



Economic Crime Board of the Police Committee

Date: FRIDAY, 20 OCTOBER 2017
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Simon Duckworth (Chairman)
Deputy Douglas Barrow (Ex-Officio Member)
Nicholas Bensted-Smith
Deputy Keith Bottomley
Deputy Robert Merrett
Deputy Henry Pollard
Deputy Richard Regan
Deputy Tom Sleigh
Deputy James Thomson (Ex-Officio Member)

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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 approve the minutes of the last meeting, held on 27 July 2017.

For Decision
(Pages 1 - 4)
4. **OUTSTANDING REFERENCES**
Report of the Town Clerk

For Information
(Pages 5 - 8)
5. **ECONOMIC CRIME VICTIM CARE UNIT (ECVCU) PRESENTATION**
Verbal presentation from the Commissioner of Police.

For Information
6. **NATIONAL LEAD FORCE: 2017/18 PERFORMANCE REPORT**
Report of the Commissioner of Police

For Information
(Pages 9 - 22)
7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
9. **EXCLUSION OF THE PUBLIC**

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 27 July 2017.

For Decision
(Pages 23 - 26)
11. **RESTRICTED ACTIVITY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 27 - 30)

12. **ECONOMIC CRIME ACADEMY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 31 - 36)

13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **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

Thursday, 27 July 2017

Minutes of the meeting of the Economic Crime Board of the Police Committee held at the Guildhall EC2 at 11.00 am

Present

Members:

Simon Duckworth (Chairman)
Deputy Keith Bottomley

Deputy Robert Merrett

Officers:

George Fraser	-	Town Clerk's Department
Glenn Maleary	-	Detective Chief Superintendent, CoLP
Alix Newbold	-	City of London Police
Alex Orme	-	Town Clerk's Department
Steve Playle	-	Trading Standards Manager

1. APOLOGIES

Apologies were received from Nicholas Bensted-Smith, Deputy James Thomson, Deputy Richard Regan and Deputy Henry Pollard.

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

There were no declarations.

3. MINUTES

The Sub-Committee considered the minutes of the previous meeting held on 9 June 2017.

[RESOLVED] – That the minutes be approved.

MATTERS ARISING

In reference to *Item 3 – Minutes* of the previous minutes, the Chairman requested confirmation that the Economic Crime Victim Care Unit presentation would be taking place at the next meeting. This was confirmed by the Detective Chief Superintendent. (1)

4. OUTSTANDING REFERENCES

The Sub-Committee received a report of the Town Clerk that summarised the Outstanding References from the previous meeting.

The Town Clerk confirmed with Members that Outstanding Reference No.3 – *Victim Satisfaction Surveys* was now complete. Members' feedback had been

passed on to the Economic Crime Directorate team and this was fed back to the Town Clerk and circulated to Members on 26 July 2017.

[RESOLVED] – That the report be received and the Outstanding References updated.

5. **NATIONAL LEAD FORCE: 2017/18 PERFORMANCE REPORT**

The Sub-Committee received a report of the Commissioner of Police that outlined the quantitative and qualitative performance of the City of London Police as the National Lead Force for Fraud for the period April 2017-June 2017.

The Detective Chief Superintendent provided a verbal update on activities over the last period to Members'.

Pursue - The Chairman noted that the 14% decrease in the number of crimes reviewed by NFIB was a cause for concern. The Detective Chief Superintendent explained that during the recent period there have been a number of major incidents such as the London Bridge attacks and Grenfell Tower fire that have had adverse effects on staff capacity for investigations, reviews and other regular administrative duties. As such, there had been a reduction in the volume of crimes reviewed by the NFIB, though this shortfall is expected to be temporary.

A Member asked what the size of the Economic Crime directorate team was in order to give some idea of the capacity. The Detective Chief Superintendent confirmed that there were 23 permanent members of staff on the team, and that in response to the recent major incidents there had been a total of 450 officer days re-allocated across the force. The Chairman noted this as an example that highlights a fundamental aspect of policing that requires appreciation: that all Police staff operate with a 'Police Officer First' mentality.

Protect – In reference to Overall Satisfaction figures, the Chairman declared that although there had been a 2% decrease since last year, any figure above 95% was worthy of congratulation and that a slight attrition rate from 99% in the previous year would have been difficult to avoid.

