



# **NAFN Data and Intelligence Services**

## **Annual Report 2015**

**Published 17 November 2015**



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# Chair's Report

**Wendy Poole**  
**Tameside Metropolitan Borough Council**  
**NAFN Chair 2010 -15**



Dear Members

In my last report I highlighted the challenges facing NAFN arising from the transfer of housing benefit work to the DWP Single Fraud Investigation Service (SFIS). The prospect of losing almost half of our business enquiries required a fundamental review of the organisation to ensure that we could sustain and enhance service delivery to our members.

The NAFN Executive Board carefully reviewed a range of business options which reluctantly led to the closure of the Brighton Office and subsequent restructuring of the management and service team. I am pleased to report that these changes have been successfully delivered and Tameside MBC is now providing the single point of delivery for NAFN services.

The Executive Board has subsequently reviewed the NAFN constitution, governance arrangements and membership fees. These proposed revisions will be presented to the AGM in November 2015 for formal approval.

In December 2014 NAFN was designated by the Home Office as the Single Point of Contact for all RIPA communication data enquiries. As a consequence, we are now subject to six-monthly inspections by IOCCO to confirm compliance and performance.

Throughout the last 12 months the Executive Board has worked closely with the new permanent Head of Service (Mark Astley) to market NAFN services and retain membership levels which were threatened by the SFIS transfer of work. Local authority membership continues to rise which is great achievement and we welcomed our first council from Northern Ireland. Associate membership has almost doubled including 18 new housing associations.

Going forward, we await the outcome of the Anderson Report ('A Question of Trust') which may further strengthen the role of NAFN in the acquisition of communications data. And we continue to work closely with the Home Office, Cabinet Office and data providers to further enhance services and maintain value for money.

*Wendy Poole*  
**Wendy Poole**  
**Chair**



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# Treasurer's Report

**Peter Farrow**  
**Sandwell Metropolitan Borough Council and**  
**Wolverhampton City Council**  
**NAFN Treasurer 2010 -15**



NAFN remain mindful of the difficult financial circumstances you face and the need to keep costs down and service delivery up. Our new fee model will, we believe, help towards this. Please be assured we remain committed to providing a value for money service to members. We are also continuing to monitor the changes being developed by the DWP for SFIS and the impact that will have on NAFN and its members.

## Service Delivery

As you are aware NAFN's services are now centred upon one regional office in Tameside Metropolitan Borough Council. The ability to provide services through local government accommodation, professional support services and further improvements in the use of technology will enable NAFN to continue to operate in an efficient and effective manner.

We continue to be committed to demonstrating year on year improvement to our services. The Executive Board has again pushed forward with new services for the benefit of its members and further investment in your NAFN continues to be made in order to enhance service delivery.

## Annual Accounts

Both the Executive Board and Members are aware that NAFN must be self-financing, largely through subscriptions and occasionally through government grants.

The contingency reserve is held in order to mitigate the risks being carried by NAFN, and is agreed annually with our host authority. The level of this reserve will continue to be monitored and funds released as appropriate to keep subscription costs to the minimum.

The financial prospects for 2015/16 and beyond continue to be difficult for the public sector. However, the commitment across the whole of the public sector to fighting fraud and error, as ever, remains high. NAFN will continue to help you meet your commitments. Councils have had and will have difficult budget decisions to make. We will continue to play our part by protecting service delivery and constraining fee increases.

## Overview

By maintaining membership levels, accessing government department grants and using our working reserve as and when required, we continue to be able to improve and widen service delivery and help subsidise membership fees. We are in a sound position financially as things currently stand but remain mindful that funding is volatile.

