

Improving crime statistics: design, collection and analysis

Lessons learned in the UK

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Challenges: cyber versus traditional

- Traditional well defined; cyber less so
- Offender/victim relationships of different scales
- Geo-coding the crime event more challenging
- Victims less aware of circumstances of victimisation
- Greater unwillingness to report
 - Commercial considerations
 - Reputational damage
 - Embarrassment
 - Losses written off or carried by someone else

Some lessons from 3 case studies

- Crimes recorded by police
- Administrative data on fraud
- Crime Survey for England & Wales - sample survey of the household population

Police recorded crime

- Cybercrime generally not separate legal offence
- Thus hidden within existing offences
- Initiative for police to “flag” offences committed on-line
- Voluntary in 2014/15 & mandatory requirement 2015/16
- Will improve the information we have on cybercrime

How is online crime defined?

- When reporting officer believes offence was committed, in full or in part, through a computer, computer network or other computer-enabled device such as:
 - sending or receiving emails
 - use of social media, networking and dating sites
 - online auction or retail sites
 - communication via online video game networks or communications platform
 - Use of desktop computers or laptops, in the home or in the workplace
 - smartphones, tablets and other telecommunications devices linked to computer networks; or
 - any other identifiable system or network that produces, processes and transmits data

Recording of fraud now centralised

Review of fraud recognised need for more joined up approach to reporting, recording & analysing fraud

Led to creation of a national reporting Centre (Action Fraud) who take reports from the public, local police forces and other organisations including public sector & commercial bodies

Includes both online and traditional fraud

Victims can report 24/7 using an online reporting tool

Can also report and get advice by calling specialist advisers: Weekdays 8am to 9pm & weekends 9am to 5pm

Trends in fraud

- Action Fraud took full control of recording in 1 April 2013
- Significant rise in volume of frauds recorded
- Not clear whether this is due to increases in:
 - actual fraud
 - level of reporting - as now easier for victims to report
 - identification and recording resulting from having centralised team
- As with police recorded online fraud hidden within overall category but possible to identify those committed online based on information collected at reporting (around half)

Issues with administrative data

- Restricted to crimes reported to police/Action Fraud
- Known subject to significant under-reporting, eg. by:
 - Financial institutions who write off losses
 - By victims whose losses made good by banks or
 - Too embarrassed to report or think it not worth reporting
- Some of these gaps can be addressed

Fraud reported by industry bodies

Table 22: Fraud offences, reported by industry bodies to NFIB, 2013/14^{1,2,3}

United Kingdom			Numbers
Fraud Type ⁴	CIFAS	FFA UK	Total
Banking and credit industry fraud	181,737	100,462	282,199
<i>Cheque, Plastic Card and Online Bank Accounts (not PSP)⁵</i>	121,565	100,462	222,027
<i>Application Fraud (excluding Mortgages)</i>	55,525	0	55,525
<i>Mortgage Related Fraud</i>	4,647	0	4,647
Insurance Related Fraud	9,484	0	9,484
Telecom Industry Fraud (Misuse of Contracts) ⁶	41,862	0	41,862
Business Trading Fraud	97	0	97
Fraudulent Applications for Grants from Charities	30	0	30
Total	233,210	100,462	333,672

1. Source: National Fraud Intelligence Bureau⁷

2. Fraud data are not designated as National Statistics.

3. From 2012/13, this table presents fraud data collated by NFIB from CIFAS and Financial Fraud Action UK (FFA UK) only and does not include fraud offences recorded by Action Fraud, which are now represented alongside police recorded crime. Data presented here are therefore not comparable with past published NFIB figures.

4. For an explanation and examples of fraud offences within each category, see Section 5.4 of the [User Guide](#).

5. A PSP is a payment service provider (for example Paypal, World Pay) that is not a bank, dealing in electronic money transfers. Fraud offences perpetrated using PSPs fall under 'Online shopping and auctions' (not collected by industry bodies).

