

Committee(s): Police: Economic Crime Board	Date(s): 9 th November 2015
Subject: National Lead Force: Second Quarter (Q2) Performance Report	Public
Report of: Commissioner of Police Pol 54-15	For Information

Summary

This report summarises the performance delivered against the National Policing Fraud Strategy drafted and launched last year by the City of London Police - National Police Lead for Fraud (NPLF)

Pursue – Reducing the economic crime threat through coordinated investigation of the criminal activities of groups and individuals engaged in economic crime and the disruption of their activities

- Attrition rates have decreased. Improvements in service delivery to victims of fraud and cyber crime across the country.
- Action Fraud complaints as a percentage of the total crime reports equate to 0.09%. An increase of 0.05% since Q1 following the administration of BSS (the provider of the Action Fraud call centre service).
- Q2 has seen good performance in the areas of enforcement and disruption with 100% of City crimes reaching the end of the investigation resulting in a positive policing outcome which are termed as offender disposal, disruptive action or a prevention product.
- The judicial and non judicial outcomes (see appendix B) of city crime disseminations has increased from 17% in Q1 to 45% in Q2.
- COLP continues to be well above the national average of judicial outcomes which are 21% for Q2 and 35% for Q1 with COLP returning 84% for Q2 and 47% for Q1 respectively. This is also reflected in the no further action returns, the national average being 79% in Q2 and 65% in Q1 the COLP returns being 16% in Q2 and 53% in Q1
- Victim satisfaction levels of their overall experience and the service provided by ECD officers have risen from 70% in Q1 to 84% in Q2.

Protect – Strengthening the protection of individuals, communities, systems and infrastructure against economic crime.

- Q2 has seen an increase in ‘Protect’ activity of the National Police Coordinators Office with 7 events aimed at educating carers of vulnerable adults , those working in the volunteer services and frontline police officers and staff with approximately 440 attendees

- In addition the NCPO has worked with financial institutions to deliver fraud and cyber crime prevention advice to their clients with the last monthly audience being in excess of 1000 attendees

Prepare – Reduction of the impact of economic crime by dealing effectively with the ongoing criminality and future threat.

- Feedback received from the neighbourhood watch alerts on the quality of Q2 alerts from the National Fraud Intelligence Bureau illustrated they were clearer and more informative than Q1.

Threats to service delivery

- 10% reduction in NLF Home Office funding

Recommendation

It is recommended the Board note the contents of this report.

1. PERFORMANCE REPORT

This report presents performance through a master dashboard (Table 1 below) and 4 subsidiary tables selected as being of particular and current interest to the Board.

Key:

Satisfactory	Measure is being achieved to date within acceptable parameters
Close Monitoring	Current projections indicate this measure is underperforming and management action may need to be taken to raise performance to desired levels.
Requires Action	Measure is performing outside of desired parameters and management action will be needed to raise performance levels.
↑	There is an improving trend (ie an improvement in performance rating or improvement within the performance rating)
↓	There is a declining trend (ie a decline in performance rating or decline within the performance rating)
→	Performance is neither improving nor declining





TABLE 1 - OVERVIEW	
National Attrition (See Table 2) 	Action Fraud Complaints (see Table 3) 
Value for Money (see Table 4) 	ECD Performance (see Table 5) 

TABLE 1 COMMENTARY: This table provides the overall performance overview in 4 areas each explored more fully in the tables below.

National Attrition: This indicates how well CoLP is influencing the conversion of reports to Action Fraud into successful judicial outcomes achieved by local police forces. Police forces are improving their performance with the number of judicial outcomes rising to 8,352 in Q2 of this reporting year in comparison to 3,839 in the same period last year, representing an increase of 4,513.

Action Fraud complaints: Indicates how well Action Fraud is performing based on the number and nature of complaints. The level of Action Fraud complaints remains low as a percentage of overall reports (0.09%), however levels have risen from 45 (0.05%) in Q1 to 82 in Q2. The primary cause of this is a service delivery failure following the administration of BSS (the call centre service provider) which is outside of CoLP control and has caused a delay in victim updates following their crime reports.

Value for Money Indicates how well ECD is performing as measured by return on investment and customer satisfaction. The return on investment figure is compiled on a quarterly basis. The ROI for COLP activity in Q2 is £61.38: £1, an increase of £23.89 from Q1. This increase can be attributed to the high value of fraud team cases finalised during this quarter which contributed significantly to the value of future fraud prevented.