*Peter Farrow*  
**Peter Farrow**  
**Treasurer**



## NAFN – Statement of Accounts 2014-15

### Income and Expenditure Account for the year ended 31 March 2015

	2014-15	2013-14
<b><u>Expenditure</u></b>		
Employee Related Costs	680,066	750,474
Premises Related Costs	12,000	65,847
Transport Related Costs	12,040	14,068
Supplies and Services	228,710	255,611
Project Related Costs	145,560	246,111
Specialist Services	176,270	244,019
<b>Total</b>	<b><u>1,254,646</u></b>	<b><u>1,576,130</u></b>
<b><u>Income</u></b>		
Specialist Services – Income	223,571	239,013
Annual Fees	895,698	843,445
DWP	41,392	41,392
Home Office and NTSB	188,493	343,153
Interest	4,654	4,832
<b>Total</b>	<b><u>1,353,808</u></b>	<b><u>1,471,835</u></b>
<b>Net Income/(Expenditure)</b>	<b>99,162</b>	<b>(104,295)</b>
<b>Previous Year Adjustment</b>	<b>0</b>	<b>(5,511)</b>
<b>Surplus/(Shortfall)</b>	<b><u>99,162</u></b>	<b><u>(109,806)</u></b>

### **Balance Sheet as at 31 March 2015**

Liabilities -	Working Reserve	288,290	189,128
	Approved Reserve	500,000	500,000
	Sundry Creditors	243,507	365,816
		<b><u>1,031,797</u></b>	<b><u>1,054,944</u></b>
Assets -	Sundry Debtors	126,166	202,968
	Bank	905,631	851,976
		<b><u>1,031,797</u></b>	<b><u>1,054,944</u></b>

# Report from the Head of Service

**Mark Astley**

**NAFN Data and Intelligence Services**

**Appointed June 2014**



Like most of you, my first year as Head of Service has been complex and challenging but has brought opportunities to review and re-shape the service. I have worked closely with the Executive Board, staff and stakeholders to implement the organisational changes required following SFIS. I am grateful to both host authorities (Brighton and Hove City Council and Tameside Metropolitan Borough Council) who worked collaboratively to ensure the transfer of NAFN staff to the DWP was successful.

The new NAFN structure includes a Service Team Manager (Tracy Forth) who will ensure that services to members continue as normal. The introduction of a Projects and Data Manager (not yet appointed) presents an opportunity to identify and better deliver service improvements for members.

Service improvement projects continue to be brought forward and delivered in conjunction with business partners. In the last 12 months these include:

- Replacement of the RIPA case management system (October 2014).
- Website enhancements to Sanction Information Database and DVLA (January 2014).
- The transfer of all NAFN ICT and infrastructure from Tameside MBC to Rochdale MBC with minimal disruption to services (March 2015).
- Roll-out of the PoSHFA service to housing associations (April 2015)
- Introduction of Callcredit 360 online enquiries (November 2015).

I continue to work closely with key stakeholders and partners to identify and develop other service improvement opportunities such as access to the Home Office Automatic Number Plate Recognition system and the Government Agency Intelligence Network which supports data sharing across the public sector.

As Head of Service I have a key role representing members in national forums exploring the wider sharing of data to support fraud and criminal investigations. I am a member of the Home Office National Communications Data Project Board. I also represent NAFN at the Communications Data Strategy Group which includes communication service providers and law enforcement agencies.

Having just completed my first year as Head of Service I look forward to a period of stability and consolidation whilst continuing to explore and develop online services expanding access to data and intelligence.

*Mark Astley*

**Mark Astley**  
**Head of Service**



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# Report from the Service Team Manager

Tracy Forth

NAFN Data and Intelligence Services  
Appointed October 2015



I am delighted to have been appointed as Service Team Manager within the new organisational structure. I have a wide range of responsibilities including day-to-day operational management, quality assurance, membership and marketing. This is an exciting time to be part of NAFN and I look forward to working with members, staff and stakeholders to improve our service offer.

Membership is at an all time high despite the roll out of the Single Fraud Investigation Service. We have seen significant growth in the number of associate members, particularly the housing sector. The loss of benefit fraud teams over the year has impacted on intake (slightly down) but our diversification into other areas has gone some way to compensating for this reduction.