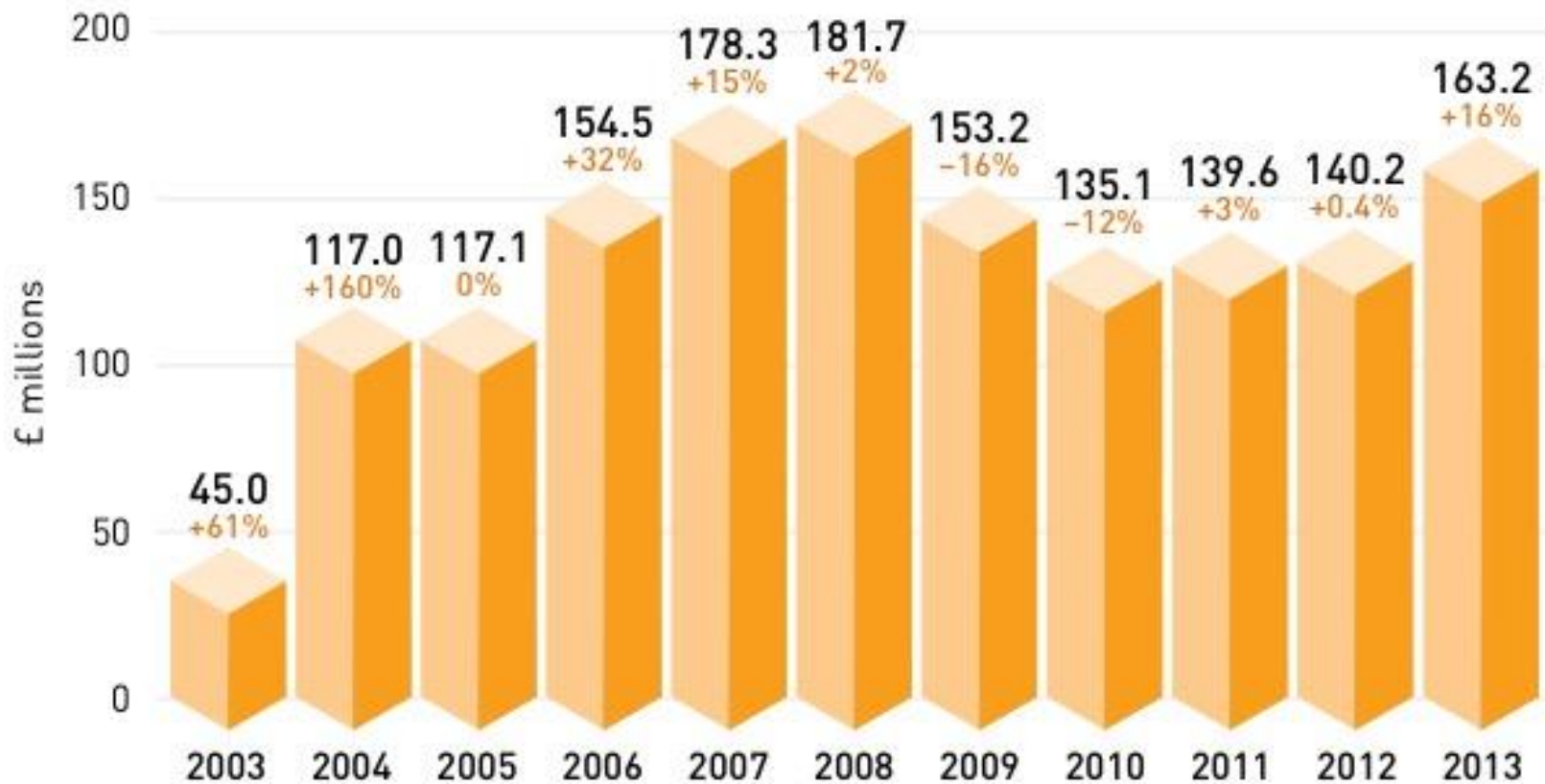
6. The CIFAS Telecom Industry Fraud figure is substantially higher than that seen in the year ending September 2013 bulletin. This is due to a correction of an error that was caused by the NFIB system not correctly picking up certain CIFAS fraud types.

7. For more information on the National Fraud Intelligence Bureau see <http://www.nfib.police.uk/>

Other industry data available

Internet/e-commerce fraud losses on UK-issued cards 2003-2013

Figures in orange show percentage change on previous year's total. All figures estimated.



Crime Survey another valuable source

- Representative sample survey of population
- Includes crimes that have not been reported
- Captures richer data on circumstances of crime & victims
- Range of questions included in recent years
- New work ongoing to improve estimates of fraud & cybercrime

Experiences of the public

Appendix table 1.16: Proportion of adult internet users experiencing negative online incidents, 2010/11 to 2013/14 CSEW¹

England and Wales	Adults aged 16 and over			
	Apr-10 to Mar-11	Apr-11 to Mar-12	Apr-12 to Mar-13	Apr-13 to Mar-14
	<i>Percentages²</i>			
A computer virus	33	31	24	24
Unauthorised access to/use of personal data	6	7	8	8
Upsetting/illegal images	4	4	4	5
Loss of money	3	3	3	3
Abusive/threatening behaviour	2	2	2	2
None of these	61	63	68	67
<i>Unweighted base</i>	<i>8,379</i>	<i>8,373</i>	<i>6,213</i>	<i>6,579</i>

1. Source: Crime Survey for England and Wales, Office for National Statistics

2. Percentages may not sum to 100 as respondents can experience more than one type of negative online incident.

Reporting rates

Appendix table 1.19: Proportion of adult internet users who had experienced negative online incidents that reported it to various organisations, 2013/14 CSEW¹

England and Wales	Adults aged 16 and over		
	Computer virus	Unauthorised access	Loss of money
	<i>Percentages²</i>		
Anti-virus software company	13	2	1
Internet service provider	5	11	1
Bank, building society, or credit card company	3	24	67
Website administrator (e.g. Facebook, eBay)	3	18	8
Police	1	2	8
Action Fraud	0	2	4
Other government agency	0	1	2
Someone else	12	6	13
No-one	67	43	17
<i>Unweighted base</i>	<i>1,487</i>	<i>432</i>	<i>136</i>

