,391	23%	77%
Nov-16	41	137	178	23%	77%
Grand Total	7,031	23,843	30,874	23%	77%

Judicial recorded outcomes

The table below shows the breakdown of the judicial recorded outcomes by month over the past 12 months (Dec 2015 – Nov 2016). Charged/summons remains the most common Judicial outcome with **5,482** reported outcomes out of the total of **7031**, Judicial outcomes.

Month	01. Charged / Summonsed	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
Dec-15	488	5	126	40	1	1	60
Jan-16	506	4	68	12	1		52
Feb-16	403	9	76	33		1	55
Mar-16	838	5	68	9		2	47
Apr-16	804	3	71	44	7	1	64
May-16	351	2	57	1	2		51
Jun-16	458	7	76	8	3	1	46
Jul-16	459	7	54	7	1	2	44
Aug-16	410	4	56	9	2		44
Sep-16	268	4	44	13	1	3	36
Oct-16	472	3	59	4		1	16
Nov-16	25		10	3			3
Grand Total	5,482	53	765	183	18	12	518

Non – Judicial (NFA) recorded outcomes

The table below shows the breakdown of the Non – Judicial (NFA) recorded outcomes by month (Nov 2015 – Dec 2016). Outcome 18, Filed subject to new information (**11,748**) and Outcome 15, Evidential difficulties (**7,224**) remain the most commonly used categories during the period.

Non - Judicial recorded outcomes types by month (Dec 2015 – Nov 2016)												
Month	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 [NSI]	20. Investigation transferred to another body	21. Further Investigation NPI (Police)
Dec-15	3	83			2	137	922	291	1	1,304	95	1
Jan-16	2	45		1	2	125	921	179	1	1,206	102	15
Feb-16	5	30			2	39	625	165		880	52	9
Mar-16	2	26		1	1	64	781	172		1,062	70	67
Apr-16	6	33		1	1	60	791	172		925	53	29
May-16	5	86		3	3	83	716	170		976	46	21
Jun-16	7	33	1	1	4	85	566	147		1,084	62	61
Jul-16	11	34		3	2	85	623	214		968	50	62
Aug-16	7	49			1	116	536	165		1,169	140	62
Sep-16	7	22			1	145	387	140		1,023	37	89
Oct-16	6	13			1	111	338	166	1	1,110	34	56
Nov-16	1	24				31	18	13		41	3	6
Grand Total	62	478	1	10	20	1,081	7,224	1,994	3	11,748	744	478

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