



Economic Crime Board of the Police Committee

Date: THURSDAY, 24 NOVEMBER 2016
Time: 10.30 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

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Refreshments will be available at the Meeting
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.
5. **NATIONAL LEAD FORCE: APRIL - AUGUST 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.

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

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anegela.roach@cityoflondon.gov.uk**

Committee: Police: Economic Crime Board	Date: 24 November 2016
Subject: National Lead Force: Apr–Aug 2016 Performance Report	Public
Report of: Commissioner of Police Pol 47-16	For Information
Report author: Commander Greany	

SUMMARY

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

Pursue

- **7%** increase in crimes reported to Action Fraud compared with PYTD.
- **20%** increase in national recorded outcomes (**15,335** compared with **12,750** PYTD). This includes a **9%** increase in judicial outcomes and **25%** increase in non-judicial outcomes compared with the PYTD.
- **2%** reduction in the total number of disruption requests made by NFIB. However due to the nature of requests made, there has been a **£8m** increase in the potential value saved through these interventions.

Protect

- Products and alerts disseminated via the outputs team have an overall recipient satisfaction of **99%**. Recipients have also stated **99%** satisfaction with regards to how “Clear” and “Informative” the alerts are.
- **27** Protect events been coordinated nationally by COLP. It is estimated that these events have reached approximately **8,660** attendees.
- Action Fraud has achieved a digital reach of **16,982,155** impressions, an increase of **64%** when compared with the PYTD.

Prepare

- The Economic Crime Academy has achieved a **21%** increase in the number of delegates attending courses with **279** attendees.
- **1,046** delegate days delivered, with **97%** delegate satisfaction.

Victim Service

- Action Fraud victim complaints are **0.05%** of crime and information reports. During this period **88** complaints were made, whilst **167,299** crime and information reports were received. The majority of complaints relate to lack of investigation.
- **72%** (243/326) of respondents (Q1 2014/15 – Q1 2016/17) have registered an overall satisfaction with the service provided by ECD officers. This is the highest cumulative level of overall satisfaction since the survey began in April 2014.

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-Aug 2016/17 (YTD). Where data is available this performance has been compared against the same period for the previous year of Apr–Aug 2015/16 (PYTD). Due to the deadline for papers for this Board some key performance indicators will only be measured up until Q1 2016/17 (Apr–Jun).

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 **7%** increase in the number of crimes reported to Action Fraud compared with PYTD. The increase in reporting can largely be attributed to a greater awareness and understanding of the Action Fraud system, however it should also be noted that the BSS administration reduced crime reporting during both July and August PYTD so it is comparing against a lower baseline.

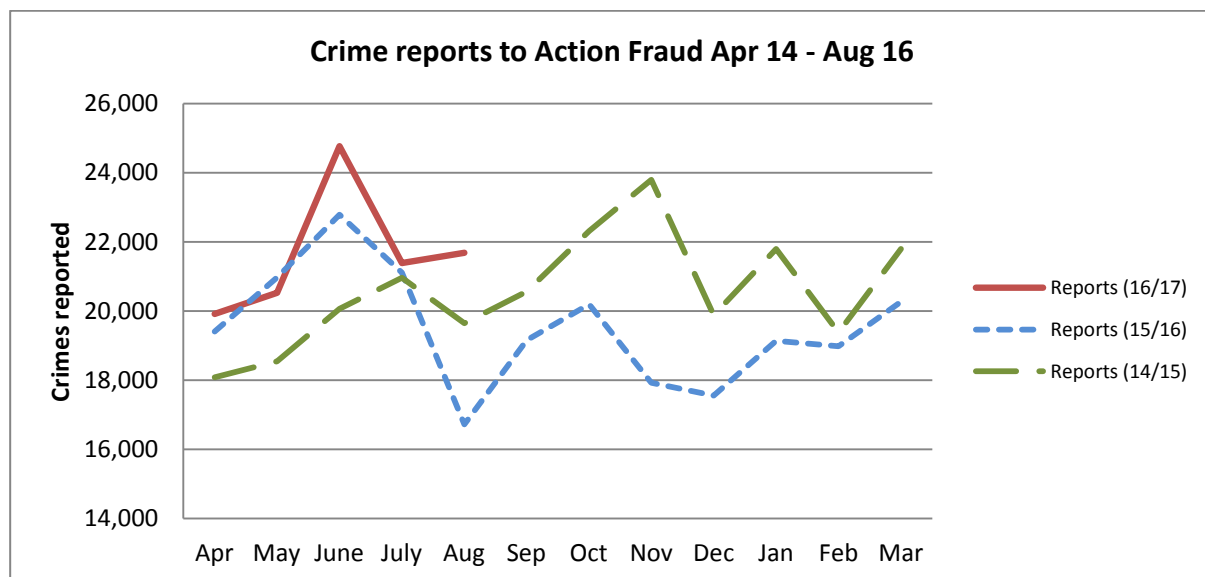
Despite the increase in crime reports there has been a **6%** reduction in the number of disseminations compared with PYTD. Although there has been a reduction in disseminations of crimes with viable lines of enquiry, **51,947** crimes were reviewed by the NFIB compared to **48,980** PYTD. This amounts to an increase of **6%**.