In October 2014 we introduced an improved RIPA workflow system which is both intuitive and user friendly. It provides enhanced reporting and statistical capabilities, proving a substantial saving on resources.

Changes to the RIPA Code of Practice introduced March 2015 required enhanced statistical data to be returned annually and the system has been updated accordingly. Critically, all Designated Persons must be operationally independent and we have introduced measures to verify this status.

Over the past year, we have focussed on marketing services to existing and potential new members highlighting the range and quality of services available. Late 2014 NAFN delivered a series of RIPA roadshows providing training and awareness. We have recently introduced weekly product updates and more frequent alerts. Also, we have trialled and implemented new services which provide even greater value money.

NAFN members can look forward to an expanded range of new and improved services. Very recently we have introduced online webinar training sessions which will secure substantial savings on travel and staff resources for both NAFN and members. We will continue to represent members at conferences, regional events and forums and provide appropriate feedback.

*Tracy Forth*

**Tracy Forth**  
**Service Team Manager**



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# NAFN Executive Board Membership

## (November 2015)

### Chair

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### Treasurer

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**Graham Liddell**

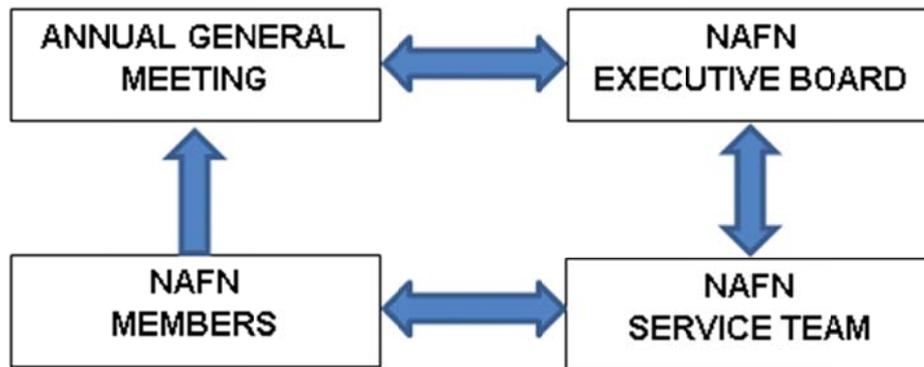
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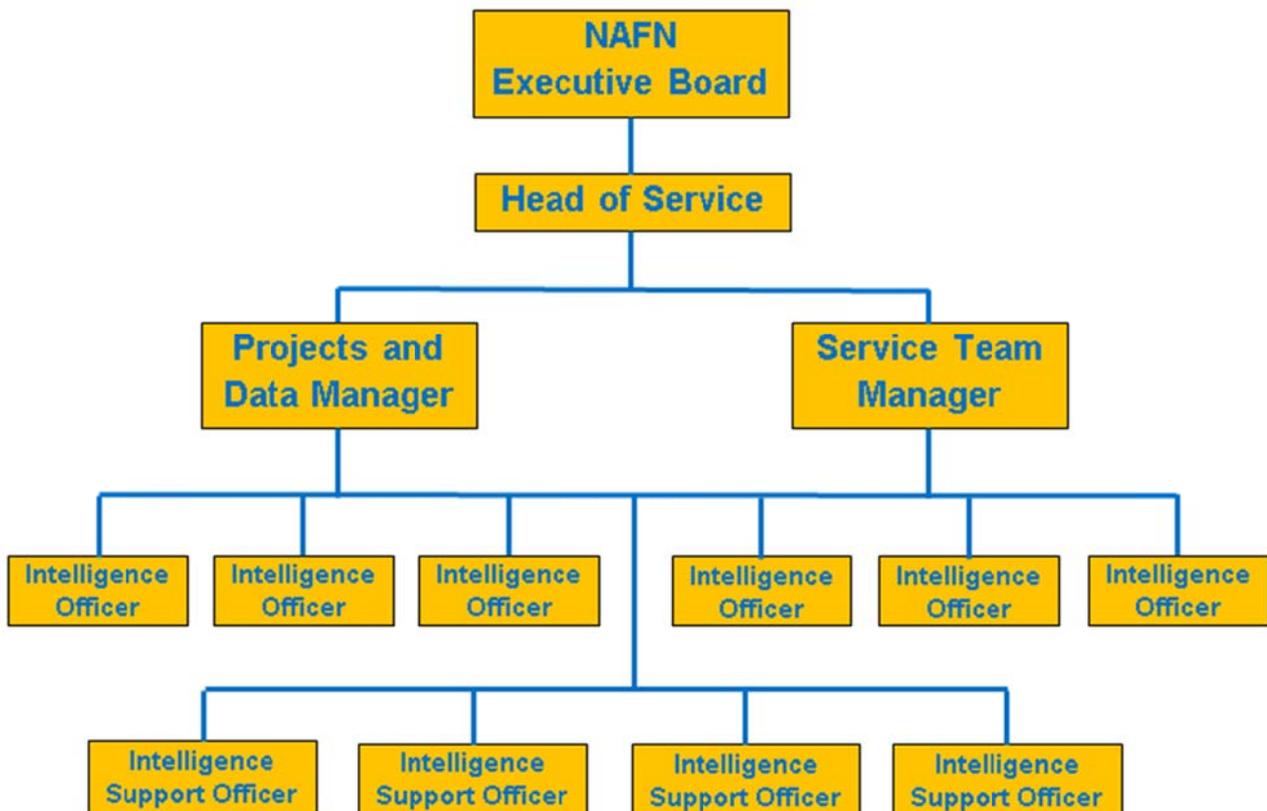
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## Governance and New Organisational Structure

