

Professional Standards and Integrity Report Feb 2022

Committee(s): Professional Standards and Integrity Committee	Dated: 18 February 2022
Subject: Action Fraud Statistics- Quarter 3- 1 st October 2021- 31 st December 2021	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police Pol 16-22	For Information
Report author: PC Ann Roberts, PSD Analyst	

Please refer to Glossary provided (Appendixes)

Executive Overview

This document contains the statistics prepared by the Professional Standards Directorate and Action Fraud for the third Quarter of 2021/22 (Oct to Dec).

Changes to the Police Misconduct Regulations	<p>This is the third quarter following a whole year of data where the new police misconduct regulations have been in full effect, where logged complaints include all dissatisfaction.</p> <p>This report has been drafted to reflect the new data and is in the same format as the main Professional Standards Directorate statistical reporting*. All comparisons to historic data are not relevant and are therefore not included.</p> <p>*Action Fraud data will be referred to in the overall figures to provide an overview of the Professional Standards Directorate workload, however the details have been removed and reported separately within this document.</p>
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<p>Action Fraud complaints</p>	<p>Action Fraud – a National Service – continues to generate a greater volume of complaints than the City of London Police. This is a very small proportion against the volume of Action Fraud incident reports recorded.</p> <p>Complaint data has seen the number of complaint cases logged to a total of 84 in Q3. This is a decrease against the previous quarter (4%).</p> <p>The complaints are broken down as 4 logged under Schedule 3, and 80 not within Schedule 3.</p> <p>The volume of logged complaints is extremely low compared to the number of fraud reports to Action Fraud. Q3 2021/22 complaint figures represent 0.006% of all Action Fraud reports received by Action Fraud (AF) recorded 132,961 reports on the National Fraud Database consisting of 94,878 crime reports and 38,083 Information reports. YTD NFIB data where Action Fraud (AF) recorded 307,338 crime reports on the National Fraud Database and 122,376 Information reports. This totalled 429,714* (this may change once some reports are manually pushed through).</p>
<p>Nature of Allegations</p>	<p>Of the 89 allegations recorded during Q3 2021/22 the highest number was in the category of A1 – Police contact (35) followed by A2 – Decisions (28), followed by A4 – General level of Service (22). Reasons for complaint mostly relate to customer expectation of Action Fraud, with either the lack of contact or investigation cited.</p>
<p>Finalised Allegations</p>	<p>The total number of allegations finalised during Q3 is 84 compared to 81 in the previous quarter.</p> <p>Cases often contain more than one allegation; the number of cases finalised in Q3 is 91.</p>
<p>IOPC Reports</p>	<p>The IOPC has recently published the first annual complaint bulletin in the new format following the amendments to the Police Conduct Regulations. The IOPC has yet to published a Quarterly bulletin in the same format. The IOPC place a caveat to the City of London Police statistics to reflect the Action Fraud complaints as they are combined. A CoLP commentary sheet has been published on the IOPC website with an explanation regarding the combined statistics.</p>
<p>Appeals</p>	<p>None received.</p>
<p>IOPC investigations</p>	<p>There are currently no live IOPC investigations.</p>

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Part A – Complaint Cases and Allegations