The NFIB has received a **20%** increase in the number of outcomes reported to them compared with PYTD. Both judicial and non-judicial outcomes have increased.

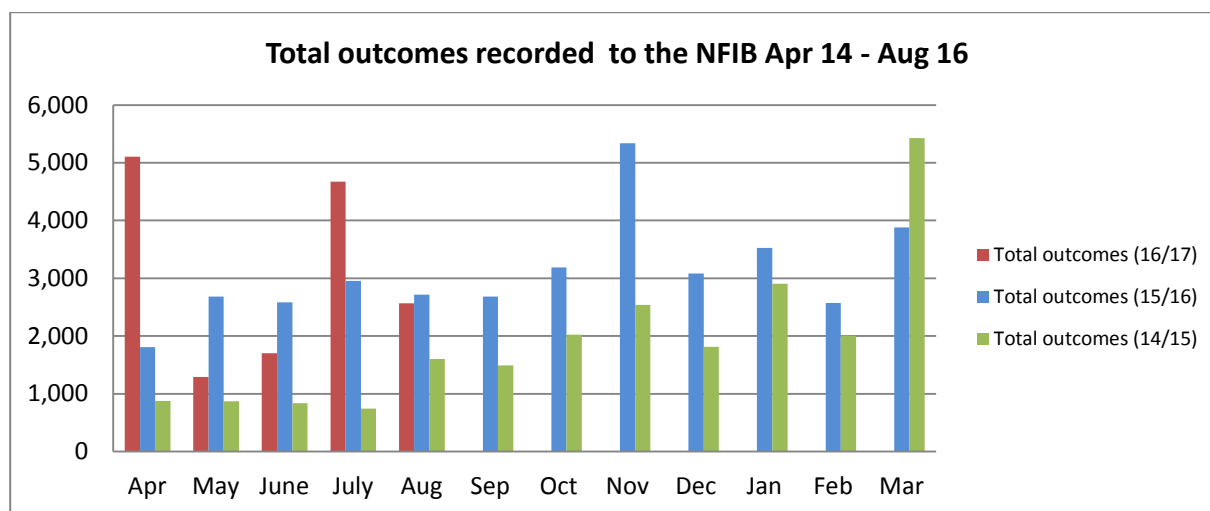
The table below shows a comparison of crimes reported, disseminations and recorded outcomes over a three year period (April-Aug).

	2014/15 (YTD)	2015/16 (YTD)	2016/17 (YTD)	15/16 – 16/17 YTD Change
Crime reports to Action Fraud	97,299	100,986	108,274	7% ▲
Disseminations	25,446	30,561	28,703	6% ▼
Judicial outcomes	4,010	3,611	3,925	9% ▲
Non-judicial outcomes	924	9,139	11,410	25% ▲
Total Outcomes	4,934	12,750	15,335	20% ▲

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.

Work to identify barriers to reporting outcomes has commenced. Workshops with police forces are being held to address knowledge gaps relating to crime recording standards. A feasibility study on the provision of a national advice line in 2017 is being undertaken.

COLP will be reviewing outcome reporting following implementation of the new system to identify what other information can be collected that measure the protect and victim support response delivered by forces, as well as pursue.

2.2 National Disruptions

There has been a **2%** reduction in the total number of disruption requests made by the NFIB. However due to the nature of the requests made (a **7%** increase in bank account disruption requests) there has been an **£8m (4%)** increase in the potential value saved through these interventions.

