Cost Benefit and Value Analysis Report

Soft market testing

National Anti-Fraud Network

2022

***The National Anti-Fraud Network (NAFN) is a not-for-profit organisation which operates on a cost recovery model to support its members in the fight against crime and the protection of the public purse. We do this by providing a secure single point of access to a wide range of information from multiple third party providers, passing on the significant cost savings delivered by the collaborative advantage. Both gateway and gatekeeper, NAFN uses robust legal gateways and processes to meet the highest standards of legislative compliance.***

1. **Background**

NAFN (the National Anti-Fraud Network) wish to commission an independent cost benefit and value analysis report to establish the benefits of NAFN membership in quantifiable terms, i.e. every £1 spent returns cost-saving/benefit of £x, and to further demonstrate the value of NAFN membership in business efficiencies and wider organisational impact.

The current economic climate and consequent cost of living crisis are catalysts for fiscal change, particularly within the public sector where budgets are under pressure and spending is carefully scrutinised. In this landscape, budget holders must rationalise costs and demonstrate clear value to the organisation.

A common perception both within NAFN and without, is that the full range of NAFN services is underutilised due to a multitude of factors including:

* Awareness and perception
* Capacity and capability

In order to change perception, increase awareness, drive usage and secure sustainability NAFN must substantiate the cost of membership by demonstrating the financial benefit, the broader value proposition and the wider organisational and public impact.

1. **Scope of the work**

The study will assess the value of the annual NAFN membership fee (currently £1,700) against the benefits and efficiencies received, by analysing the following:

* Efficiencies: everything in one place - single point of access via a secure portal
* Third party data sets/sources (30+): single contract(s) with significant volume efficiencies
* Usage charges: legal compliance and business efficiencies
* Authorised Officer Services: Prevention of Social Housing Fraud Act (PoSHFA), Council Tax Reduction Scheme (CTRS) and National Hunter Service
* SPOC Services: IPA CD SPoC services
* Training: access to a wide range of intelligence training via live annual webinar curriculum and bespoke e-Learning platform
* Community: networking, best practice, opportunities and collaboration
1. **Outcomes**

A **report** of around 20 pages with **graphs** and **infographics** that clearly establishes the value return for every £1 spent in quantifiable terms: Every £1 spent returns a benefit value of £x based on:

* + Cost savings
	+ Business efficiencies
	+ Wider operational value
1. **Timeframe**

The project is scheduled to start in January 2023 and run over four weeks, with completion and delivery of the output in mid-February 2023.

1. **Submissions**

The closing date for response to this brief is Friday 25th November at 12:00pm.

All submissions are gratefully received and will be carefully examined. Supplier interviews will be carried out on Thursday 1 December 2022. If you are unable to attend an interview on that date please indicate this in your proposal, and provide two alternatives – we will do our best to accommodate.

**Please include in Responses to this Soft Market Testing Document:**

Names and details of people working on the project

Project outline providing the approach and methodology

Costs including a breakdown of time and expenses

Timeline

Examples of similar successfully delivered projects

Please see a number of appendices that provide more detailed information regarding the scope and services that would be impacted by this work as follows.

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| --- | --- |
| Appendix 1 | [NAFN Overview](file:///S%3A%5CNAFN%5CNAFN%20Documents%5CNAFN%20Team%20Documents%5CMember%20Guides%20and%20docs%5COverview%5C1.%20NAFN%20Overview%20-%20Introduction.pdf) |
| Appendix 2 | [NAFN Services](file:///S%3A%5CNAFN%5CNAFN%20Documents%5CNAFN%20Team%20Documents%5CMember%20Guides%20and%20docs%5COverview%5C2.%20NAFN%20Overview%20-%20Services.pdf)  |
| Appendix 3 | [NAFN Enquiry types and costs](file:///%5C%5Cnafntstest%5Cshared%20docs%5CNAFN%5CNAFN%20Documents%5CMembership%5CTirene%5CNAFN%20Data%20Enquiry%20Types%20and%20Costs%202022-23.pdf) |
| Appendix 4 | [NAFN Annual Report 2022](file:///S%3A%5CNAFN%5CNAFN%20Documents%5CAGM%20and%20Annual%20Report%5CAnnual%20Report%5C2022%5CNAFN%20Annual%20Report%202022%20%28FINAL%29.pdf) |

**APPENDIX 1**

**NAFN Overview**

The National Anti-Fraud Network (NAFN) was created in 1997 and is currently one of the largest shared services in local government. With almost 96 per cent local authority membership and over 13,000 registered users, the organisation is widely recognised as provider of data and intelligence and is the single point of contact for all local authority acquisition of communications data.

Hosted by Tameside Metropolitan Borough Council in Greater Manchester, NAFN is a not-for-profit organisation and recovers its operating costs from grant funding, membership fees and recharges. Membership of NAFN provides organisations with access to a pool of highly experienced, trained and accredited officers delivering services via a secure website.

The NAFN team comprises a Head of Service, Leadership Team and Service Delivery Team with a current establishment of seventeen. NAFN is governed by an Executive Board of twelve senior officers from local and wider public authorities across the country, elected annually by members to oversee the management of resources and set strategic objectives. An Annual General Meeting takes place in autumn every year alongside a National Conference attended by members from across the United Kingdom.

NAFN specialises in intelligence gathering providing its members with access to over 50 data systems which, collectively, support the prevention and detection of fraud and crime and protection of the public and public purse.