1. Source: Crime Survey for England and Wales, Office for National Statistics

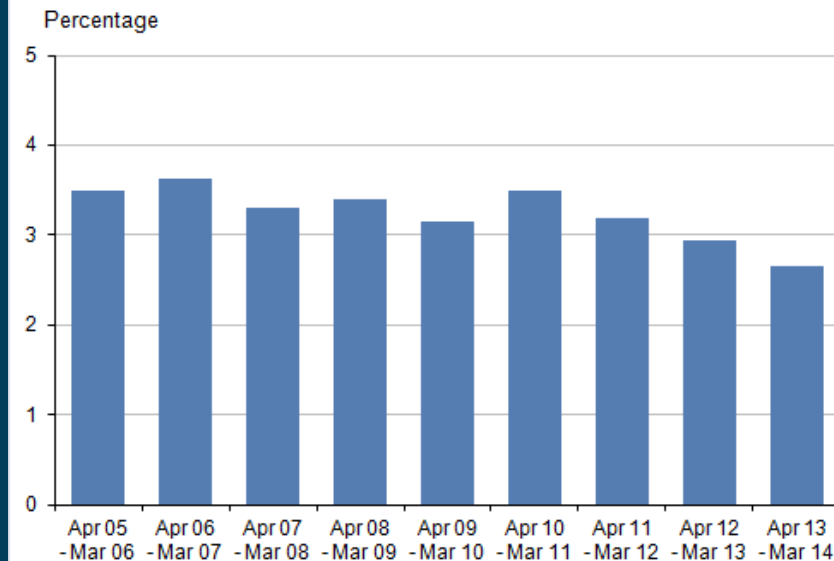
2. Percentages may not sum to 100 as respondents can report to more than one organisation.

Victimisation rates: burglary v card fraud

Traditional acquisitive crime continues to fall

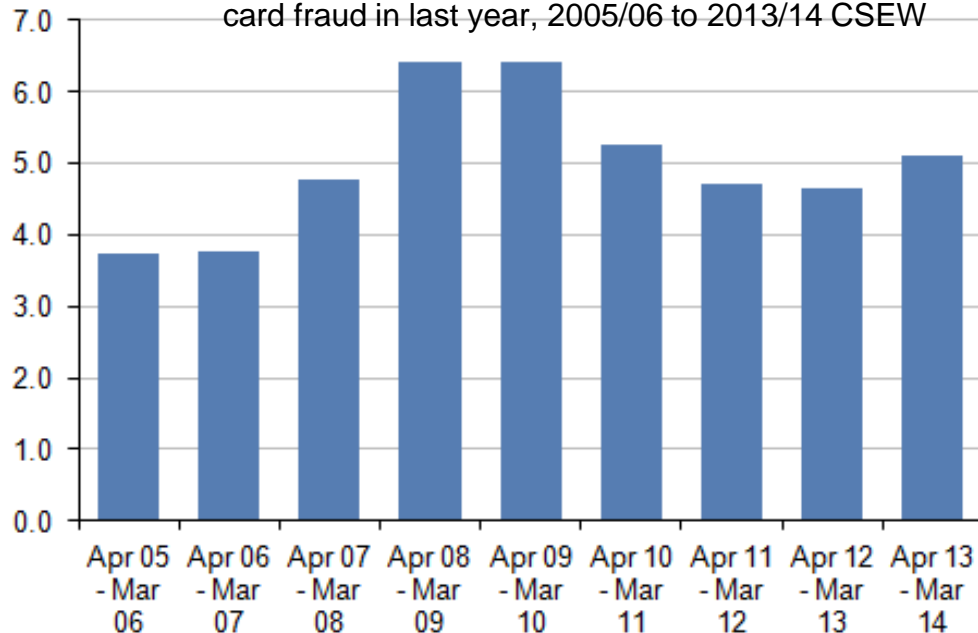
Victimisation rate twice as high for card fraud than burglary

Proportion of households who had been a victim of burglary in the last year, 2005/06 to 2013/14 CSEW



Source: Crime Survey for England and Wales, Office for National Statistics

Percentage Proportion of adults who had been victim of plastic card fraud in last year, 2005/06 to 2013/14 CSEW



Work to extend coverage of CSEW

- Developed & cognitively tested new questions on fraud & cybercrime
- Uses everyday language & not technical jargon
- Hope to future proofs questions
- Remain offence based, eg fraud & computer misuse, but will be able to identify online & offline incidents
- Include crimes irrespective of geographical location of offender ie. UK, abroad or in cyberspace
- Still likely to be subject to under-reporting and doesn't cover cybercrime against other victims but will give fuller picture

Further information

www.ons.gov.uk/ons/taxonomy/index.html?nscl=Crime+and+Justice

<http://www.ons.gov.uk/ons/guide-method/method-quality/specific/crime-statistics-methodology>

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