

Committee(s)	Dated:
Police :Economic Crime Board	27 th July 2017
Subject: National Lead Force: 2017/18 Performance Report	Public
Report of: Commissioner of Police Pol 46-17	For Information
Report author: T/Cdr Dave Clark	

SUMMARY

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud for the period Apr 2017 – Jun 2017 (YTD). Where data is available this performance has been compared against the same period for the previous year (PYTD).

Pursue

- **9%** increase in the number of crimes reported to Action Fraud compared with the PYTD.
- **14%** decrease in the number of crimes reviewed by the NFIB, which has led to an **18%** decrease in the number of crimes with viable lines of enquiry identified for dissemination to police forces.
- **182%** increase in outcomes reported.
- **12%** increase in disruption requests.
- At the end of June 2017, CoLP was managing **284** live investigations with approximately **4,600** recorded NFRCs (victims). In total ECD (including funded units) is managing **717** investigations with approximately **6,500** NFRCs.
- ECD is currently managing **37** OCGs, with a further **40** managed by the DCPCU through the MPS.

Protect

- Overall satisfaction with products and alerts issued by the NFIB is **97 (133/137)**, a **2%** decrease compared with the PYTD.
- **7** national protect events coordinated reaching over **1,500** attendees and **3** appearances on Crimewatch road show to a national audience.
- Continued increase in both Action Fraud Facebook and Twitter followers.

Prepare

- **17** courses delivered by the Economic Crime Academy attended by **223** delegates, amounting to a 17% increase in attendees.
- **99%** delegate satisfaction with the attended courses.

Victim Service

- **73%** (135/185) of respondents registered overall satisfaction with the service provided by ECD officers in the last 12 months (Jul 16 – Jun 17).
- Action Fraud complaints via PSD (**50**) were **0.04%** of crime and information reports received in the same period (**111,737**).

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 2017 – Jun 2017 (YTD). Where data is available this performance has been compared against the same period for the previous year (PYTD).

The report is divided into four areas:

- ***Pursue*** – to reduce the economic crime threat through the coordinated investigation of the individuals or groups engaged in economic crime and the disruption of their activities
- ***Protect*** – to strengthen the protection of individuals, communities, systems and infrastructure against economic crime
- ***Prepare*** – to reduce the impact of economic crime by dealing effectively with the ongoing criminality and future threat.
- ***Victim Service*** – to maximise victim service and satisfaction.

2. PURSUE

2.1 National Outcomes

During Q1 2017/18, there was a **9%** increase in the number of crime reports made to Action Fraud with **71,351** YTD compared with **65,204** PYTD. This can be attributed in part to the raised awareness of Action Fraud.

Despite the increase in crime reports there has been a **14%** decrease in the number of crime reports reviewed by the NFIB with **27,062** YTD compared with **31,318** PYTD. This has led to an **18%** reduction in the number of disseminations to forces during the first quarter with **14,185** compared with **17,512** during the previous year.

This decrease in crimes reviewed and disseminated can be attributed to two factors. Firstly the department currently has 3 vacancies, all of which have conditional offers to be filled. Secondly a higher number of days were lost due to Easter and bank holidays in May (Easter last year fell in March) and extractions for system testing for the new (Action Fraud) system have occurred during the period.

