

Committee(s)	Dated:
Police Economic Crime Board	06 July 2018
Subject: National Lead Force Performance Update: YTD to 31 May 2018	Public
Report of: Commissioner of Police Pol 58-18	For Information
Report author: T/DCS Glenn Maleary	
<u>SUMMARY</u>	
<p>This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force (NLF) for Fraud for the two months to 31 May 2018, regarding National Fraud Intelligence Bureau, NLF/Fraud teams and Economic Crime Academy (ECA). Where data is available this performance has been compared against the same period for the previous year (PY).</p>	
Pursue	
<ul style="list-style-type: none"> • For the first two months of 2018/19 Action Fraud reports to the NFIB totalled 53,158, a 7,000 increase in the number of crimes reported to Action Fraud compared with the PY. • The number of crimes reviewed by the NFIB has remained stable over the first two months of 2018/19 at around 9,100. • At the end of May 2018, City of London Police ECD are currently managing 602 live investigations of which 73 are distinct to fraud teams/NLF. • ECD currently has 33 active and 70 inactive OCGs 	
Protect	
<ul style="list-style-type: none"> • The average Overall satisfaction with products and alerts issued by the NFIB is 99% (70/71). Highest levels of satisfaction are registered in relation to how alerts are “informative” and “relevant”. • Five national protect events attended with a combined reach of almost 400 individuals, with social media messaging aimed at providing cyber protect advice to small businesses achieved well over half a million views. • National and international media coverage in relation to supporting NLF and City 	

of London Police priorities

Prepare

- **In 2018/19, 17** courses delivered by the Economic Crime Academy (ECA) attended by **238** delegates, amounting to **771** training days delivered.
- **97.5%** delegate satisfaction with the attended courses.

Victim Service

- Average of 75.5% of victims satisfied with online service, compared to 72% the same time of the year
- Action Fraud complaints via PSD, **4** in the first two months of 2018/19 compared to 28 in the same period the previous year

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 two months to 31 May 2018. Where data is available this performance has been compared against the same period for the previous year.

The report is divided into five 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.
- ***Prevent*** - prevent people being enticed into facilitating Economic Crime & Fraud, design prevent interventions.
- ***Victim Service*** – to maximise victim service and satisfaction.

2. PURSUE

2.1 National Outcomes

While reports to ActionFraud marginally dropped in May 2018 by **4% (856)**, to 21,437 from the previous month, YTD there has been a notable increase of **21% (7,765)** in demand.

		2017/18	2018/19	% Inc / (Dec %)
	April	17,076	22,293	31%
	May	18,989	21,437	13%
	Total	36,065	43,730	21%
<i>Month on month</i>		11%	<i>(4%)</i>	

This increase can be attributed in part to the continued awareness and greater understanding of the Action Fraud reporting system.

Nationally there has been a **5%** reduction in the number of disseminations to forces with over the same time period 9,208 compared to 9,725

The decrease in disseminations is due to a reduction of reviewing capacity. This has been addressed with a recruitment and training programme and also in part a more discerning assessment of matters that are viable for further investigation.

The number of outcomes back from Forces across is outlined in the table below.

Total outcomes reported to NCO	Apr	May
Judicial outcomes	1,451	470
NFA Outcomes	7,283	3,025
Total	8,734	3,495

ECD Disseminations	Apr	May
City of London	4	7
NLF	0	0
DCPCU	1	0
IFED	1	12
PIPCU	0	1