Table 1 - Quarterly comparisons for Complaint Cases

Table 2 - Quarterly comparisons for Allegations

Table 3 – Quarterly comparisons for Allegations Finalised

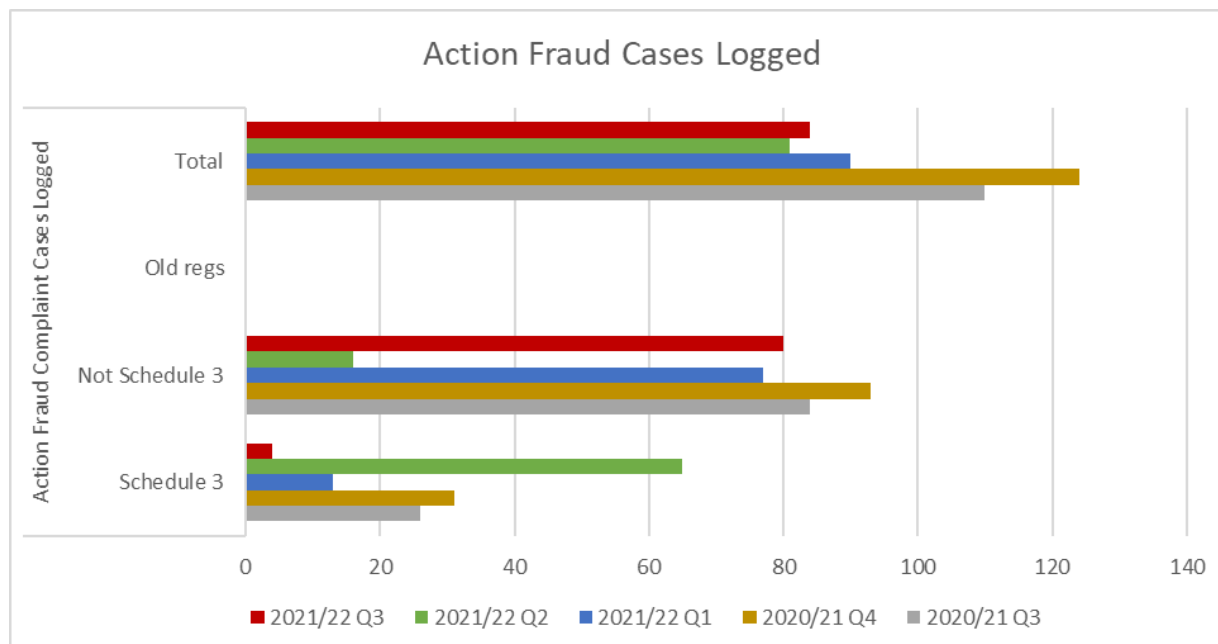
Part B - Appeals

Part C – IOPC

Part D – Learning

Part A – Complaints & Allegations

Table 1 - Quarterly Comparisons for Action Fraud Complaint Cases



- The number of Action Fraud complaints logged in Q3 2021/22 is 84 which is an increase of 3 from the previous quarter.
- 80 of these complaints fell outside of Schedule 3, 4 were within Schedule 3.
- This is a reverse from the previous quarter where more complaints fell inside of Schedule 3 (see graph).
- Recording standards require all customer dissatisfaction to be logged and the volume of reporting appears to have levelled since the initial increases following changes under the new Regulations.
- Additional information has been added to the AF website, which answers identified key complainants' frustrations. This informs potential complainants that the complaints process is not a mechanism to overturn the decision of NFIB, not to review and forward to a force for their consideration.
- In Q3 of the 2021/22 financial year Action Fraud (AF) recorded **132,961** reports on the National Fraud Database consisting of **94,878** crime reports and **38,083** Information reports.
- The complaint figures (total) represent 0.006% of the total number of Action Fraud reports recorded in Q3.

