



Economic Crime Board of the Police Committee

Date: MONDAY, 21 JANUARY 2019
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Nicholas Bensted-Smith (Chairman)
Simon Duckworth
Douglas Barrow (Ex-Officio Member)
Deputy Keith Bottomley
Andrew Lentin (External Member)
Deputy Robert Merrett
Benjamin Murphy
Deputy Henry Pollard
Deputy James Thomson (Ex-Officio Member)

Enquiries: Alistair MacLellan / alistair.maclellan@cityoflondon.gov.uk

Lunch will be served for Members in the Guildhall Club at 1pm

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To agree the public minutes and summary of the meeting held on 28 November 2018.

For Decision
(Pages 1 - 6)
4. **OUTSTANDING REFERENCES**
Report of the Town Clerk.

For Information
(Pages 7 - 12)
5. **NATIONAL LEAD FORCE PERFORMANCE: FOR THE 8 MONTHS TO 30 NOVEMBER 2018**
Report of the Commissioner of Police.

For Information
(Pages 13 - 28)
6. **BREXIT UPDATE**
The Commissioner of Police to be heard.

For Information
7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
9. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100 (A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 28 November 2018.

For Decision
(Pages 29 - 32)

11. **NON-PUBLIC OUTSTANDING REFERENCES**

Report of the Town Clerk.

For Information
(Pages 33 - 34)

12. **ECONOMIC CRIME ACADEMY UPDATE**

Report of the Commissioner of Police.

For Information
(Pages 35 - 40)

13. **ECONOMIC CRIME DIRECTORATE STAFF NUMBERS AT 30 NOVEMBER 2018**

Report of the Commissioner of Police.

For Information
(Pages 41 - 42)

14. **ECONOMIC CRIME VICTIM CARE UNIT PERFORMANCE TO 31 DECEMBER 2018**

Report of the Commissioner of Police.

For Information
(Pages 43 - 44)

15. **RESTRICTED ACTIVITY**

The Commissioner of Police to be heard.

For Information

16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE BOARD AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE Wednesday, 28 November 2018

Minutes of the meeting of the Economic Crime Board of the Police Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Wednesday, 28 November 2018 at 1.45 pm

Present

Members:

Nicholas Bensted-Smith (Chairman)
Deputy Keith Bottomley
Deputy Robert Merrett
Benjamin Murphy

Officers:

Simon Latham	- Town Clerk's Department
Oliver Bolton	- Town Clerk's Department
Alistair MacLellan	- Town Clerk's Department
Karen Baxter	- Commander, City of London Police
Peter O'Doherty	- City of London Police
Neil Taylor	- City of London Police

1. APOLOGIES

Apologies were received from Deputy Dog Barrow, Simon Duckworth, Andrew Lentin, Deputy Henry Pollard and Deputy James Thomson.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED, that the public minutes and non-public summary of the meeting held on 6 July 2018 be approved as a correct record.

The Chairman welcomed Commander Karen Baxter to her first meeting of the Economic Crime Board. Commander Baxter was heard regarding her background and her plans for the Economic Crime Directorate (ECD), on conclusion of which the following points were made.

- A Member commented that, in his view, the pursuit of perpetrators of economic crime was an area for development. The Commander agreed but noted that with over 800k reports of economic crime the ECD needed to ensure its intelligence-led approach to pursuing perpetrators was suitably robust.

- A Member queried whether ECD could review the potential to secure private sector funding from developing tech industries. The Commander agreed, noting that it would be possible for ECD to tap into work that private sector firms were already undertaking.
- A Member noted that the pace of technological change was so fast that it was necessary to ensure there was a triangulation between regulatory bodies, trading standards and the Police to ensure an effective response to economic crime.

4. **OUTSTANDING REFERENCES**

Members considered a report of the Town Clerk regarding outstanding references from previous meetings and the following points were made.

1 – Fraudulent Cryptocurrencies

- In response to an update from the Commissioner noting that advice regarding fraudulent cryptocurrencies had been uploaded on to the City of London Police website, the Chairman requested that this reference be retained for the foreseeable future so that it could be periodically reviewed by the Board (**Reference 1/2017/P**).

2 – Cyber Training

- The Commissioner noted that a training session had been scheduled for 15 December 2018 but had been cancelled on the advice of the Town Clerk (**Reference 2/2017/P**).

3 – Economic Crime Victim Care Unit (ECVU)

- The Chairman noted that this was now a standing agenda item and so this reference could be closed.

The Chairman noted that the following references were on the agenda at that meeting and could therefore be closed.

- 4 – Quarter Date Staff Estimates
- 5 – Demand, outcome and trends report
- 6 – Glossary of Terms
- 7 – Surveys
- 8 – Explanation of recruitment challenges

RESOLVED, that the report be received.

5. **NATIONAL LEAD FORCE PERFORMANCE: FOR THE 6 MONTHS TO 30 SEPTEMBER 2018**

Members considered a report of the Commissioner regarding National Lead Force Performance for the six months to 30 September 2018 and the following points were made.

