



Economic Crime Committee of the Police Authority Board

Date: FRIDAY, 5 JULY 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
Alderman Emma Edhem
Andrew Lentin
Deputy James Thomson (Ex-Officio Member)
Vacancy – Co-Opted Member
Vacancy – Co-Opted Member

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

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

N.B. part of this meeting may be subject to audio-visual recording.

**John Barradell
Town Clerk and Chief Executive**

Part 1 - Public Agenda

1. **APOLOGIES**

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

3. **TERMS OF REFERENCE**

To receive the terms of reference appointing the Committee for the ensuing year, as agreed at the meeting of the Police Authority Board on 16 May 2019.

For Information
(Pages 1 - 2)

4. **APPOINTMENT OF CO-OPTED MEMBER(S)**

The Chairman to be heard.

For Decision

5. **MINUTES**

To agree the public minutes and non-public summary of the meeting held on 5 April 2019.

For Decision
(Pages 3 - 8)

6. **PUBLIC REFERENCES**

Joint report of the Town Clerk and Commissioner.

For Information
(Pages 9 - 16)

7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

9. **EXCLUSION OF THE PUBLIC**

MOTION – that 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 they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

For Decision

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 5 April 2019.

For Decision
(Pages 17 - 20)

11. **NON-PUBLIC REFERENCES**
Joint report of the Town Clerk and Commissioner.
For Information
(Pages 21 - 24)
12. **PRESENTATION - ACTION FRAUD CUSTOMER EXPERIENCE**
The Commander of Economic Crime to be heard.
For Information
13. **ECONOMIC CRIME COMMITTEE OF THE POLICE AUTHORITY BOARD INTERIM BRIEFING**
Report of the Commander, Economic Crime.
For Information
(Pages 25 - 26)
14. **ECONOMIC CRIME ACADEMY UPDATE: 2 MONTHS TO 31 MAY 2019**
Report of the Commissioner.
For Information
(Pages 27 - 32)
15. **ECONOMIC CRIME DIRECTORATE PERFORMANCE REPORT APRIL-MAY 2019**
Report of the Commissioner.
For Information
(Pages 33 - 54)
16. **ECONOMIC CRIME VICTIM CARE UNIT PERFORMANCE TO 24 MAY 2019**
Report of the Commissioner.
For Information
(Pages 55 - 58)
17. **ECONOMIC CRIME DIRECTORATE STAFF NUMBERS AT 1 JUNE 2019**
Report of the Commissioner.
For Information
(Pages 59 - 60)
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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Economic Crime Committee

Composition

- The Chairman and Deputy Chairman of the Police Authority Board (ex-officio).
- Up to five Members of the Police Authority Board appointed by the Police Authority Board.
- Up to two co-opted Members to be appointed by the Economic Crime Committee.

Terms of Reference

To be responsible for:

- a. Overseeing the force's national responsibilities for economic crime and fraud having regard to the strategic policing requirement in this area;*
- b. monitoring government, and other external agencies' policies and actions relating to economic crime; and,*
- c. Making recommendations to the Police Authority Board in matters relating to economic crime.*

Membership 2019/20

Nick Bensted-Smith (Chairman)
Simon Duckworth OBE DL
Deputy Keith Bottomley
Alderman Emma Edhem
Andrew Lentin
Doug Barrow (Ex-Officio)
Deputy James Thomson (Ex-Officio)
Vacancy – Co-Opted Member
Vacancy – Co-Opted Member

Frequency of Meetings

Quarterly

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ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE **Friday, 5 April 2019**

Minutes of the meeting of the Economic Crime Board of the Police Committee held
at Committee Rooms, 2nd Floor, West Wing, Guildhall on Friday, 5 April 2019 at
11.00 am

Present

Members:

Nicholas Bensted-Smith (Chairman)
Simon Duckworth
Deputy Keith Bottomley
Andrew Lentin (External Member)
Deputy Robert Merrett
Deputy Henry Pollard

City of London Police Authority:

Simon Latham	- Deputy Chief Executive
Oliver Bolton	- Deputy Head of Police Authority Team
Alistair MacLellan	- Town Clerk's Department
Dr Lucy Fraser	- Town Clerk's Department

City of London Police Force:

Karen Baxter	- Commander (Economic Crime)
Pete O'Doherty	- Detective Chief Superintendent
Perry Stokes	- A/Detective Chief Superintendent

1. APOLOGIES

Apologies were received from Doug Barrow, Ben Murphy 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 minute and non-public summary of the meeting held on 21 January 2019 be approved as a correct record.