Over the past 15 years the organisational structure has remained consistent as shown in the diagram below. The Executive Board and the NAFN Service Team work with external partners and other stakeholders to maintain and enhance the services for members. The Service Team works closely with members and a range of data and business solution providers to support operations and day to day business.



The new organisational structure became operational on 1 October 2015 and is set out below:



## NAFN Office (November 2015)

### HEAD OF SERVICE

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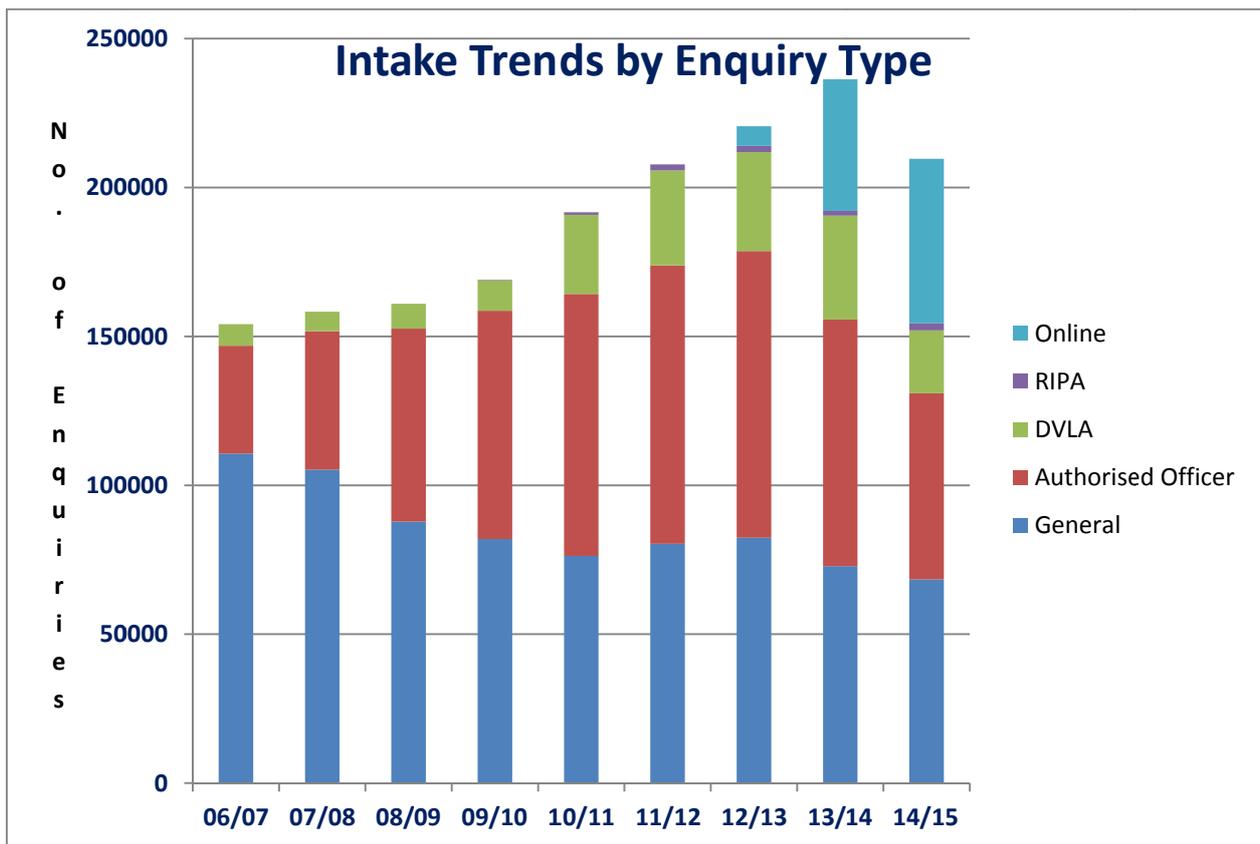


