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| Committee(s) | Dated: |
| Police: Economic Crime Board | 9 th June 2017 |
| Subject: National Lead Force: 2016/17 Performance Report | Public |
| Report of: Commissioner of Police Pol 36-17 | For Information |
| Report author: T/Commander Dave Clark | |

SUMMARY

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

Pursue

- **20%** increase in the number of crimes reported to Action Fraud compared with the PYTD.
- **9%** increase in the number of crimes reviewed by the NFIB and a **5%** decrease in the number of crimes with viable lines of enquiry identified for dissemination to police forces.
- **2%** increase in outcomes reported.
- **5%** increase in disruption requests.
- As at March 2017, CoLP is managing **280** live investigations with approximately **4,289** recorded NFRCs (victims). When funded units are included this rises to 727 investigations with approximately 6,645 NFRCs.
- During 2016/17 the fraud teams achieved **6** ratified OCG disruptions, all of which have been recorded as major, and were managing **44** OCGs as at March 2017. When funded units are included, this rises to 32 disruptions and management of 39 OCGs – 45% increase on 2015/16.

Protect

- Overall satisfaction with products and alerts issued by the NFIB is **98**, a **3%** increase. Highest level of satisfaction is how “Clear” and “Informative” alerts are.
- **47** national protect events coordinated reaching over **12,000** attendees.
- Digital reach of Action Fraud is **48,900,064** impressions, a **62%** increase.

- **45%** increase in positive media coverage in support of NLF priorities.

Prepare

- **17%** increase in courses delivered by the Economic Crime Academy attended by **1,027** delegates which is a **22%** increase. This amounts to **4,093** delegate days, with an overall attendee satisfaction of **97%**.

Prevent

- COLP is working with academia to better understand offending. Research includes identification of common pathways into and out fraud offending and research into professional enablers and money launderers involved in organised crime groups

Victim Service

- **71%** (331/463) of cumulative respondents (Apr 14 – Mar 17) registered overall satisfaction with the service provided by ECD officers.
- Cumulative satisfaction in the initial service is currently **75%** (348/466), whilst **60%** (183/306) of respondents registered satisfaction with the outcome of the service.
- Action Fraud complaints (**169**) were **0.04%** of crime and information reports received in the same period (**435,232**).

Partnerships

- COLP has signed a new MOU with the FCA which provides a framework for collaboration.

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 for the period Apr 2016 – Mar 2017. Where data is available this performance has been compared against the same period for the previous year.

2. PURSUE

2.1 National Outcomes

There has been a **20%** increase in the number of crimes reported to Action Fraud with **280,706** in 2016/17 compared with **234,201** in 2015/16. Continued awareness and a greater understanding of the Action Fraud system are regarded as the main drivers of increased in reporting.

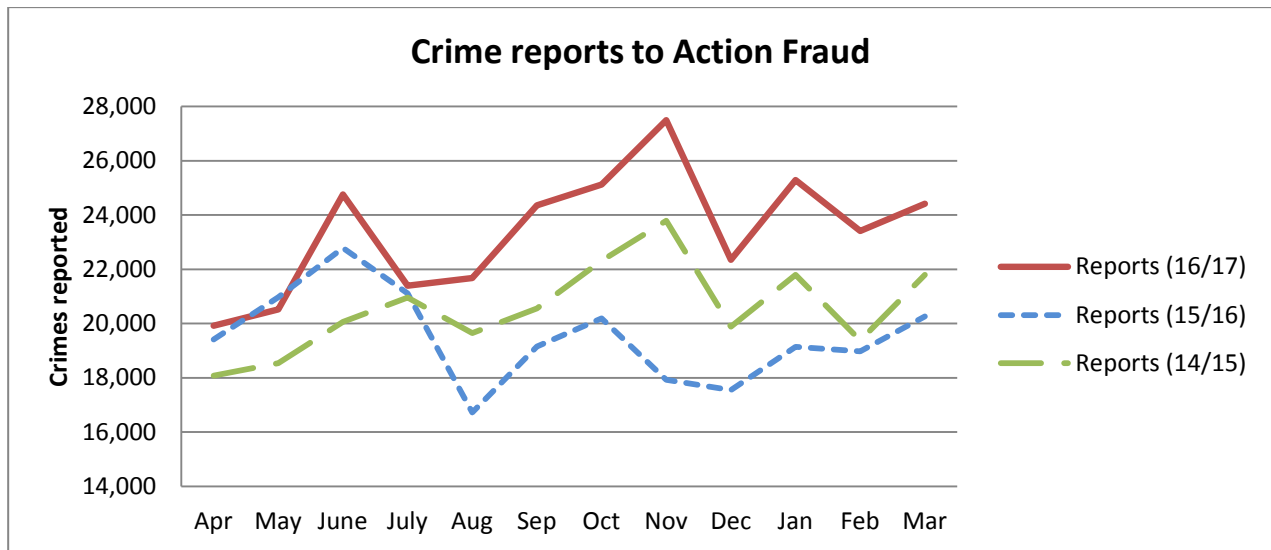
Despite the increase in crime reports there has been a **5%** reduction in the number of disseminations compared with the previous year. Although there has been a reduction in disseminations with viable lines of inquiry, there has been a **9%** increase in crimes reviewed by the NFIB (**128,564** YTD compared with **117,990** PYTD).

