

**ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON
POLICE AUTHORITY BOARD
Thursday, 9 November 2023**

Minutes of the meeting of the Economic and Cyber Crime Committee of the City of London Police Authority Board held at the Aldermens' Court - Mezzanine West Wing, Guildhall on Thursday, 9 November 2023 at 10.00 am

Present

Members:

Deputy James Thomson (Chair)
Alderman Professor Emma Edhem
Dawn Wright
Graham Packham
James Tumbridge
Sir Craig Mackey
Andrew Lentin
Nicholas Bensted-Smith
Michael Landau
Jason Groves
Deputy Madush Gupta
Naresh Hari Sonpar

Officers:

Oliver Bolton	- City of London Police
Hayley Williams	- Chief of Staff, City of London Police
Richard Riley	- City of London Police
Jayne Moore	- Town Clerk's Department
Josef Shadwell	- City of London Police
Peter O'Doherty	- City of London Police
Elly Savill	- Innovation & Growth
Lucy Cumming	- City of London Police
Chris Bell	- City of London Police

1. APOLOGIES

There were no apologies.
Tijs Broeke observed the meeting remotely.

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

There were no declarations.

3. MINUTES

RESOLVED, That the minutes of the meeting of 08 September 2023 be approved as an accurate record of the proceedings.

4. **OUTSTANDING ACTIONS**

The Committee received the report of the Clerk, and noted that dates for Cyber Griffin sessions were expected to be arranged in the new year.

5. **Q2 NATIONAL LEAD FORCE PERFORMANCE**

The Committee received the report of the Commissioner, noting in particular the five outcomes.

The following questions were asked:

1. Social media companies are required to confirm receipt of CoLP notifications, but what do they do upon receipt of those notifications, and what is CoLP plan for making the most of recent legislation?
2. Will benchmarks be more ambitious in the future?
3. Will the 2023 training course provision match that of 2022?
4. On disrupting fraudsters, what are the implications of not all forces having the Atlas capability?
5. Will the new system incorporate measurement of its impact?
6. What measures will be taken to ensure that staff are properly trained on the new system?
7. Are there greater opportunities to recover assets?
8. Is the CoLP charging enough for the Economic Crime Academy courses, given the capital investment being made?

On question 1, Members noted that the Online Safety Act 2023 set out penalties imposed by Ofcom for social media entities that did not comply with crime disruption notifications, and that CoLP was expected to be part of the solution in monitoring cases resulting in disruption of OCGs. The meeting heard that ambassadorial or influencer roles were being considered to raise the profile of the work being done by CoLP (as well as Police Officers and staff), alongside Home Office initiatives around fraud and cyber crime prevention including TV campaigns and TV drama storylines as part of a broader communications strategy. Members commented on the importance of rolling out a communications strategy in a timely manner, commenting also on the opportunities available to the CoLP following recent legislation (the Online Safety Act 2023 and the Economic Crime and Corporate Transparency Act 2023), and heard that (among the responses to that legislation) disruption initiatives would be shared with relevant platforms and that data relating to online crime would be captured and shared more systematically to encompass enhanced asset recovery capabilities. Powers conferred upon the CoLP by that legislation is being mapped across the force, including data-sharing with appropriate entities including private-sector entities – a more wide-ranging update on that is expected to be delivered to the Committee at a later date.

On question 2, Members noted that some metrics still needed to be improved, noting in particular worsening abandoned call figures and the need to further disrupt organised crime groups (OCGs). Members also noted rising satisfaction levels, and heard that metrics were being carefully considered on an ongoing basis including call handling times and question sets (including the use of data

to determine questions), as well as working with relevant charities to optimise victim interactions and further enhance future satisfaction outcomes.

On question 3, targets were expected to be reached by the end of 2023.

On question 4, the meeting heard that most forces had Atlas capability and that forces without that capability were being encouraged to train staff on it. The latest date by which all forces are expected to be on the platform is April 2024, and the data extraction mechanism is expected to be automated beyond that date.

On question 5, the meeting heard that legacy KPIs were going to be tracked alongside new measures.

On question 6, Members heard that staff were being encouraged to continue their employment where appropriate, and that training would be written and monitored by the CoLP (though the staff would be employed by Capita).