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# APPENDIX A

## Intake

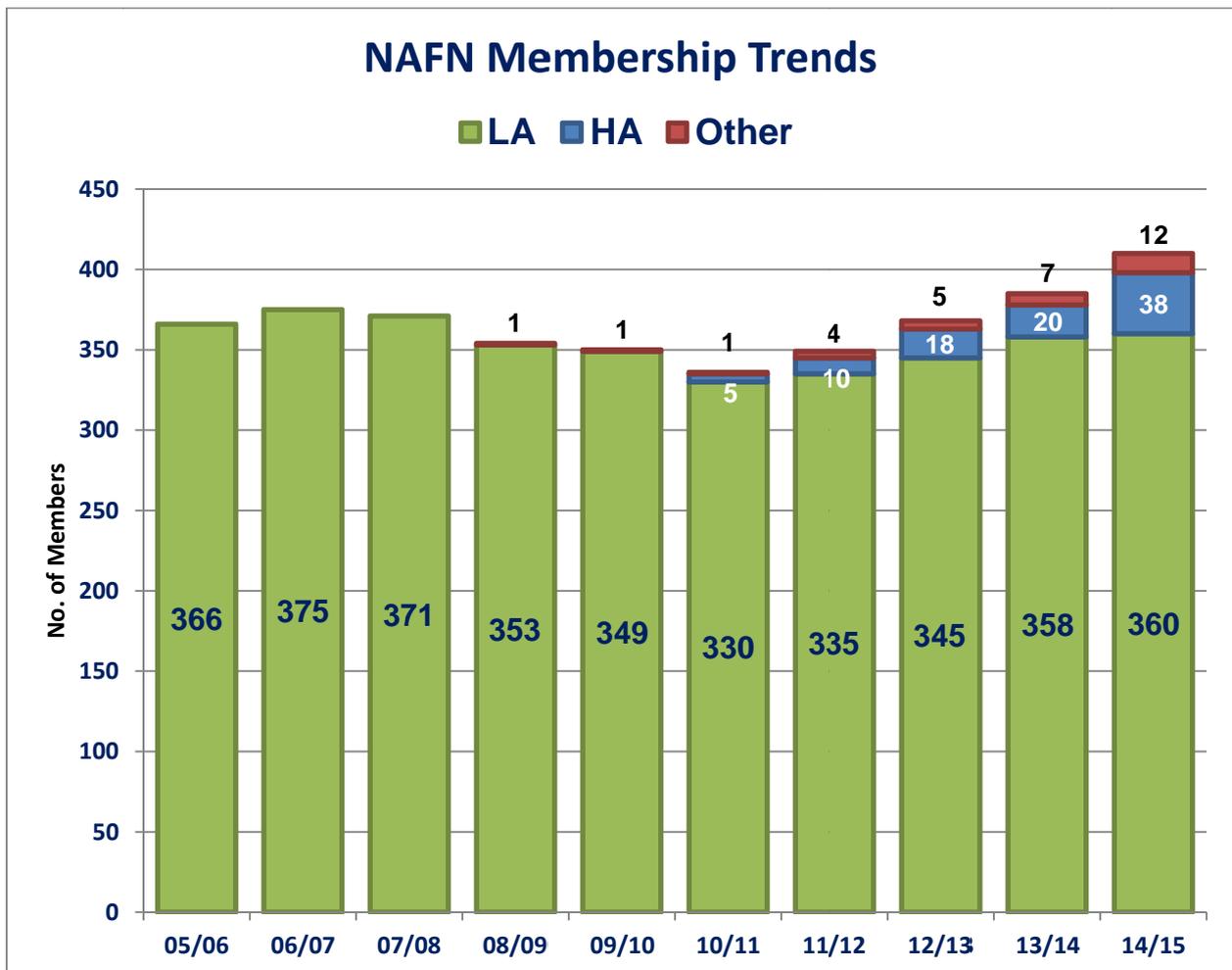
Enquiry Type	2014/15 April - March	2013/14 April - March
Authorised Officer Service	63,522	82,797
General Service	68,393	72,851
DVLA	21,132	34,898
Type 'B' Data	55,241	44,194
RIPA	2,369	1,617
<b>Total Enquiries</b>	<b>209,627</b>	<b>236,357</b>



# APPENDIX B

## Membership

Organisation Type	March 2015	March 2014
Local Authority	360	358
Housing Associations	38	20
Other Organisations	12	7
<b>Total</b>	<b>410</b>	<b>385</b>