There has been a **2%** increase in the number of outcomes (judicial and non-judicial) reported, with **37,632** compared with **37,014** in 2015/16.

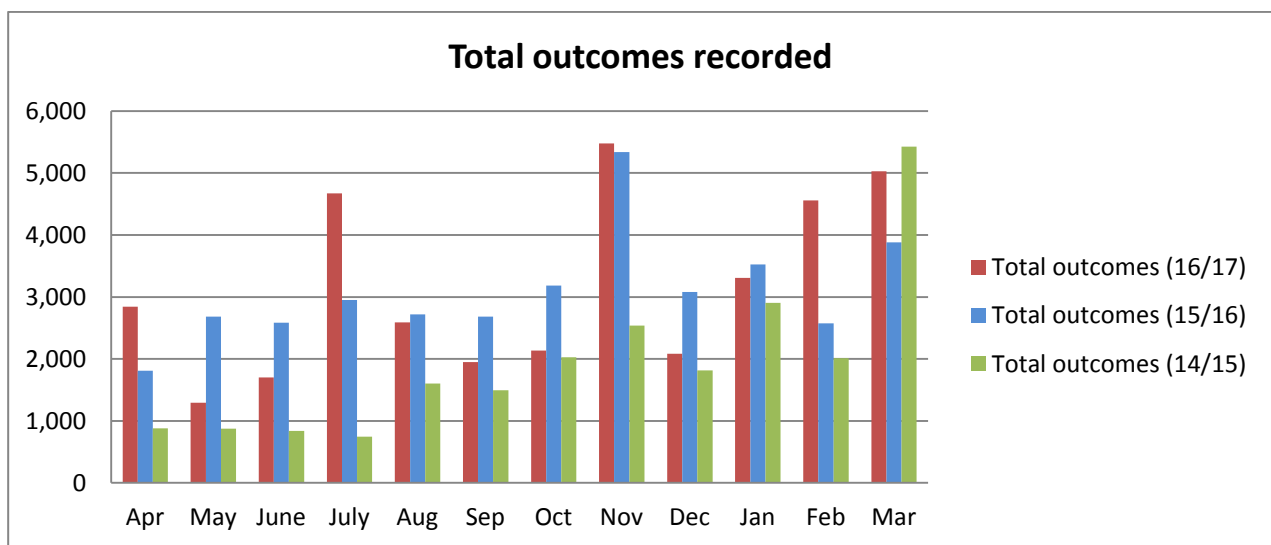
The table below shows a comparison of crimes reported, disseminations and recorded outcomes over a three year period.

| | 2014/15 | 2015/16 | 2016/17 | 15/16 – 16/17 change |
|-------------------------------|---------|---------|---------|-------------------------|
| Crime reports to Action Fraud | 246,848 | 234,201 | 280,706 | 20% ▲ |
| Disseminations | 68,900 | 75,283 | 71,133 | 5% ▼ |
| Judicial outcomes | 11,761 | 9,937 | 8,214 | 17% ▼ |
| Non-judicial outcomes | 11,381 | 27,077 | 29,418 | 9% ▲ |
| Total Outcomes | 23,142 | 37,014 | 37,632 | % 2▲ |

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.