Disruptions requests	PYTD 2015/16	YTD 2016/17	YTD % Change
Website	408	437	7% ▲
Bank accounts	16,729	17,920	7% ▲
Telephone	54,326	51,748	5% ▼
Total	71,526	70,105	2% ▼
Potential value saved	PYTD 2015/16	YTD 2016/17	YTD % Change
Websites	£4,080,000	£4,370,000	7% ▲
Bank accounts	£147,803,184	£157,731,840	7% ▲
Telephone	£46,177,100	£43,985,800	5% ▼
Total	£198,060,284	£206,087,640	4% ▲

2.3 City of London Police Outcomes

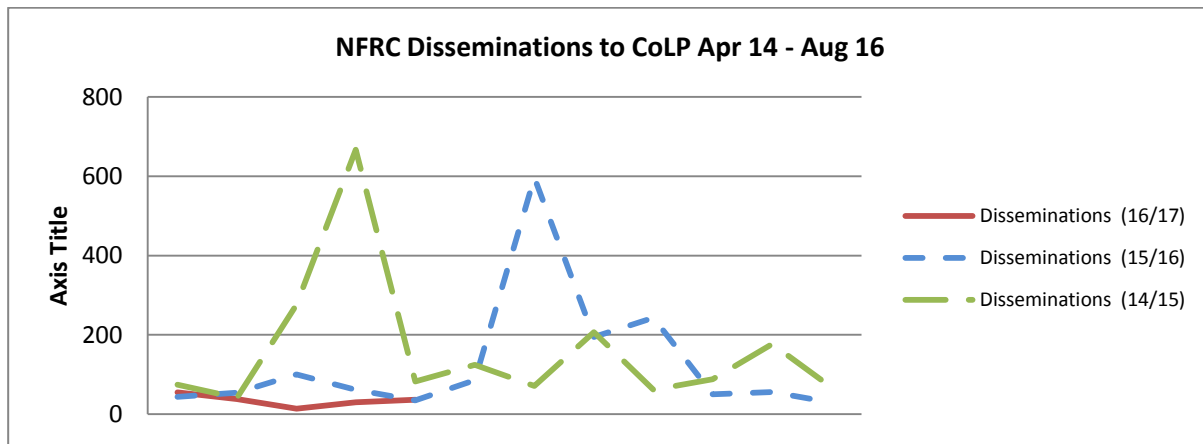
There has been a **41%** decrease in the number of disseminations received from Action Fraud although no specific trend can be attributed to this. **173** NFRCs have been attributed to **54** investigations, compared with **294** NFRCs attributed to **76** investigations in PYTD.

During this same period there has also been a **100%** increase in the number of recorded outcomes. This increase is expected to continue as a result of the proactive work outlined above in which crime registrars have visited COLP units to ensure all historic investigations containing multiple NFRCs are accurately recorded.

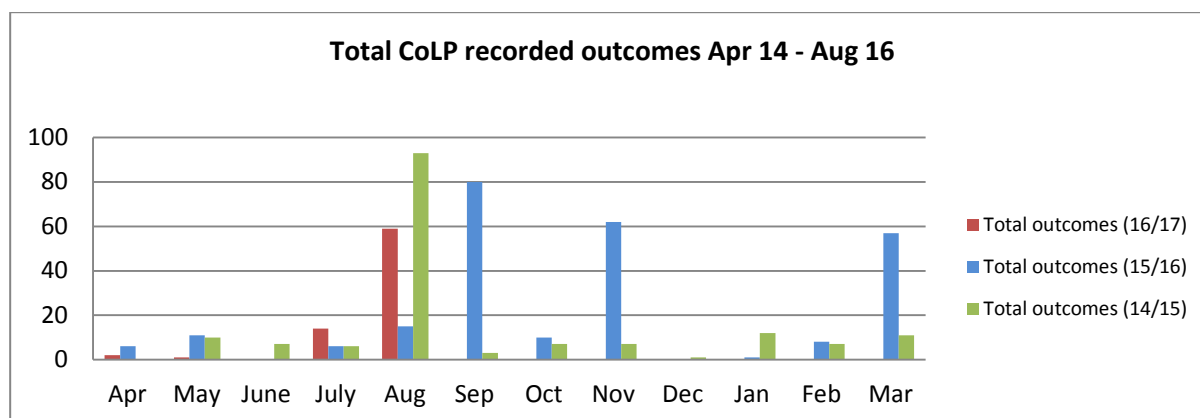
The table below shows a breakdown of dissemination and recorded outcomes for the last three years (Apr-Aug).