Judicial outcomes	Apr	May
City of London	160	0
NLF	0	1

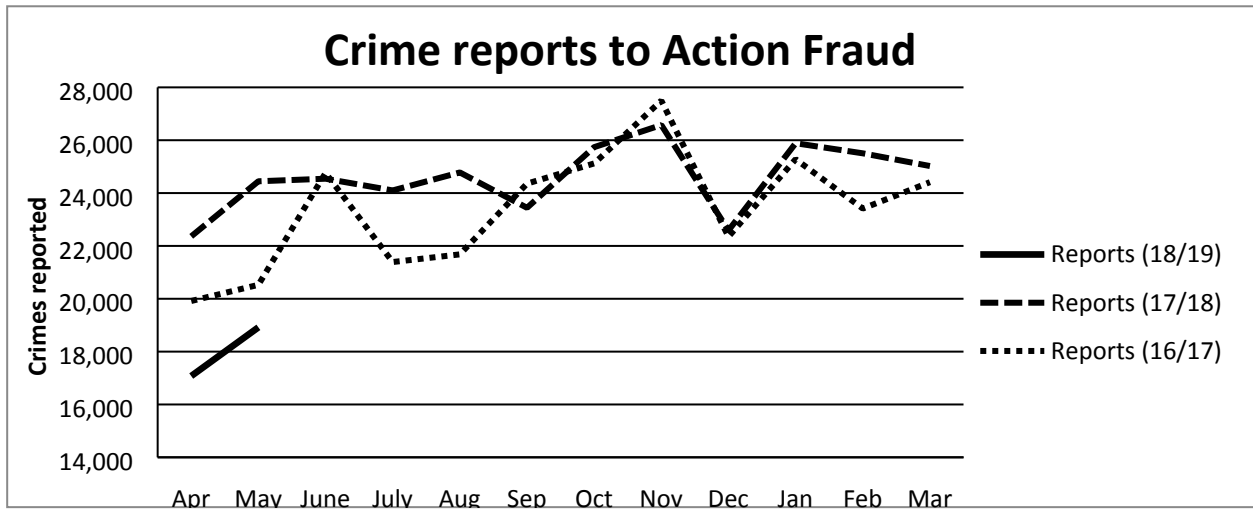
DCPCU	2	0
IFED	49	0
PIPCU	0	0

NFA Outcomes	Apr	May
City of London	0	20
NLF	0	0
DCPCU	1	0
IFED	77	0
PIPCU	0	0

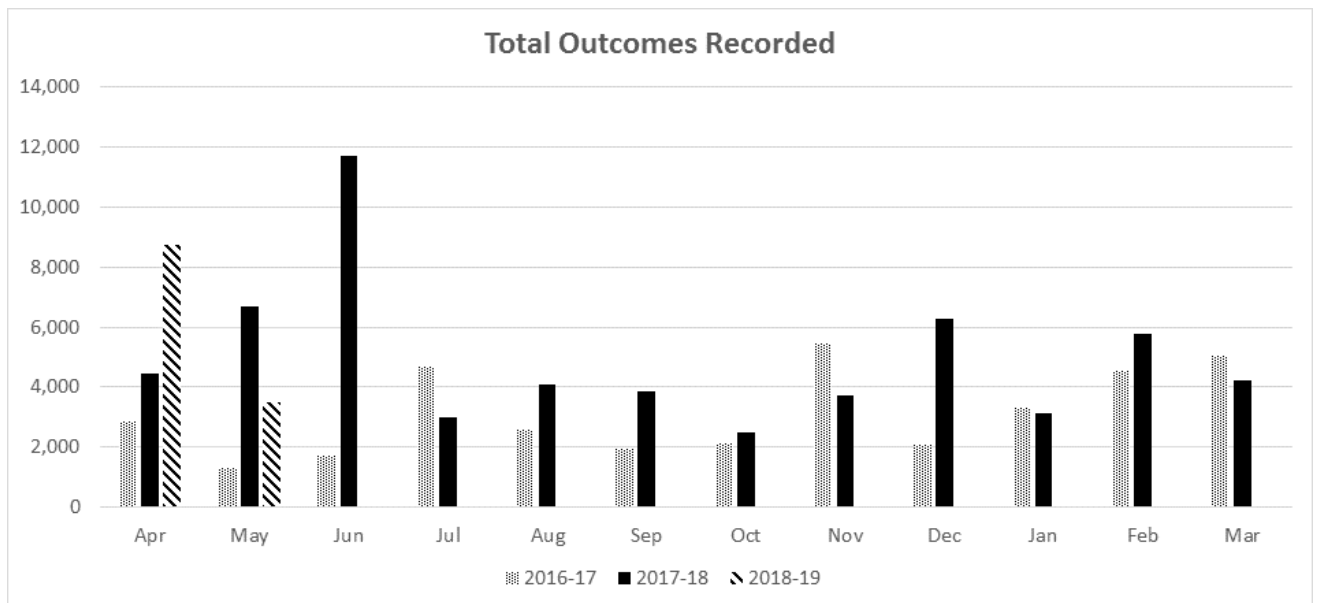
The table below shows a comparison of crimes reported, disseminations and recorded outcomes at the Year End point for the past three years.