2.2 National Disruptions

There has been a **5%** increase in the total number of disruption requests made and a **1%** increase in the potential value saved through the disruptions when comparing 2016/17 to 2015/16.

| Disruptions requests | 2015/16 | 2016/17 | % Change |
|----------------------|----------------|----------------|-------------|
| Website | 1,185 | 947 | 20% ▼ |
| Bank accounts | 42,307 | 42,462 | 0% ► |
| Telephone | 118,760 | 127,447 | 7% ▲ |
| Total | 162,252 | 170,856 | 5% ▲ |

| Potential value saved | 2015/16 | 2016/17 | % Change |
|-----------------------|---------------------|---------------------|-------------|
| Websites | £11,850,000 | £9,470,000 | 20% ▼ |
| Bank accounts | 372,386,214 | £373,750,524 | 0% ► |
| Telephone | £100,946,000 | £103,329,950 | 7% ▲ |
| Total | £485,182,214 | £491,550,474 | 1% ▲ |

2.3 City of London Police Outcomes

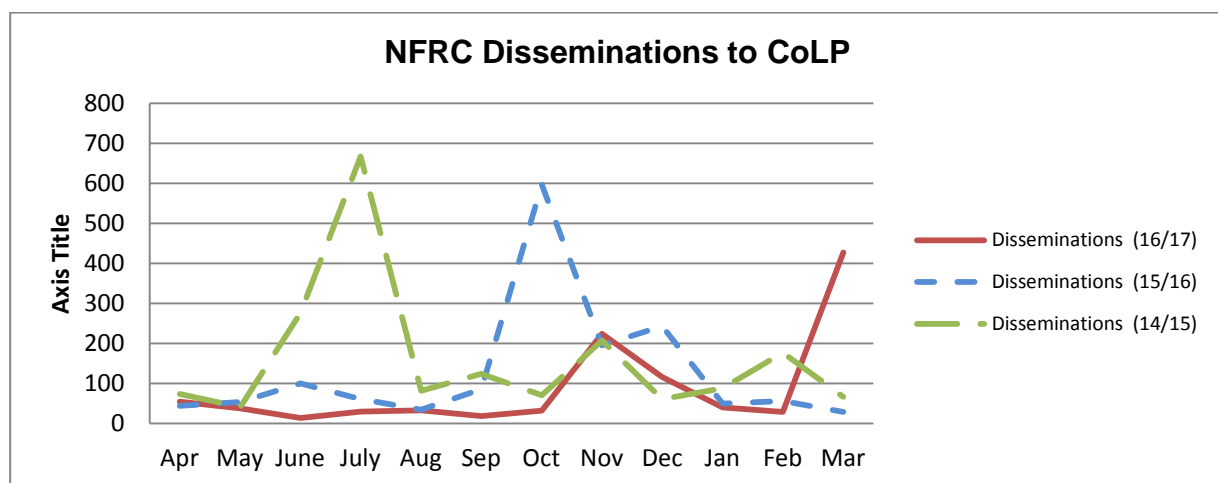
During 2016/17 there has been a **29%** decrease in the number of crime disseminations received.

During this same period there has been a **179%** increase in the number of recorded outcomes reported. This increase can be attributed to proactive work to raise the understanding of outcome recording within operational units and 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.