	2014/15 (YTD)	2015/16 (YTD)	2016/17 (YTD)	YTD Change 15/16 – 16/17
Disseminations	1,140	294	173	41% ▼
Judicial outcomes	116	11	16	45% ▲
Non-judicial outcomes	0	27	60	122% ▲
Total outcomes	116	38	76	100% ▲

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

10 NLF investigations have been formally referred to COLP of which **4** have been accepted¹ and **3** declined. **113** individual NFRCs have currently been attributed to the **10** investigations referred. All accepted referrals have been set up as new investigations. A further **3** referrals are still being assessed.

2.5 Case Volumes²

As at August 2016, COLP's Fraud Teams (excluding funded units) have **265** live investigations with **4,150** recorded NFRCs (victims) attributed to them.

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 **99%**.

2016/17	15/16 Avg	YTD 2016/17	YTD Change
% of recipients satisfied with the alerts sent out in the period	95%(90/95)	99% (75/76)	4% ▲

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.

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% (123/124)	3% ▲
Relevant	88% (80/91)	97% (121/125)	9% ▲
Timely	87% (78/90)	86% (106/123)	1% ▼
Clear	97% (89/92)	99% (124/125)	2% ▲
Actionable	79% (70/89)	88% (109/124)	9% ▲

At the time of collecting quantitative data, additional narrative and feedback is also sought on 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 **86%** of recipients receiving an alert each month. **26** alerts have been issued via this platform YTD with an average of **1,322,849** messages distributed or forwarded each month.

The current satisfaction score for products issued via this platform is **5.24** out of **6**. The rating system used requires recipients to rate each product out of two in the following areas: relevance, content and quality (and is not included in the survey results above).

3.2 Social Media

Action Fraud has achieved a digital reach of **16,982,155**, an increase of **64%** when compared against the PYTD, when the total was **10,334,965**.

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

- **3,950,742** website impressions
- **7,412,179** Facebook total impressions
- **5,619,234** Twitter total impressions

Action Fraud currently has:

- **26,818** Twitter followers
- **23,105** Facebook followers

3.3 Print and Broadcast Media

A **32%** increase in media coverage in support of NLF priorities when compared with PYTD. Regional and national press continue to be the biggest source of media coverage.

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	157	217	38% ▲
National press	135	149	10% ▲
Trade press	39	45	15% ▲
TV/radio	7	36	414% ▲
Total	338	447	32% ▲

2.4 Protect Campaigns and Events

The Economic Crime Prevention Centre has coordinated **27** protect events nationally for the public and partner/industries reaching approximately **8,660** attendees.

Op Gild

In August the City of London Police, Action Fraud and Get Safe Online hosted a cyber awareness event, Op Gild in Spitalfields, with approximately **5,000** attendees. During the event attendees were offered the chance to be quizzed about their fraud and cyber knowledge using a fraud defence test designed by the City of London Police and were offered advice on how they can protect themselves from online fraudsters. The format of this event will be rolled out to other police forces.

Do You Really Know...? Campaign

In January 2016, COLP launched the '**Do you Really Know?**' campaign. This ongoing campaign involves the regular release of products focussing on a topical issue relating to fraud and cyber crime. The releases help UK consumers and businesses to better understand what fraud and cyber crime is, how it works, and the risks it presents to them. Since April 16 the campaign has covered fraud topics including money mules, banking malware and holiday booking fraud.

To support the delivery of this campaign COLP has maximised social media channels to develop content designed specifically for the audience. The campaign has reached over **10 million** people across Twitter and Facebook and attracted over **10,000** website page views. A release of particular note was the *Do You Really Know How Banking Malware Works*. This release made a total of **1,086,825** impressions on Twitter and had a total press readership of **36,631**.

The campaign had over **1,487** different supporters on Twitter including police, Trading Standards, local authorities and key partners including Get Safe Online.

4. PREPARE

4.1 Economic Crime Academy (ECA)

The ECA has run **26** courses which have been attended by **279** delegates. This amounts to a **13%** increase in the number of courses and a **20%** increase in course delegates compared to PYTD. Although there has been a slight decrease in delegate days delivered (**11%**), this can be linked to the fact that the ECA is running a higher number of short courses. Delegate satisfaction has remained high with an overall satisfaction of **97%** compared with a PYTD level of satisfaction of **100%**.

The ECA has also been working on a number of other projects including the production of the Blackstones *Investigation of Fraud and Economic Crime* manual.

The table below shows the number of course and delegates attending and their satisfaction.