	2015/16	2016/17	2017/18	16/17 – 17/18 change	2 Months to 31 May 2018
Crime reports to Action Fraud	234,201	280,706	294,984	5% ▲	53,158
Disseminations	72,654	68,606	55,671	19% ▼	10,772
Judicial outcomes	9,873	8,105	9,476	17% ▲	1,921
Non-judicial outcomes	26,346	28,146	49,968	78% ▲	10,308
Total outcomes	36,219	36,251	59,444	64% ▲	12,229

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 were **66** website suspension requests and **166** email suspension requests made for the first two months of 2018/19, compared to 106 and 137 respectively in the previous year.

This is because the NFIB has made a decision to cease some elements of data sharing to ensure we are compliant with the impending GDPR changes. The developing strategy is to fairly and legally share personally identifiable information data to key strategic partners to maximise the prevention and disruption of key enablers. The impact in the short term will be a reduction in management information data, but we ensure ethical disruption continue beyond.

As a result of the above, the number and potential value of fraud saved through telephone and bank account suspension requests are therefore not available. The table below shows that despite Q4 data not being available the NFIB have continued to improve disruptions of Bank Accounts and Telephones compared to the previous year (Q1-Q3).

Q1 data for 2018/19 is not yet available.

Disruptions requests	2016/17	2017/18	% Change
Website Q1-Q4	947	732	22% ▼
Bank accounts Q1-Q3	30,256	39,793	31% ▲
Telephone Q1-Q3	96,277	100,789	5% ▲
Total	127,480	141,314	11% ▲

2.3 City of London Police Outcomes	Q1 (Apr 2013 - Jun 2017)	Q2 (Apr 2013 - Sep 2017)	Q3 (Apr 2013 - Dec 2017)	Q4 (Apr 2013 - Mar 2018)
Cumulative number of crimes disseminated to CoLP	5,549	5,641	5,697	5,788
Total Outcomes	1,156	1,191	1237	1602
Outcome Rate	20.83%	21.11%	21.71%	27.68%
Cumulative number of judicial outcomes	775	804	805	825
Cumulative number of non-judicial outcomes	381	387	432	777

PMG Measure DP.1 - The percentage of crimes reported to Action Fraud that result in an investigative outcome

	Q1 (Apr 2013 - Jun 2017)	Q2 (Apr 2013 - Sep 2017)	Q3 (Apr 2013 - Dec 2017)	Q4 (Apr 2013 - Mar 2018)
Cumulative No of crimes reported to Action Fraud Apr 13 - date	1,056,617	1,128,940	1,203,837	1,280,250
The number of crimes disseminated by NFIB (Supporting Info)	274,591	287,933	301,142	316,077
The number of outcomes achieved by forces	129,200	140,142	152,634	165,812
Outcome Rate	12.2%	12.4%	12.7%	13.0%

2.4 Organised Crime Group Disruptions

At the time of reporting, the ECD are currently managing **33** active OCGs. As of June 6, 95 OCGs were involved in some sort of fraud, the remainder were involved in either cyber, counterfeit goods or ML offences.

2.5 National Lead Force Referrals

Investigations are categorised into City of London Police cases and NLF cases. City of London Police cases are those investigations into matters occurring within the jurisdiction of the square mile and NLF cases are those which have satisfied the NLF cases acceptance process. A majority of City of London Police cases have a national or complex element to them and such factors would constitute a NLF enquiry. Overlap between the categories of City of London Police and NLF is often due to international enquiries, possible threats to the UK economy, and high volumes of victims and the 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.