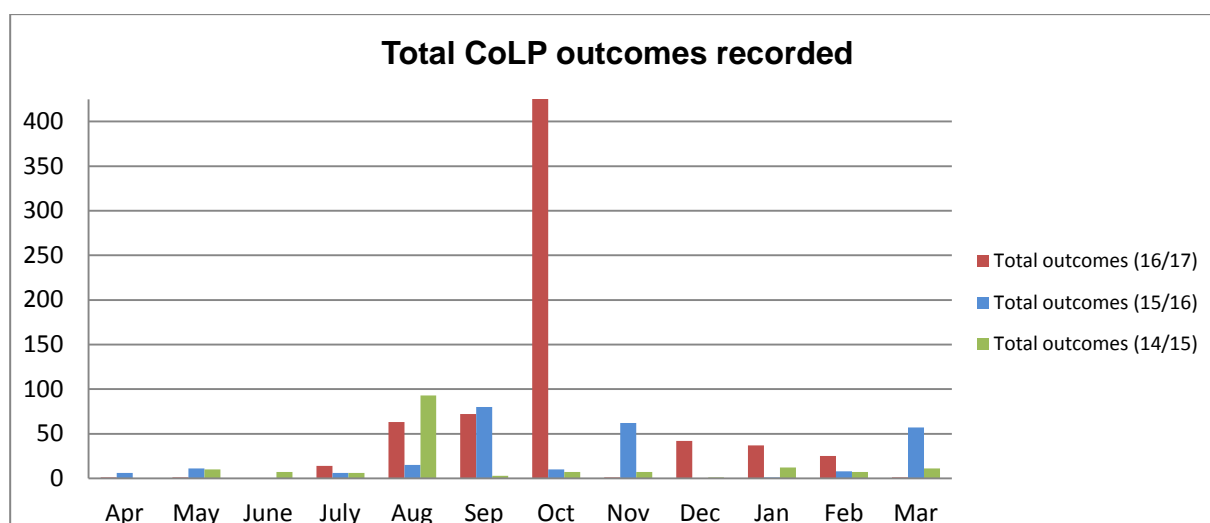
| | 2014/15 | 2015/16 | 2016/17 | 15/16 – 16/17 Change |
|------------------------|---------|---------|---------|-------------------------|
| Disseminations | 1,955 | 1,483 | 1,057 | 29% ▼ |
| Judicial outcomes* | 66 | 140 | 465 | 232% ▲ |
| Non-judicial outcomes* | 11 | 113 | 242 | 114% ▲ |
| Total outcomes* | 77 | 253 | 707 | 179% ▲ |

The graph below shows the number of disseminations made to CoLP by month over the last three financial years.



* Not all outcomes relate to the same dissemination period

The chart below shows the total number of recorded outcomes by month over the last three financial years.



2.4 OCG Disruptions

During 2016/17 the fraud teams achieved **6** ratified OCG disruptions, all of which have been recorded as major and were managing **44** OCGs as at March 2017. By including funded units, this increases to 32 disruptions and management of 39 OCGs. This is a 45% increase on the 22 disruptions achieved in 2015/16.

2.5 NLF Referrals

28 NLF investigations have been formally referred to CoLP in 2016/17. **11** were accepted¹, **1** has been accepted for assistance, **6** have been rejected, and a further **10** referrals are still being assessed. During this period, **220** NFRCs (victims) have been referred by the NFIB, although these may relate to investigations referred prior to the current reporting period.

2.6 Case Volumes²

The table below illustrates the numbers of live cases being investigated by CoLP's Fraud Teams (excluding funded units) as at the end of March 2017. At present there are **280** live investigations with approximately **4,289** recorded NFRCs (victims) attributed to them.

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.

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 is **98%**.

| 2016/17 | 15/16 | 2016/17 | Change |
|---------------------------------------|------------|---------------|--------|
| % of recipients satisfied with alerts | 95%(90/95) | 98% (302/308) | 3% ▲ |

To support the overall satisfaction of the products and alerts the following categories are measured and results compared against the 15/16 average.

| 2016/17 | 15/16 Ave | 2016/17 | YTD Change |
|--------------------|-------------|---------------|------------|
| Informative | 96% (91/95) | 98% (302/307) | 2% ▲ |
| Relevant | 88% (80/91) | 96% (292/304) | 8% ▲ |
| Timely | 87% (78/90) | 91% (274/302) | 4% ▲ |
| Clear | 97% (89/92) | 99% (303/306) | 2% ▲ |
| Actionable | 79% (70/89) | 89% (267/300) | 10% ▲ |

At the time of collecting quantitative data, additional narrative and feedback is also sought on the alert and to identify how they alerts can be improved in the future. As a result of the feedback provided a working group has been created to address areas for improvement.