A Member asked for clarification on the reference to timeliness of alerts as a main cause of victim dissatisfaction. The Detective Chief Superintendent explained that although this represented a very small number of those surveyed, it was an aspect now being addressed directly for improvement.

Prepare - The Detective Chief Superintendent provided Members with an update on Social Media promotion of *Action Fraud*, declaring that it had raised its profile significantly on both Facebook and Twitter in Q1 of 2017/18.

Victim Service – The Detective Chief Superintendent explained that 73% satisfaction rate for Action Fraud victims was viewed as a positive figure. The Chairman noted that although this suggests, 27% were not satisfied, it was worth noting that 18% were neither satisfied nor dissatisfied and only 9% were

dissatisfied. A Member asked for further explanation of the causes behind the dissatisfaction of victims, and the Detective Chief Superintendent explained that the main causes were linked to investigations that had not been followed through with. In these cases, the team would provide explanations to the victims of the lengths gone to. This gives victims the opportunity to provide further details not previously disclosed that may open up further routes of investigation. The Detective Chief Superintendent explained that this was a new approach that had been adopted and it is hoped it will increase victim satisfaction markedly.

The Detective Chief Superintendent explained that although 0.04% of all crime and information reports received in the same period were for Action Fraud, these were still taken into careful consideration. The Chairman explained that it would be beneficial to see a developmental curve in relation to the increase in letters sent to MPs, an increased understanding of the problems and as such the resulting increased administrative burden.

Value for Money – The Detective Chief Superintendent explained that, although the shortfalls occurring as a result of the recent major incidents may not be recuperated, there has been positive movement in the right direction with regards to value for money that is expected to continue.

A Member asked what the level of unreported crime was, and the Detective Chief Superintendent explained that only 10% of all crimes for economic and cyber-crime were reported. The Detective Chief Superintendent explained that even relatively minor crimes not warranting further investigation under current resource limitations were still valuable in that they contributed to a larger picture of crime patterns that prove to be instrumental.

The Chairman noted that the figure of 100% City-based fraud investigations completed was worthy of recognition due to the importance of the City of London Police acting and being perceived as a protectorate Force for those within the Square Mile, alongside its national responsibilities.

[RESOLVED] – That the report be received.

6. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no further business.

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

There were no further questions.

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.

9. **NON-PUBLIC MINUTES**

The Sub-Committee considered the non-public minutes from the previous meeting on 9 June 2017.

10. **OPERATION OFFSPRING - PROGRESS REPORT ON TAKING OPERATION BROADWAY BEYOND THE CITY OF LONDON**

The Sub-Committee received a report of the Director of Markets and Consumer Protection updating Members on the progress of Operation Broadway.

11. **ECONOMIC CRIME ACADEMY UPDATE**

The Sub-Committee received a report of the Commissioner of Police updating Members on events concerning the Economic Crime Academy.

12. **RESTRICTED ACTIVITY UPDATE**

The Sub-Committee received a report of the Commissioner of Police that summarised notable activity not for publication that was being delivered by the City of London Police in its capacity as the National Lead Force.

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

There were no further questions.

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

There was no further business.

The meeting closed at 12.11 pm

Chairman

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ECONOMIC CRIME BOARD
20 OCTOBER 2017
OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
1.	27/07/17 Item 3 - <i>Minutes 09/06/17</i> ECVCU Presentation	That the ECVCU (Economic Crime Victim Care Unit presentation be given at the next meeting of the Economic Crime Board on 20 October 2017.	CoLP	Due October 2017
2.	27/07/17 Item 10 - <i>Operation Offspring – Progress Report on Taking operation Beyond the City of London.</i> Note to Port Health Committee	That a note be sent to the Port Health Committee on behalf of the Economic Crime Board declaring their approval at receipt of the report on Operation Offspring and with the collaborative working that is being engaged in.	Town Clerk	Complete – Note sent to Port Health and due to be seen at Committee on 19 September
3.	27/07/17 Item 11 - <i>Economic Crime Academy Update</i> Cyber Training for Members	That the feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Town Clerk	Ongoing – Details of Insight lunch session provided to CoL staff members included.