Currently 15 NLF investigations have been formally accepted by City of London Police.

In total, as of May 31st there are 73, NLF/ City based fraud investigations and an additional 525 being conducted by ColP funded units, this totals as follows (**IFED 336 PIPCU 39 DCPCU 100**)

3. PROTECT

3.1 Quality and reach of protect alerts

At the time of completing the survey recipients are also encouraged to provide feedback to help the continuous improvement of the products and alerts created. The following categories are measured and results compared against 2016/17 results.

		May 2018	YTD	Previous YTD
Percentage of <u>all</u> respondents that were satisfied with the alerts		100% (19/19)	99% (70/71)	97% (95/98)
Percentage of respondents agreeing that the alerts were:	Informative	89% (17/19)	92% (65/71)	99% (93/98)
	Relevant	89% (17/19)	90% (64/71)	96% (93/97)
	Timely	79% (15/19)	82% (58/71)	88% (85/96)
	Clear	89% (17/19)	90% (64/71)	95% (93/97)
	Actionable	74% (14/19)	82% (58/71)	84% (82/97)

To increase the reach of alerts City of London Police uses additional platforms, such as the Neighbourhood Alerts Service which currently has **515,568** contactable users.

3.2 Social Media

Action Fraud has continued to deliver and increase its digital reach during 2017/18, sharing several key Pursue and Protect messages. In order to achieve the greater reach Action Fraud has achieved an increase in both Twitter and Facebook followers.

Action Fraud currently has:

- **45,574** Twitter followers
- **15,246** Facebook Likes (followers)

MI	Apr-18	May-18	MI	Apr-18	May-18	MI	Apr-18	May-18
Number of unique web site visitors	294,096	295,920	Number of website impressions	898,625	889,778	Number of Facebook impressions	1,097,813	676,403
Number of Twitter impressions	1,171,903	985,010	Website page visits from Facebook	8,739	7,725	Website page visits from Twitter	3,020	2,336
Cumulative number of Twitter followers	45,112	45,574	Cumulative number of Facebook followers	44,805	15,246	Action Fraud Twitter engagements	20,212	16,950

3.2.1 Media stories

- The [Express](#), [Trusted Reviews](#) and the [Daily Star](#) published comments from PIPCU's DI Nick Court in coverage of illegal streaming ahead of the Tyson Fury fight.
- The [Daily Mail](#) and Mail on Sunday wrote about our new staff network support group specifically for men.
- The Action Fraud news story, which warns the public that more than £3 million has been lost to ticket fraud in the space of a year received coverage in the [Mirror](#), [AOL](#), [Wired Gov](#), [Q Local](#), the **Yorkshire Post**, the **Metro**, the **Express and Star** and the **Times**.
- There was further coverage in the [Claims Magazine](#) of an IFED case, involving a cyclist who attempted to make a fraudulent pothole injury claim.
- Throughout June, Trading Standards are warning local residents to be aware of the various methods of scamming, including post, phone calls, text messages, emails and cold calling. Action Fraud is mentioned in articles published by the [Beccles and Bungay Jungle](#), the [Chester Chronicle](#), [Economy Northern Ireland](#),

Caithness Business, Devon County Council and So Cheshire. David Hanson MP has also showed his support for the campaign.