KPIs	PYTD 15/16	YTD 16/17	YTD % Change
Total courses	23	26	13% ▲
Total course delegates	231	278	20% ▲
Total delegate days delivered	1,181	1,046	11% ▼
Delegate satisfaction	100%	97%	3% ▼

4.2 National force engagement

Following an internal restructure, the National Coordinator's Office now forms part of a bigger team – the National Performance and Force Engagement team, which has responsibility for supporting and reporting on all aspects of force performance and capability and capacity for the forces of England and Wales, as well as COLP. The team is undertaking a proactive programme of engagement with forces and regions to help with their response to fraud and victims of fraud.

The team has visited North Yorkshire, Essex and Kent where presentations to chief officers and senior managers have resulted in reviews of the force approach to fraud and victims. Contact with Norfolk and Suffolk has resulted in a series of actions including reappointment of forces liaison officers and closer engagement with the Action Fraud programme.

A one day engagement event was run for the three forces in the North East region, hosted by Cleveland. This event was attended by chief officers and managers responsible for delivering their force's responses to fraud. Chief officers are now considering new measures around tactical responses such as a dedicated disruption capability.

COLP is working with several forces such as Greater Manchester, Merseyside, Essex and Kent who are currently expanding their fraud capacity. The team is also working closely with Sussex Police who developed Operation Signature, a coordinated response to supporting victims of fraud to promote the operation as best practice. Six forces have now adopted this approach.

5. VICTIM SERVICE

5.1 Action Fraud Complaints

88 complaints have been received compared with **51** PYTD. This amounts to **0.05%** of crime and information reports received in the same period (**167,299**). The majority of the complaints currently being received relate to a lack of investigation (**62** complaints) and no update (**19** complaints).

5.2 Economic Crime Directorate victim satisfaction

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. The sample is derived from cases reaching the point of outcome within the quarter. To improve the interpretation and understanding of the survey results, all measures are now reported cumulatively. 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 – Q1 2015/16).

The main reason for this change is to reduce the fluctuations in percentage outcomes, which previously came about when reporting on quarterly data due to significant changes in the number of respondent replies.

Overall service provided by officers: 72% (243/326) of respondents have registered overall satisfaction with the service provided by ECD officers. This is a **4%** increase in the cumulative satisfaction response since Q1 2015/16 when the figure was **68%** (166/244). It is the highest cumulative satisfaction score achieved to date.

In Q1 2015/16 **100%** (10/10) of respondents provided positive responses with regard to the overall service provided by ECD officers. This is reflected in the improved cumulative trend. The service provided by ECD officers is the most common theme identified in the additional comments made by victims and the most common positive theme identified.

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 Q1 2014/15	Cumulative Total Q1 2014/15 – Q1 2015/16	Cumulative Total Q1 2014/15 – Q1 2016/17	% change Q1 15/16 – Q1 16/17
Number of victims completing survey	56	248	332	-
Overall satisfaction with service from officers taking the whole experience into account	40% (21/53)	68% (166/244)	72% (234/326)	4% ▲
Overall satisfaction with initial contact	60% (33/53)	76% (186/245)	75% (247/329)	1% ▼
Level of satisfaction with outcome of investigation	14% (3/22)	65% (98/151)	69% (146/213)	4% ▲

The number of victims surveyed dropped to **121** during 2015/16 due to a smaller number of cases with multiple victims reaching the point of outcome, and due to the majority of the cases available for survey involving corporate victims, who are only asked to complete the survey once a year.

The number of victims completing the survey is expected to rise during the next reporting period due to a number of large boiler room investigations reaching the point of outcome that allows victims to be surveyed.

5. VALUE FOR MONEY

The return on investment measure (ROI) was introduced to provide an assessment of the cost of the resources invested against the monetary value of the fraud prevented. At the end of Q1 (Apr – Aug 2016), the ROI figure was calculated at **£41.18** saved for every £1 invested.

The return of **£41.18** is **10%** higher than the PYTD when the figure was **£37.49**. The increase in the ROI can be attributed to a higher number and value of cases reaching the point of charge within the period. It should be noted that this figure includes all areas of ECD including the funded units.

6. CONCLUSION

There has been a **7%** increase in the number of crimes reported to Action Fraud and a **20%** increase in the number of outcomes reported by forces.

Action Fraud has continued to expand its online engagement and their social media followers; as a result YTD they have achieved **16,982,155** digital impressions. During this period the NFIB recipient satisfaction with regards to products and alerts is at its highest, whilst print and broadcast media in support of NLF priorities has also continued to increase.

