

Committee(s): Economic & Cyber Crime Committee (ECCC)	Dated: 25 June 2024
Subject: National Lead Force Performance Pack Proposal 24-25	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	CoLP impact the following Corp Plan outcomes: Dynamic Economic Growth- (National Lead Force) Vibrant Thriving Destination- (Community Safety/ CT)
Does this proposal require extra revenue and/or capital spending?	No
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 62-24	For decision
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Summary

This report sets out the proposal to change and update the current National Lead Force (NLF) Performance Pack that is produced quarterly and presented to the ECCC.

The new Performance Pack will reflect the objectives and measures set within the National Policing Strategy for Fraud, Economic and Cyber Crime, and include national performance in the areas that City of London Police, under NLF functions, lead and co-ordinate.

Recommendation

Members are asked to:

- Note the report
- Approve the proposal

Main Report

Background

1. The current NLF Performance Pack outlines the performance of NLF teams against the 5 outcomes in the NLF Plan which concluded in 2022.
2. The National Policing Strategy for Fraud, Economic and Cyber Crime 2023 – 2028 was launched in November 2023. The strategy sets commitments for all of policing under 3 core strategic objectives which will improve the policing response to the threats of fraud, economic and cyber crime. These are to:-
 - Improve outcomes for victims
 - Proactively pursue offenders
 - Protect people and businesses from the threat
3. Under each of these core objectives are a number of commitments and actions for national, regional and force level teams that include measures to reflect success against them.
4. NLF has set key performance indicators for force level and regional level fraud and economic crime teams that will be measured through newly designed Power BI Dashboards.
5. NPCC Cyber Portfolio has also set measures for the cyber network which reflect the objectives set within the national strategy.
6. NLF teams have aligned their performance measures to reflect the national strategy and objectives.
7. Performance measures will align with deliverables set under Home Office Grant Agreements.
8. These new and amended performance indicators have begun to be measured from April 2024 and will be reflected in the new Performance Pack presented to this Committee going forward.

Proposal

9. The new pack will contain a page each outlining national policing performance against the core strategic objectives for fraud, economic and cyber crime. These national 'dashboards' will include data collated from national systems such as Agency and partner management information system (APMIS), Joint Asset Recovery Database (JARD) and also the National Fraud Intelligence Bureau (NFIB) outcomes data. These will enable the force to review how the policing networks are meeting their national objectives and targets set by the Home Office under the grant agreements that City of London Police receive to deliver improvements and co-ordinate response as the national lead in these areas.

10. The pack will then look to measure the outcomes and performance of National Lead Force teams against the objectives set in the national strategy. An Executive Summary page will outline how collectively the NLF teams are meeting the commitments set out under the core objectives of:-

- Improve outcomes for victims
- Proactively pursue offenders
- Protect people and businesses from the threat

11. Each NLF unit will feed into a performance dashboard that will be used internally to measure outcomes, identify where improvements are required and where the teams are meeting their targets. The measures collected will reflect objectives set in the national strategy.

12. A higher level performance dashboard will collate the unit measures under the key strategic objective areas and this will be presented in the NLF Performance Pack under NLF Operational Teams.

13. The teams and functions under the Economic Cybercrime Policing HQ will also own and update internally managed performance dashboards that will feed into a higher level ECPHQ page in the NLF Performance Pack.

NFIB / Action Fraud and FCCRAS

14. The upcoming Fraud and Cyber Crime Reporting and Analysis Service will have benefits and measures that will be monitored and fed into oversight boards and the Home Office to ensure that the new system is meeting its requirements.

15. The Theory of Change documents capabilities, benefit owners and measures against areas that will need to be monitored to ensure that the new system meets its target of reducing the impact of fraud in the UK.

16. The NLF Performance Pack will include a page that monitors FCCRAS measures and outcomes in relation to the Theory of Change.

17. In addition each of the units and teams will feed into a dashboard that will enable internal monitoring of performance and outcomes. This will also feed into a higher level dashboard to be presented at ECCC and to the Home Office.

Conclusion

18. The new performance pack will reflect national and National Lead Force outcomes and achievements against the objectives set in the National Policing Strategy for Fraud, Economic and Cyber Crime.

19. This will include national dashboards for each of the threat areas to enable review of the effectiveness and success of City of London Police role in leading

and co-ordinating the police response to fraud, economic and cyber crime. These national dashboards will reflect progress against the targets and deliverables set by the Home Office in their grant agreements and national strategies.

20. The NLF Operations and ECPHQ performance dashboards will reflect National Lead Force units performance against the nationally set objectives in the National Policing Strategy. There will be internally managed unit focused dashboards that feed into this.
21. Action Fraud and NFIB teams will also produce unit focused performance dashboards that feed into a higher level framework that is presented at ECCC. In addition to this there will be a framework that is linked to the Theory of Change benefits to ensure that the new system is meeting its requirements as set out in the FCCRAS programme.

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