- A part of Scam Awareness Month, Your Money, the St Helens Star, Newcastle Council and the **Daily Star** report that more people are falling victim to scams involving cryptocurrency, binary option investments and holiday timeshares, according to a charity's data. Action Fraud is mentioned.
- The Intellectual Property Magazine published an interview with PIPCU's DCI Teresa Russell about her new role as head of PIPCU.
- A successful IFED sentencing for a fraudulent cyclist's injury claim achieved coverage in the Insurance Times, Wales 24/7, You Talk Insurance and Road.
- The Express, City Matters, Daily Mail, Daily Star and Yahoo reported on a stabbing near Liverpool Street Station. A spokeswoman for City of London Police said: "Police were called to a report about a 17-year-old boy being stabbed on Alderman's Walk at 5.59pm. Officers and the London Ambulance Service attended the scene. The boy was taken to the Royal London Hospital with serious but not critical injuries. Liverpool Street has been closed but the station remains open and accessible to the public."
- Action Fraud's alert about fraudsters claiming to be from TSB on the Standard, Rotherham Advertiser, Basildon Standard, Leicester Mercury and Express & Star {main} (available on request). Action Fraud's alert was also mentioned in a related article by This is Money and Scottish Daily Mail {main} (available on request) about how fraudsters may have obtained the passwords to access the affected accounts. Additional coverage was published by Somerset Live.
- IFED's days of action against opportunistic insurance fraudsters received coverage in the Insurance Times, Peterborough Today, Insurance Age and RSA Group. Additional coverage of IFED's days of action appeared on the Manchester Evening News {main} (available on request).
- PIPCU's days of action in Manchester targeting Facebook Marketplace counterfeiters received coverage on IP Pro the Internet, Securing Industry and Risk UK.
- Multiple outlets including the Daily Mail, Standard, Metro, Msn, BBC, Mirror, Get West London, LBC, SE1 and Yahoo covered our witness appeal following an assault on Tower Bridge where a man headbutted a stranger.
- Extensive coverage was obtained of our press release on the death of Bethany-Maria Beales over the bank holiday weekend, who fell from the Heron building on Moor Lane. The witness appeal and family tribute were included in Daily Mail, Guardian, BBC, Independent, Telegraph, Yahoo, City A.M., Express, City Matters, Mirror, Metro, STV, Times, Sun, St Helens Star, Liverpool Echo and the Standard

3.3 Protect Campaigns and Events

NFIB Cyber Protect

NFIB Cyber Protect's primary aim is to reduce cybercrime by providing advice to the public, businesses, non-government organisations and promoting secure operating practices and greater awareness. NFIB Cyber Protect is part of the National Policing Strategy for cybercrime and focuses on a multi-agency approach to reducing cybercrime.

Regional Cyber Protect Officers Coordination

NFIB Cyber Protect focuses interoperability across all regional organised crime unit operations and is the main central coordination unit for the Cyber Protect Officers and regional and local level. At the beginning of the month NFIB Cyber and the National Coordinators Office visited SEROCU and the SLT to update on PROTECT and PREVENT for Fraud and Cybercrime. In addition NFIB Cyber Protect met with the ROCU Cyber Protect Officers to see where gaps existed and how we could improve engagement.

Performance Framework

NFIB Cyber Protect Performance Framework provides a single strategy and objectives for Cyber Protect Officers nationally and with it comes further networking. NFIB Cyber Protect has worked in collaboration with the Home Office to deliver an Engagement Impact Survey. This is from feedback received from the 2017/18 performance reports. The surveys will look to support the analysis of the impact of the work Cyber Protect is having and will help to promote best practice.

Social Media and #PhishyFridays

NFIB Cyber Protect deliver protect advice based on core messaging: Take Five and Cyber Aware, and sometimes NCSC and HMG alerts. We have three social media channels under the name "Cyber Protect UK" - Facebook, Twitter and now LinkedIn. LinkedIn is new this quarter and is dedicated to providing tailored fraud and cybercrime Protect advice for businesses.

Since November 2017, Cyber Protect and Action Fraud post a joint alert every Friday of the most popular phishing email reported that week. The alerts will often receive national media coverage and help to deliver Protect messaging on one of the key cyber attack vectors. This is an on-going piece of work and we will explore ways to increase the reach and impact of these posts.

Multi-Agency Campaign Group

The Multi-Agency Campaign Group brings together public, private and third-sector agencies in a collaborative partnership to deliver coordinated protect messaging to all customers. We are also now looking at ways of intelligence-led campaigns from NFIB source data. NFIB Cyber noticed a spike of issues involving young children (under 18)

and the social media platform Snapchat. The Multi Agency Campaign Group has used this as an opportunity to deliver a joined up, problem-solving, message.