At the end of Q1 2016/17 ECD has achieved it highest cumulative level of overall satisfaction with regards to the level of service provided since the survey began in Apr 2014.

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

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

APPENDIX 1 – KEY PERFORMANCE INDICATORS

The year to date average has been divided by three to produce an average for each reporting period. Quarter 4 (January – March 2016) has been compared against the relevant figure to determine the satisfaction level.

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	
PP 11) The percentage of ECD City Fraud Investigations resulting in a positive action whether through offender disposal, prevention or disruption. 100% (11/11) of City fraud investigations have resulted in positive action year to date 2016/17 (April-August).	S
PP 13) The outcome rate of crimes reported to Action Fraud The outcome rate between April 2013 and June 2016 amounts to 9.66% . The outcome rate in March 2016 was 9.72% ; as this falls within the 10% threshold it is assessed as satisfactory.	S
DP 1.1) The outcome rate of City of London crimes disseminated by NFIB The City of London outcome rate between April 2013 and June 2016 amounts to 9.69% . The outcome rate in March 2016 was 9.88% ; as this falls within the 10% threshold it is assessed as satisfactory.	S
DP 1.2) The number of offender cautions, charges and community resolutions. There were 20 offender disposals in August. 10 offenders were charged and 10 were cautioned. As this is the second month that the measure falls below the 2015/16 average of 27 it is assessed as requiring action. It should however be noted that the number of offender disposals is currently 37% higher than PYTD. With 137 YTD compared 100 PYTD	S
DP 1.3) The number of OCG Disruptions 9 OCGs were disrupted during Q1 2016/17. 8 were classified as a "Moderate" disruption and 1 as "Major". This is 80% higher than the 2015/16 average of 5 ; as a result the measure is assessed as satisfactory.	S
DP 1.4) The value of Civil Recovery Orders and Confiscation orders (available amount) The combined total for the value of Civil recovery orders, confiscation orders (available amount) and cash forfeiture orders (POCA) amounts to £942,273.48 .	CM

The quarterly average during 15/16 was £1,982,912.71 . Therefore this measure currently requires close monitoring.	
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PREVENT	
DP 2.1) The number of OCGs linked to crimes disseminated by the NFIB In Q1 2016/17 there were 24 OCGs linked to crimes disseminated by the NFIB. 22 were newly identified OCGs and 2 were previously identified OCGs. In total 666 NFRCS were disseminated in relation to the 24 OCGs. As this is a new measure and the data was not previously collected, assessment will be measured comparing the quarter's data to the YTD average.	S
DP 2.2) The number of website suspension requests The total number of website suspensions in August was 2,510 . The 2015/16 monthly average was 348 ; as a result this measure is assessed as satisfactory.	S
PP 12) The potential value of fraud prevented through interventions The total potential value of fraud prevented through interventions in August was £697,344,577 . The 2015/16 monthly average was £104,005,845 as a result is assessed as satisfactory.	S

PROTECT	
DP 3.1) The number of protect events with public and industry In Q1 2016/17, 16 Protect events were ran by the ECPC with a total of 3,275 attendees; this is 78% more events than the 2015/16 average of 9 , as a result, this measure is assessed as satisfactory.	S
DP 3.2) The percentage of recipients satisfied with ECD products/ alerts In Q1 2016/17 100% 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.	S
DP 3.3) The Digital reach of Action Fraud The total number of digital impressions through the Action Fraud website, Facebook and Twitter in July was 2,785,508 . The 2015/16 monthly average number of impressions was 2,507,736 ; as a result this measure is assessed a satisfactory.	S

PREPARE	
DP 4.1) The number of course delegate days delivered 36 course delegates attended ECA courses in August which is traditionally a quiet month. This is the fourth consecutive month that the number of delegate days has fallen below the 10% threshold of the 2015/16 average of 308 ; as a result this measure is currently assessed as requiring action. It should be noted however, that YTD 1,046 delegate days have been delivered compared to 1,181 PYTD. Greater parity is expected between the two reporting periods after September's data is included.	RA

DP 4.2) Delegate satisfaction with ECA courses provide 97% of delegates were satisfied with their ECA courses in July. The 2015/16 monthly average was 99% , as this falls within the 10% threshold it is assessed a satisfactory.	S
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VICTIM SATISFACTION	
PP 10) The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided 100% of respondents completing the survey in Q1 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% (234/326) of respondents have stated satisfaction with the overall service provided.	S
PP 16) The percentage of victims of fraud who are satisfied with the Action Fraud reporting service Satisfaction with the Action Fraud reporting service in Q1 was 80% . The average level of satisfaction in 2015/16 was 80% ; as a result this measure is currently assessed as satisfactory.	S
PP 14) The percentage of complaints against Action Fraud received. In August 2016 there were 0.07% of complaints compared to reports made to Action Fraud; this is above the 2015/16 average of 0.05% but remains below 1%.	S