ECD Performance Indicates how well ECD is performing against the Policing Plan measures. In Q2 ECD continues to deliver against the 5 KPAs to a satisfactory level. Appendix A details ECD performance against the policing plan objectives including any areas of concern and details of intended action and expected trends.

2. NATIONAL ATTRITION

TABLE 2 - NATIONAL ATTRITION	
Reporting Levels	Quality of Crime Packages
Disseminations to Local Forces	Outcomes
Disruptions	

Table 2 Commentary: In addition to disseminating crime packages, NFIB provides prevention advice and disrupts criminal activity by preventing access to websites, bank accounts and phone accounts used to facilitate crime.

	Q2 2015/16	Q2 2014/15	
Crime reports ingested by (NFIB) Know Fraud	56,989	61,679	Decrease of 4,690 (8%) due to interruption to the call centre service following administration of the supplier (BSS)
Crime disseminations by volume	19,349	16,626	Increase of 2,700 (16%) with no impact on quality
% of crime reports disseminated	34%	27%	
Outcomes ¹	8,352	3,839	Increase of 4,513 (118%) NB: there has been a fall in Judicial outcomes, 1,726 (Q2 2015/16) compared to 2,533 for Q2 2014/15) a 32% decrease. There has been a rise in NFA outcomes 79% for Q2 2015/16, compared to 34% for Q2 2014/15
Disruptions to bank accounts, web pages and telephone numbers	40,279	35,423	Increase of over 4,000

¹ It should be noted that outcomes include judicial outcomes as well as no further action outcomes which were made available by the Home Office in April 2014.

3. ACTION FRAUD COMPLAINTS

TABLE 3 - ACTION FRAUD COMPLAINTS	
Complaints	↑

Table 3 Commentary: The overall number of complaints received by Action Fraud has increased from 45 in Q1 to 82 in Q2. Although complaints have increased it should be noted that volumes of reported and disseminated crime have also increased and presented as a percentage complaints represent 0.09 % of Action Fraud contact in Q2.

Victim updates are provided within 28 days of the initial report. The update provides the victim with generic information on the outcome of their report and is not bespoke to individual victims. In August service delivery was affected by the administration of BSS, the Action Fraud reporting centre provider. The service was kept operational through an early and quick time transfer to a new supplier however there has been a delay to the dissemination of victim update letters. It is anticipated that a fully functioning automated system for these updates will be in place by the end of October.

A new process has also been implemented to ensure all complaints are captured and addressed centrally and complaints have been introduced as an agenda item at directorate performance and accountability meetings.

4. VALUE FOR MONEY

Table 4 - VALUE FOR MONEY	
Return on Investment	↑

Table 4 Commentary: Return on investment (ROI) is expressed as a ratio, representing the running costs incurred against the value of crime disrupted, the loss of money prevented through criminals being unable to operate following prosecution and assets denied or recovered from criminals.

The ROI for Q2 is £61.38 an increase of £23.89 from Q1. The increase this quarter can be attributed to the high value of fraud team cases finalised within this quarter which contributed significantly to the considerable increase within the value of future fraud prevented.

The ROI methodology is currently being reviewed to incorporate new data sources and measures. Any changes to the methodology for this measure will be subject to a pilot and reported in the new financial year.

5. ECD PERFORMANCE

TABLE 5 - ECD PERFORMANCE	
KPA 1 Preventing and Reducing Harm	KPA 2 Enriched Threat Assessment and Intelligence Picture
KPA 3 Enforcing and Disrupting Crime	KPA 4 Education and Awareness
KPA 5 Satisfaction Levels	

Table 5 Commentary:

ECD continues to deliver against the 5 KPAs to a satisfactory level despite the challenging 10% reduction in NLF Home Office funding. The force has responded by readdressing the current service delivery and negotiating the future requirements of both parties. Appendix A outlines any areas of concern and details intended action and expected trends.

KPA 1: There was an 815,182 increase in the number of media interactions from 7,453,522 in Q1 to 8,268,704 in Q2 these interactions were across the communication areas of web pages, Facebook and Twitter. The volume of protect events 7 in Q2 delivered education to carers of vulnerable adults, staff working in the volunteer services and frontline police officers and staff with approximately 440 attendees. Feedback received from the neighbourhood watch alerts in Q2 demonstrated that alerts were clearer and more informative than those in Q1.