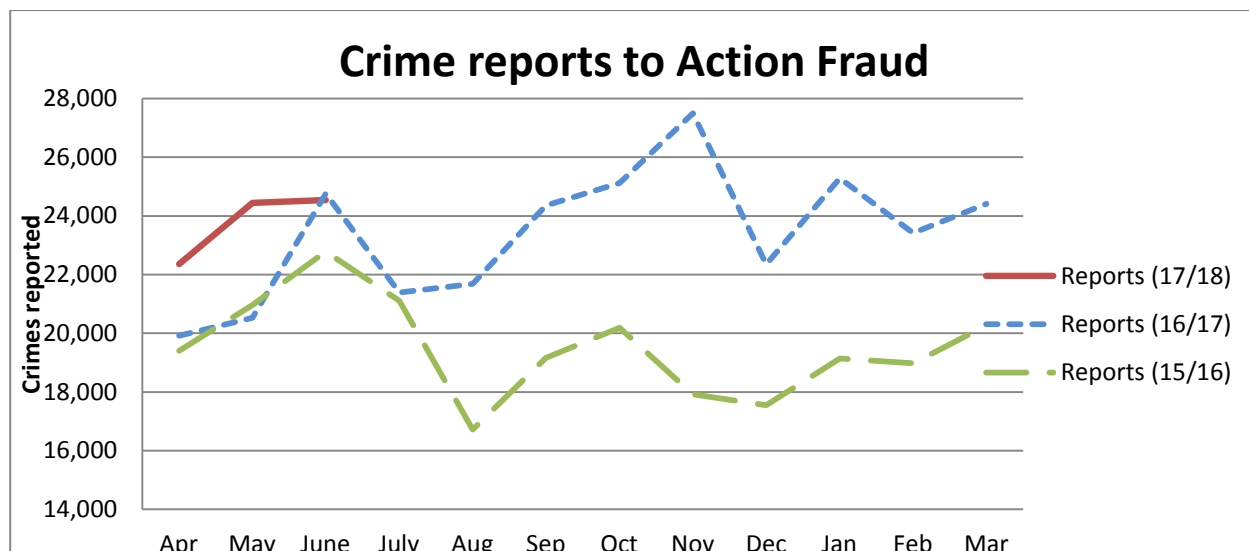
During the same period there has been a significant increase in the number of outcomes recorded with **22,832** YTD reported compared with **8,097** PYTD, amounting to a percentage increase of **182%**.

This increase can be attributed to a number of historic outcomes being reported by forces. This includes **6,202** reported by the Metropolitan Police during June and **3,147** reported by West Midlands during May. Both of these forces have been visited by COLP as part of their national engagement for improving outcome reporting.

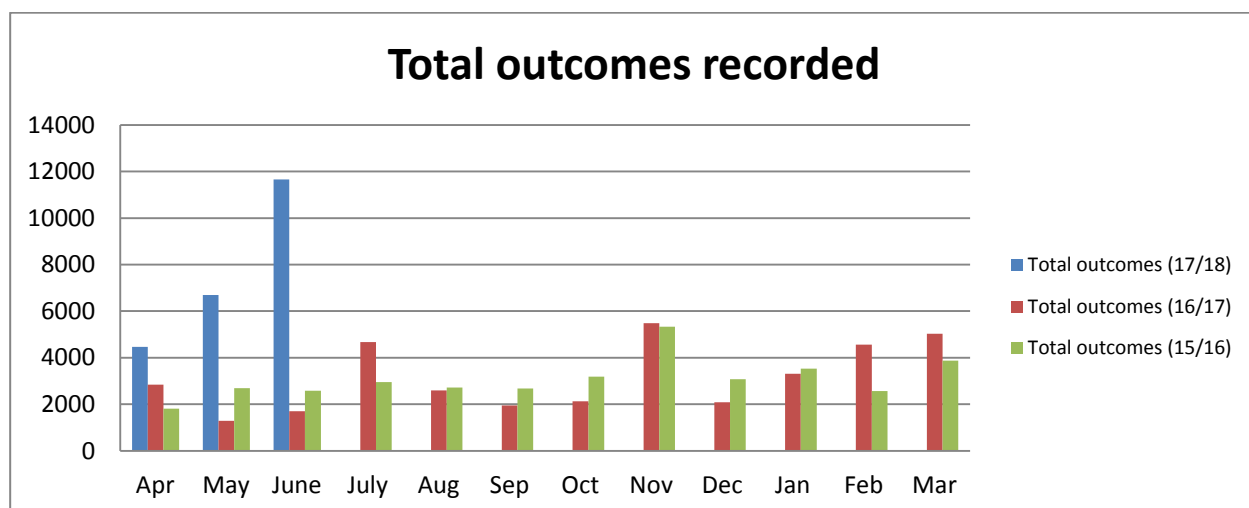
The table below shows a comparison of crimes reported, disseminations and recorded outcomes during quarter 1 (Apr – Jun) for the past three years.

	Q1 - 15/16	Q1 – 16/17	Q1 – 17/18	16/17 – 17/18 change
Crime reports to Action Fraud	63,156	65,204	71,351	9% ▲
Disseminations	18,620	17,512	14,351	18% ▼
Judicial outcomes	2,442	2,425	3,714	53% ▲
Non-judicial outcomes	4,637	5,672	19,118	237% ▲
Total outcomes	7,079	8,097	22,832	182% ▲

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 was a **12%** increase in the total number of disruption requests made during Q1 with **46,190** compared with **41,080** PYTD. An additional **242** email accounts have been in the same period.