Economic Crime Board - For information
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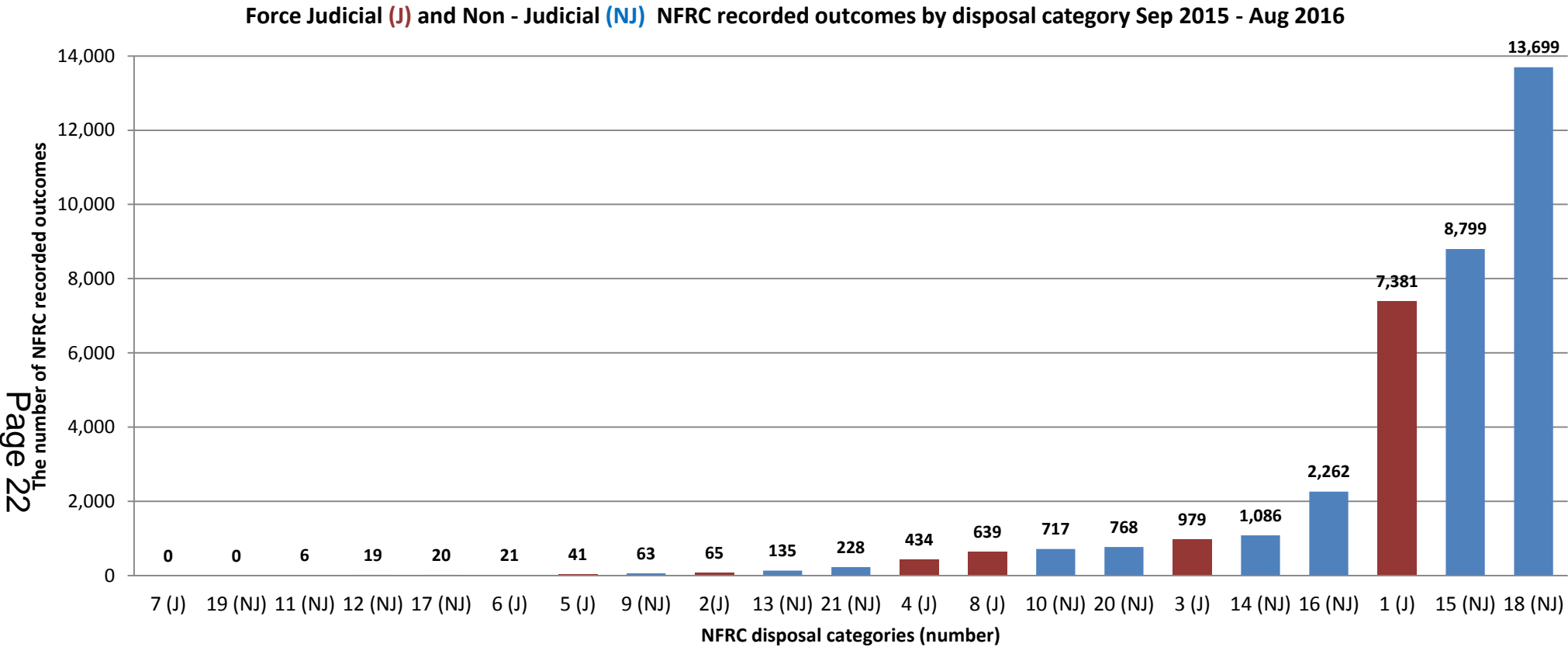
APPENDIX 2 – Force NFRC Recorded Outcomes broken down by disposal category (September 2015 – August 2016)

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 Sep 2015 – Aug 2016.