KPA 2: 5 new OCGs were mapped with partners in Q2, a 62% increase on Q1. The number of OCGs identified and disseminated to law enforcement increased to 4 in Q2, which was a 33% increase from Q1.

KPA 3: All City crimes in Q2 reached a positive policing outcome which are termed as offender disposal, disruptive action or a prevention product. The attrition rate of CoLP as a percentage of crime disseminations significantly increased from 17% in Q1 to 45% in Q2.

KPA 4: Satisfaction with Academy courses remains at 100%. Fewer courses were offered in the summer months of 2015 due to summer holiday cover for both organisations and academy staff. The delegate numbers reflect this decreasing from 179 in Q1 to 137 in Q2. It is anticipated numbers will rise in the next quarter.

KPA 5: Due to a service delivery failure following the administration of BSS the previous call centre provider information on satisfaction levels are not currently available. CoLP is working with the new supplier to develop this process.

6. CONCLUSION

National performance on attrition continues to improve and we continue to encourage and support local forces to prioritise fraud.

As criminal methods change, service delivery levels remain high with a stronger focus on protect strategy work, the quality of alerts and the digital reach of Action Fraud messaging. Performance against pursue measures (attrition and positive outcomes) also remains high.

We will continue to monitor progress against these action plans and report to the Board.

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APPENDIX A

KPI DETAIL

NLF OBJECTIVE	COMMENTARY
KPA 1 PREVENTING AND REDUCING THE HARM CAUSED BY ECONOMIC CRIME	
<p>KPI 1.1 Raising public/private sector not for profit sector organisations awareness of economic crime and cyber threats and increasing their ability to protect themselves.</p>	<p>Digital reach of Action Fraud – The total number of digital interactions for Quarter 2 is 8,268,704, this is an increase from Quarter 1 which had 7,453,522 interactions.</p> <p>Impact of protect strategy, Quality of alerts – Respondents viewed Q2 alerts as clearer as and more informative than alerts disseminated in Q1. The alerts were however perceived as being less timely and actionable than those of the previous quarter.</p>
<p>KPI 1.2 Increasing individual self-protection from Economic and cyber crime and reducing the risk of repeat victimisation</p>	<p>Impact of protect strategy, volume of protect events with public and industry – 7 Protect events were held in Q2 for approximately 440 attendees. This is consistent with Q1 in which 7 Protect events were held.</p> <p>Proportion of victims receiving crime prevention advice - 27% of victims surveyed in Q2 had received crime prevention advice. This is a small decrease from the 29% who received it in Q1. 66% of those who received crime prevention advice in Q2 found it useful and acted upon it.</p>
KPA 2 ENRICHING THE NATIONAL ECONOMIC CRIME THREAT ASSESSMENT AND INTELLIGENCE PICTURE	
<p>KPI 2.1 Enhancing the knowledge and understanding of economic crime threats</p>	<p>Monitor the number of ancillary orders applied for and granted – Financial reporting Orders are no longer in legislation in the UK and will not therefore be reported upon. No serious crime prevention orders were recorded in Q1 or Q2 of this year</p>
<p>KPI 2.2 Identification, assessment, management and dissemination of national active offenders lone and OCG.</p>	<p>Number of new OCGs identified and disseminated to law enforcement (not mapped to OCCC) – 4 new OCGs were identified and disseminated to LEAs in Quarter 2 this is a rise of 33% compared to the same quarter in 2014/15.</p> <p>Number of new OCGs identified and mapped to OCCC with counter fraud community members– 5 OCGs were identified and mapped to OCCC in Quarter 2. This measure has seen a 62% decrease when comparing this quarter to Quarter 2 2014/15.</p> <p>Number and quality of information reports disseminated to law enforcement and counter fraud community partners relating to existing OCGs–19 information reports were</p>