To increase the reach of alerts CoLP uses a variety of platforms. This includes a neighbourhood alerts service which currently has **403,415** contactable users.

3.2 Social Media

Action Fraud has achieved a total digital reach (impressions) of **48,900,064** in 2016/17. This is an increase of **62%** compared with 2015/16 (**30,092,835**).

The breakdown of Action Fraud digital reach (impressions) between April 2016 and March 2017 is as follows:

- **10,115,581** website impressions
- **23,285,887** Facebook total impressions
- **15,498,596** Twitter total impressions

Action Fraud currently has:

- **33,600** Twitter followers
- **32,634** Facebook Likes (followers)

3.3 Protect Campaigns and Events

The Economic Crime Prevention Centre has coordinated **47** protect events nationally for the public and partner/industries reaching approximately **12,080** attendees. Recent campaigns include:

Dating Fraud

This campaign was launched in February, supported by GetSafeOnline, AgeUK, Victim Support, and the Online Dating Association. The campaign received widespread coverage including BBC Breakfast, Good Morning Britain, Sky News, Radio 4, BBC's Watchdog and was broadcast by over 20 radio stations as well as numerous national and local newspapers.

Ticket Fraud

This campaign was launched in March, in partnership with GetSafeOnline and the Society of Ticket Agents and Retailers, to demonstrate just how easy it is to fall victim to ticket fraud. Using a series of Facebook flash sales, over 1,500 people attempted to purchase music tickets from a fake ticket sales website called 'Surfed Arts'. Those who clicked through to the Surfed Arts website were immediately told that they were not able to purchase the sold out event tickets and advised on how to protect themselves from falling victim to real ticket fraudsters in the future.

The purpose of the hoax was to try and directly affect consumers' online behaviour and make them think twice before buying tickets from illegitimate secondary ticket sites. Commander Clark is writing to police chiefs where demographics show citizens in particular forces fell for the trick to assist in raising the profile in these force areas.

3.4 Print and Broadcast Media

There has been a **45%** increase in media coverage in support of NLF priorities. This is due to the raised profile of fraud following its inclusion in the Crime Survey. The table below illustrates the number of articles appearing within the press by publication type.

| | 2015/16 | 2016/17 | YTD % Change |
|----------------|------------|------------|--------------|
| Regional press | 352 | 366 | 4% ▲ |
| National press | 206 | 386 | 46% ▲ |
| Trade press | 96 | 133 | 28% ▲ |
| TV/radio | 18 | 87 | 79% ▲ |
| Total | 672 | 972 | 45% ▲ |

4. PREPARE

4.1 Economic Crime Academy (ECA)

During 2016/17 the ECA provided **91** courses attended by **1,027** delegates. This is a **17%** increase in courses and a **22%** increase in delegates compared with PYTD. This is equivalent to a **10%** increase in delegate days compared with the PYTD.

| | 2015/16 | 2016/17 | % Change |
|-------------------------------|---------|---------|----------|
| Total courses | 74 | 91 | 17% ▲ |
| Total course delegates | 803 | 1,027 | 22% ▲ |
| Total delegate days delivered | 3,675 | 4,093 | 10% ▲ |
| Delegate satisfaction | 99% | 97% | 2% ▼ |

4.2 National force engagement

During the last quarter of 2016/17 CoLP has continued its force engagement activity with **8** forces receiving a visit to discuss the force's strategic and tactical response to fraud. This includes attending Greater Manchester Police for two days to undertake a peer review of the force's structure and processes. This is significant as GMP places the second largest demand on Action Fraud and has historically demonstrated a very high attrition rate for dealing with Action Fraud disseminations. GMP is using the review findings to inform a restructure of its economic crime capability.