Themes of complaints received

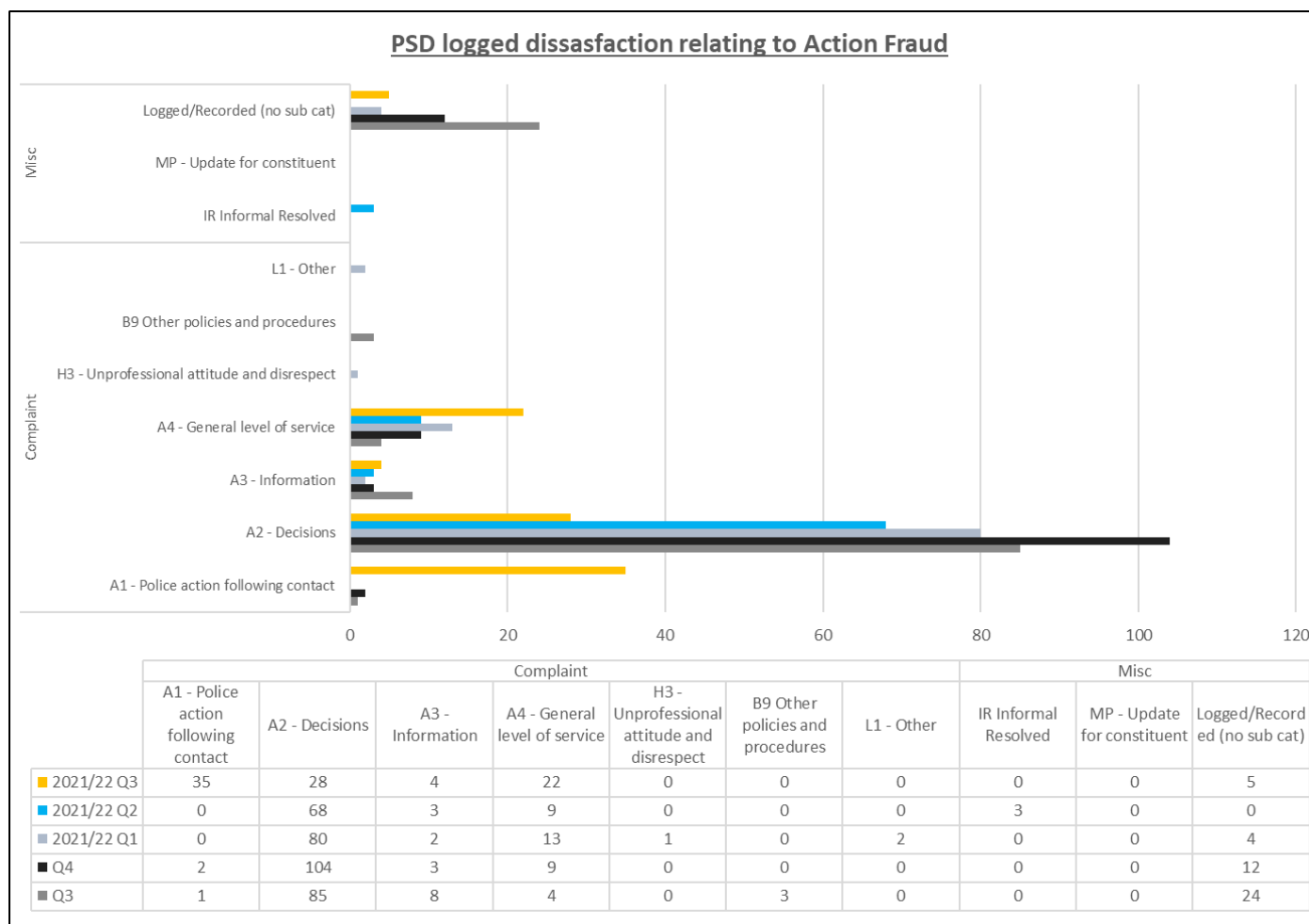
An analysis of complaints and dissatisfaction reports received over the previous 12 months, has been undertaken, detailed below. The highlighted ones are the most commonly received.

- **AF has not investigated a report made**
- **NFIB has not investigated a report made**
- **Complainant advised that there are no viable lines of enquiry to investigate their report, when viable lines of enquiries have been provided**
- No update was provided, following report made to AF
- Report disseminated by NFIB has not been investigated by the relevant force
- A report made direct to a local force has not been investigated
- A reported crime is recorded as an Information Report

Within any given complaint, often several of the above are quoted. Circa 95% of complaints are made up of the 3 highlighted areas above, with the remaining 5% across all others.