On question 7, the meeting noted that asset recovery teams at CoLP were boosting capability alongside nationwide initiatives, recruitment is currently under way for an asset recovery support unit to assist operational officers with seizures being invested back into recovery schemes wherever possible. A Member commented that there were frequently difficulties in gaining speedy access to the proceeds of crimes before those proceeds were moved away from the UK, and asked whether the CoLP was taking that into consideration. The meeting heard that it was now easier to engage in civil seizure and recovery, and that recent legislative changes had made it easier to seize illegally acquired cryptocurrency, noting the significant complexities around cryptocurrency acquisition.

On question 8, the charges are constantly under review, the intention being partly to invest in developing new courses.

Members noted that a new contact centre was expected to be launched in 2024, and that staff numbers were being managed to ensure that the new contact centre would meet its performance targets. Members commented that budgetary constraints needed to be weighed against anticipated performance levels to ensure value for money.

A Member commented that the graph labelled 'average speed of answer' might be better described as 'call waiting time', and that the 'Safeguarding Escalations' graph was difficult to interpret.

The Committee noted that issues with one of the suppliers for the new reporting system would be discussed in the non-public part of the meeting given the sensitivities of the details of the financial matters to be scrutinised.

A Member commented that 'disruptions' encompassed a wide range of interventions and suggested that the term 'dismantle' should be included for greater clarification.

The Committee thanked the CoLP for their dedication and work in the overall improvement in performance.

6. NATIONAL LEAD FORCE AND CYBER UPDATE

The Committee noted that there was merit in seeking external advice particularly in the light of a potential change of government, noting also the benefits of investing in capability within the force.

The Committee noted the report of the Commissioner on key activities delivered as part of the National Lead Force Plan including:

- Economic Crime Briefing 2023 on 19 October 2023 bringing together police forces from across the country to discuss how fraud and cyber-crime can be tackled on a local, regional and national level;
- Some good cross border work from the operational units;
- One of the biggest and most complex Fraud Operations convictions ever achieved; and
- Effective communications campaigns.

7. Q2 CYBER GRIFFIN PERFORMANCE UPDATE

The Committee noted the report of the Commissioner, setting out Cyber Griffin's performance in Q2, noting also that performance forecasting for Q3 suggests the programme will remain on course for a record-setting year.

On cyber-crime capability assessments , a Member asked whether timescales could be more precise – further information was circulated soon after the meeting.

A Member commented that R&D and technology costs should be taken into account over and above costs such as staffing and premises, commenting also that charges should take into account forward development. The meeting heard that Cyber Griffin delivered on national products developed by national cyber security entities as part of a national offer – various funding models were being carefully considered to ensure timely roll-out and delivery taking into account the reach of the initiative, and funding stability.

8. INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES

Report of the Executive Director of Innovation & Growth, noting that the core objective of Innovation & Growth (IG) is to strengthen the UK's competitiveness as the world's leading global hub for financial and professional services (FPS).

The Committee recommended a further Cyber Innovation Challenge event and asked for clarification on the planning timetable. The meeting heard that plans were expected to get under way by the end of 2023 ahead of the next event, noting that an update on plans would be provided to the CoL Police Authority Board during 2023.

Members noted the tech failings of the Challenge event, noting that steps would be taken to ensure these would not happen again.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.
10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.
11. **EXCLUSION OF THE PUBLIC**
RESOLVED, That under section 100(A) of the Local Government Act 1972, the public be excluded from the remainder of the meeting on the grounds that the remaining items involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972.
12. **NON-PUBLIC MINUTES**
RESOLVED, That the non-public minutes of the meeting of 08 September 2023 are an accurate record of the proceedings.
13. **STRATEGIC COMMUNICATIONS AND ENGAGEMENT PLAN FOR ECONOMIC AND CYBER CRIME**
The Committee noted the report of the Commissioner outlining upcoming events and opportunities over the next 12 months to land key messages supporting the work of the City of London Police as national policing lead for economic and cyber crime.
14. **NATIONAL POLICING STRATEGY FOR FRAUD, ECONOMIC AND CYBER CRIME**
The Committee received the report of the Commissioner setting out the National Policing Strategy for Fraud, Economic and Cyber Crime 2023-2028.
15. **USA AND WEST AFRICA VISITS**
The Committee received the report of the Commissioner on recent visits undertaken by Officers from the City of London Police National Lead Force for Economic Crime to the United States of America and West Africa, whose purpose was to promote and cultivate relationships to drive operational activity and to share good practice in the investigation of Economic and Cyber Crime.
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

The meeting ended at 12.10 pm

Chairman

Contact Officer: Jayne Moore
Jayne.Moore@cityoflondon.gov.uk