4. OUTSTANDING REFERENCES

Members considered a joint report of the Town Clerk and the Commissioner regarding outstanding references and the following points were made.

1/2017/P – Fraudulent Cryptocurrencies / City of London Police Website

- The Town Clerk noted that Action Fraud could be better sign-posted on the City of London Police website.

2/2017/P – Cyber Training for Members

- The Town Clerk noted that Member briefing sessions had been convened for 15 May, 29 May, 19 June and 1 July.

4/2018/P – Action Fraud and Customer Experience

- The Commander (Economic Crime) noted that Members would receive a presentation at their next meeting.

6/2019/P – National Lead Force Performance / Webchat Numbers

- The Commander (Economic Crime) noted that IBM had provided a roadmap towards resolution of the issue causing a drop in webchat numbers (obscure chat icon on screen) but that resolution of this issue had a lower priority than other areas for resolution on the new website. The reference would therefore remain live.

7/2019/P – National Lead Force Performance / Reporting and Monitoring Model

- The Commander (Economic Crime) noted that the Force had worked hard for the past six-nine months to raise the profile of fraud, and that a refresh of the reporting and monitoring model formed part of that effort. A refreshed reporting and monitoring model would improve any bids for funding.

8/2019/P – National Lead Force Performance / Communications

- The Commander (Economic Crime) noted that the Force's communications approach employed a variety of channels including Facebook and LinkedIn.

13/2019/P – Brexit / Engagement with short-term office space providers

- The Commander (Economic Crime) noted that she was comfortable with the preparations undertaken by the Economic Crime Directorate to date in response to Brexit.

RESOLVED, that the report be received.

5. NATIONAL LEAD FORCE PERFORMANCE FOR THE 11 MONTHS TO 28 FEB 2019

Members considered a report of the Commissioner regarding National Lead Force Performance for the 11 months to 28 February 2019 and the following points were made.

Pursue

- In response to a question, the Commander (Economic Crime) noted that a judicial outcome was a term that applied to a variety of types of outcome including the issuing of a summons or a ticket, or a case where the Crown Prosecution Service decided not to pursue the case further.
- In response to a question, the Commander (Economic Crime) noted that the trend of rising crime was not unique to fraud, which is why it was important for fraud to be recognised as a critical area within the criminal justice landscape. In achieving that recognition, it was imperative for the Force to develop a focused, intelligence-led response.
- The Commander (Economic Crime) noted that it was a positive step for the Force to be included in relevant Home Office decision-making Boards.
- The Chairman noted that the October 2018 spike in crime reports recorded in the National Dissemination Table was a legacy issue due to old data being disseminated to local Forces.
- In response to a question, the Commander (Economic Crime) noted that the breakdown between dissemination and crime reporting was complicated by the fact that outcomes were often reported in a different year to when the crime was first reported. This meant it was important to develop an approach that would allow quicker dissemination. This would be supported by Home Office funding to link Force IT systems with local Forces across the UK.
- In response to a question, the Commander (Economic Crime) noted that new data would be available from June 2019, but that Members should be mindful of the accompanying cultural shift in how this data was reported and disseminated.
- In response to a request, the Commander (Economic Crime) agreed to liaise with Andrew Lentin outside of the meeting regarding early drafts of tiered data, and for the new data to feature as an agenda item at the next meeting **(14/2019/P)**.
- In response to a comment, the Commander (Economic Crime) noted that the reduction in disseminations from 2016 onwards despite rising crime was reflective of demand outstripping capacity, but nevertheless outcomes remained positive. The Town Clerk noted that outcomes did include the decision to take no further action on a case.

Prepare

- Members agreed that customer surveys should be refreshed now that the Force had adopted a new performance framework **(15/2019/P)**.

- In response to a question, the Commander (Economic Crime) replied that three types of Specials were utilised by the Economic Crime Directorate – City professionals, cyber experts, and Economic Crime Academy experts. The Commander noted that City professionals were difficult to secure for long-term investigations as they commonly took months and years to conclude. Members commented that the use of Specials could be reviewed to ensure they were utilised to best effect (16/2019/P).

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 100(A) 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 Act.

9. NON-PUBLIC MINUTES

RESOLVED, that the non-public minutes of the meeting held on 21 January 2019 be approved as a correct record.

10. NON-PUBLIC OUTSTANDING REFERENCES

Members considered a joint report of the Commissioner and the Town Clerk regarding non-public outstanding references.

11. ECONOMIC CRIME ACADEMY UPDATE

Members considered an update report of the Commissioner regarding the Economic Crime Academy.