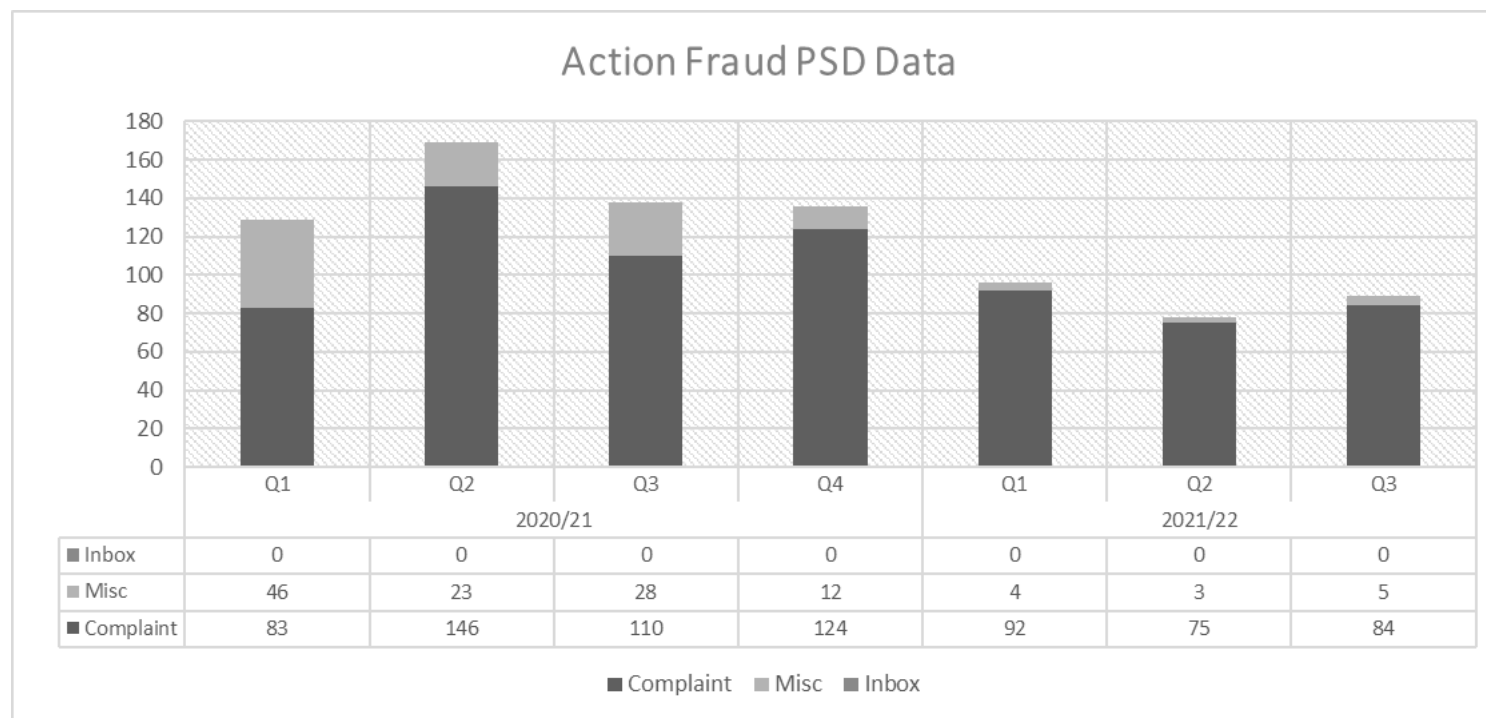
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Table 2 - Quarterly Comparisons for Action Fraud Allegations



- Of the 89 allegations recorded during Q3 2021/22, Police Contact was the highest category with 35, followed by Decisions with 28 followed by General level of Service 22. The graph visualises the trend of Decisions over the yearly data being the highest category by far.
- Miscellaneous cases are being logged where Members of Parliament are making contact on behalf of constituents or if it is unclear if a complaint is being made. This number has dropped since letters explaining the AF system have been written to all Members of Parliament, and the changes to the recording standards in the regulations.
- The IOPC has recently published the yearly bulletin covering 2020/21. This includes AF data and is not separated out from CoLP complaint data. A commentary sheet has been included with this bulletin on the IOPC website to explain the data.
- Until the IOPC publishes the quarterly bulletins we do not have any National data to make allegation type comparison with, or which allegation types will be the highest categories. It is unlikely that AF will be able to be compared against any other National data, being unique.