Despite a **6%** decrease in the number of website disruptions confirmed during Q1 a potential future saving of **£10,905,546** can be attributed to the **235** confirmed website disruptions.

Disruptions requests	Q1 - 2016/17	Q1 - 2017/18	% Change
Website	250	235	6% ▼
Bank accounts	10,795	12,681	17% ▲
Telephone	30,035	33,274	11% ▲
Total	41,080	46,190	12% ▲

2.3 City of London Police Outcomes

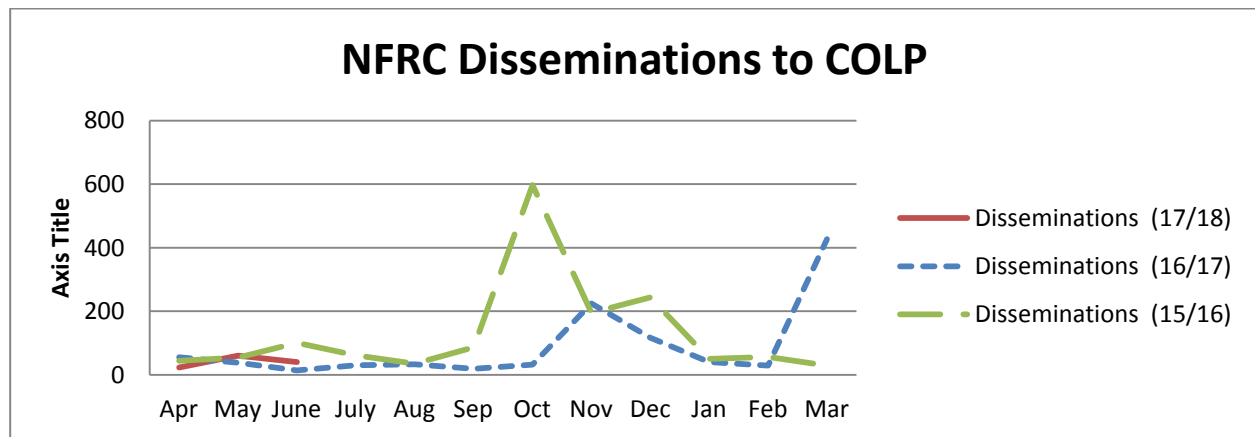
During 2016/17 there was a **29%** decrease in the number of crime disseminations received for investigation by the Fraud Teams.

During this same period there was a **533%** increase in the number of outcomes reported. This 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.

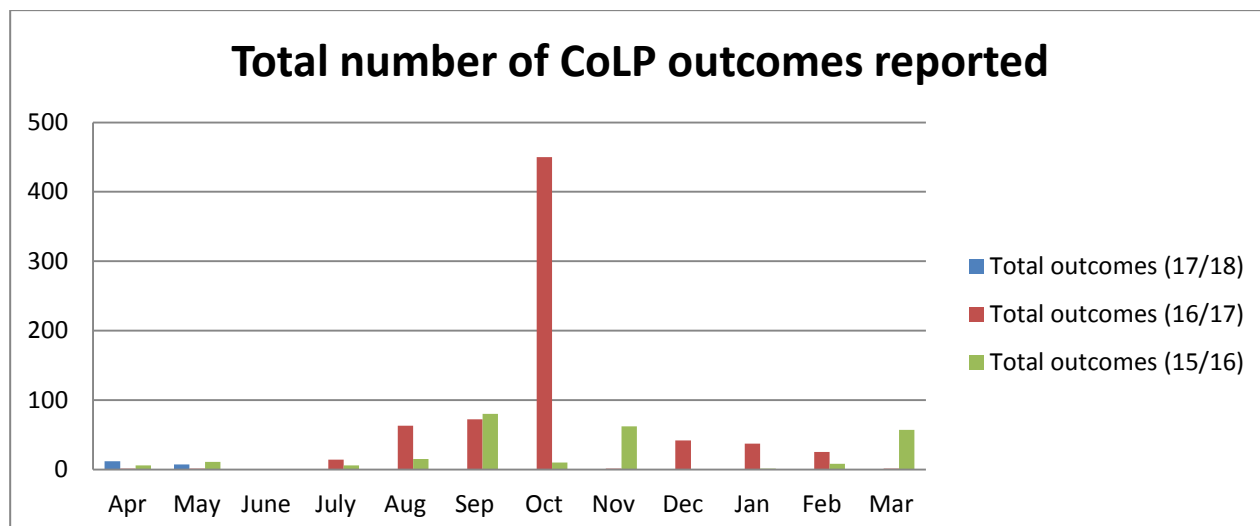
The table below shows a breakdown of dissemination and recorded outcomes for the last three years.