	<p>disseminated in Q2. This measure has risen by 137% compared to Q2 2014/15.</p> <p>Reach of NFIB OCG information reports disseminated to law enforcement and counter fraud community partners– The number of recipients has risen to 7 in Q2. This is a 40% increase compared with Q2 2014/15.</p>
<p>KPA 3 Enforcing and disrupting economic crime at the local, regional and national levels</p>	
<p>KPI 3.1 Reducing the threat of economic crime through enforcement activity at the local, regional and national level.</p>	<p>Projected value of future fraud loss saved through ECD enforcement cases. – The projected value of future fraud saved for Q2 is £298,204,318.60. This is 31% higher than in Q2 2014/15 (£226,147,443.66). 36 ECD enforcement cases contributed to this figure.</p> <p>City Crimes resulting in a positive outcome - Q2 has seen 6 City crimes reaching a positive outcome. A positive outcome is termed as offender disposal, disruptive action or prevention product. This area is reflective of the changing policing methods of the ECD placing equal emphasis on enforcement, disruption and intelligence.</p> <p>Attrition rates of crimes reported to AF– 14.7% of crimes reported to Action Fraud resulted in Home Office outcomes in Q2. The attrition rate is 1 outcome for every 6.8 reports received. This is an increase in performance compared to last quarter when 8.9 reports resulted in an outcome. This is also an increase on Q2 2014/15 when every 15.9 reports made resulted in an outcome.</p> <p>The attrition rate of City of London crimes disseminated by the NFIB– 140 crimes (including 7 cyber crimes) resulted in a Home Office outcome in Q2, this is a 724% increase compared to last quarter</p> <p>Number of offender disposals (cautions, charges, community resolution) – The total number of offender disposals is 44 which is 47% lower compared with Q2 2014/15 but a 46% increase on Q1 (30). The downward trend is due to the number of cases awaiting charge decision with CPS, full disclosure being required prior to charge and a more equal emphasis being placed on investigation, prevention and disruption</p>
<p>KPI 3.2 Reducing the threat of economic crime through disruption activity at the local, regional and national levels</p>	<p>Value of fraud prevented through interventions – The total value of confirmed fraud enabler disruptions increased by 3% from £93,235,176 in Q1 to £95,694,162 in Q2. However it is slightly lower than the total value of confirmed fraud enabler disruptions for Q2 2014/15 (£96,204,578). It should however be noted that the cumulative total value of confirmed fraud enabler disruptions is 3% higher in 2015/16 (£188,929,338.00) compared to the same period in 2014/15 (£183,265,026.00).</p>

	<p>Volume of NFIB disruptions – Total volume of disruptions in Q2 was 40,279. This is a decrease of 12% from 46,147 in Q1. It is, however an increase from Q2 2014/15 (35,423)</p>
	<p>Value of NFIB disruptions– The estimated value of disruptions has fallen by 2% from £123,477,326 in Q1 to £120,709,662 in Q2. It is however an increase from Q2 2014/15, when £117,048,278 in disruptions were estimated.</p>
<p>KPA 4 Raising the standard of economic crime prevention and investigation nationally by providing education and awareness to the counter fraud community</p>	
<p>KPI 4.1 Impact and reach of training strategy and delivery</p>	<p>Number of ECA course delegates internal and external- The number of ECA course delegates in Q2 is 137 which is a decrease from Q1 when 179 delegates attended courses. This is due lower demand for courses in the summer months. However it is also a reduction on the 181 course delegates recorded in Q2 2014/15.</p>
	<p>ECA course delegate satisfaction – Delegates have consistently registered 100% satisfaction with ECA courses in Q1 and Q2.</p>
<p>KPA 5 Delivering value and reassurance to our community and partners in industry</p>	
<p>KPI 5.1Return on investment in NLF</p>	<p>Please refer to table 4.</p>
<p>KPI 5.2 Levels of satisfaction and confidence with the NLF services</p>	<p>AF victim satisfaction survey – We are currently unable to report on this measure due to a change in supplier. These figures will be available with the implementation of the new system which will bring many enhancements to the service and is due to go live in April 2015.</p>
	<p>NLF victim satisfaction survey - Overall satisfaction with service, taking the whole experience into account was 84% in Q2. This is an increase from Q1 when 70% of victims registered overall satisfaction with the service received.</p>
	<p>AF complaints – The overall number of complaints received by Action Fraud has increased from 45 in Q1 to 82 in Q2. This is attributed to a lack of victim updates caused by the administration BSS. A process is being developed with the new supplier and will be resolved by the end of October.</p>

Appendix B

Judicial and Non Judicial outcomes

Judicial
01. Charged / Summoned
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
Reprimand
Youth Caution
Charge
Adult Caution

Non-Judicial
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

18. Filed subject to new information [NSI]
20. Investigation transferred to another body
Adult Conditional Caution
Community Resolution
Conditional Caution
FPN
Summons
TIC
Youth Conditional Caution