## APPENDIX C

### Local Authority Members 2014-15

Aberdeen CC	Aberdeenshire Council	Adur DC
Allerdale DC	Amber Valley BC	Angus Council
Argyll & Bute Council	Arun DC	Ashfield DC
Ashford BC	Aylesbury Vale DC	Babergh DC
Barnsley MBC	Barrow-in-Furness BC	Bath & NE Somerset Council
Bedford BC	Birmingham CC	Blaby DC
Blackburn BC	Blackpool BC	Blaenau Gwent CBC
Bolton MBC	King's Lynn & West Norfolk	Borough of Broxbourne
Borough of Poole	Borough of Wellingborough	Bournemouth BC
Bracknell Forest B.C.	Braintree DC	Breckland DC
Brentwood BC	Bridgend County BC	Brighton & Hove CC
Bristol CC	Broadland DC	Bromsgrove DC
Broxtowe BC	Buckinghamshire CC	Burnley BC
Bury MBC	Caerphilly CBC	Calderdale MBC
Cambridge CC	Cambridgeshire CC	Cannock Chase Council
Cardiff Council	Carlisle CC	Carmarthenshire CC
Central Bedfordshire Council	Ceredigion CC	Charnwood BC
Chelmsford BC	Cherwell DC	Cheshire East Council
Cheshire West & Chester	Chesterfield BC	Chichester DC
Chorley MBC	City & County of Swansea	Bradford MDC
City of Lincoln Council	City of London Corporation	City of Westminster
City of York Council	Clackmannan Council	Colchester BC
Conwy CBC	Copeland BC	Corby BC
Cornwall Council	Cotswold DC	County Durham Council
Coventry CC	Craven DC	Crawley BC
Cyngor Gwynedd Council	Darlington BC	Dartford BC
Daventry DC	Denbighshire CC	Derby CC
Derbyshire CC	Derbyshire Dales DC	Devon CC
Devon CC	Doncaster Metropolitan Council	Dorset CC
Dover DC	Dudley Metropolitan BC	Dumfries & Galloway Council
Dundee CC	East Ayrshire Council	East Cambridgeshire DC
East Devon DC	East Dunbartonshire Council	East Hampshire DC
East Herts DC	East Lindsey DC	East Lothian Council
East Northants Council	East Renfrewshire Council	East Riding of Yorkshire
East Staffs BC	East Sussex CC	Eastbourne BC
Eastleigh BC	Eden DC	Edinburgh CC
Elmbridge BC	Epping Forest DC	Epsom & Ewell BC
Erewash BC	Essex CC	Exeter CC
Falkirk Council	Fareham BC	Fenland DC
Fife Council	Flintshire CC	Forest Heath DC
Forest of Dean DC	Fylde BC	Gateshead Council
Gedling BC	Glasgow CC	Gloucester CC
Gloucestershire CC	Gosport BC	Great Yarmouth DC
Greenwich Council	Guilford BC	Hambleton DC
Harborough DC	Haringey Council	Harrogate BC
Harrow Council	Hart DC	Hartlepool BC
Hastings BC	Havant BC	Herefordshire CC
Hertfordshire CC	Hertsmere BC	High Peak BC

Hinckley and Bosworth BC	Horsham DC	Hyndburn BC
Ipswich BC	Isle of Anglesey CC	Isle of Wight Council
Kent CC	Kettering BC	Kingston upon Hull City
Kirklees MBC	Knowsley MBC	Lancashire CC
Lancaster CC	Leeds CC	Leicester CC