Pursue

- The Commissioner noted the 15% increase of reported crimes to Action Fraud compared to the previous year and added that this was a positive development as each reported crime added to a more complete intelligence picture. The Force was currently supporting 11,000 victims, undertaking 559 investigations, and monitoring 54 organised crime groups.
- In response to a question from a Member regarding public engagement, the Commissioner replied that work needed to be undertaken to create a clear narrative that economic crime was as much a policing issue as was anti-social behaviour. Moreover, the scale of economic crime was massive – for example, banks often absorbed credit card fraud on behalf of their customers but did not report this as the impact of economic crime.
- A Member referenced a recent report by Which? that noted the scale of economic crime and queried whether the Economic Crime Board had a role in highlighting the issue with central Government. In response, the Commander noted that fraud was a relatively complex and dry subject which meant the narrative around economic crime needed to change. The ECD would be publishing economic crime statistics quarterly and annually and was reaching out to partners such as Police and Crime Commissioners.
- In response to a further question on the role of the Board in shaping that narrative, the Commander noted that this was a discussion item for a future meeting (**Reference 3/2018/P**).
- In response to an observation from a Member that Action Fraud was not as user-friendly as it could be, the Commissioner noted that the new Action Fraud system had gone live six weeks previously with a refreshed dashboard and a function that prompted regular updates for the person or organisation that had reported a crime.
- In response to a comment from a Member, the Commissioner agreed to schedule a session on Action Fraud customer experience (**Reference 4/2018/P**).

Protect

- The Commissioner noted that social media engagement was high and that the Force was undertaking work to ensure security-by-design – for

example the Force had a placement with Microsoft to engineer out any reported software security flaws.

- The Commissioner reported that the CyberGriffin programme involved monthly security briefings for industry, and that a recent survey had demonstrated that 25% of businesses engaged changed their approach to cybersecurity as a result of the programme.

Prepare

- The Commissioner noted that 507 delegates to the Economic Crime Academy (ECA) had a 99% satisfaction rate. The Force was currently recruiting to five posts to the ECA as this was intrinsic to the ECDs overall capability.
- In response to a question from a Member, the Commissioner noted that the Force did employ a number of training partners and agreed to check whether these included City & Guilds (**Reference 5/2018/P**).

Victim Service

- The Commissioner noted that the Force would continue to survey economic crime victims going forward to inform the Force's approach to victim service.
- In response to a question regarding return on investment, the Commissioner noted that the Force had a number of tools to ensure asset recovery, and that assessments could be made regarding the future value of harm prevented by the disruption of criminal activity.
- The Commissioner noted that resourcing was a challenge given the national shortage of trained detectives. A new recruitment process had been implemented which had seen 17 new detectives put in post, with a further 7 in January 2019. There would be a total of 24 detectives in ECD from April 2019. This would be the first time that ECD had achieved full complement.
- The Commissioner noted that there was no Full Time Equivalent (FTE) staff in the Economic Crime Victim Unit (ECVU) due to the fact that only short-term funding had been available to date. There was now a guaranteed funding stream up until 2020. A small number of agency staff provided any required capacity.
- In response to a question from a Member regarding some departments being over-establishment, the Commissioner noted this was where work cover was required.

RESOLVED, that the report be received.

6. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
There were no questions.

7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.
8. **EXCLUSION OF THE PUBLIC**
RESOLVED, that under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.
9. **NON-PUBLIC MINUTES**
RESOLVED, that the non-public minutes of the meeting held on 6 July 2018 be approved as a correct record.
10. **NON-PUBLIC OUTSTANDING REFERENCES**
Members considered a report of the Town Clerk regarding non-public outstanding references from previous meetings.
11. **ECD STAFF NUMBERS AS AT 30 SEPTEMBER 2018**
Members considered a report of the Commissioner regarding Economic Crime Directorate (ECD) Staff Numbers as at 30 September 2018.
12. **ECONOMIC CRIME ACADEMY UPDATE**
Members considered an update report of the Commissioner regarding the Economic Crime Academy.
13. **ECONOMIC CRIME VICTIM CARE UNIT (ECVCU) UPDATE- AS AT 30 SEPTEMBER 2018**
Members considered an update report of the Commissioner regarding the Economic Crime Victim Care Unit (ECVU) as at 30 September 2018.
14. **RESTRICTED ACTIVITY UPDATE**
Members considered an update report of the Commissioner regarding Restricted Activity.
15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD**
There were no questions.
16. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE BOARD AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other business.

The meeting ended at 3.07 pm

Chairman

Contact Officer: Alistair MacLellan / alistair.maclellan@cityoflondon.gov.uk

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ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES

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Reference Number	Date	Action	Responsible Officer	Progress Update
1/2017/P	6 July 2017	Fraudulent Cryptocurrencies. The Chairman noted the recommendation at the last meeting from the Port Health and Environmental Services Committee that City of London Police address the issue of fraudulent cryptocurrencies on its website. The Head of Economic Crime confirmed that he would action this.	Peter O'Doherty	<p>November 2018: In response to an update from the Commissioner noting that advice regarding fraudulent cryptocurrencies had been uploaded on to the City of London Police website, the Chairman requested that this reference be retained for the foreseeable future so that it could be periodically reviewed by the Board.</p> <p>Link is now on the Action Fraud website.</p> <p>January 2019: Teresa La Thangue has been contacted regarding this link.</p>
2/2017/P	27 July 2017	Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Peter O'Doherty	<p>October 2017: The Detective Chief Superintendent suggested that it might be beneficial to invite a representative of the Economic Crime Academy to the following meeting in order to present and discuss feasible cyber training provision for Members.</p> <p>February 2018: The</p>

