



Economic Crime Board of the Police Committee

Date: FRIDAY, 22 JULY 2016
Time: 12.00 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Simon Duckworth (Chairman) Helen Marshall
Deputy Douglas Barrow (Ex-Officio Member) Deputy Henry Pollard (Ex-Officio Member)
Nicholas Bensted-Smith Tom Sleigh
Lucy Frew

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Lunch will be served in Guildhall Club at 1PM
NB: Part of this meeting could be the subject of audio or video recording

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 minutes and summary of the meeting held on 5 February 2016.

For Decision
(Pages 1 - 4)
4. **INVESTIGATORY POWERS BILL**
Report of the Remembrancer.

For Information
(Pages 5 - 10)
5. **NATIONAL LEAD FORCE Q4 PERFORMANCE**
Report of the Commissioner of Police.

For Information
(Pages 11 - 24)
6. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
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 on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

9. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 5 February 2016.

For Decision
(Pages 25 - 26)
10. **OPERATION BROADWAY - BEYOND MARCH 2016 AND BEYOND THE CITY OF LONDON**
Director of Markets & Consumer Protection

For Decision

(Pages 27 - 32)

11. **ECONOMIC CRIME ACADEMY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 33 - 52)

12. **RESTRICTED ACTIVITY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 53 - 60)

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

14. **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 BOARD OF THE POLICE COMMITTEE **Friday, 5 February 2016**

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 February 2016 at 11.30am

Present

Members:

Simon Duckworth (Chairman)
Nicholas Bensted-Smith
Lucy Frew
Helen Marshall

Officers:

Commander Chris Greany	- Commander (Economic Crime), City of London Police
Nicholas Court	- Economic Crime Directorate, City of London Police
Gregory Moore	- Town Clerk's Department
Alex Orme	- Town Clerk's Department
Amanda Thompson	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Deputy Doug Barrow, Mark Boleat, Deputy Richard Regan, Deputy Henry Pollard and Tom Sleigh.

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

There were none.

3. MINUTES

The public minutes of the meeting held on 9 November 2015 were approved.

4. NATIONAL LEAD FORCE: Q3 PERFORMANCE REPORT

The Board received a report of the Commissioner of Police summarising the quantitative and qualitative performance of the City of London Police as the National Lead Force for Fraud in the period of Quarter 3 (Q3) 2015/16.

The Board considered the presentation of statistics within the report and debated potential alterations and additional information which would assist Members in scrutinising performance more accurately.

With regard to disseminations and Force reported outcomes, the Chairman observed that the current format only allowed for comparison between the current quarter and the same quarter of the previous year; it would be helpful to provide a chart or table showing the cumulative statistics and percentile performance across several quarters, thereby allowing for the identification of trends and a more rounded analysis of performance across time. Providing

greater clarity around source figures would also be important; for instance, the dissemination figures at sections 2.1 and 2.5 should make clear that they were from different sources and were therefore not directly comparable.

Members discussed the investigative and prosecution timeframe, noting that cases took on average around two and a half years to conclude, and asked if anything could be done to increase the speed of the process.

The Commander advised that only the investigative part of the timetable was within the control of the police, noting that once cases were referred to the Crown Prosecution Service (CPS), who required substantial time to prepare cases involving complex frauds, the timetable was out of the Force's control. Following the CPS' preparation, the third stage of the process was for the Courts to consider the case which, again, could take a lengthy period given the complexities involved. The Commander added that the City Police tended to deal with more complex and detailed fraud investigations which subsequently meant that the three stages of the process took longer than with more straightforward crimes. He therefore concluded that the most effective method by which to increase the speed at which cases were dealt with would be to deliver effective fraud prevention work, thereby decreasing the volume of such crimes and consequently freeing up resource to focus more effectively on a fewer number of cases.

A Member noted that the Force had received 5213 disseminations for the period, but with only 2% of outcomes being non-judicial, compared to a national average of 18%. The Commander advised that the reason the City Police received this number of disseminations is because the NFIB (Action Fraud) determined that these reports should be investigated by the City Police either because the locus of the relevant enquiries was in the City or because the case appeared to fit with the Lead Force's role. As to the reason why the percentage of non-judicial outcomes was so comparatively low, this was because this sort of outcome tends to consist of disruptive activity; the City Police generally dealt with larger-scale and more complex fraud cases as the National Lead Force and therefore primarily sought to achieve a judicial outcome. As a result, there was less "disruptive" or non-judicial activity.

It was subsequently asked if it would be possible or appropriate to provide a breakdown of cases in progress according to whether they were still the subject of police investigation, or if they had been referred to the CPS or Court service. This would enable the Force to evidence that it was processing its own investigations expeditiously and make clear that it was not in control of the overall timeframe. Similarly, it was asked if the judicial outcome section could be broken down to clarify what percentage led to prosecutions and what proportion resulted in acquittals. Following some debate as to the practicalities involved, the Commander undertook to explore the most appropriate way in which such information could be provided in an appendix to the report, where practical.

It was noted that there had been a drop of 16% in Action Fraud reports over the last quarter. The decrease was associated solely with reports made via the call

centre and it was believed that this was due the centre's operating company going in to administration. The new operator was now in place and operating an interim solution at 100% capacity, prior to designated funding from the Home Office for a permanent solution coming on stream in April.

In discussing various Key Performance Indicators (KPIs), it was observed that the wording of KPI 2.2 was such that the measure was reliant on the Organised Crime Co-ordination Centre's mapping process. The Commander advised that this was not always fully appropriate for the work of the Economic Crime Directorate, as individuals with a significant economic crime profile – such as an individual perpetrating a multi-million pound Ponzi scheme – would not necessarily be captured within this KPI. It was urged that the Commander revisit this KPI accordingly.

The Chairman took the opportunity to advise the Board that discussions were underway regarding the possibility of inviting Police and Crime Commissioners to an event in the Autumn highlighting the work of the Force's economic crime section.

RESOLVED: That the report be received and its content noted.

5. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

6. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

7. 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.

8. NON-PUBLIC MINUTES

The non-public minutes of the meeting held on 9 November 2015 were approved.

9. ECONOMIC CRIME ACADEMY

The Board received a report of the Commissioner of Police which provided an update on the Economic Crime Academy.