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INSIGHT LUNCH SESSION

Insight Lunch – Cybercrime Awareness & Prevention

Target Audience

This session is designed for anyone who uses the internet. Not for the IT engineer or Network Specialist. It is purely intended to provide members of staff the knowledge to protect themselves, their loved ones and the Corporation from possible cyber attack.

Speakers

DC Fred CRAWLEY.

Fred is the City of London Police principal trainer in the arena of Cybercrime and Security. He has 15 years experience as a Detective and has trained in excess of 1000 police officers in Cybercrime Awareness and Investigations.

Topics Covered

- *The first key element of the session will be an overview of the personal and professional cyber risks – how they happen.*
- *This will be followed by quick easy steps to maximise security in work and home networks – simply steps*

This is not a bored geeky input. It is a very dry subject but the session will be interactive and enjoyable. It is relevant to you either as a member of staff or more importantly to protect your family and friends.

Learning Outcomes

By the end of the session delegates will be able to list a number of different Computer scams

Delegates will be able to give an overview of how different attacks are conducted.

The session will equip delegates with the knowledge to minimise the chances of becoming a victim of Cybercrime and be able to offer some simply advice to family and friends.

Timings of the Session

The presentation will be an hour long beginning promptly at 12:30.

Lunch will be available from 12:00 and we will allow another 30 minutes at the end for those delegates who wish to stay and network with colleagues.

Max Participants

25

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Committee(s)	Dated:
Police: Economic Crime Board	20 th October 2017
Subject: National Lead Force: 2017/18 Performance Report	Public
Report of: Commissioner of Police Pol 63-17	For Information
Report author: 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**).

RECOMMENDATION

It is recommended Members 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 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.

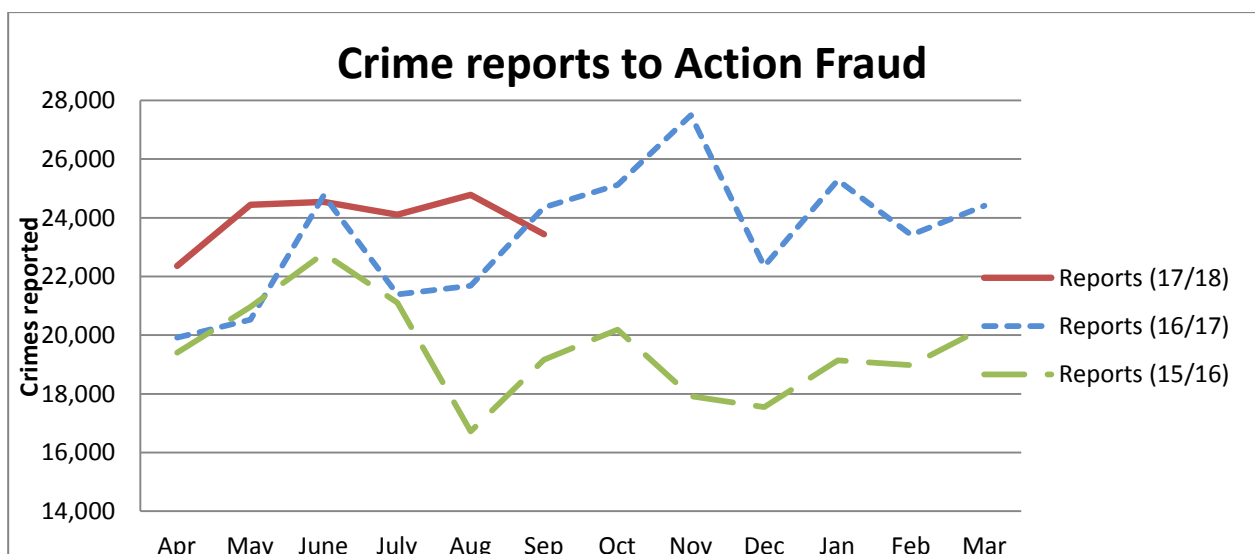
The decrease in crimes reviewed and disseminated can be attributed to a reduced crime reviewing capacity as the department currently have 4 vacancies all of which have conditional offers to be filled, and two of the reviewers are new starters who are undergoing initial training. This also impacts on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