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ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES

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Reference Number	Date	Action	Responsible Officer	Progress Update
2/2017/P cont.	27 July 2017	<p>Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.</p>	Peter O'Doherty	<p>T/Commander of Economic Crime explained that Mike Beck was hoping to attend the Economic Crime Board but was unable to attend this meeting. He explained that it would be possible to provide a basic level training session for Members lasting around 2-4 hours.</p> <p>April 2018 The Commissioner explained that a draft proposal for a 2-hour cyber training session for up to 40 members had been drawn up and was tabled at the meeting. It was agreed that City of London Police would feed back with some proposed dates, and a schedule that could be run for Members of the Police Committee.</p> <p>June 2018 The Town Clerk and ECA representative agreed to carry out a 1hr session for Members of the Police Committee around one of the upcoming meetings. Pending approval of the Chairman, this is proposed to take place before or after the September/December meeting</p>

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ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES

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Reference Number	Date	Action	Responsible Officer	Progress Update
2/2017/P cont.	27 July 2017	Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Peter O'Doherty	<p>of the Police Committee.</p> <p>July 2018: The T/Commander of Economic Crime explained that they are presenting Cyber Griffin and could adapt this to create a session for all Members over the next 4-5 weeks if desired. Members agreed. It was agreed that this could be arranged for the morning of 20 September 2018 and made available to all Police Committee Members.</p> <p>November 2018. Training was booked for December 2018, however Town Clerk's Department then advised that this was no longer required. Head of ECD ECA has now re-engaged since the pre-meeting 9/11/18.</p> <p>January 2019. Members were invited to Cyber Griffin in December 2018.</p>
3/2018/P	28 November 2018	Agenda Item - Shaping national narrative around economic crime. Discussion of Economic Crime Board's role in shaping narrative around cybercrime to be an agenda item at a future meeting.	Karen Baxter	January 2019. Meetings are taking place to coordinate with media a strategy and key messaging.

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ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES

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Reference Number	Date	Action	Responsible Officer	Progress Update
4/2018/P	28 November 2018	Agenda Item – Action Fraud Customer Experience. Economic Crime Board to discuss customer experience and user-friendliness of Action Fraud.	Karen Baxter	January 2019. The Director of Action Fraud has been in contact with the Head of the NFIB to allocate this task. A date will be arranged.
5/2018/P	28 November 2018	Force Training Partners. Members to be updated on whether Force training partners include City & Guilds.	Karen Baxter (Kathy Hearn)	<p>January 2019. ECA courses are accredited through the Counter Fraud Professional Board: Portsmouth University – who are specialists in Fraud Academia.</p> <p>Accredited Counter Fraud Specialist Accredited Counter Fraud & Corruption Specialist (international) Accredited Counter Fraud Technician Accredited Counter Fraud Manager</p> <p>We are looking to accredit the CPIA (advanced disclosure) course through Skills for Justice (development of course and funding through Lloyds)</p> <p>We are also looking to accredit some new cyber courses with</p>

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ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES

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Reference Number	Date	Action	Responsible Officer	Progress Update
				<p>GCHQ (also development and funding through Lloyds)</p> <p>We are working with University of Portsmouth on a new bribery course which they will accredit.</p> <p>We are in the early stages of working with Coventry University to jointly work on a MSc course.</p>

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Committee(s): Economic Crime Board	Date(s): 21 January 2019
Subject: National Lead Force Performance: For the 8 months to 30 November 2018	Public
Report of: Commissioner of Police	For Information
Report author: DCS Peter O'Doherty	

Summary

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force (NLF) for Fraud for the eight months to 30 November 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).

Pursue

- For the eight months end of 2018/19 Action Fraud crime reports to the NFIB totalled **226,416**, a **16%** 30,430 increase in the number of crimes reported to Action Fraud compared with the PY.
- The NFIB has reviewed **63,655** crimes for the eight months to 30 November 2018, averaging 7,950 per month, a decrease of **19%** (15,332) on the PY (78,987).
- At the end of November 2018, City of London Police ECD are currently managing **584** live investigations of which **82** are distinct to fraud teams/NLF.
- ECD has currently identified **12** active OCGs.

Protect

- The average Overall satisfaction with products and alerts issued by the NFIB is **94%** (**238/253**). Highest levels of satisfaction are registered in relation to how alerts are “informative” and “clear”.
- **39** new materials have been created using gov-approved messaging with **14** public-facing alerts disseminated - The overall reach of gov-approved
- messaging via policing was **over 32 million**¹ with campaigns including: *Action Fraud's Fight Festive Fraud, Cyber Aware, Take Five, Charity Fraud Awareness Week, DCMS Secure by Design, NCSC #TwoYearsOn, #OneReset, GCA DMARC, NCSC Black Friday campaign, NCSC Cyber First Girls.*

¹ This is shown as a significant improvement from last quarter, however last quarter was not fully counted.