10. RESTRICTED ACTIVITY UPDATE

The Board received a report of the Commissioner summarising notable activity being delivered by City of London Police in its capacity as National Lead Force.

11. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

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

There were no urgent items.

The meeting ended at 12.45 pm

Chairman

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Committee(s):	Date(s):
Economic Crime Board of the Police Committee	
Subject: Investigatory Powers Bill	Public
Report of: Remembrancer	For Information
<p style="text-align: center;">Summary</p> <p>This Report summaries the Bill's main points of interest to your Committee, including:-</p> <ul style="list-style-type: none"> • Intercept communications • Acquire and retain data • Interfere with communications equipment • Generalised, 'bulk', data interceptions <p>Recommendation</p> <p>To note the Report.</p>	

Main Report

Background

1. The Investigatory Powers Bill is the latest in a line of proposals stretching back to at least 2000 that permit the security services and the police to intercept communications and access their content. An attempt in 2012 to enact similar provisions foundered due to the weight of critical technical and political opinion.
2. The present Bill follows high-profile inquiries by David Anderson QC, Parliament's Intelligence and Security Committee (ISC) - members of which have access to highly classified material - and the Independent Surveillance Review carried out by the Royal United Services Institute.
3. The Bill, which has completed its progressing through the House of Commons, proposes wide-ranging powers for the security services and police to gather and retain data, acquire communications information such as webpages visited and gather bulk data based on themes such as flight booking and health records.
4. Introducing the Bill in the Commons, the Home Secretary said "The Bill will provide world-leading legislation setting out in detail

the powers available to the police and the security and intelligence services to gather and access communications and communications data. It will provide unparalleled openness and transparency about our investigatory powers, create the strongest safeguards, and establish a rigorous oversight regime". She sought to reassure MPs that "Where the police or the security and intelligence agencies wish to interfere with a computer or a smartphone to obtain vital evidence and intelligence, a warrant under the Bill will be required" and added that "the Bill also responds to the recommendations of the Intelligence and Security Committee and places a statutory bar on the making of requests, in the absence of a warrant, to other countries to intercept the communications of a person in the UK. There can be no suggestion that the security and intelligence agencies could use their international relationships to avoid the safeguards in the Bill". In an exchange with David Davis (Con) it was explained that, at present, warrants to access electronic communications are granted "about 2,500 times a year, or about 10 times in each working day".

5. Shadow Home Secretary Andy Burnham indicated his party's general agreement to the Bill's aims - "The Bill is commonly seen through the prism of terrorism, but, as the Home Secretary said, it is about much more. The parents of a young child who had gone missing would want the police to have full and urgent access to all the information they need to bring them to safety. The Bill is about the ability to locate missing children or vulnerable adults. It is about reducing risks to children from predatory activities online. It is about preventing extremists of any kind creating fear and hatred in our communities, and it is about defending the liberties we all enjoy each and every day". He indicated, however, that his party disagreed with the Government's plans. The proposals attracted significant criticism from parliamentarians on both sides and groups concerned with Government transparency and civil liberties.
6. Following extensive debate and hostility from Government and Opposition backbenchers, the Bill was amended so as to give greater emphasis to privacy. Security Minister John Hayes described the changes as offering more "checks and balances, more in respect of safeguards and more in respect of oversight". By the time the Bill reached the House of Lords, over 800 amendments had been tabled and a number of changes had been made.

Interception of Communications

7. The Bill proposes that the heads of the intelligence services, the NCA, the Metropolitan Police, HMRC and the Chief of Defence Intelligence would be able to apply for warrants to intercept communications. The grounds for a warrant are national security, preventing or detecting serious crime, safeguarding economic wellbeing of the UK. In all cases, those who exercise functions under the Bill must have regard to the public interest in respecting privacy.
8. Applications for a warrant may not be made if the information is obtainable by less intrusive methods. Applications are also subject to approval by a 'judicial commissioner' although in urgent cases a warrant may be issued without approval of the commissioner but must then be ratified within 3 days (reduced, due to the controversy surrounding the issue, from the original proposal of 5 days). The Lord Chief Justice will have a role in making recommendations for appointment.
9. The Bill proposes 3 types of interception warrants
 - a. A targeted interception warrant that focuses on a person or organisation
 - b. A warrant to examine material under a warrant which has the primary purpose of permitting the interception of large quantities of data
 - c. A warrant relating to overseas interception.

Obtaining Communications Data

10. Separately from the interception provisions, the Bill proposes powers for certain public bodies to obtain internet connection data (descriptions of connections at website-level but not particular pages visited). The grounds for obtaining the data include public safety, public health, in relation to the collection of taxes or levies, to prevent miscarriages of justice and to help to identify a person who has died. Government departments, regulatory bodies and the NHS are among the bodies that would be entitled to obtain communications; local authorities would not have such a power.
11. In some respects, this part of the Bill attracted the greatest outcry from internet service providers – the Bill would require service

providers to retain huge volumes of data which, they said, may be technically impossible to achieve and would be very costly.

Interference with Equipment

12. Commonly referred to as hacking, the proposed power to interfere with equipment might relate to the location of a device, data, texts or emails. During debates on the Bill, the proposals to allow interference with equipment belonging people or organisations linked to the principal subject under suspicion were widely criticised as offering too broad a power to access information that might not be directly related to a suspect.
13. The Home Secretary would be required to authorise any interference with equipment.

Bulk Warrants

14. Parliament's ISC voiced strong criticism of the Bill's proposal to allow the collection of a volume of data relating to individuals. This wide-ranging collection of information might include, but is not limited to, telephone, internet and email data, for example by collecting all data passing over a fibre optic cable. Under the Bill, only the heads of the security services would be allowed to apply for bulk warrants and only the Secretary of State would be permitted to grant such a warrant.
15. Similar powers currently contained in the Telecommunications Act 1984 and the Regulation of Investigatory Powers Act 2000 would be repealed.
16. Under the Bill, judges will have a power, akin to judicial review, to examine decisions by the Secretary of State based on whether the decision was 'necessary and proportionate'. The Government has promised to introduce further amendments to ensure there is clarity about the operational purpose of any bulk warrant. As a further concession, the Government has agreed that David Anderson QC will consider the necessity of the powers and whether the same result could be achieved through alternative means – and without the need to introduce this element of the Bill.