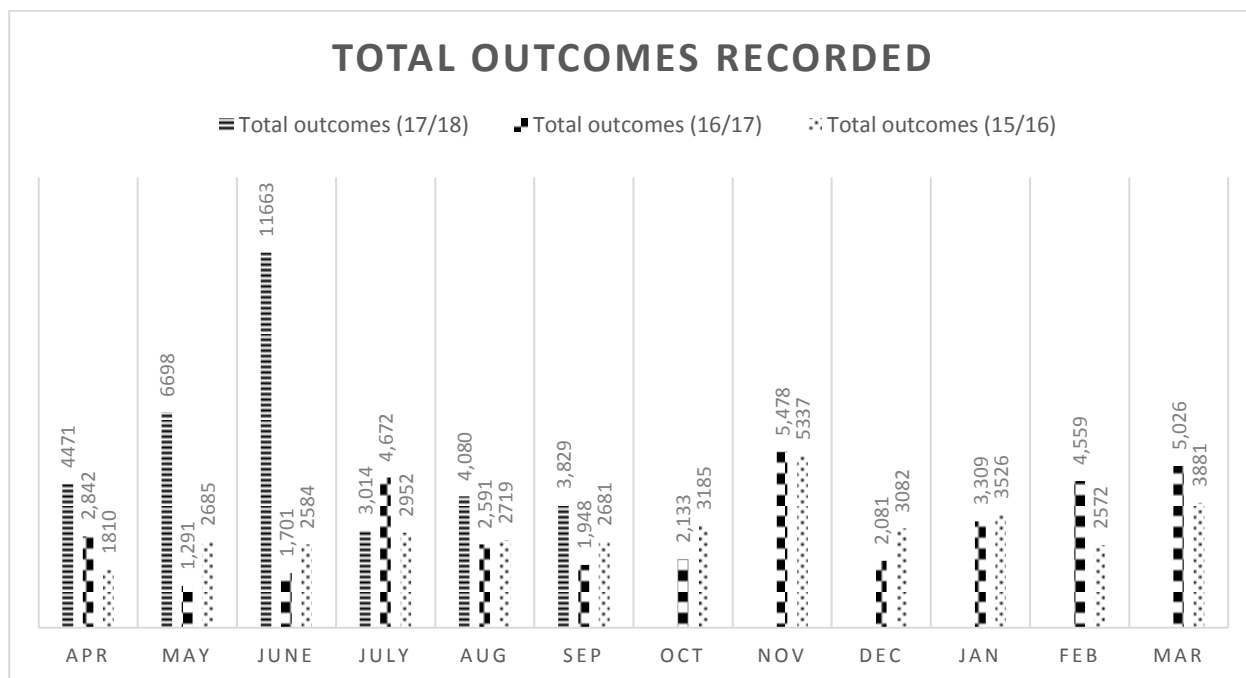
The table below shows a comparison of crimes reported, disseminations and recorded for the past three years.

	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.



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.

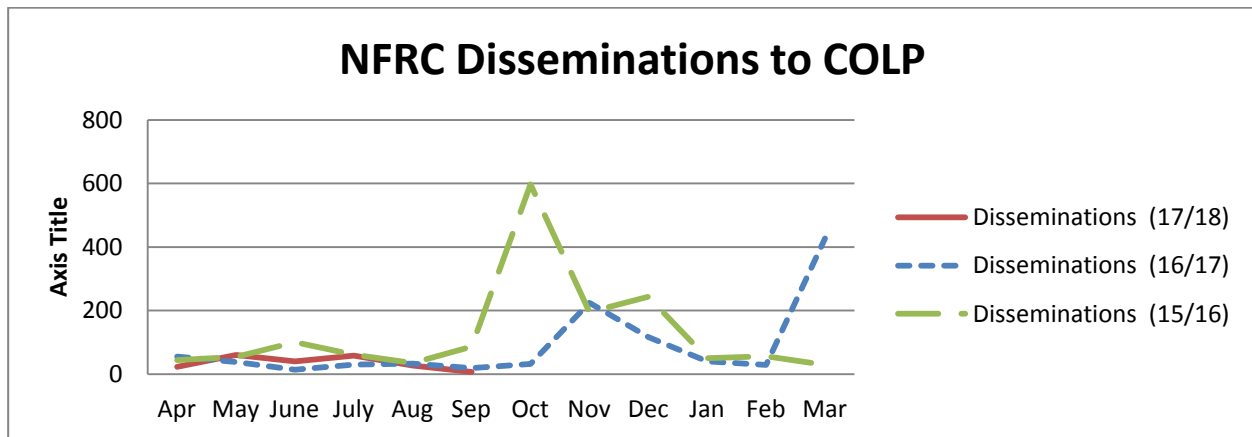
During 2017/18 there has been a **14%** increase in the number of crime disseminations received for investigation by the Fraud Teams.