- National and international media coverage in relation to supporting NLF and City of London Police priorities

Prepare

- **Up to 30 November 2018, 69** courses delivered by the Economic Crime Academy (ECA) attended by **686** delegates, amounting to **2,622** training days delivered.
- **99%** delegate satisfaction with the attended courses.

Victim Service

- For the 8 months to 30 November 2018, 7,745 victims completed the online Action Fraud reporting satisfaction survey. 88% of those surveyed had a positive or neutral experience of the process.

Recommendation(s)

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 six months to 30 September 2018. Where data is available this performance has been compared against the same period for the previous year.

The report is across 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

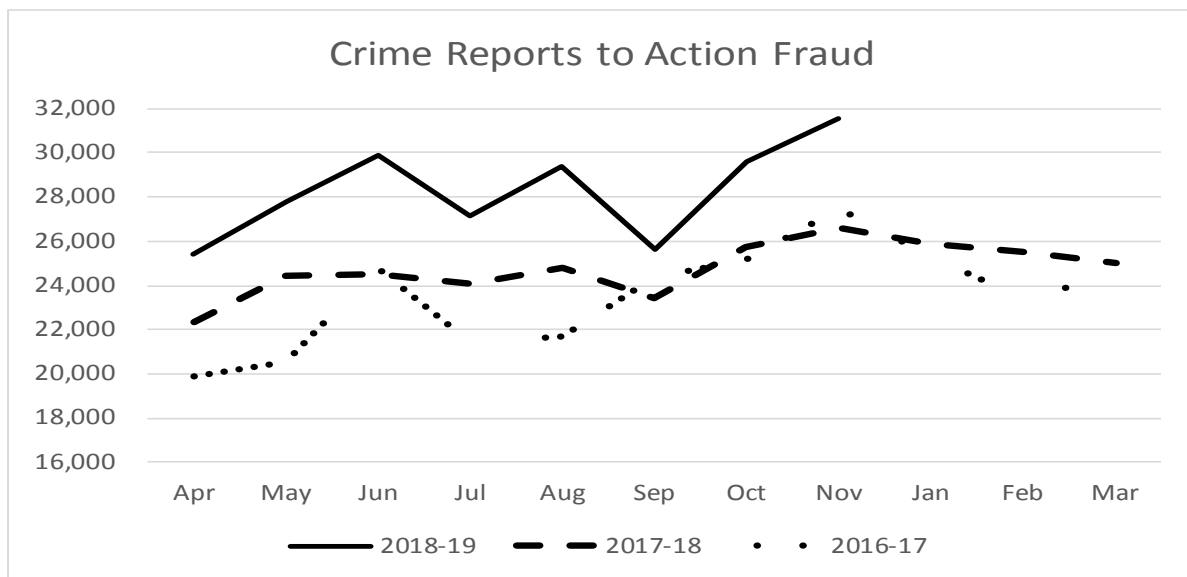
2.1 National Reporting - Crimes reported to Action Fraud

- Crime reports to Action Fraud have continued to rise throughout 2018/19. The month of November reflected a 19% rise (5,007) when compared to November 2017. YTD there has been a notable increase of 16% (**30,430**) in crimes reported to Action Fraud.
- The New Action Fraud system went live to the public on Saturday 6th October 2018.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	YTD
2018/19 Crime Reports	25,397	27,761	29,899	27,139	29,400	25,640	29,599	31,581	226,416
2017/18 Crime Reports	22,362	24,446	24,543	24,100	24,780	23,443	25,738	26,574	195,986
% Increase (Decrease)	14%	14%	22%	13%	19%	9%	15%	19%	16%

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

Below table indicates the monthly volumes with prior year month comparatives.



*June and August 2018 were high reporting months, August was particular driven by a large volume of other advance fee frauds being reported nationally.

**Appendix A - indicates the volume by fraud type reported to Action Fraud, over 6 months to 30 September 2018.

National Dissemination Table:

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	YTD
2018/19 Crime Reports	4,810	4,915	4,849	4,628	6,115	3,398	7,289	4,461	40,465
2017/18 Crime Reports	3,790	5,418	4,977	4,327	4,305	4,710	4,860	4,616	37,003
% Increase (Decrease)	27%	-9%	-3%	7%	42%	-28%	50%	-3%	9%

- For the 8 months to 30 September 2018, there has been a 9% rise in the number of NFIB disseminations to forces with over the same time period last year.

- The new action Fraud system went live within the NFIB on Monday 15th October 2018. The increase in October is due to legacy cases from the old system being disseminated to forces.