Consultation

17. The Police Commissioner has been consulted in the preparation of this report.

Conclusion

18. The Government has introduced noteworthy changes to the Bill. The proposed significant new powers for the security services and, in some cases, the police have, however, been strongly opposed during the Bill's passage through the Commons and it seems likely that, in due course, the Lords will greet the Bill with greater hostility.

Philip Saunders, Parliamentary Affairs Counsel

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Committee(s)	Dated:
Police: Economic Crime Board- For information	22 July 2016
Subject: National Lead Force: Q4 Performance Report	Public
Report of: Commissioner of Police Pol 30-16	For Information
Report author: Commander Greany	

SUMMARY

This report outlines the quantitative and qualitative performance of the City of London Police as the National Lead Force for Fraud in the period of Quarter 4 (Q4) 2015/16 and 2015/16 cumulatively.

Pursue

- The pursue element of service delivery has faced significant challenge this year; including the administration of the call centre provider BSS and delivery of cost savings through staff vacancies.
- Crime reports, disseminations and outcome volumes have improved this year when compared with the same period last year.

Protect

- Quality has increased with Q4 seeing an increase in the overall quality of protect alerts, with 100% rated as informative and clear.
- The reach and volume of social media continues to extend. In Q4 Action Fraud made 2,981,128 Twitter impressions and 4,977,162 Facebook impressions.

Prepare

- Academy courses continue to deliver high quality training with 99% satisfaction and an increase in the number of delegate days delivered in 2015/16 compared with 2014/15.

Victim Satisfaction

- Action Fraud victim complaints remain at 0.09% of crime and information reports
- There was an 8% increase in the percentage of victims reporting satisfaction with the overall service provided by ECD officers of 76% (91/119) in 2015/16 compared with 68% (133/197) in 2014/15.

RECOMMENDATION

It is recommended the Board note this report

MAIN REPORT

1. BACKGROUND

This report outlines the quantitative and qualitative performance of the City of London Police as the National Lead Force for Fraud in the period of Quarter 4 (Q4) 2015/16.

The report is divided into three areas

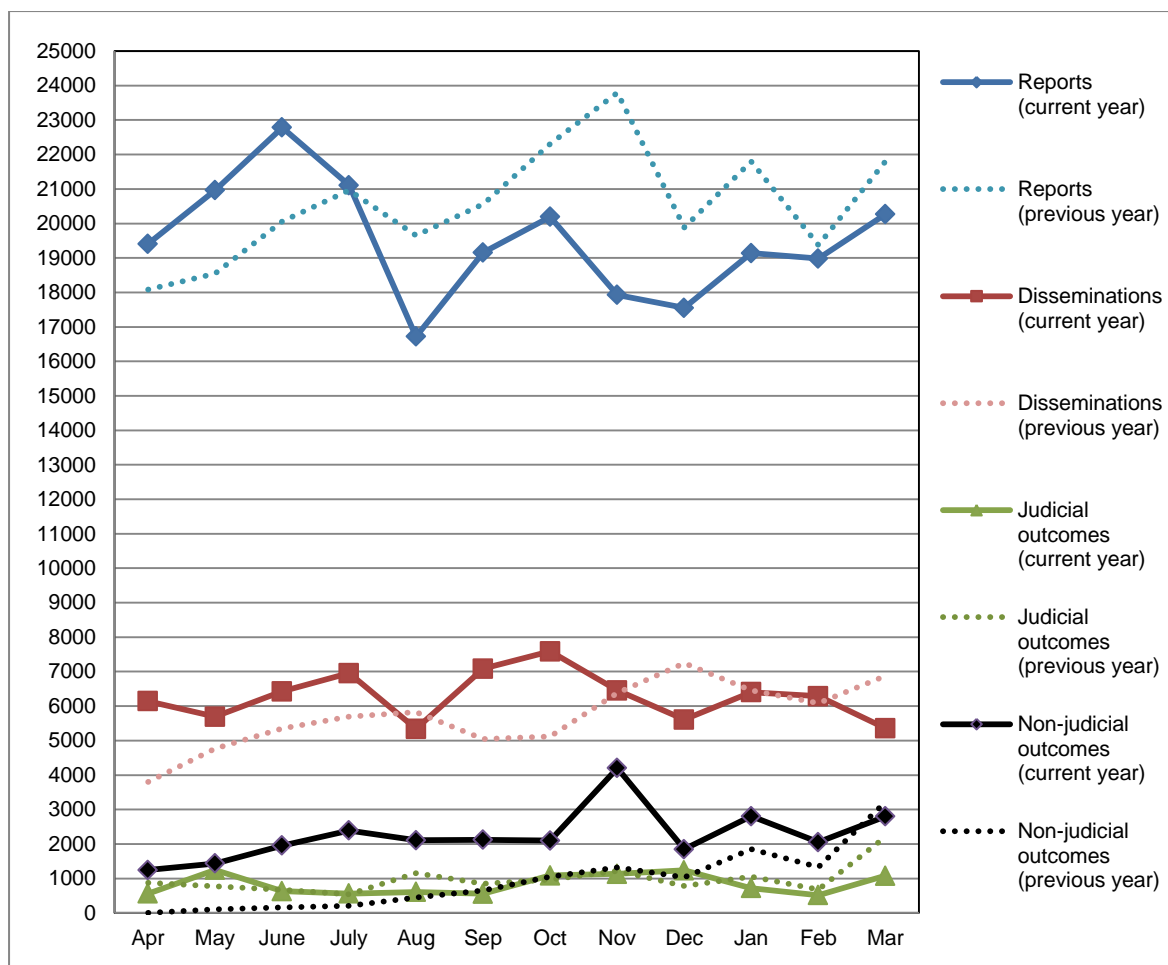
- **Pursue** – to reduce the economic crime threat through the coordinated investigation of the individuals or groups engaged in economic crime and the disruption of their activities
- **Protect** – to strengthen the protection of individuals, communities, systems and infrastructure against economic crime
- **Prepare** – to reduce the impact of economic crime by dealing effectively with the ongoing criminality and future threat.