Many of these services are available online at low cost. Each officer is proficient in the regulations, codes of practice and internal policies relating to requests. NAFN officers ensure that member enquiries are legally compliant and processed in accordance with the most up to date information and guidance. The team also provide support and training to its members promoting the use of communications data to support their investigations.

NAFN’s role is ratified through the Investigatory Powers Act 2016 and associated Code of Practice which states that all local authorities must make applications through a SPOC at the National Anti-Fraud Network. The Investigatory Powers Act also provides an opportunity for NAFN to offer its SPOC service to wider public authorities via collaboration agreements.

NAFN represents the local government community and wider public authorities and is a key stakeholder playing a central role in the acquisition of communications data. NAFN is represented on several boards and working groups including:

• Communication Data Strategy Board;

• Professional Oversight Board for communication data training and accreditation;

• Communications Data Operational Group;

• Communications Data and Lawful Interception Strategy Group.

NAFN also initiated, chairs and hosts the National Training and Best Practice Working Group for non-law enforcement wider public authorities including NHS, DWP and OFCOM providing non-law enforcement agencies with the appropriate skills including continued professional development for investigators and up to date briefings on current trends and best practice. This ensures that those involved in the acquisition of communications data are as well supported as their counterparts in police forces across the country. NAFN continues to work closely with stakeholders, partners and business solution providers to expand its range of services meeting the changing needs of those investigating crime and fraud in the public sector.

**Mark Astley**

**Head of NAFN and Intelligence Services**

**APPENDIX 2**

**NAFN Overview – Services**

**It’s all in the detail…**

NAFN core data and intelligence service provides a secure, single point of access to a wide range of information, using robust legal gateways and processes meeting the highest standard of legislative compliance.

**NAFN is the Single Point of Access for:**

**The Investigatory Powers Act 2016** local authorities’ acquisition of communications data.

**National Sanction Information Database (SiD)** for civil, criminal and enforcement proceedings.

**National Register of Taxi Licence Revocations, Refusals and Suspension (NR3S)**

**National Auto Number Plate Recognition Service (NAS)**

**We also provide access to:**

* Authorised Officer Services for the Prevention of Social Housing Fraud Act 2013 (PoSHFA) and Council Tax Reduction Scheme Regulations (CTRS) 2013
* Overnight service for accessing current DVLA Vehicle Keeper
* Right to Buy Intel service to assist in identifying fraudulent applications.
* Instant on-line retrieval for the following credit reference agencies:

|  |  |
| --- | --- |
| **TransUnion (Callcredit)**  | **Equifax**  |
| Exempted Trace | Advanced Searching |
| Exempted Search | Pre-Investigation Report |
| Debtor Tracing | List Residents |
| Employee Check (consent)  | Trace Person |
| Identity Check (consent) | Identify Assurance (consent |

NAFN facilitates collaboration and the sharing of data between organisations and partners with the regular dissemination of alerts and intelligence bulletins.

We are a team of highly skilled, trained and accredited officers who provide advice, knowledge and experience to better support member needs.

**APPENDIX 3**

**NAFN Data Enquiry Types and Costs 2022/23**

This is a list of NAFN services with a brief description, the \*third party charge, \*\*usage charge and indication of the total minimum charge per enquiry. You may click on the links in the directory to go straight to the sections you wish to review.

\*Third Party Charges are charges passed on to members from the service provider. We negotiate with all providers to drive these costs down based on the number of enquiries made by our members each year.

\*\*Usage Charges are charges for the intervention of a NAFN officer. Please also see the table below.

**Data Enquiry Types**

* [Direct Online Credit Reports, TransUnion (ThreeSixty) and Equifax PSG](#_bookmark0)
* [Other Credit Reports (manual submission) Equifax and Experian](#_bookmark1)
* [Bank Account Verification and Validation (sole traders and individuals)](#_bookmark2)
* [Company and Director Reports](#_bookmark3)
* [DVLA and Vehicle Keeper Requests](#_bookmark4)
* [Birth, Death and Marriage/Divorce Registrations](#_bookmark5)
* [Home Office Department Requests (Immigration, Passport](#_bookmark8))
* [Land Registry Requests](#_bookmark6)
* [Internet Business Service Requests (EBay, PayPal, Gumtree](#_bookmark7))
* [Other Agency Requests](#_bookmark9)
* [Witness Statement Requests](#_bookmark10)
* [National Registers and Databases](#_bookmark11)
* [Authorised Officer Services (CTRS and PoSHFA)](#_bookmark12)
* [Consented Data](#_bookmark13) Requests
* [Investigatory Powers Act Communications Data](#_bookmark14) Requests

**Guidance on how to submit individual enquiries can be found on the NAFN website in Help.**

Below is a breakdown of NAFN usage charges. These recharges are made in addition to third parties charges where applicable.

|  |  |  |  |
| --- | --- | --- | --- |
| **Enquiry Type** | **Cost Per****Enquiry** | **Justification** | **Available to** |
| IPA Communication Data | £27.85 | Average 90 minutes per enquiry Up to a maximum of £150 per application | Local Authorities and Wider Public Authorities only |
| Authorised Officer | £5.25 | Average 20 minutes per enquiry | Local Authority and Housing Associations only |
| Consented Data | £2.10 | Average 8 minutes per enquiry |  |
| General Enquiry | £1.40 | Normally routine but variable |  |
| DVLA | £0.75 | Normally routine |  |
| Online Enquiries | £0.00 | No NAFN officer intervention |  |

*Your organisation will be invoiced quarterly for these recharges. If the quarterly total is less than £10.00 the charge will be rolled over to the following quarter.*