Demand (Disseminations sent to CoLP from NFIB):

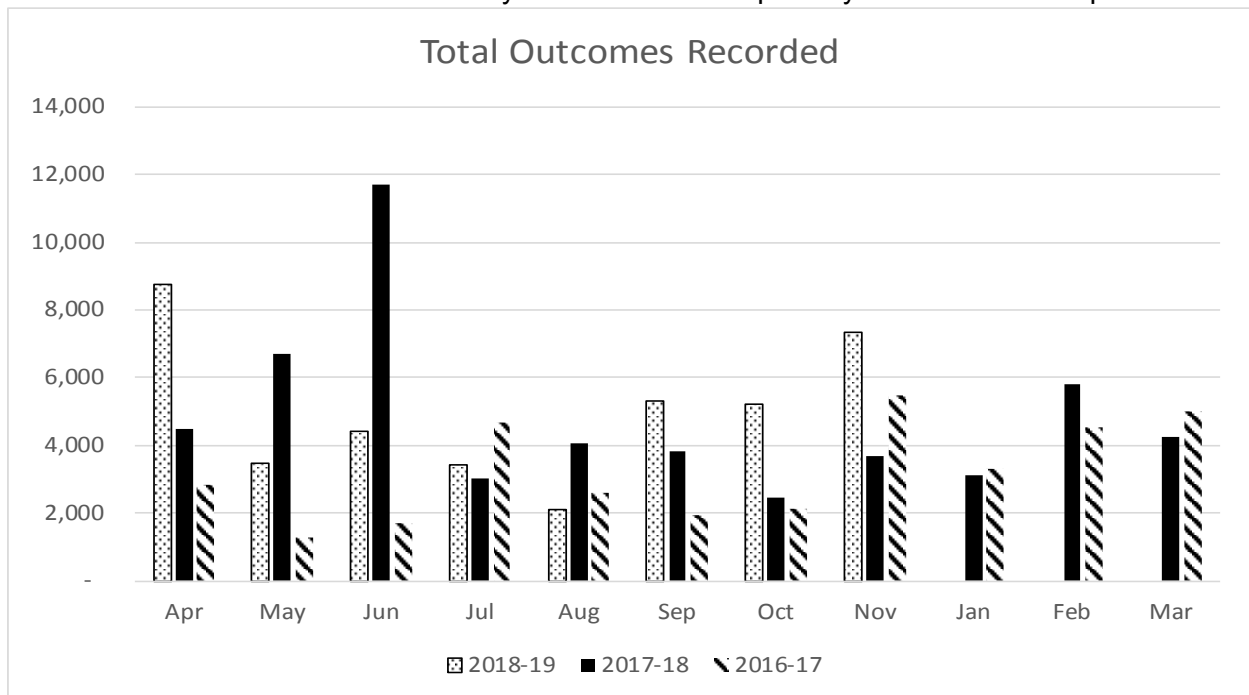
Disseminations	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Total
City of London	4	7	26	66	47	36	3	3	192
NLF	0	0	0	0	1	1	1	0	3
DCPCU	1	0	0	1	173	1	0	0	176
IFED	1	12	8	18	8	0	0	0	47
PIPCU	0	1	0	0	0	0	0	0	1
Total	6	20	34	85	229	38	4	3	419

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

Total Outcomes Reported	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Total
Judicial	1,451	470	1,095	339	293	735	1,029	1,005	6,417
NFA	7,283	3,025	3,325	3,083	1,828	4,584	4,204	6,348	33,680
Total	8,734	3,495	4,420	3,422	2,121	5,319	5,233	7,353	40,097

- NFIB are now receiving an average 5,000 outcomes per month, nationally back from forces for the 8 months to 30 November 2018.

Below table indicates the monthly volumes with prior year month comparatives.



*June 2017 was a high return month due to MPS returning 6,202 outcomes. 12% were judicial.

- Outcomes from CoLP

Outcomes	Force	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Total
Judicial	City of London	160					2	54		216
	DCPCU	2		3			2	7	177	191
	IFED	49					27	1		77
	National Lead Force		1			1				2
Judicial Total		211	1	3		1	31	62	177	486
NFA	City of London		20	5	43	2	19	15		104
	DCPCU	1		3			3		1	8
	IFED	77					5	16		98
NFA Total		78	20	8	43	2	27	31	1	210
Total		289	21	11	43	3	58	93	178	696

Summary

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	8 Months to 30 Nov 2018
Crime reports to Action Fraud	234,201	280,706	294,984	5% ▲	226,416
Disseminations	72,654	68,606	55,671	19% ▼	40,465
Judicial outcomes	9,873	8,105	9,476	17% ▲	6,417
Non-judicial outcomes	26,346	28,146	49,968	78% ▲	33,680
Total outcomes	36,219	36,251	59,444	64% ▲	40,097
Outcome %	15%	13%	20%	7% ▲	18%

*Appendix 1 – Shows for November 2018; reports to AF

2.2 National Disruptions - NFIB

- There were **521** website suspension requests and 786 email suspension requests made to the first 8 months to 30 November 2018, compared to 554 and 499 respectively for the prior year period.
- The NFIB has made a decision to cease some elements of data sharing to ensure we (CoLP) are compliant with the GDPR changes.
- The impact in the short term will be a reduction in management information data, but we ensure ethical disruption continues 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.

2.3.1 Organised Crime Group Disruptions

- At the time of reporting, the ECD has currently identified **12** active OCGs. As of November, a further 106 were deemed inactive. All are currently mapped, across fraud, counterfeit goods or ML offences.