2. PURSUE

2.1 National Outcomes

	2014/15 (previous year)	2015/16 (current year)
Reports to Action Fraud	246,848	234,201
Disseminations	64,187	75,893
Judicial outcomes	11,761	10,051
Non-judicial outcomes	11,381	27,541

The chart below shows an overview of national report, dissemination and outcome volumes for 2015/16 compared to 2014/15.



Crime reports to Action Fraud in 2015/16 were 234,201 compared with 246,848 in 2014/15. This is a 5% reduction in the number of crime reports in 2015/16 compared with 2014/15. This is due, in part, to a reduced capability within Action Fraud following the BSS administration. Q4 has seen an improvement in the number of reports compared with previous quarters as sickness levels and staff turnover within the Action Fraud call centre begins to improve.

There has been an 18% increase in the volume of crimes disseminated to law enforcement in 2015/16 compared to 2014/15. 32% of crimes reported to Action fraud were disseminated by NFIB in 2015/16 (compared with 26% in 2014/15). However, it should be noted that this is partially influenced by the overall decrease in the volume of reports.

Force reported outcomes for 2015/16 were 37,592 compared with 23,142 in 2014/15. 27% of the reported outcomes were judicial. A breakdown of the total number of outcomes by category is set out at Appendix 2.

The cumulative year on year volume of non-judicial outcomes has increased significantly compared with the previous year. In 2016/17 the NPCEC will be examining the barriers that prevent and opportunities that increase judicial outcomes. It has been identified that a number of forces are under claiming outcomes. A programme of training on recording outcomes will be rolled out in

2016/17 to mitigate this. It is anticipated that national reported outcomes will increase once this has been implemented.

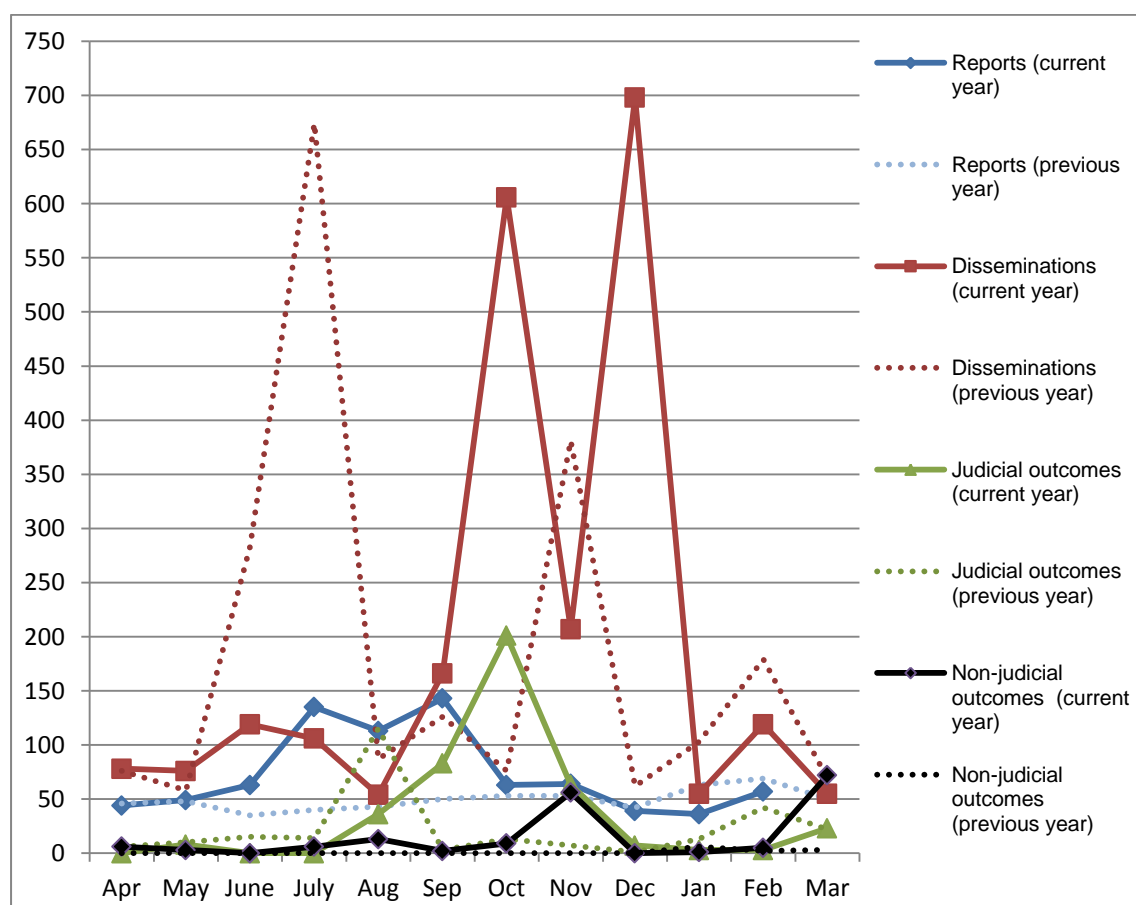
COLP will be reviewing outcome reporting following implementation of the new system to identify what other information can be collected that measure the protect and victim support response delivered by forces.

2.2 City of London Police Outcomes

Cumulative totals for City of London Police outcomes for 2014/15 and 2015/16 are set out below. These outcomes include CoLP, NLF and funded unit outcomes.

	2014/15 (previous year)	2015/16 (current year)
Reports to Action Fraud	592	806
Disseminations	2,174	2,339
Judicial outcomes	261	427
Non-judicial outcomes	11	173

The chart below shows an overview of CoLP crime report, dissemination and outcome volumes for 2015/16 compared to 2014/15. Disseminations to CoLP show significant fluctuations and are higher than reports. This is due to victims being identified as part of investigations into investment fraud, many of whom are not based within the City of London.