National Cyber Security Centre

NFIB Cyber Protect have two officers seconded to the NCSC who are integrated into the Economy and Society Team. Recent examples of identifying opportunities for closer collaboration include developing a model to make law enforcement resources available to respond to appropriate C4 – C6 incidents that are reported to NCSC, predominantly working with organisations who have identified vulnerabilities on their networks. This is now undergoing a live pilot.

4. PREPARE

4.1 Economic Crime Academy (ECA)

The ECA is piloting a Specialist Fraud Investigators Programme with Guernsey police specifically aimed at crown dependencies. If successful it will be promoted to others in this group.

Statistical update

	2016/17	2017/18	% Change	2018/19 YTD
Total courses	83	96	16% ▲	17
Total course delegates	1,065	1,201	13% ▲	238
Total delegate days delivered	3,748	4,154	11% ▲	771
Delegate satisfaction	99%	99%	0%	97.5%

4.2 National force engagement

Banking Protocol update

Developed as a partnership between the finance industry, police and Trading Standards, the Banking Protocol enables bank branch staff to contact police if they suspect a customer is in the process of being scammed, with an immediate priority response to the branch. Branch staff, call handlers, police and trading standards officers in each area have all been trained in the Banking Protocol and the steps that need to be taken when a customer is at risk.

The scheme was first introduced as a pilot in London during October 2016, before a national roll-out began in May 2017. Since March 2018 it has been implemented by all 45 police forces in the country. In that time it has led to 180 arrests across the

country, while 2,788 emergency calls have now been placed and responded to through the scheme, with the average prevention per call equating to £7,731. In April 2018, the Banking Protocol prevented over £3m in fraud - a monthly record - while 15 arrests were made

The latest figures from UK Finance state that over £21 million of fraud has been prevented and 180 arrests made thanks to the introduction of the Banking Protocol, a ground-breaking scheme aimed at identifying and protecting potential fraud victims when they visit a bank or building society branch.

As well as stopping frauds taking place, the scheme ensures a consistent response to potential victims and gives them extra support to prevent them becoming a victim in the future.

HMICFRS Inspection programme update

Members will be aware that the force is subject to a range of inspection of activity from the HMICFRS comprising of the annual PEEL (Efficiency, Legitimacy and effectiveness) and various thematic programmes scheduled through-out the year. The inspection programme going forward is going to look differently from this year with the PEEL programme being integrated into 1 annual inspection per force rather than 2 as in previous years.

This new programme will rely on each force preparing and submitting a force management statement (FMS) articulating how they meet each element of the PEEL programme. The FMS is an honest self-appraisal articulating both Good force performance and areas for improvement. This force is submitting its FMS this week having been signed off by the Commissioner.

In addition to the PEEL programme there are specific themed areas of inspection specifically looking at identified Policing functions. This force is scheduled for three this year, including Custody (this will be unannounced), Crime data integrity and fraud. The fraud inspection involves 10 forces selected by HMIC, not surprisingly we have been included in this schedule. We have supported the programme by seconding an officer from ECD into HMIC to help them develop the methodology for the Inspection. We have had an Inspection of our national functions (Action Fraud and NFIB) in March and have recently concluded the general Inspection of our funded units and local fraud investigation teams. Two pieces of inspection field work remain outstanding with Acting Commander O'Doherty and Supt Rothwell due to be interviewed on the 4th July. Our Inspection will conclude at that point.

This Thematic will not attract judgements in the way that the PEEL programme does, but will be subject to comment published on the Inspectorate website.

5 PREVENT

5.1 Pilot - Mini Police

Following a successful rollout of Mini Police across a number of forces starting with Durham Constabulary, the National Coordinator's Office is looking to establish a similar programme focusing on fraud and cybercrime education.

CoLP has identified this gap in the education of young children around online safety.

The Mini Police programme pilot in the City of London will allow CoLP to test fraud and cybercrime messages at a young age group.

The Mini Police pilot will be with Sir John Cass Primary School in the City, this summer term. The school has agreed for 15 children from Year 4 to participate, and engagement sessions have been planned for June 2018.