2.4 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.
- In total, as of 30th November, there are 82, NLF/ City based fraud investigations and an additional 504 being conducted by CoLP funded units, this totals as follows (**IFED 332, PIPCU 55, DCPCU 117**)

NLF OPERATIONS UPDATE

- CoLP through its NLF Fraud Investigation Teams is currently managing in excess of 11,000 victims
- NLF and Fraud teams are now working to a set of new key operational principles focussed on effective and efficient investigations, a key ambition is to expedite investigations and progress cases to outcome within a 2 year period.

PROTECT

3.1 Quality and reach of NFIB 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.

		8 months to 30 November
Percentage of <u>all</u> respondents that were satisfied with the alerts		94% (238/253)
Percentage of respondents agreeing that the alerts were:	Informative	90% (228/253)
	Relevant	87% (222/253)
	Timely	79% (203/253)
	Clear	89% (228/253)
	Actionable	76% (193/253)

To increase the reach of alerts City of London Police uses additional platforms, such as the Neighbourhood Alerts Service which currently has **560,000** contactable users, which then reach in turn approximately 3 million individuals.

3.2 Social Media

Action Fraud has continued to deliver and increase its digital reach during 2018/19, 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:

- **49,811** Twitter followers which reached in excess of 1 million people (1,307,244)
- **50,481** Face Book followers which reached 822,797 people

	April	May	June	Q1	July	August	September	Q2	October	November
Number of unique web site visitors	294,096	295,920	301,635	891,651	314,708	265,553	290,793	871,054	267,155	221,775
Number of website impressions	898,625	889,778	922,896	2,711,299	1,169,867	1,025,362	1,091,693	3,286,922	778,543	545,446
Number of Facebook impressions	1,097,813	676,403	698,464	2,472,680	1,416,527	1,009,342	931,156	3,357,025	958,740	822,797
Number of Twitter impressions	1,171,903	985,010	1,164,593	3,321,506	1,295,485	1,347,600	1,042,400	3,685,485	957,414	1,307,244
Website page visits from Facebook	8,739	7,725	6,609	23,073	24,143	9,465	12,953	46,561	9,879	7,737
Website page visits from Twitter	3,020	2,336	2,260	7,616	6,394	2,923	2,377	11,694	1,814	1,652
Cumulative number of Twitter followers	45,112	45,574	46,115	136,801	46,669	47,352	48,101	142,122	48,507	49,811
Cumulative number of Facebook followers	44,805	15,246	45,838	105,889	46,856	47,534	48,300	142,690	49,107	50,481
Action Fraud Twitter engagements	20,212	16,950	15,454	52,616	25,708	16,421	14,416	56,545	19,326	16,151

3.2.1 Media stories

Action Fraud's Christmas fraud campaign

- The Daily Mail, The Telegraph, The Sun, Yorkshire Evening Post (available on request published, Money Saving Expert, Your Money, Mirror and the Daily Mirror (available on request coverage of Action Fraud's Christmas fraud campaign which focuses on online shopping fraud.

Reductions in Fraud Investigators

- DCS Pete O'Doherty was quoted in an article by The Times about reductions in fraud investigators to balance police budgets.

IFED – Commercial Property Fraud

- One of IFED's biggest cases of commercial property fraud, which involved an organised crime group who stole £1m from insurers over a four year period, was covered by Sky News, the Telegraph, Insurance Times, Insurance Post, Lincolnshire Live, LBC and Law 360.
- A Fraud Squad case involving a trio of fraudsters who ran a boiler room in the City and convinced victims to invest in worthless diamonds was covered by the Evening Standard, Daily Mail, Financial Planning Today and Law360.

3.3 Protect Campaigns and Events

Coordinating a national response

- NFIB Cyber PROTECT team have conducted a number of activities with the aim of reducing the impact of cybercrime over the quarter. This has included supporting and coordinating the ROCUs by producing new materials and supporting national campaigns;
 - **39** new materials have been created using gov-approved messaging with **14** public-facing alerts disseminated.
 - The overall reach of gov-approved messaging via policing was **over 32 million²** with campaigns including: *Action Fraud's Fight Festive Fraud, Cyber Aware, Take Five, Charity Fraud Awareness Week, DCMS Secure by Design, NCSC #TwoYearsOn, #OneReset, GCA DMARC, NCSC Black Friday campaign, NCSC Cyber First Girls*
- NFIB Cyber PROTECT are establishing procedures to deliver PROTECT information directly to victims who have reported to Action Fraud.
- Over the quarter we have also taken part in **6** engagements with public and industry, including being on the international podcast CyberWire's Hacking Humans and speaking on BBC's SeeHear programme for the Deaf community.

Working in partnership

NFIB Cyber PROTECT continue to work collaboratively with other organisations to support the aims and objectives of the National Cyber Security Strategy.

- Cyber PROTECT maintain a direct link to the NCSC which puts us in the ideal position to act as a first point of contact for those that wish to raise their awareness of cyber threats and improve their defences.
 - We continue to coordinate the PROTECT response when data become available on a national level responding to data breaches such as Dixon, Reddit and Marriot.
 - We continue to distribute alerts to trusted partners and the general public about the latest intelligence relating to fraud and cyber crime. We've sent multiple phishing related alerts to our VisaV audience and on Twitter between October to December 2018.