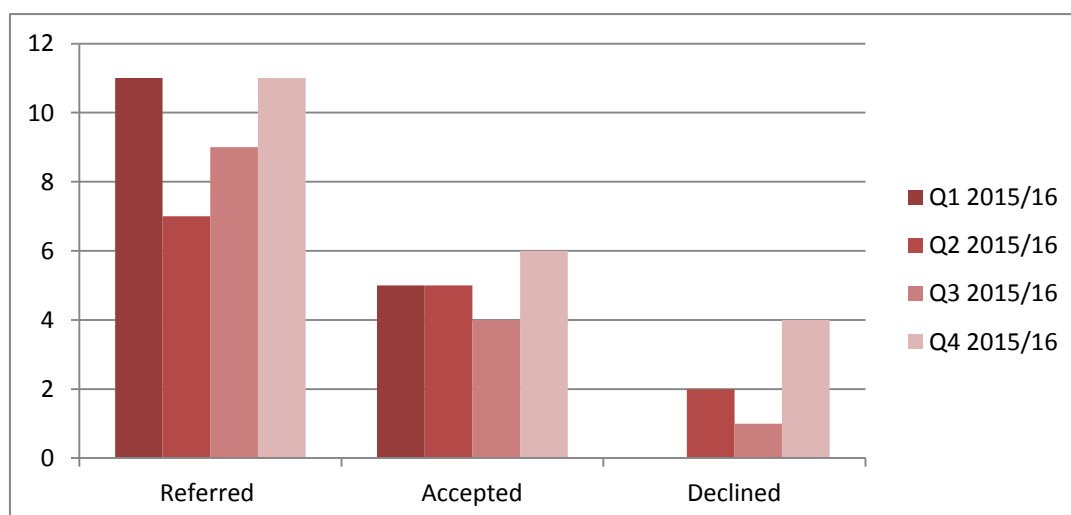
2.3 National Disruptions

The volume of disruptions decreased in 2015/16 compared with 2014/15. This is due to a change of focus from telephone to websites to respond to the changing threat profile. Whilst the volume of disruptions are down, the higher proportion of website disruptions this year has resulted in an increase in the total value of disruptions by nearly £8m.

	YTD 2014/15	YTD 2015/16	YTD Change
Bank accounts	41,025	42,307	3.1%▲
Telephone	125,577	118,760	5.4%▼
Website	941	1,185	26%▲
Total	167,543	162,252	-3.2%▼
Bank accounts	£361.1M	£372.38M	3.1%▲
Telephone	£106.74M	£100.94M	-5.4%▼
Websites	£9.41M	£11.85M	26%▲
Total	£477.25M	£485.18M	4%▲

2.4 NLF Referrals

11 investigations were formally referred to COLP in Q4 of which 6 have been accepted¹ as at the date of this report. All accepted referrals have been set up as new investigations, although one has originated from a previous operation. 1 referral is still being assessed. The volume of referrals remains consistent throughout the 2015/16 reporting year and when compared with the previous year.



¹ An initial assessment of NLF cases referred for investigation is undertaken by COLP's Fraud Desk. Where appropriate, cases are then placed within an investigation team for further scoping to provide sufficient information for an acceptance decision. Assessment of referrals can be both lengthy and resource intensive but is necessary to ensure investigative resources are effectively deployed.

2.5 Case Volumes².

The table below illustrates the numbers of live cases being investigated by COLP's fraud teams (excluding funded units) at the end of Q4 and the numbers of victims attached to those cases.

Number of LIVE investigations Q4	Number of victims Q4
115	4,053

PROTECT

3.1 Quality of Protect Alerts

COLP surveys alert recipients to determine the quality and impact of protect alerts. This quarter has seen a significant improvement in all categories:

2015/16	Q1	Q2	Q3	Q4
Informative	85% (17/20)	83% (34/41)	94% (62/66)	100% (29/29)
Timely	70% (14/20)	69% (27/39)	81% (54/66)	96% (23/24)
Clear	80% (16/20)	82% (32/39)	95% (62/65)	100% (27/27)
Actionable	76% (16/21)	56% (27/39)	77% (51/66)	82% (19/23)

3.2 Social Media

Action Fraud's use of social media has significantly extended the reach of its communications. The digital reach of Action Fraud in Q4 has continued to grow:

- Q4 - 24,669 followers on Action Fraud Twitter (Q3 – 21,161)
- Q4 - 19,757 followers on Action Fraud Facebook (Q3 – 15,170)
- Q4 - Twitter total impressions - 2,981,128 (Q3 – 2,638,871)
- Q4 - Facebook total impressions – 4,977,162 (Q3 – 2,882,126)

² The investigations are categorised into City cases and NLF cases. City cases are those investigations into matters occurring within the jurisdiction of the square mile and NLF cases are those cases which have satisfied the NLF cases acceptance process. A majority of City cases have a national or complex element to them and such factors would constitute a NLF enquiry. Overlap between the categories of City and NLF is often due to international enquiries, possible threats to the UK economy, and high volumes of victims and 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.

3.3 Print and Broadcast Media

The table below illustrates the volume of media coverage by COLP in support of NLF priorities in Q4.

	No. of Articles
Regional press	102
National press	76
Trade press	90
TV/radio	19
Total	287

February saw a successful public appeal to Gurkhas who had invested in a £50 million Ponzi scheme this generated widespread coverage in the international media (Kathmandu Post, Asian Age), national media (BBC Online, FT, Daily Express, Sun, The Times, Daily Telegraph, ITV News), local media (City AM) and the finance press (Citywire, Business Standard). COLP also appeared on BBC Radio 4, Radio Berkshire and Armed Forces TV. The appeal prompted a number of victims have come forward.

COLP appeared on the BBC One Show in March to educate the public on how to protect against conveyancing fraud. The same story was featured on ITV London concentrating on an email scam targeting people looking to rent properties in the capital. March also featured COLP on a TALK radio phone-in discussing email hacking and appearances on STV's programme 'Stopping Scotland's Scammers', providing advice on how viewers can avoid becoming a victim of fraud.

BBC One and News channel reported PIPCU's investigation into counterfeit airbags, showing footage of a suspects arrest and execution of a search warrant uncovering several hundred fraudulent airbags and component parts. The story was also covered in other national and local media including ITV, Telegraph, Express, Mirror, Sky News, and Dorset Echo.

3.4 Protect Campaigns and Events

Do you Really Know...? Campaign

January saw the launch of the 'Do you Really Know....?' campaign. The aim was to simplify some of the key threats in fraud and cyber. The first in the series focused on using public Wi-Fi safely.