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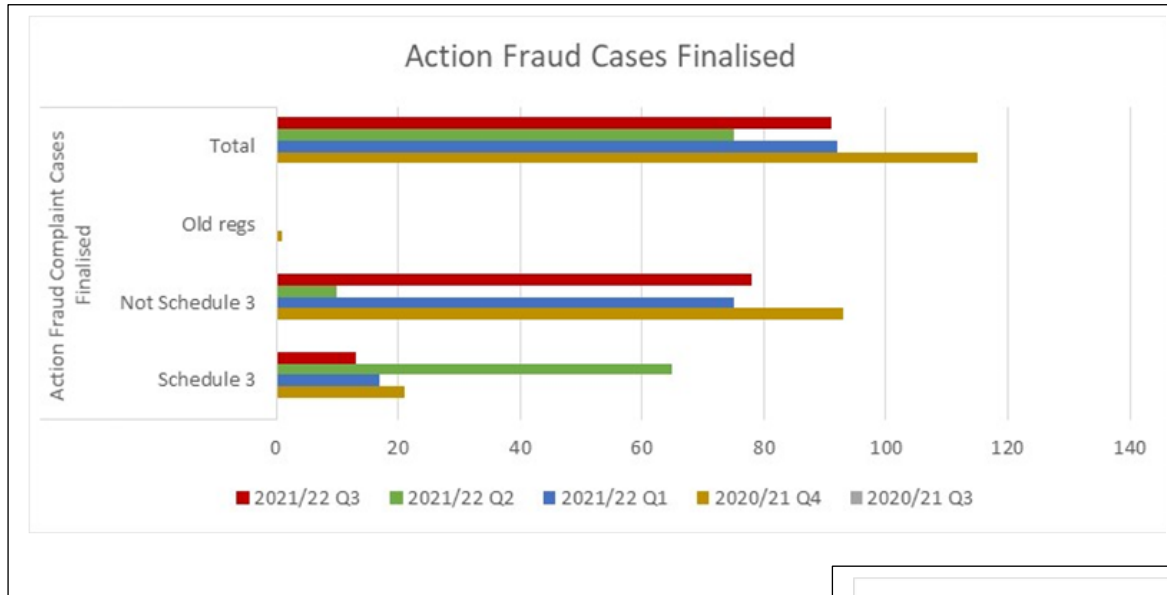
The vast majority of Action Fraud complaints cite a lack of response or investigation. Prior to changes to the Police Regulations these were usually resolved informally through service recovery by providing an update/explanation to the complainant and a swift resolution. (These were recorded as Miscellaneous). ALL expressions of dissatisfaction are now formally logged, therefore, as anticipated, there is an overall rise in complaint numbers (majority of which fall within the AF service). All forces are likely to see an increase in complaint numbers, which will be reflected in the IOPC bulletins when published. The City of London bulletin contains all data including AF data.

This increase in complaints doesn't appear to be reflected in the current data. The trend is in AF complaints are decreasing. This could be the reflection of the positive changes to the AF website or the overall communication strategy surrounding the AF service.

Action Fraud call centres are working with CoLP to manage customer expectations. PSD is working with the NFIB to resolve simple dissatisfaction with early intervention especially around perceived lack of response. Action Fraud are recruiting staff to assist in raising the expectations of the service.