This included alerts about a surge in sales-related phishing before Black Friday & Cyber Monday and a rise in delivery company phishing emails before Christmas.

² This is shown as a significant improvement from last quarter, however last quarter was not fully counted.

Enhancing the threat picture

- NFIB Cyber PROTECT continue to lead on producing the latest intelligence for law enforcement and supporting the development of front-line cyber policing.
 - The intelligence team have produced two intelligence / analytical product over the quarter and provided analytical support to the NCA, HMRC and NCSC.
 - NFIB Cyber PROTECT also produced the cyber profiles / dashboards as part of the NFIB collective fraud and cyber profiles.
<https://www.actionfraud.police.uk/data>
 - NFIB Cyber PROTECT now also provide a 'NFIB Threats and Trends' update quarterly to national partners at the Multi-Agency Campaign Group.
- NCO will engaged with the APPG (All Political Party Group) MP and Aides at a drop in session at Parliament on December 3rd regarding financial crime prevention.
 - Advice will be given on Fraud and Economic Crime along with answering any questions MPs have. It's anticipated that this input will be directly beneficial to MP's and also indirectly to their constituents.

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 – to 30 November 2018

	PYTD	2018/19 YTD	% Change
Total courses	46	69	50% ▲
Total course delegates	621	686	10% ▲
Total delegate days delivered	2,104	2,622	25% ▲
Delegate satisfaction	99%	99%	0%

ECA Police Transformation Fund Grant

- The bid for a grant from the Home Office's Police Transformation Fund (PTF) was successful. The grant, which runs from April 2018 until March 2020, was not confirmed until mid-financial year. The ECA element of the grant is to invest in the fraud capability of all Home Office forces to investigate serious and complex fraud through training. This will be achieved over the two years by training 504 investigators in the Specialist Fraud Investigation (SFI) Programme and 120 fraud managers in the Accredited Counter Fraud Managers (ACFM) Programme.

- Due to the late confirmation of the funding most previously ‘open’ courses run from April 2018 have been converted to be run as PTF courses. Forces have been informed about the funding and advised as to their allocation of places over the two year period.
- To the end of November there have been eight SFI courses converted to PTF with a total of 87 delegates attending from Home Office forces. There are two more open courses to be converted to PTF and four further courses to be dedicated to PTF delegates to the end of 2018/19. The training schedule is on track to exceed the 98 delegates target set by the funding for this financial year.
- To the end of November there have been three ACFM courses converted to PTF with a total of 25 delegates attending from Home Office forces. There are three more courses which will be dedicated to PTF delegates to the end of 2018/19. The training schedule is on track to meet or exceed the 60 delegate target set by the funding.
- PTF courses to date have been run solely using current ECA staffing which is not sustainable for the uplift in courses in 2019/20.
- As the weight of courses will run next financial year extra trainers and back office staff are required to facilitate the courses and authorisation to recruit has been granted. The main risk to non-delivery is the inability to recruit trainers on a secondment or fixed term basis in time to deliver the uplift in training. The cost of the additional members of staff is fully covered by the grant.

4.2 National force engagement

Banking Protocol update

	Month of Nov-18	8 months to 30 Nov-18
Amount Prevented	4,480,558	24,729,167
Arrests	20	164
Emergency Calls made	595	3,722

- Banking Protocol was 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
- 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

- Cyber-dependent inspection is taking place in spring 2019, Action Fraud and NFIB will be inspected as part of this however the force cyber-crime assets will not be.

5 PREVENT

5.1 Pilot - Mini Police

- Sessions and content have been tested with various year groups at a school outside of London. Feedback has been positive and supported the development of content, to ensure it is both topic and age appropriate.
- COLP will be re-engaging with Sir John Cass's Primary School to run more sessions this year.
- The National VPC is currently conducting a large scale evaluation with academic researchers on Mini Police programmes across the country. The findings of this are expected to be published in the spring and will inform how COLPs programme is rolled out on a wider basis.

VICTIM SERVICE

6.1 Action Fraud reporting satisfaction

- For the 8 months to 30 November 2018, 7,745 victims completed the online Action Fraud reporting satisfaction survey. 88% of those surveyed had a positive or neutral experience of the process.
- For the same period last year, 6,397 victims have been surveyed. 90%, had a positive or neutral experience of the process.

6.2 Action Fraud Complaints

	April	May	June	Q1	July	August	September	Q2	Oct	Nov	YTD	PYTD
Number of new complaints received by PSD	3	1	0	4	0	0	0	0	0	0	4	114
Type of complaint - Lack of investigation	3	0	0	3	0	0	0	0	0	0	3	77
Type of complaint - Lack of update	0	0	0	0	0	0	0	0	0	0	0	24
Type of complaint - Service complaint	0	0	0	0	0	0	0	0	0	0	0	7
Type of complaint - Other	0	1	0	1	0	0	0	0	0	0	1	6
Number of correspondence letters received (including MP letters)	17	11	21	49	23	20	19	62	17	15	143	114

- Recorded complaints have invoked 'service recovery' using the Action Fraud Complaints policy, so PSD now only consider complaints for recording under Schedule 3 PRA 2002 once this process can be evidenced.
- This also gives us a more informed basis for making a decision to record or not.
- As a result we are informally resolving – service recovering, and non-recording more complaints that reach PSD.