3. PREPARE

4.1 Joint Fraud Taskforce

The Joint Fraud Taskforce was formally launched at Mansion House by the Home Secretary in February. This consists of five sub groups which have commenced a programme of work, the progress of which will be reported into a six weekly governance board.

4.2 International Security and Policing Exhibition

In March COLP delivered a presentation on the growing threat from fraud at the Security and Policing Exhibition, an international Home Office event, to encourage the security and technology industries to work more collaboratively with law enforcement.

4.3 Economic Crime Academy (ECA)

The number of ECA course delegates in Q4 was 364 which is a significant increase from Q3 (135 delegates) and from Q2 (137 delegates). This was also an increase on the 247 delegates trained in Q4 2014/15.

The ECA experienced a reduction in trainers in 2015/16, however year to date figures illustrate an increase in delegate days and course days delivered. This is due to selling more core courses which need less development time. The number of course delegates and courses has reduced this year due to the length of courses. More courses of shorter duration were delivered in 2014/15.

Delegate satisfaction rates remain consistent at 99%.

	PYTD 2014/15	PYTD 2015/16
Total course delegates	1001	803
Police force delegates	446	443
Total delegate days delivered	2,957	3,675
Total courses	90	74
Total course days	271	323
Number of organisations delivered to	N/K	172
Delegate satisfaction	99%	99%

4.4 Force Engagement

COLP presented at a Regional Fraud Team conference to ensure national law enforcement compliance with Action Fraud and NFIB processes.

The organised force engagement programme reported last quarter has resulted in GMP planning to introduce a disruption team. A similar visit is being planned for Cambridgeshire.

At the end of March, a new Detective Superintendent on secondment from Essex Police was appointed as the Deputy National Police Coordinator Economic Crime. In the next quarter D/Supt Gooden will commence an engagement programme, visiting to forces across the country, concentrating on underperforming forces in terms of outcome reporting. An engagement programme with PCCs will commence following the PCC election process in May, where it is anticipated that around 50% of posts will be taken by persons new to the role.

Training sessions to improve police recording of fraud are continuing as part of the work driven by the National Fraud User Group.

5. VICTIM SERVICE

5.1 Action Fraud Complaints

In total, 85 complaints were received in Q4 2015/16 (0.09% of crime and information reports). This is an increase from Q3 2015/16 when 77 complaints were received (0.09% of crime and information reports). A majority of the complaints this quarter are due to lack of investigation. Despite the increase in the number of complaints, the percentage of reports has remained constant due to an increase in reports made to Action Fraud in Q4 (Q3 - 88,060 reports, Q4 90,992 reports). In total, 289 complaints were received in 2015/16 against 373,742 reports. This amounted to a ratio of 0.08%, complaints to reports compared with 241 complaints received in 2014/15 against 404,452 reports (0.06%).

5.2 COLP Economic Crime Directorate victim satisfaction

The types of fraud investigation carried out by CoLP results in the management of large numbers of victims with bespoke needs. To determine service delivery levels provided to these victims a quarterly victim survey is undertaken. The sample is derived from cases completed within the reporting period.

There was an 8% increase in the percentage of victims reporting satisfaction with the overall service provided by ECD officers of 76% (91/119) in 2015/16 compared with 68% (133/197) in 2014/15. Although there has been an increase in satisfaction, there are still opportunities for improvement as the current force plan target for satisfaction is 80%. Satisfaction with the initial service provided has decreased but satisfaction with the outcome of investigations has increased in 2015/16 compared with the previous year.

	YTD 2014/15	YTD 2015/16	YTD Change
Number of victims completing survey	201	121	40% ▼
Overall satisfaction with service from officers taking the whole experience into account	68% (133/197)	76% (91/119)	8% ▲
Overall satisfaction with initial contact	77% (153/199)	71% (85/120)	6% ▼
Level of satisfaction with outcome of investigation	65% (81/124)	70% (56/80)	5% ▲

6. VALUE FOR MONEY

This measure reports an assessment of the cost of the resources invested against the monetary value of the fraud prevented. The main reason for the decrease in value during quarter 4 can be attributed to the fact that there were fewer cases resulting in a charge and that overall the crimes investigated during this period were of a lower value and a large proportion of costs are recharged to budgets in the final quarter.

	Q1	Q2	Q3	Q4
ROI 2014/15	£45.70	£57.67	£60.33	£23.51
ROI 2015/16	£37.49	£61.38	£61.76	£19.60

7. CONCLUSION

Cumulative performance by Action Fraud and NFIB show an improvement in reporting, disseminations and the value of disruptions against the previous year despite the collapse of BSS and the vacancy factor that has been held to recover the cost of the BSS administration. Reporting levels are expected to recover to pre-BSS administration levels when the new system is introduced in the summer.

8. APPENDICES

- Appendix 1 – Key Performance Indicators
- Appendix 2 – Force Disseminations and Outcomes
- Appendix 3 – Home Office Outcomes

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Economic Crime Board - For information
National Lead Force: Q4 Performance Report

APPENDIX 1 – KEY PERFORMANCE INDICATORS

The year to date average has been divided by three to produce an average for each reporting period. Quarter 4 (January – March 16) has been compared against the relevant figure to determine the satisfaction level.

ASSESSMENT	DEFINITION OF ACHIEVEMENT
SATISFACTORY (S)	Quarter's data within 10% of the average in 2015/16
CLOSE MONITORING (CM)	Quarter's data below the 10% threshold of the average in 2015/16
REQUIRES ACTION (RA)	Two consecutive quarter's data below the 10% threshold of the reporting average in 2015/16

PROTECT		
KPI 1.1 Raising public/private sector not for profit sector organisations awareness of economic crime and cyber threats and increasing their ability to protect themselves.	Digital reach of Action Fraud – The total number of digital interactions for Q4 is 13,567,779. This is a significant increase above the reporting average in 2015/16 which is currently 9,889,159.	S
	Quality of alerts – Respondents viewed Q4's alerts as more informative, timely, clear and actionable than the reporting average in 2015/16. All 4 areas received their highest satisfaction scores of the 2015/16 reporting period during Q4.	S
KPI 1.2 Increasing individual self-protection from Economic and cyber crime and reducing the risk of repeat victimisation	Volume of Protect events with public and industry – The total number of Protect events in Q4 was 16. The reporting average in 2015/16 was 9.	S
	Proportion of victims receiving crime prevention advice – 36% of victims taking part in the survey stating they received crime prevention advice in Q4. The reporting average in 2015/16 was 32%.	S
KPI 2.1 Enhancing the knowledge and understanding of economic crime threats	Monitor the number of ancillary orders applied for and granted – Financial reporting orders are no longer in legislation in the UK and will not therefore be reported upon.	N/A