12. ECONOMIC CRIME VICTIM CARE UNIT PERFORMANCE TO FEBRUARY 2019

Members considered a report of the Commissioner regarding Economic Crime Victim Care Unit Performance to February 2019.

13. ECONOMIC CRIME DIRECTORATE STAFF NUMBERS AT 28 FEBRUARY 2019

Members considered a report of the Commissioner regarding Economic Crime Directorate Staff Numbers as at 28 February 2019.

14. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE BOARD

There were no non-public questions.

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

There were three items of other business.

15.1 Performance Framework 2019/20

Members considered a report of the Commissioner regarding the Performance Framework 2019/20.

The meeting ended at 12.30 pm

Chairman

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

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ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
1/2017/P	6 July 2017	<p>Fraudulent Cryptocurrencies.</p> <p>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.</p>	Commissioner	<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: To be closed prior to April 2019</p> <p>The national guidance that Action Fraud provides is that all force websites sign-post to Action Fraud for information on fraud to ensure a consistent approach and to encourage reporting to AF by fraud victims. If you look briefly at websites from Cambs, and Suffolk you will see they point to AF and do not detail any information on fraud.</p> <p>https://www.suffolk.police.uk/advice/personal-safety/fraud</p> <p>https://www.cambs.police.uk/A-to-Z?letter=F&services=&location=&keyword=</p> <p>No further update</p>

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
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.	Commissioner	<p>April 2019: Dates set for 15 May, 29 May, 19 June and 1 July.</p> <p>Cyber training is now being given to members.</p> <p>Request to close</p>
3/2018/P	28 November 2018	<p>Agenda Item - Shaping national narrative around economic crime.</p> <p>Discussion of Economic Crime Board's role in shaping narrative around cybercrime to be an agenda item at a future meeting.</p>	Commander Economic Crime	<p>To inform the discussion within the ECB meeting, Teresa La Thangue will circulate a narrative on shaping national narrative around economic crime.</p>

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

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.	Commander Economic Crime	A presentation to be given at July 2019 meeting Claire Walton to present for 20 mins
6/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be briefed on why a drop in the number(s) of webchat had been recorded.	Commander Economic Crime	Closed

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
7/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be updated on identified best practice of reporting and monitoring model.	Commander Economic Crime	ECB has been presented a new reporting model for the meeting in July 2019. A new Fraud Hub has also recently been launched as a platform to share and promulgate examples of best practice nationally. This platform already has 161 members and 11 forces represented nationally.
8/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be updated on development of a more targeted communications approach with stakeholders.	COLP Head of Communications	Closed

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
9/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Force to consider approaching Bloomberg and reviewing social media opportunities including a LinkedIn page.	COLP Head of Communications	Closed
10/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Commissioner to consult Authority's Head of Corporate Strategy regarding presentation of Resourcing section to Members.	Commissioner	<p>This action related to the ECB offering assistance from the Corporations Strategy department, in particular the "HR headcount" section within the historic ECB report.</p> <p>A new report has now been presented to the ECB, through consultation with Home Office and representatives from the ECB.</p>

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
11/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Commissioner to provide breakdown of types of ‘Other’ fraud.	Commissioner	Closed
12/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be provided with oversight of seasonal variations of fraud.	Commissioner	Closed
13/2019/P	21 January 2019	Agenda Item 6 - Brexit. Force to review engagement with short-term office space providers.	Commander Economic Crime	Closed

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
14/2019/P	5 April 2019	Agenda Item 5 – National Lead Force Performance. Commander (Economic Crime) to liaise with Andrew Lentin re tiered data in preparation for reporting to next meeting.	Commander Economic Crime	ECD has engaged with stakeholders (Home Office and also Oliver Bolton from the Authority) to ensure that the data is presented in line with the expectations around demonstrating Economic Crime performance against the 7 Key Performance Questions across the national landscape.
15/2019/P	5 April 2019	Agenda Item 5 – National Lead Force Performance. Victim Surveys to be refreshed once new performance framework is adopted.	Commander Economic Crime	Under the Transform program this has been tasked to Robert Ellis, Head of the Force Analysis and Performance, who will be working with ECD going forward post the performance framework adoption to implement the Victim Survey across the whole force.

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD – PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
16/2019/P	5 April 2019	Agenda Item 5 – National Lead Force Performance. Use of Specials in Economic Crime cases to be reviewed in light of difficulty in securing skilled individuals for long-term investigations	Commander Economic Crime	ECVCU are to use specials in contacting victims in order to increase capacity to help victims of Economic crime to cope and recover. This will help offset the funding gap. MLIU currently use a special, to analyse bank accounts used in money laundering. IFED have utilised specials in an investigative capacity (PSIs)

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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