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.

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 over a period of time.
- Expenses of a unit are measured against the potential value of criminal gains prevented, i.e. Asset recovery, bank cards seized, website disruption and arrest activity by units within ECD.

	Q1 2018/19	Q2 2018/19	Oct & Nov 2018
Return on Investment	£63.71	£12.82	£36.19

- ROI for the 2 months to 30 November returned £36.19, this was driven by DCPCU, in identifying a banking insider, linked to high value accounts and also recovering tens of thousands of compromised credit card numbers from the dark web.
- ROI in Q1 was boosted by industry approved pre-release movie piracy interception from PIPCU.
- During 2018/19, the ROI has dropped, but it still represents a positive return for the money invested within the directorate (including funded units).

6.5 Resourcing - @ 12th December 2018

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	18	-1 officer - 2 staff
IFED	46	- 3 officers -0.14 staff
PIPCU	20	- 0 officers - 1 staff
FIU	34.77	- 4.1 officers -1 staff

Fraud Teams	58	- 3.8 officers + 1.8 staff
ECA	13	- 2 officers - 2 staff
NFIB/AF	85.1	-1.2 officers + 6.28 staff

Sickness

- In November 2018 across ECD there were 47 instances of absence from work (Current and ongoing).
- Excluding the 8 instances of Medical certificated, the remained averaged 2.7 working days lost.

6. APPENDICES

- Appendix A - indicates the volume by fraud type reported to Action Fraud, for month of 30 November 2018.

Peter O'Doherty
Detective Chief Superintendent
Head of Economic Crime Directorate
City of London Police

NOT PROTECTIVELY MARKED**Crime Reports to Action Fraud for November 2018**

Fraud Type	Nov-18
NFIB3A_Online_Shopping_And_Auctions	5,799
NFIB90_Other_Fraud	5,719
NFIB1H_Other_Advanced_Fee_Frauds	4,570
NFIB5A_Cheque_Plastic_Card_And_Online_Bank_Accounts	2,889
NFIB3E_Computer_Software_Service_Fraud	2,262
NFIB3D_Other_Consumer_Non_Investment_Fraud	1,854
NFIB52C_Hacking_Social_Media_And_Email	811
NFIB2E_Other_Financial_Investment	681
NFIB50A_Computer_Viruses_Malware_Spyware	683
NFIB5B_Application_Fraud	667
NFIB52E_Hacking_Extortion	619
NFIB5D_Mandate_Fraud	578
NFIB3F_Ticket_Fraud	527
NFIB1D_Dating_Scam	514
NFIB3C_Door_To_Door_Sales_And_Bogus_Tradesmen	425
NFIB3G_Retail_Fraud	388
NFIB1G_Rental_Fraud	378
NFIB2A_Share_Sales_Boiler_Room_Fraud	290
NFIB3B_Consumer_Phone_Fraud	283
NFIB1J_Lender_Loan_Fraud	256
NFIB52B_Hacking_Personal	252
NFIB19_Abuse_Of_Position_Of_Trust	240
NFIB1A_419_Advance_Fee_Fraud	188
NFIB1E_Fraud_Recovery	146
NFIB2B_Pyramid_Or_Ponzi_Schemes	121
NFIB8A_Corporate_Employee_Fraud	106
NFIB1B_Lottery_Scams	98
NFIB1C_Counterfeit_Cashiers_Cheques	65
NFIB7_Telecom_Industry_Fraud	63
NFIB4A_Charity_Fraud	53
NFIB6B_Insurance_Broker_Fraud	48
NFIB52A_Hacking_Server	42
NFIB17_Other_Regulatory_Fraud	36
NFIB1F_Inheritance_Fraud	26
NFIB16C_Pension_Liberation_Fraud	26
NFIB18_Fraud_By_Failing_To_Disclose_Information	25
NFIB52D_Computer_Hacking_PBX_Dial_Through	25
NFIB5E_Dishonestly_Retaining_A_Wrongful_Credit	23
NFIB8B_Corporate_Procurement_Fraud	16
NFIB51A_Denial_Of_Service_Attack	15
NFIB10_False_Accounting	12
NFIB16B_Pension_Fraud_Committed_On_Pensioners	12
NFIB6A_Insurance_Related_Fraud	9
NFIB20A_DVLA_Driver_License_Application_Fraud	7
NFIB2D_Time_Shares_And_Holiday_Club_Fraud	7
NFIB9_Business_Trading_Fraud	7
NFIB15_HMRC_Fraud	6
NFIB51B_Denial_Of_Service_Attack_Extortion	4
NFIB5C_Mortgage_Related_Fraud	5
NFIB11_Bankruptcy_And_Insolvency	2
NFIB12_Passport_Application_Fraud	2
NFIB13_DWP_Fraud	2
NFIB14_Fraudulent_Applications_For_Government_Grants	1
NFIB2C_Prime_Bank_Guarantees	1
NFIB4B_Fraudulent_Application_For_Charity_Grants	1
NFIB50_Computer_Misuse_Crime	1
Grand Total	31,886

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