PURSUE		
KPI 3.1 Reducing the threat of economic crime through enforcement activity at the local, regional and national level.	Projected value of future fraud loss saved through ECD enforcement cases – The projected value of future fraud loss saved in Q4 is £15,985,475.30. The reporting average in 2015/16 was 180,623,458.	CM
	City Crimes resulting in a positive outcome – Q4 has seen 100% of city crimes reaching a positive outcome. A positive outcome is termed as offender disposal, disruptive action or prevention product. The reporting average in 2015/16 is 100%.	S
	Attrition rates of crimes reported to Action Fraud – 17% of crimes reported to Action Fraud resulted in Home Office outcomes in Q4. The reporting average in 2015/16 is 15.8%.	S
	The attrition rate of City of London crimes disseminated by the NFIB – 50% of crimes disseminated to CoLP resulted in an outcome in Q4. The average in 2015/16 is 19%.	S
	Number of offender disposals (cautions, charges, community resolution) – 95 charges, cautions and community resolutions took place in Q4. The reporting average in 2015/16 was 81.	S
KPI 3.2 Reducing the threat of economic crime through disruption activity at the local, regional and national levels	Value of fraud prevented through interventions – The total value of confirmed fraud enabler disruptions in Q4 is £94,178,570. The reporting average in 2015/16 is £96,059,053; this quarter's data is within 10% of the reporting average.	S
	Volume of NFIB disruptions – Total volume of disruptions in Q4 was 36,696. The reporting average in 2015/16 is 40,563; this quarter's data is within 10% of the reporting average.	S
	Value of NFIB disruptions – The estimated value of disruptions in Q4 is £116,317,670. The reporting average in 2015/16 is £121,295,553; this quarter's data is within 10% of the reporting average.	S
PREPARE		
KPI 4.1 Impact and reach of training strategy and delivery	Number of ECA course delegates internal and external – The total number of ECA course delegates in Q4 is 364. The reporting average 2015/16 is 203; this quarter's data is 79% above the reporting average.	S
	ECA course delegate satisfaction – Delegates have registered 99% satisfaction with ECA courses in Q3. The reporting average in 2015/16 is 99%.	S
VALUE FOR MONEY AND VICTIM SERVICE		
KPI 5.1 Return on investment in NLF	Please refer to table 4.	S
KPI 5.2 Levels of satisfaction and confidence with the NLF services	Action Fraud victim satisfaction survey – We are currently unable to report on this measure due to a change in supplier. These figures will be available with the implementation of the new system which will bring many enhancements to the service and is due to go live in the September 2015.	N/A
	NLF victim satisfaction survey – 71% of victims were satisfied with service from ECD officers taking the whole experience into account in Q4. The reporting average over 2015/16 was 76%.	CM
	Action Fraud complaints – The total number of complaints received in Q4 2015/16 is 85 (0.09% of crimes reported). The reporting average 2015/16 is 72 (0.08% of crimes reported). This quarter's data is within 10% of the reporting average. Complaints are also expected to reduce as the new supplier continues to improve its service delivery.	S

APPENDIX 2: Force Disseminations and Outcomes: 36 Months to 31 March 2016

		% Outcomes			Volume Outcomes			
Force / Partner Agencies	Dissemination	Judicial	Non- Judicial	WIP	Outcome	Judicial	Non- Judicial	WIP
Avon and Somerset	1,789	30%	5%	65%	629	537	92	1,160
Bedfordshire	1,655	26%	46%	27%	1,202	433	769	453
British Transport Police	189	38%	13%	50%	95	71	24	94
Cambridgeshire	1,226	20%	50%	30%	860	250	610	366
Cheshire	1,936	5%	9%	86%	273	106	167	1,663
City of London *	5,529	12%	3%	84%	865	686	179	4,664
Cleveland	653	59%	37%	4%	626	385	241	27
Cumbria	314	125%	99%	-123%	701	391	310	-387
DCPCU	265	30%	4%	66%	89	79	10	176
Derbyshire	1,981	49%	27%	24%	1,502	963	539	479
Devon and Cornwall	1,772	6%	9%	85%	261	99	162	1,511
Dorset	1,432	30%	24%	46%	776	429	347	656
Durham	841	25%	4%	72%	238	207	31	603
Dyfed/Powys	431	83%	50%	-33%	573	357	216	-142
Essex	4,786	16%	22%	61%	1,848	780	1,068	2,938
Gloucestershire	648	45%	43%	12%	569	290	279	79
Greater Manchester	12,822	21%	24%	55%	5,824	2,712	3,112	6,998
Guernsey	12	0%	0%	100%	-	-	-	12
Gwent	556	57%	62%	-18%	658	315	343	-102
Hampshire	2,416	41%	0%	58%	1,009	1,002	7	1,407
Hertfordshire	2,570	43%	90%	-33%	3,411	1,103	2,308	-841
Humberside	1,015	60%	85%	-45%	1,473	606	867	-458
Isle of Man	16	0%	0%	100%	-	-	-	16
Jersey	14	0%	0%	100%	-	-	-	14
Kent	4,289	23%	63%	14%	3,683	997	2,686	606
Lancashire	3,518	13%	6%	81%	672	465	207	2,846
Leicestershire	2,148	16%	7%	77%	495	343	152	1,653
Lincolnshire	1,221	13%	21%	66%	415	160	255	806
Merseyside	5,160	18%	5%	77%	1,206	942	264	3,954
Metropolitan	65,641	8%	13%	79%	13,480	5,030	8,450	52,161
Ministry of Defence Police	4	0%	0%	100%	-	-	-	4
Norfolk	1,265	41%	5%	54%	583	523	60	682
North Wales	1,056	42%	44%	14%	905	445	460	151
North Yorkshire	826	33%	9%	58%	348	273	75	478
Northamptonshire	2,281	33%	20%	47%	1,214	755	459	1,067
Northumbria	1,625	43%	34%	24%	1,243	692	551	382
Nottinghamshire	2,747	21%	50%	29%	1,953	588	1,365	794
South Wales	1,549	55%	59%	-14%	1,764	846	918	-215
South Yorkshire	1,414	44%	50%	5%	1,341	627	714	73
Staffordshire	1,348	50%	103%	-53%	2,067	678	1,389	-719
Suffolk	871	31%	33%	36%	559	269	290	312
Surrey	1,863	40%	125%	-65%	3,073	745	2,328	-1,210
Sussex	3,043	21%	21%	57%	1,297	645	652	1,746
Thames Valley	4,724	15%	10%	74%	1,213	729	484	3,511
Warwickshire	1,092	24%	5%	71%	314	264	50	778
West Mercia	1,216	51%	6%	43%	697	623	74	519
West Midlands	12,033	6%	31%	63%	4,444	666	3,778	7,589
West Yorkshire	4,515	14%	22%	65%	1,600	626	974	2,915
Wiltshire	831	56%	58%	-14%	945	467	478	-114
	171,148	18%	23%	60%	68,993	30,199	38,794	102,155