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.

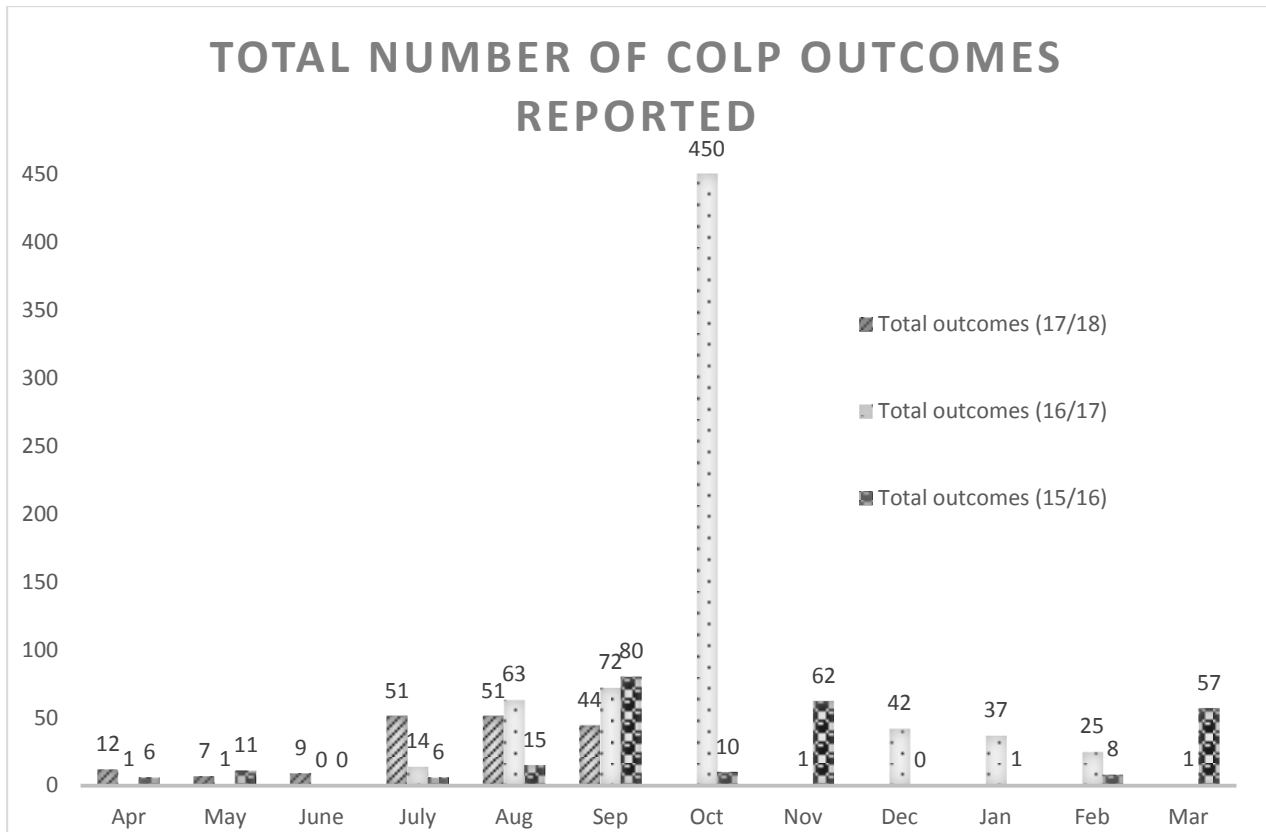
The table below shows a breakdown of dissemination and recorded outcomes for the last three years.