Other engagements of note during this period include:

- Leading and delivering a workshop attended by representatives from **13** forces and three regions to develop a consistent fraud model for forces and best practice.
- Hosting the National Policing ID Crime Working Group with attendees from cross Government departments and other forces/law enforcement.
- Hosting the National Policing Illicit Trade Working Group with attendees from Government departments and other forces/law enforcement.
- Presenting at the Regional Protect Forum, to inform best practice concerning the likelihood of becoming a victim.
- Presenting at the National Users Group to Action Fraud SPOCs on national developments relating to fraud, to inform force good practice.
- Presenting at the Heads of Regional Asset Recovery Teams on national developments relating to fraud, to inform force good practice.
- Presenting at the South East Regional Fraud Group to force fraud managers on national developments relating to fraud, to inform force good practice.

5. PREVENT

Working with the Universities of Cardiff, Portsmouth and Warwick, COLP undertook research into pathways and profiles of fraud offenders. The project aimed to establish any common pathways into and out of fraud offending. Data was collected through a number of measures, including a national survey of policing and detailed interviews with fraud offenders in locations across the country.

Findings identified that there were a substantial group of fraud offenders with previous convictions, highlighting the importance of robust vetting procedures by organisations where there are opportunities for a fraud to be committed. The overwhelming motivation to commit fraud was identified as being to secure money for a materialistic lifestyle, and according to occupational codings, all sections of society seem to be engaged in fraud. Significantly, one of the biggest impacts on fraudsters was the negative media coverage of them and their crimes and the impact that this had on their relationships with family and friends. COLP will be using this research to identify or improve offender interventions.

COLP has been invited to sit on the steering group for a research project being undertaken by the Institute for Criminal Policy Research at Birkbeck, University of London. The research involves an empirical study examining professional enablers and money launderers involved in organised crime groups, their awareness of and involvement with identity theft and the use and perceived efficacy of legislation aimed at preventing and disrupting organised criminality at a national level.

6. VICTIM SERVICE

6.1 Action Fraud Complaints

169 complaints were received in 2016/17 (compared with **158** PYTD). This is **0.04%** of crime and information reports received in the same period (**435,232**).

126 of the complaints received relate to lack of investigation into the victim's reported crime, the most common cause of complaint. The second most common cause of complaint is a lack of update into the reported crime with **26** complaints related to this.

6.2 CoLP Economic Crime Directorate victim satisfaction – All departments

CoLP conducts a victim survey each quarter to determine the quality of service provided to victims of investigations and identify opportunities for improvement with the sample derived from cases reaching the point of outcome in the quarter. To improve the interpretation and survey results all measures are now reported cumulatively³. This covers the period from **Q1 2014/15** to the **current reporting period** (Q4 2016/17).

Overall service provided by officers: 71% (331/463) of respondents registered overall satisfaction with the service provided by ECD officers. This satisfaction level has

³Reporting cumulatively aims to reduce the quarterly fluctuations in reported percentage outcomes. Previously this regularly occurred due to significant changes in the number of respondent replies to the survey.

remained constant during 2016/17 after steadily increasing since Q3 2014/15 when the cumulative total was **65%** (119/183). The service provided by ECD officers is also the most common theme identified in the additional comments made by victims and the most common positive theme identified. During Q4 (Jan – Mar 2017), **70%** (26/37) of respondents provided positive responses with regards to the overall service provided by ECD officers.

Initial Service: 75% (348/466) of respondents registered overall satisfaction with the initial service provided by ECD officers since April 2014. This trend has remained constant, since Q3 2014/15. During Q4 (Jan – Mar 2017) **65%** (24/37) of respondents registered satisfaction with the initial service provided by ECD officers which is **10%** lower than the current cumulative trend.

Outcome of service: 60% (183/306) of victims surveyed registered satisfaction with the outcome of their investigation since April 2014. This percentage represents a decrease compared with previous reporting periods with **67%** (137/204) of respondents satisfied with the outcome of their investigation at the same point PYTD.

Although quarterly satisfaction with the outcome of investigations has been below the cumulative trend for 3 out of the 4 quarters during 2016/17, the main reason for this decrease can be attributed to a number of dissatisfied responses during Q2 (Jul- Sep). During this quarter only **33%** (18/55) of respondent registered satisfaction. During this period many of the respondents surveyed were part of three Operation Rico investment fraud investigations (Spanish domiciled fraudsters targeting UK residents) which resulted in non judicial outcomes. This was due to the Spanish authorities deciding not to prosecute persons in Spain.

