

NOT PROTECTIVELY MARKED

TITLE	Action Fraud system relaunches
SUBTITLE	FRAUD
DIRECTORATE	ECD

This Saturday saw the relaunch of the Action Fraud system, after an intensive development period and user acceptance testing.

Extensive and methodical testing of the service has recently taken place to rectify any issues – this has been essential to ensure we deliver a service that is fit to meet the needs of victims.

Action Fraud is the UK’s national reporting centre for fraud and cyber crime. It was introduced in 2011 and since then has significantly improved both the service to victims and the number of criminals convicted of fraud and related crimes.

It takes crime and information reports on behalf of the police and gives advice and fraud prevention guidance. These reports are sent to the National Fraud Intelligence Bureau (NFIB) which is run by the City of London Police, the national lead force for fraud. The NFIB collates and analyses intelligence on fraud, identifying viable lines of enquiry and developing packages for submitting to a police force for investigation.

Fraud and cybercrime account for nearly half of all crime and in 2017 there were over 465,000 reports made to Action Fraud. It is therefore essential law enforcement has modern and powerful tools to police these crimes effectively. The investment in this new system illustrates the seriousness with which fraud and cybercrime are treated by law enforcement in the UK.

The Action Fraud system is the back end function for reporting fraud and cyber crime. Members of the public, the Police, business and charities can report to Action Fraud on-line or on the phone. It is being relaunched because the old system was defunct and no longer fit for purpose.

The key functions of the new system include:

- The ability for users to switch channels during the reporting process, i.e. a victim can start a report by calling the contact centre and finish it later online.
- A new website / online reporting tool, designed to allow victims to track the status of their report through a login facility on the website.
- Bulk reporting capability – within reason, an organisation will be able to upload 1,000 reports at a time in a structured format.
- Each user in a force will have access to an online portal to log in and see all crimes/networks allocated to the Vault. The Vault will also automatically update you when something new comes in.

NOT PROTECTIVELY MARKED

For forces, the most significant differences in the new service will be in the process used to record crime. The flowchart infographic has been produced to explain this.

(Attach infographic)

A detailed user guide has been produced to guide you through the new system and answer any queries you may have. **(Attach user guide)**

In addition, FAQs and Action Fraud Urban Myths documents are available for further information. **(Attach FAQs and Urban Myths)**

NOT PROTECTIVELY MARKED