6. VICTIM SERVICE

6.1 Action Fraud reporting satisfaction

During 2017/18 **10,107** victims completed the online Action Fraud reporting satisfaction survey. **91%** of those surveyed had a positive or neutral experience of the process. So far in the first two months of 2018/19 1,642 victims have been surveyed with a satisfaction rate of 75.5%.

6.2 Action Fraud Complaints

140 complaints relating to Action Fraud were received via the Professional Standards Department during 2017/18 (compared with 169 PY). This is **0.03%** of crime and information reports received in the same period (**392,691**). The most common cause of complaint remains lack of investigations with **83** of the **140** complaints relating to this. A total of **142** complaints were concluded in the period.

In the first two months of 2018/19 PSD received 4 new complaints, three of which related to lack of investigation and one which was categorised other, this is compared to 28 new complaints for the same period in the previous year.

All complaints are responded to in writing. Complainants who have reported dissatisfaction with the facts that their crime will not be investigated are provided with an explanation as to how the decision was made and ultimately why an investigation is not possible at this time. Management are aware of the high proportion of complaints relating to lack of investigation and efforts are being made to mitigate dissatisfaction. This includes increased awareness surrounding the Action Fraud process as well as providing all victims with fraud prevention guidance. Accordingly, the number of complaints in this category have decreased from **126** in 2016/17 to **83** in 2017/18.

Additionally, so far this year **28** correspondence letters including MP letters were received during the same period, and **40** were resolved.

6.3 City of London Police Economic Crime Directorate victim satisfaction – All departments

No surveys have been undertaken during this financial year, this is due to the fact that approval of new GDPR compliant survey letters has yet to be received, the contract with data handlers ORS is still in place.

	2016/17	2017/18	Change
Overall satisfaction with ECD officers' service	73% (107/147)	83% (55/66)	10% ▲
Satisfaction with initial service	75% (110/147)	100% (54/54)	25% ▲
Satisfaction with outcome of investigation	45% (46/102)	51% (14/27)	6% ▲

6.4 Value for Money

Return on Investment

The Return on Investment measure (ROI) which allows for the assessment of the cost of the resources invested against the monetary value of the fraud prevented on a quarterly basis, was reintroduced last quarter.

Because the deadline for this report's submission is before the end of q1 2018/19, we cannot provide a data update for this measure.

	Q4 2016/17	Q4 2017/18	Change
Return on Investment	£20.79	£20.30	2% ▼

Last quarter: During the period, the ROI was calculated at **£20.30** saved for every £1 invested. Although this is **2%** below the previous year's average figure of **£20.79**, it still represents a positive return for the money invested within the directorate.

5.5 Resourcing

The table below shows the number of posts in each ECD department, including both police officers and members of police staff. Also shown are the current vacancies and

any over resourcing. This will be monitored on a quarterly basis along with an update on actions being taken to fill any vacancies.

Department	Total posts in Model	Current Strength
DCPCU	17	- 0.4 officer - 0 staff
IFED	46	- 4 officers - 1.14 staff
PIPCU	20	- 0 officers - 0.29 staff
FIU	32	- 3.5 officers - 0.23 staff
Fraud Teams	58	- 9.5 officers + 2 staff
ECA	13	- 4 officers - 2 staff
NFIB/AF	81	-2.55officers + 2.45 staff

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: 2017/18 Performance Report**

APPENDIX 1 – KEY PERFORMANCE INDICATORS

VICTIM SATISFACTION	
<p><u>The percentage of victims of fraud satisfied with the overall service provided by ECD officers</u></p> <ul style="list-style-type: none"> • 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. <p>Cumulatively, since the survey's inception in 2014, 74% (439/592) of victims have stated that they are satisfied with the service that was provided by ECD officers throughout their investigation. This is consistent with the cumulative level of satisfaction reported last quarter. Satisfaction has steadily increased over the last three years.</p> <p>Satisfaction regarding the initial service provided by ECD officers has also continued to rise in the last quarter. However, satisfaction regarding the outcome of investigations tends to fluctuate based on whether the victim receives a positive outcome.</p> <p>Because of GDPR related issues there has been no update on the above figures, it is hoped this will be resolved shortly.</p>	S
<p><u>The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</u></p> <ul style="list-style-type: none"> • 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. <p>YTD, 1,642 victims have completed the online Action Fraud reporting satisfaction survey. YTD 75.5% of recipients have registered satisfaction with the system.</p> <p>Out of the 16,42 survey's completed in the first two months of 2018/19, 93 were dissatisfied, a further 30 were very dissatisfied</p>	S