	Q1- 2015-16	Q1 2016-17	Q1 2017-18	16/17 – 17/18 Change
Disseminations	198	107	123	15% ▼
Judicial outcomes	8	2	4	100% ▲
Non-judicial outcomes	9	1	15	1400% ▲
Total outcomes	17	3	19	533% ▲

The graph below shows the number of disseminations made to CoLP 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.



2.4 OCG Disruptions

At the time of reporting ECD was managing **37** OCGs, with a further **40** managed by DCPCU through the MPS. During Q1 2017/18, **3** new OCGs were mapped and **1** major disruption was recorded against Op Tambourine.

2.5 NLF Referrals

YTD **11** NLF investigations have been formally referred to CoLP. 7 have been accepted¹ for investigation/ further scoping or to provide assistance, **1** has been referred to another agency (Op Falcon), **1** has been rejected (due to the defendant already being sentenced to 21 months imprisonment for contempt of court in a civil hearing). A further **2** referrals are still under f assessment.

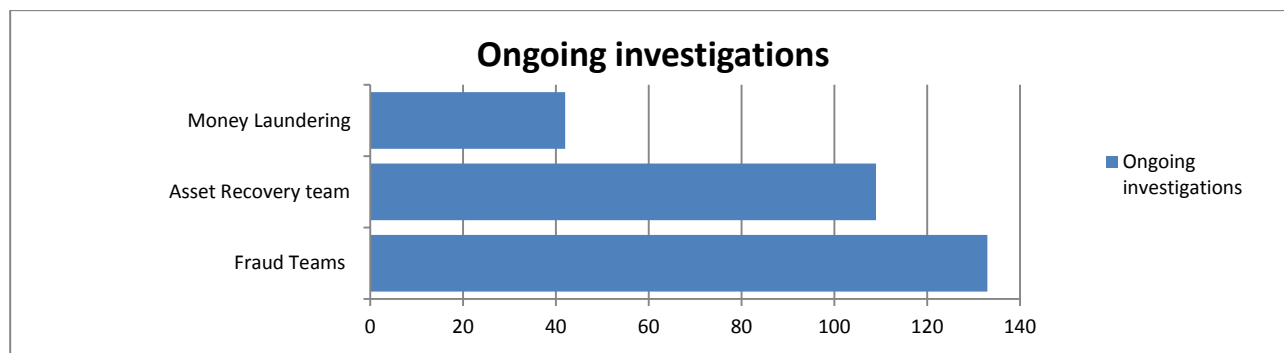
In addition, **10** City based referrals have been received (**5** have been accepted and **5** are still under assessment).

2.6 Case Volumes²

The chart below illustrates the numbers of live cases being investigated by ECD (excluding funded units) as at the end of June 2017. At present there are **284** live investigations with approximately **4,600** 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 collects feedback from online surveys to determine the quality and impact of the protect alerts, while identifying opportunities for improvement. During Q1 feedback through targeted alerts achieved an overall satisfaction of **97%**.

2016/17	2016/17 Ave	2017/18	Change
% of recipients satisfied with alerts	99% (84/85)	97% (133/137)	2% ▼

Those recipients that failed to register satisfaction during the survey stated the timeliness of the alerts as the main reason for their dissatisfaction. At the time of completing the survey recipients are also encouraged to provide feedback to help the continuous improvement of the products alerts created.

To support the overall satisfaction of the products and alerts the following categories are measured and results compared against Q1 16/17 satisfaction.

2016/17	2016/17	2017/18	YTD Change
Informative	100% (85/85)	99% (136/137)	1% ▲
Relevant	97% (83/86)	92% (124/135)	5% ▼
Timely	85% (71/84)	86% (116/135)	1% ▲
Clear	100% (86/86)	95% 129/136)	5% ▼
Actionable	89% (76/85)	84% (113/135)	5% ▼

To increase the reach of alerts CoLP uses additional platforms, such as the neighbourhood alerts service which currently has **438,251** contactable users. During Q1, **13** alerts were disseminated through this platform with an average message rating of **5.31/6**.

