

ECONOMIC AND CYBER CRIME COMMITTEE – PUBLIC REFERENCES

1/2023/P	27 January 2023 Item 8- Q3 National Lead Force Performance	It was requested that work on public perception be included in the National Lead Force performance report.	Commissioner of Police	<b>Complete-</b> The format for the way that Action Fraud call handling performance is reported has been changed in the Q4 NLF Performance Update. Average Speed of Answer and Call Abandonment have been stripped out into two separate graphs (albeit presented side-by-side as there is a correlation). It is hoped that this will provide a more transparent way of reporting to assist with public perception on NLF Performance going forward.
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