PURSUE	
<p>The percentage of ECD City fraud investigations resulting in a positive action whether through offender disposal, prevention or disruption.</p> <ul style="list-style-type: none"> • Satisfactory (S): YTD performance to remain equal, or within 10% of the 16/17 average of 100% of investigations resulting in an 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. <p>In the year to date 27 City based fraud investigations have concluded. The majority (26/27 96%) have resulted in positive outcomes (Charge/ summoned to court = 14, Disruption = 3, Premises visits/ Intelligence = 9).</p>	S
PURSUE	
<p>The outcome rate of City of London crimes disseminated by NFIB</p> <ul style="list-style-type: none"> • 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 an 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. <p>Since April 2013, 5,788 City of London crimes have been disseminated to the Fraud Teams for investigation. 1,602 investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of 27.68% of disseminated crimes resulting in an outcome, which is a rise compared to the outcome rate of 21.71% reported in December 2017. Updates for Q1 of March 2018/19 are not yet available</p> <p>During the first two months of 2018/19 there were 12,229 outcomes reported to the NCO, 15% resulted in judicial outcomes with the remainder categorised as NFA.</p> <p>In April 2018 around 19% of crimes reported to ActionFraud were disseminated to forces, this dropped slightly to 18% for the following month and compares to 17% in April 2017 and 23% in May 2017.</p>	S

<p>The percentage of crimes reported to Action Fraud that result in an investigative outcome</p> <ul style="list-style-type: none"> • 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 an 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. <p>Since April 2013, 1,280,250 crimes have been reported to Action Fraud. 316,007 crimes have subsequently been disseminated by the NFIB to police forces in England and Wales for investigation. 165,812 of the disseminated crimes have resulted in an investigative outcome.</p> <p>The outcome rate is calculated as the percentage of crimes reported that have resulted in an outcome. The outcome rate at the close of March (Q3 17/18) is 13%. This is an increase of 2.2% compared to the outcome rate at the close of March 2017. An update for Q1 of 2018/19 is not yet available.</p>	S
<p>The percentage of complaints made relating to Action Fraud compared to the number of crime and information reports made</p> <ul style="list-style-type: none"> • 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. <p>YTD 4 complaints have been received via PSD compared with 43730 Action Fraud reports received.</p>	S

PROTECT	
<p><u>The percentage of recipients satisfied with ECD product and alerts</u></p> <ul style="list-style-type: none"> • 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%. 	S

<ul style="list-style-type: none"> • 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. <p>98% (51/52) of the recipients who received alerts in March and subsequently completed the satisfaction survey stated that they were happy with the alert they received. YTD, 96% (642/671) of recipients have registered satisfaction with the alerts received during the period. This is a decrease of two percentage points from the previous YTD reporting period (2016/17).</p> <p>92% (48/52) of recipients stated that the alerts were Informative and 90% (47/52) stated the alerts were Relevant. The Timeliness (YTD - 83%) and how Actionable (85%) the alerts are continue to receive the lowest level of satisfaction.</p>	
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PREPARE	
<p><u>The percentage of delegates satisfied with the Economic Crime Academy courses attended</u></p> <ul style="list-style-type: none"> • 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. <p>Year to date there have been 5 courses attended by 83 delegates. 95% (57/60) of delegates have registered satisfaction with the courses. This is the same percentage as the previous year to date.</p> <p>Of the external delegates, 31 were from police forces, 29 from the public and charity sectors, and 10 from private sector organisations.</p>	S