APPENDIX 3: Force Disseminations and Outcomes: 36 Months to 31 March 2016

1. A person has been charged or summonsed for the crime, but following the application of the cps charging standards and the provisions of the HOCR, the charge/summons relates to an alternate offence to that recorded (irrespective of any subsequent acquittal at court).
2. A youth offender has been cautioned by the police or a youth offender has been cautioned by the police, but following the application of the CPS charging standards and the provisions of the HOCR, the caution relates to an alternate offence to that recorded.
3. An adult offender has been cautioned by the police or an adult offender has been cautioned by the police, but following the application of the CPS charging standards and the provisions of the HOCR, the caution relates to an alternate offence to that recorded.
4. The offender admits the crime by way of a pace compliant interview and asks for it to be taken into consideration by the court on form MG18.
5. The offender has died
6. A penalty notice for disorder (or other relevant notifiable offence) has been lawfully issued under s1-11 of the Criminal Justice and Police Act 2001.
7. A warning for cannabis or khat possession has been issued in accordance with college of policing guidance.
8. A community resolution (with or without formal restorative justice) has been applied in accordance with College Of Policing guidance.
9. Prosecution not in the public interest - CPS decision
10. Formal action against the offender is not in the public interest - police decision.
11. Prosecution prevented – named suspect identified but is below the age of criminal responsibility.
12. Prosecution prevented – named suspect identified but is too ill (physical or mental health) to prosecute.
13. Prosecution prevented – named suspect identified but victim or key witness is dead or too ill to give evidence.
14. Evidential difficulties victim based – named suspect not identified – The crime is confirmed but the victim declines or is unable to support further police action to identify the offender.
15. Evidential difficulties named suspect identified – The crime is confirmed and the victim supports police action but evidential difficulties prevent further action. This includes cases where the suspect has been identified, the victim supports action, the suspect has been circulated as wanted but cannot be traced and the crime is finalised pending further action.
16. Evidential difficulties victim based – named suspect identified – The victim does not support (or has withdrawn support) police action.
17. Prosecution time limit expired - Suspect identified but the time limit for prosecution has expired.
18. Investigation complete – No suspect identified. Crime investigated as far as reasonably possible – case closed pending further investigative opportunities becoming available.
19. National Fraud Intelligence Bureau filed (NFIB only) - a crime of fraud having been recorded but has not been allocated for investigation because the assessment process at the NFIB has determined there are insufficient lines of enquiry to warrant such dissemination.
20. Further action resulting from the crime report will be undertaken by another body or agency subject to the victim (or person acting on their behalf) being made aware of the action to be taken.
21. Further investigation, resulting from the crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest – police decision.

ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE

FRIDAY, 5 FEBRUARY 2016

NOT FOR PUBLICATION

By virtue of paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972.

8. **NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on 9 November 2015 were approved.

Matters Arising

Fact sheet (p20): The Town Clerk was asked to ensure that the fact sheet requested was circulated to Members.

9. **ECONOMIC CRIME ACADEMY**

The Board received a report of the Commissioner of Police which provided an update on the Economic Crime Academy.

It was confirmed that legal opinion had now been obtained providing confirmation that establishing the Academy as a company through the City of London Corporation in its local authority capacity would be the appropriate manner in which to proceed. A further report on the matter would come to Members in due course.

The Chairman took the opportunity to highlight that, despite the Academy's £184,000 forecast overspend for the year, the Force had saved around £424,000 in training costs through being able to use it. As a result, the Academy represented a significant overall financial benefit to the City Police.

A Member noted a reference to trainer vacancies, asking when these posts would be filled. The Commander advised that recruitment was actively underway and indeed a number of individuals had already been provisionally appointed, subject to the completion of vetting procedures.

RESOLVED: That the report be received and its content noted.

10. **RESTRICTED ACTIVITY UPDATE**

The Board received a report of the Commissioner summarising notable activity being delivered by City of London Police in its capacity as National Lead Force.

During discussion, the following points were made:

- Members commended the Commander for the Directorate's successes over the third quarter, noting that the Economic Crime Directorate had achieved 40 successful convictions during this period and recovered some £4.445m as proceeds of crime.

- The Commander advised that the Joint Fraud Task Force was to be officially launched by the Home Secretary on 10 February at the Mansion House.
- With reference to ongoing fraud concerning Applepay, the Commander was urged to raise the matter with banks and Apple with a view to decreasing the scope for this type of fraud.
- A Member queried the intended focus of Economic Crime Security Advisors on those FCA-regulated firms who had had penalties imposed upon them. It was observed that the majority of FCA fines were issued to companies not due to any fraud vulnerabilities but in response to mis-selling or unethical behaviour. The Member offered to discuss the matter with the Commander outside of the meeting to clarify the position and inform a potential shift in focus.

RESOLVED: That the report be received and its content noted.

11. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

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

There were no urgent items.

The meeting ended at 12.45 pm

Chairman

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