3.2 Social Media

Action Fraud has continued to deliver and increase its digital reach during the first quarter of 2017/18, disseminating key protect messages. Action Fraud has achieved an increase in both Twitter and Facebook followers.

- **36,485** Twitter followers
- **36,087** Facebook Likes (followers)

3.2.1 Media stories

Holiday Fraud

Action Fraud launched its annual holiday fraud campaign during May which highlighted a 19% rise in the number of holiday makers being defrauded in the last year. The campaign received widespread coverage appearing nationally including on Sky, the BBC, the Independent, The Times, the Telegraph, ITV, the Daily Mail and Travel Weekly, Express the Mirror, Moneywise. A senior member of staff within Action Fraud was also interviewed on BBC Five Live, ITV News and BBC Breakfast. PA Newswire also reported on the Hajj fraud which featured as part of the campaign.

CoLP investigation in partnership with Microsoft

During June there has been was extensive coverage of the City of London Police's investigation in partnership with Microsoft which led to the arrests of four people who were fraudulently claiming to be IT support staff. The coverage appeared both nationally and internationally on several media outlets including: BBC News at 6 as well as on the BBC, Daily Mail, ITV, Wired, Gizmodo, The Inquirer, V3, We Live Security, IT Pro, BT, Channel Web, Neowin, The Times, Yahoo Finance News, The Register, International Business Times, ON MSFT, Softpedia News, Bleeping Computer, SC Magazine, The State of Security, Click Lancashire, On The Wire, Computer Business Review, CRN, Ars Technica, Silicon, Belfast Telegraph, Business Ghana and Brief Report.

3.3 Protect Campaigns and Events (inc Crimewatch Roadshow)

YTD, **7** protect events have been delivered. These events have reached over **1,500** individuals and include a webinar, a road show for SMEs and a public event with Santander Bank and Barbican Residents' Association.

In addition a member of staff appeared on BBC Crimewatch Road Show three times in June, speaking to a national audience about topics such as ticket fraud, holiday fraud and rental fraud.

ECD has also launched a new twitter handle @CyberProtectUK aimed at providing protect advice and messages to the public and industry.

4. PREPARE

4.1 Economic Crime Academy (ECA)

During Q1 the ECA provided **17** courses attended by a total **223** delegates. This is the same number of courses as the PYTD and a **17%** increase in the number of delegates attending.

Delegate satisfaction has remained consistently high with **99%** (160/162) of respondents registering satisfaction. This is **2** percentage points higher than at the same point in the previous year when the satisfaction rate was **97%**.

	Q1 -2016/17	Q1 -2017/18	% Change
Total courses	17	17	0% ►
Total course delegates	190	223	17% ▲
Total delegate days delivered	735	522	29% ▼
Delegate satisfaction	97%	99%	2% ▲

4.2 National force engagement and coordination

COLP has continued to work with forces and partner agencies during the first quarter of 2017/18.

Chiefs' Council unanimously approved the standardised approach to victim care for fraud related crime. The National Coordinator's Office is assessing awareness and compliance with this policy as part of ongoing force visits.

Since its approval, eight forces including Greater Manchester and West Yorkshire have received peer review visits. All forces were aware of the policy and demonstrated a structure in line with the recommendations. However, scrutiny of their processes suggests there are still some victims who are not receiving a satisfactory level of victim care. Through National Cyber Security Programme funding COLP will be expanding the principles of the Economic Crime Victim Care Unit in the London area to other forces and embedding standardised practices nationally over the coming year.

COLP's peer review of Greater Manchester has resulted in significant performance improvement. The force decided to abandon a decision to disband its economic crime unit and implemented new processes and tactics for dealing with crime disseminations following our visit. The force is reporting that it has moved from 96% attrition, to some form of positive action against 72% of disseminations. According to their records they have increased the number of pursue investigations from 4% to 18%. COLP will be reviewing outcome returns to verify these claims in the coming months.

COLP is currently working with the Home Office Registrar to expand outcome reporting codes to include disruption activity. Where a pursue response is not viable or proportionate, disrupting criminality through activity such as taking down websites, closing bank accounts and cease and desist letters can be an effective response. By

formalising this as a legitimate tactic and measuring its use, forces will be encouraged to take a proactive stance to prevent further victimisation.