Leicestershire CC	Lewes D C	Lichfield DC
Lincolnshire CC	Liverpool CC	LB of Barking and Dagenham
LB of Barnet	LB of Bexley	LB of Brent
LB of Bromley	LB of Croydon	LB of Ealing
LB of Enfield	LB of Hackney	LB of Hammersmith & Fulham
LB of Havering	LB of Hillingdon	LB of Hounslow
LB of Islington	LB of Lambeth	LB of Lewisham
LB of Merton	LB of Newham	LB of Redbridge
LB of Richmond upon Thames	LB of Sutton	LB of Tower Hamlets
LB of Waltham Forest	Luton BC	Maidstone BC (Partnership)
Malvern Hills DC	Manchester CC	Medway Council
Melton BC	Mendip DC	Merthyr Tydfil CBC
Mid Devon DC	Mid Suffolk DC	Mid Sussex DC
Middlesbrough BC	Midlothian Council	Milton Keynes Council
Mole Valley DC	Monmouthshire CC	Neath Port Talbot County B.C.
New Forest District	Newark and Sherwood D.C.	Newcastle Upon Tyne CC
Newport CBC	Norfolk CC	North Ayrshire Council
North Devon DC	North East Derbyshire DC	North East Lincolnshire Council
North Hertfordshire DC	North Kesteven DC	North Lanarkshire Council
North Lincolnshire Council	North Norfolk DC	North Somerset Council
North Tyneside Council	North Warwickshire BC	North West Leicestershire DC
North Yorkshire CC	Northampton BC	Northamptonshire CC
Northumberland CC	Norwich CC	Nottingham CC
Nottinghamshire CC	Oadby & Wigston BC	Oldham MBC
Orkney Islands Council	Oxford CC	Oxfordshire CC
Pembrokeshire CC	Pendle BC	Plymouth CC
Portsmouth CC	Powys CC	Preston CC
Reading BC	Redcar & Cleveland BC	Redditch BC
Reigate & Banstead BC	Rhondda Cynon Taff CBC	Rochdale M.B.C
Rossendale BC	Rother DC	Rotherham MBC
RB Kensington & Chelsea	RB Kingston Upon Thames	RB Windsor & Maidenhead
Runnymede BC	Rushcliffe BC	Rushmoor B.C.
Rutland CC	Salford MBC	Sandwell MBC
Scarborough BC	Scottish Borders	Sedgemoor DC
Sefton Council	Selby DC	Sevenoaks DC
Sheffield CC	Shepway DC	Shropshire Council
Slough BC	Solihull MBC	Somerset CC
South Ayrshire Council	South Cambridgeshire DC	South Derbyshire DC
South Gloucestershire Council	South Hams DC	South Holland D C
South Kesteven DC	South Lakeland DC	South Lanarkshire Council
South Norfolk DC	South Northamptonshire D.C.	South Oxford DC
South Ribble BC	South Somerset DC	South Staffordshire DC
South Tyneside MBC	Southampton CC	Southend BC
Southwark Council	Spelthorne BC	St. Edmundsbury Council
St. Helens Metropolitan BC	Stafford BC	Staffordshire Moorlands D.C.
Stevenage BC	Stirling Council	Stockport MBC
Stockton-On-Tees BC	Stratford on Avon DC	Stroud DC
Suffolk CC	Sunderland CC	Surrey CC
Swale BC	Swindon BC	Tameside Metropolitan BC