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Table 3 – Finalised – Cases and Allegations – Q3



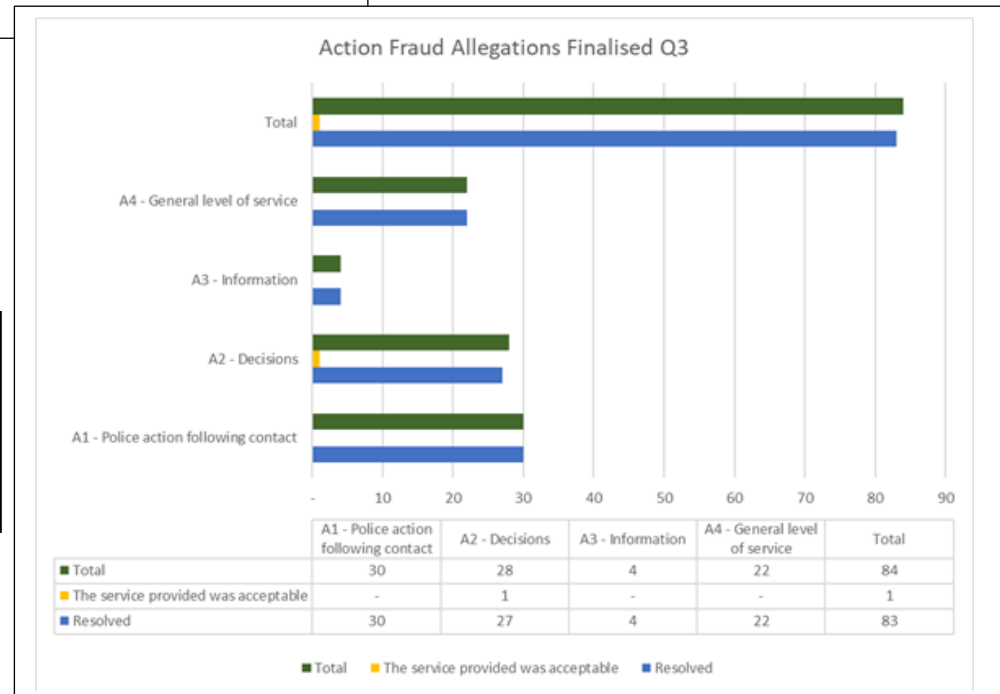
AF Finalised Cases: -

- 91 Action Fraud cases have been finalised during the Q3 2021/22.
- 78 fell outside of Schedule 3.
- 13 fell within Schedule 3.
- Q3 saw finalisations increase by 23% against the previous quarter.

**There were no finalisations recorded onto the Centurion database in Q3 2020/21 due to administration issues, therefore a large volume was recorded as Finalised during the previous Q4.*

AF Finalised Allegations: -

- 84 allegations have been finalised in Q3 2021/22.
- No outcomes were found that the Service provided was not acceptable.
- 83 (99%) allegations were Resolved.



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Part B – Appeals

None

Part C - IOPC

No cases been brought to the attention of IOPC

Part D – Learning

Action Fraud Complaints

- Additional information has been added to the AF website, which answers identified key complainants' frustrations. This informs potential complainants that the complaints process is not a mechanism to overturn the decision of NFIB, not to review and forward to a force for their consideration.
- To increase service delivery/service recovery, more complainants are being telephoned to discuss their complaint. This is well received and often alleviates the need for written communication.
- Within conversations, and included in written communication, crime prevention advice is now provided with details of other agencies that maybe best placed to deal with their dissatisfaction. This has increased the number of complaints dealt with outside of schedule 3, therefore reducing demand and resource required.
- MP's and Home Office have been provided with Q&A's, that fully explain the role of AF and NFIB, and the remit of the complaints process. This has reduced the amount of MP letters being received as MP's and Home Office are able to engage with their constituents, without the need to forward their issues to PSD.
- 28 day update template letter from AF has been changed to better inform victims why their report is not referred for investigation. This is designed to overcome the problem with the current template saying that there are 'no viable lines of enquiry' when the victim feels there are, which has been generating complaints (even though this addressed in the FAQs on the AF website).