During Q4 (Jan – Mar 2017) **55%** (11/20) of victims surveyed registered satisfaction with the outcome of their investigation.

The table below shows the cumulative satisfaction (Apr 2014 – Mar 2017) 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 Q4 2014/15 | Cumulative Total Q4 2015/16 | Cumulative Total Q4 2016/17 | % Change Q4 15/16 vs. Q4 16/17 |
|---|-----------------------------|-----------------------------|-----------------------------|--------------------------------|
| Number of victims completing survey | 190 | 308 | 452 | |
| Overall satisfaction with service from officers taking the whole experience into account | 68% (133/197) | 71% (224/316) | 71% (331/463) | 0% ► |
| Overall satisfaction with initial service | 77% (153/199) | 75% (238/319) | 75% (348/466) | 0% ► |

| | | | | |
|---|-----------------|------------------|------------------|------|
| Level of satisfaction with outcome of investigation | 65% (81/124) | 67% (137/204) | 60% (183/306) | 7% ▼ |
|---|-----------------|------------------|------------------|------|

In total **144** respondents have completed the survey during the year compared with **118** PYTD. This amounts to an increase of **22%**. COLP is aiming to improve victim satisfaction and is currently mapping the victim journey (national to local). It is developing a coordinated strategy for victim management and identification of vulnerability which will be implemented in 2017/18 along with a dedicated victim pre-charge victim management unit within the fraud teams.

7. PARTNERSHIPS

COLP has signed a new MOU with the FCA which provides a framework for collaboration including secondments, exchanging best practice and sharing information and intelligence. The first secondment into the FCA is focussed on helping them to improve their intelligence processes for whistleblowing.

8. VALUE FOR MONEY AND CONTINUOUS IMPROVEMENT

8.1 Value for money

The return on Investment measure (ROI) was introduced to allow for the assessment of the cost of the resources invested against the monetary value of the fraud prevented. The value is calculated on a quarterly basis. Between April 2016 and March 2016, the average ROI figure was calculated at **£43.94** saved for every £1 invested. This is **3%** below the previous year's average figure of **£45.06**. (It should be noted that this figure includes all areas of the ECD including the funded units.)

8.2 Continuous improvement

Commander Clark has commissioned a mock PEEL inspection of the Economic Crime Directorate. Objectives of the inspection are to assess the current effectiveness, efficiency and legitimacy of the directorate, identify good practice and areas for development, and to inform business improvement plans. The inspection had a particular focus on integrated operation between units, effective victim care and understanding and implementation of strategy at all levels of the directorate. Initial findings have identified some areas which are being incorporated into an improvement plan.

APPENDICES

Appendix 1 – Key Performance Indicators

- PP measures – measures set by the Policing Plan committee
- DP measures – measure set by the Economic Crime Directorate

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

APPENDIX 1 – KEY PERFORMANCE INDICATORS

| 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 | |
|---|-----------|
| <p>PP 11) The percentage of ECD City Fraud Investigations resulting in a positive action whether through offender disposal, prevention or disruption.</p> <p>30 investigations into city based fraud reached the point of outcome in 2016/17. This is a 36% increase compared to the previous year. All of these investigations resulted in a positive outcome.</p> | S |
| <p>PP 13) The outcome rate of crimes reported to Action Fraud</p> <p>The outcome rate of crimes reported to Action Fraud compared to the number of outcomes achieved is 10.8%. In total 985,266 crime reports have been made to Action Fraud since April 2013 and 106,368 investigative outcomes have been achieved and reported.</p> | S |
| <p>DP 1.1) The outcome rate of City of London crimes disseminated by NFIB</p> <p>The outcome attrition rate of city based fraud crimes resulting in an investigative outcome is 20.95%. In total 5,426 crimes have been disseminated to the ECD for investigation since April 2013 and 1,137 investigative outcomes have been achieved and reported.</p> | S |
| <p>DP 1.2) The number of offender cautions, charges and community resolutions.</p> <p>During 2016/17 a total of 333 offenders were charged, cautioned or received community resolutions, this is a 2% increase compared to the previous year.</p> | S |
| <p>DP 1.3) Projected value of future fraud loss saved by ECD enforcement cases</p> <p>During 2016/17 the projected value of future fraud loss save through enforcement amounted to £473,133,814.92. This is a decrease of 35% compared with the PYTD (£722,493,834). The main reason for this reduction is due, in part to the lower value of cases that have reached the point of charge within the reporting period compared with the previous year.</p> | CM |