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Tamworth BC	Tandridge D.C.	Taunton Dean BC
Teignbridge DC	Telford & Wrekin Council	Tendring DC
Test Valley BC	Tewkesbury BC	The Highland Council
The Moray Council	Tewkesbury BC	Thurrock BC
Torbay BC	Three Rivers DC	Torridge DC
Torfaen CBC	Torfaen CBC	Torrington DC
Trafford BC	Tunbridge Wells BC	Vale of Glamorgan Council
Vale of White Horse DC	Wakefield DC	Walsall MBC
Wandsworth BC	Warrington BC	Warwick DC
Watford BC	Waverley BC	Wealden DC
Welwyn Hatfield Council	West Berks DC	West Devon BC
West Dunbartonshire Council	West Lancashire DC	West Lothian Council
West Oxfordshire DC	West Sussex CC	Wigan MBC
Wiltshire Council	Wirral Metropolitan BC	Woking BC
Wolverhampton City Council	Worcester CC	Worcestershire CC
Worthing BC	Wrexham CBC	Wychavon DC
Wycombe DC	Wyre Forest DC	

## Associate Members 2014-15

### HOUSING ASSOCIATIONS

A2 Dominion	Accent Housing
Affinity Sutton	Aldwyck Group
Alliance Homes	Amicus Horizon
Arawak Walton	B3 Living
Bolton at Home	Catalyst Housing Limited
Circle 33	Croydon Churches HA
Family Mosaic	Genesis
Greensquare Housing	Grwp Gwalia
Guinness Partnership	Halton Housing Trust
Hyde	Irwell Valley
LQ Group	Merlin Housing
One Housing	Orbit Group
Peabody	Poplar Harca
Rooftop Housing Group	Salix
Sanctuary	Soho Housing
Southern Housing	Stockport Homes
Two Rivers	Vale of Aylesbury Housing
Viridian	Weaver Vale Housing
Worthing Homes	Yarlington

### OTHERS

British Universities
Department of Enterprise, Trade and Investment (Northern Ireland)
Department of Works and Pensions
Northern Ireland Social Security Agency
Federation Against Copyright Theft
Imperial NHS
Land Registry
Lothian NHS
NHS Audit North
Northern Ireland Housing Executive
OFCOM