Other engagement includes:

- Hosting the National Policing ID Crime Working Group with attendees from cross Government departments and other forces/law enforcement.
- Hosting a one-day National Force Crime Registrars Conference on Fraud and Cyber Crime attended by delegates from 45 forces. During the event delegates overwhelmingly supported the need for specific fraud HOCR training.

5. VICTIM SERVICE

5.1 Action Fraud reporting satisfaction

During Q1 (Apr – Jun) **1,896** victims completed the online Action Fraud reporting satisfaction survey. YTD **73%** of recipients have registered satisfaction with the system, **18%** stated they were neither satisfied nor dissatisfied and **9%** registered dissatisfaction.

5.2 Action Fraud Complaints

50 complaints were received during Q1 2017/18 (55 PYTD). This is **0.04%** of crime and information reports received in the same period (**111,737**). The most common cause of complaint remains lack of investigations with **35** of the **50** complaints relating to this.

A total of **21** complaints were concluded in the period. All complaints are responded to in writing. Complainants who have reported dissatisfaction with the fact that their crime will not be investigated are provided with an explanation of how the decision was made and why an investigation is not possible at this time. Efforts are being made to mitigate dissatisfaction through increased awareness of the Action Fraud process.

30 correspondence letters including MP letters were also received in the same period.

5.3 CoLP Economic Crime Directorate victim satisfaction – All departments

To improve the interpretation and understanding of trends all quarterly survey results have been presented covering a rolling 12 month period. This will mean that the most recent reporting period will relate to July 2016 to June 2017. In total **193** respondents completed the survey during the current reporting period compared with **152** during the previous period. This amounts to an increase of **27%**. At the time of reporting only top level headline figures are available relating to the most recent survey.

During this period **73%** (135/185) of recipients stated satisfaction with the overall service provided by ECD officers. This satisfaction rating has remained consistent now for **3** consecutive reporting periods. It is worth noting that during current quarter **79%** (38/48) of recipients were happy with the overall service.

Overall satisfaction with both the initial service and the outcome of the investigation has decreased slightly since the previous reporting period.

73% of recipients have registered satisfaction with the initial service, **2** percentage points down from the previous reporting period. The recent decrease in the initial service over the past **2** reporting periods can be attributed to a poor recipient return during Q3 (Jul –Sep). During this period **60%** of respondents registered overall satisfaction with the initial service, the lowest level of satisfaction with this measure since Q1 2014. It should be noted that only **10%** of respondents registered dissatisfaction with the service, with the other **30%** stating they were neither satisfied nor dissatisfied.

41% of recipients have registered satisfaction with the outcome of the investigation, **4** percentage points down from the previous reporting period. During the past **3** reporting periods the percentage of victims satisfied with the outcomes of the investigation has decreased from **53%** to **41%**. This can be attributed to a number of dissatisfied responses during Q2 (Jul 17- Sep 17). During this period many of the respondents surveyed were part of three Operation Rico investigations (overseas boiler rooms defrauding UK residents) which resulted in non judicial outcomes due to Spanish authorities deciding not to prosecute persons in Spain.

During Q1, **50%** (8/16) of recipient registered satisfaction with the outcome of this investigation, hopefully helping to increase the rolling reporting period in the future.

Each period covers a rolling year	Sep 16 - Oct 16	Jan 16 – Dec 16	Apr 16 – Mar 17	Jul 16 – Jun 17	% Change Apr16 – Mar 17 vs. Jul 16 – Jun 17
Overall satisfaction with ECD officers' service	77% (106/137)	73% (96/ 131)	73% (107/ 147)	73% (135/ 185)	0% ►
Satisfaction with initial service	76% (105/ 139)	77% (101/ 132)	75% (110/147)	73% (138/188)	2% ▼
Satisfaction with outcome of investigation	53% (51/97)	49% (49/101)	45% (46/102)	41% (45/109)	4% ▼

5. 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 2017 and June 2017, the average ROI figure was calculated at **£30.85** saved for every £1 invested. Although this is **32%** below the previous year's average figure of **£45.06**, it still represents a positive

return for the money invested. The reduction in the ROI can be attributed in part to fewer cases resulting in charges and those cases containing lower values. (It should be noted that this figure includes all areas of the ECD including the funded units.)