	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.



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



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

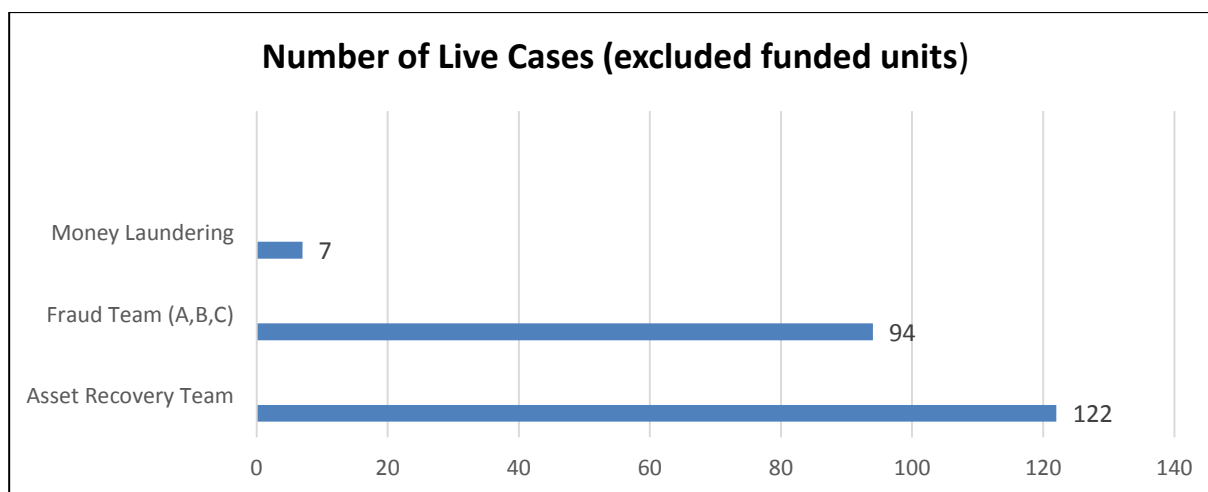
19 NLF investigations have been formally referred to CoLP in 2017/18. **14** have been accepted¹, for investigation/ further scoping or to provide assistance, **1** has been referred to another agency (Op Falcon). A further **4** referrals are currently under assessment.

2.6 Case Volumes²

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.



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

T/Commander David Clark

City of London Police

Tel: 020 7601 6906

Email: D.Clark@cityoflondon.pnn.police.uk

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

APPENDIX 1 – KEY PERFORMANCE INDICATORS

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VICTIM SATISFACTION	
<p><u>The percentage of victims of fraud satisfied with the overall service provided by ECD officers</u></p> <ul style="list-style-type: none"> • 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%. • 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. <p>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).</p>	S
<p><u>The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</u></p> <ul style="list-style-type: none"> • Satisfactory (S): Monthly performance to be within 2.5% or higher than the 17/18 YTD average. • 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. <p>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.</p>	S
PURSUE	
<p><u>The percentage of ECD City fraud investigations resulting in a positive action whether through offender disposal, prevention or disruption.</u></p> <ul style="list-style-type: none"> • 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. • 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. <p>Year to date 100% (11/11) City based fraud investigations have concluded, all have resulted in positive outcomes.</p>	S

PURSUE	
<p>The outcome rate of City of London crimes disseminated by NFIB</p> <ul style="list-style-type: none"> • 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. <p>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.</p>	S
<p>The percentage of crimes reported to Action Fraud that result in an investigative outcome</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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.</p>	S
<p>The percentage of complaints made relating to Action Fraud compared to the number of crime and information reports made</p> <ul style="list-style-type: none"> • 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. <p>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.</p>	S

PROTECT	
<p><u>The percentage of recipients satisfied with ECD product and alerts</u></p> <ul style="list-style-type: none"> • 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%. • 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. <p>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.</p>	S

PREPARE	
<p><u>The percentage of delegates satisfied with the Economic Crime Academy courses attended</u></p> <ul style="list-style-type: none"> • 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%. • 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. <p>99% (344/347) of delegates registered satisfaction with their attended courses. This is 2% higher than the satisfaction registered during the same period PYTD.</p>	S

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