| | |
|---|-----------|
| DP 1.4) The number of OCG Disruptions In 2016/17 there have been 32 OCG disruptions, this is 45% higher than the number achieved in 2015/16 | S |
| DP 1.5) The value of Civil Recovery Orders and Confiscation orders (available amount) The total value of civil recovery orders, confiscation orders and Cash forfeiture orders POCA issued in Quarter 4 was valued at £877,361.60 . As this is below the performance threshold the measure is assessed as requiring action. It should be noted that despite the decrease in the value of assets recovered through 2016/17, the Asset Recovery Team have undertaken 61 orders this year, 5% more than the 58 achieved in 2015/16. | RA |

PREVENT

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| DP 2.1) The number of OCGs linked to crimes disseminated by the NFIB During 2016/17 date 247 OCGs have been identified and disseminated by the NFIB for investigation. These OCGs were linked to 2,921 NFRCs. | S |
| DP 2.2) The number of website suspension requests During the course of 2016/17 a total of 14,796 websites were disrupted, this was 254% higher than the number achieved in 2015/16. This increase can be attributed to the extra work undertaken by PIPCU during OP Ashiko. | S |
| PP 12) The potential value of fraud prevented through interventions During the year 2016/17 a total of 186,876 fraud enablers were disrupted, this is 3% higher than the 180,868 during 2015/16. The interventions have a potential value of £4,180,913,549 . | S |

PROTECT

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| DP 3.1) The number of protect events with public and industry 47 protect events with a total of 12,080 attendees were held in 2016/17. This is 27% higher than the number of events held in 2015/16. | S |
| DP 3.2) The percentage of recipients satisfied with ECD products/ alerts 98% of recipients were satisfied with the alerts they received in 2016/17. In total 1,667 products and alerts were disseminated. | S |
| DP 3.3) The Digital reach of Action Fraud During 2016/17 Action Fraud achieved a total of 48,900,064 digital impressions. This is 62% more than the previous year (30,092,835 impressions). The increase in digital impressions can be attributed to the fact that more people follow Action Fraud on Facebook and Twitter giving the platforms a wider reach. The Action Fraud Facebook page has risen by 65% to 32,634 followers' year to date. Likewise the Action Fraud Twitter page has risen 37% to 33,320 in year to date. | S |

| PREPARE | |
|--|----------|
| DP 4.1) The number of course delegate days delivered During 2016/17 4,093 delegate days were attended compared to 3,699 during the previous year. This amounts to a 11% increase. | S |
| DP 4.2) Delegate satisfaction with ECA courses provide During 2016/17 97% of delegates were satisfied with the courses attended. This is a 2% decrease compared to the previous year's percentage of victims' satisfied. | S |

| VICTIM SATISFACTION | |
|--|----------|
| PP 10) The percentage of victims of fraud satisfied with the service provided by ECD officers During Q4, 70% of respondents registered satisfaction with the overall service provided by ECD officers. Over the whole of 2016/17, 73% of victims registered satisfaction with the service provided. This is a 3% decrease compared to the previous year. | S |
| PP 16) The percentage of victims of fraud who are satisfied with the Action Fraud reporting service In total in 2016/17 79% of victims had stated they were satisfied with the service. This is a 1% decrease compared to the previous year. | S |
| PP 14) The percentage of complaints against Action Fraud received. In total during 2016/17 169 complaints were made against Action Fraud compared to 435,232 Action Fraud reports. This equates to a percentage of complaints against Action Fraud reports of 0.04% . | S |