6. 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: Q1 – (Apr – Jun) 2017/18 Performance Report

APPENDIX 1 – KEY PERFORMANCE INDICATORS

VICTIM SATISFACTION	
<u>The percentage of victims of fraud satisfied with the overall service provided by ECD officers</u> Satisfactory (S): Cumulative performance to be within 2.5% or higher than the Apr 14 - Mar 17 cumulative satisfaction rate of 71% with the overall service provided by ECD officers. This would therefore allow for a satisfaction rate of 69%. Close monitoring (CM): Cumulative performance below the Apr 14 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued cumulative performance below the Apr 14 - Mar 17 cumulative threshold, with limited signs of improvement. Cumulatively since the surveys inception in 2014, 72% (369/511) of victims have stated that they are satisfied with the service provided by ECD officers throughout their investigation. This is an increase of 1% compared to the cumulative level of satisfaction reported at the end of the previous reporting period (Apr 14 – Mar 17).	S
<u>The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</u> Satisfactory (S): Monthly performance to be within 2.5% or higher than the 17/18 YTD average. Close monitoring (CM): Monthly performance below the 17/18 average threshold or continued negative trend. Requires Action: Continued monthly performance below the 17/18 average threshold, with limited signs of improvement. YTD 73% (1,378/1,896) of victims registered satisfaction with the online reporting service. This is a new measure which has returned a consistent satisfaction outcome since it has been introduced.	S
PURSUE	
The percentage of ECD City fraud investigations resulting in a positive action whether through offender disposal, prevention or disruption. Satisfactory (S): YTD performance to remain equal, or within 10% of the 16/17 average of 100% of investigations resulting in a offender disposal, prevention or disruption. Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. Year to date 100% (7/7) City based fraud investigations have concluded, all have resulted in positive outcomes.	S

PURSUE	
The outcome rate of City of London crimes disseminated by NFIB • Satisfactory (S): Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 20.95%. This would therefore allow for a outcome rate of 18.86%. • Close monitoring (CM): Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued performance below the Apr 13 - Mar 17 cumulative threshold, with limited signs of improvement. Since April 2014, 5,549 City of London crimes have been disseminated to the Fraud Teams for investigation. 1,156 investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of 20.83% of disseminated crimes resulting in an outcome. This is a slight decrease compared to the outcome rate of 20.95% reported in March 2017; it is however, within the 10% threshold, so is still regarded as satisfactory.	S
The percentage of crimes reported to Action Fraud that result in an investigative outcome • Satisfactory (S): Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 10.80%. This would therefore allow for a outcome rate of 9.72%. • Close monitoring (CM): Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued cumulative performance below the Apr 13 - Mar 17 threshold, with limited signs of improvement. Since April 2013, 1,056,617 crimes have been reported to Action Fraud. 274,591 crimes have subsequently been disseminated by the NFIB to police forces in England and Wales for investigation. 129,200 of the disseminated crimes have resulted in an investigative outcome. The outcome rate is calculated as the percentage of crimes reported that have resulted in an outcome, The outcome rate at the close of June 17 is 12.2%. This is an increase of 1.4% compared to the outcome rate at the close of March 2017.	S
The percentage of complaints made relating to Action Fraud compared to the number of crime and information reports made • Satisfactory (S): YTD Performance to be within 0.03 percentage points or lower than the 16/17 average complaints to AF reports percentage of 0.04%. This would therefore allow for percentage of complaints to AF reports received of 0.07%. • Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued performance below the 16/17 average threshold, with limited signs of improvement. 50 complaints were received via PSD during Q1 2017/18. This is 0.04% of crime and information reports received in the same period (111,737). PYTD 55 complaints have been received and 100,646 Action Fraud report amounting to a 0.05% of complaints to reports received.	S

PROTECT	
<u>The percentage of recipients satisfied with ECD product and alerts</u> • Satisfactory (S): YTD performance within 5% or higher than the 16/17 overall recipient satisfaction rate of 98%. This would therefore allow for a satisfaction rate of 93%. • Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. YTD 97% (137/133) of recipients have registered satisfaction with the quality of alerts received. This is a decrease of 2% compared with the PYTD. Although there has been a reduction in satisfaction this measure is still within its 5% threshold.	S
PREPARE	
<u>The percentage of delegates satisfied with the Economic Crime Academy courses attended</u> • Satisfactory (S): YTD performance to be within 5% or higher than the 16/17 average delegates satisfaction rate of 97%. This would therefore allow for a satisfaction rate of 93%. • Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. YTD the ECA have held 17 courses attended by 223 delegates. 99% (160/162) of delegates registered satisfaction with their attended courses. This is 2% higher than the satisfaction registered during the same period PYTD.	S