NFRC Disposal Category No.	Disposal classification and descriptions	No. of recorded outcomes Sept 2015 – Aug 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).	7,381
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.	65
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.	979
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.	434
5	The offender has died.	41
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.	21
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.	639

NFRC Disposal Category No.	Disposal classification and descriptions	No of recorded outcomes Sept 2015 – Aug 2016
Non – Judicial outcomes (NFA)		
9	Prosecution not in the public interest - CPS decision	63
10	Formal action against the offender is not in the public interest - police decision.	717
11	Prosecution prevented – named suspect identified but is below the age of criminal responsibility.	6
12	Prosecution prevented – named suspect identified but is too ill (physical or mental health) to prosecute.	19
13	Prosecution prevented – named suspect identified but victim or key witness is dead or too ill to give evidence.	135
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.	1,086
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.	8,799
16	Evidential difficulties victim based – named suspect identified – The victim does not support (or has withdrawn support) police action.	2,262
17	Prosecution time limit expired - Suspect identified but the time limit for prosecution has expired.	20
18	Investigation complete – No suspect identified. Crime investigated as far as reasonably possible – case closed pending further investigative opportunities becoming available.	13,699
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.	768
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.	228

The bar chart below illustrates the total number of Judicial and Non-Judicial recorded outcomes by their disposal categories in the past 12 months (September 2015 – August 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 has been **37,362** NFRC outcomes reported to the NFIB. At present **9,560** (26%) have been recorded as Judicial, whilst 27,802 (74%) have been recorded as Non-judicial. The total number of outcomes reported in the past 12 months has ranged from **1,291** in May 2016 to **5,337** in Nov 2015.

The total number of Judicial and Non- Judicial NFRC recorded outcomes by month (Sep 2015 – Aug 2016)					
Month	Judicial	Non-Judicial	Total	Judicial %	Non-Judicial %
Sep-15	557	2,124	2,681	21%	79%
Oct-15	1085	2,100	3,185	34%	66%
Nov-15	1,133	4,204	5,337	21%	79%
Dec-15	1235	1,847	3,082	40%	60%
Jan-16	719	2,807	3,526	20%	80%
Feb-16	518	2,054	2,572	20%	80%
Mar-16	1079	2,802	3,881	28%	72%
Apr-16	534	2,308	2,842	19%	81%
May-16	360	931	1,291	28%	72%
Jun-16	832	869	1,701	49%	51%
Jul-16	900	3,773	4,673	19%	81%
Aug-16	608	1,983	2,591	23%	77%
Grand Total	9,560	27,802	37,362	26%	74%

Judicial recorded outcomes

The table below shows the breakdown of the judicial recorded outcomes by month over the past 12 months (Sep 2015 – Aug 2016). Charged/summons remains the most common judicial outcome with **7,381** reported outcomes out of the total of **9,560** 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
Sep-15	432	8	46	26	2	2	41
Oct-15	752	5	97	165	1	1	64
Nov-15	887	3	121	26	24	8	64
Dec-15	1,125	3	69	6	0	1	31
Jan-16	500	1	123	35	3	1	56
Feb-16	379	8	55	35	1	0	40
Mar-16	776	11	158	41	0	3	90
Apr-16	411	7	57	12	0	0	47
May-16	252	5	47	8	6	0	42
Jun-16	736	1	34	44	0	2	15
Jul-16	654	6	105	30	3	1	101
Aug-16	477	7	67	6	1	2	48
Grand Total	7,381	65	979	434	41	21	639

Non – Judicial (NFA) recorded outcomes

The table below shows the breakdown of the Non- judicial (NFA) recorded outcomes by month (Sep 2015 – Aug 2016). Outcome 18, Filed subject to new information (**13,699**) and Outcome 15, Evidential difficulties (**8,799**) remain the most commonly used categories during the period.

Non - judicial recorded outcomes types by month (Sep 2015 – Aug 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 NIPI (Police)
Sep-15	5	32	3	5	108	85	610	118	12	1,121	25	0
Oct-15	3	25	0	2	3	38	743	159	0	1,051	76	0
Nov-15	11	201	2	1	5	222	1,090	301	6	2,253	112	0
Dec-15	2	60	0	0	0	136	557	191	0	872	29	0
Jan-16	6	73	0	0	2	133	933	260	1	1,304	94	1
Feb-16	2	68	0	1	2	100	771	111	0	941	57	1
Mar-16	7	43	0	1	2	66	664	308	1	1,563	75	72
Apr-16	2	25	0	1	4	77	774	163	0	1,152	90	20
May-16	3	30	0	0	1	25	392	71	0	357	35	17
Jun-16	2	11	0	1	0	30	252	109	0	410	44	10
Jul-16	7	86	1	2	6	109	1,494	282	0	1,644	87	55
Aug-16	13	63	0	5	2	65	519	189	0	1,031	44	52
Grand Total	63	717	6	19	135	1,086	8,799	2,262	20	13,699	768	228

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