

## **ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE**

**Friday, 9 June 2017**

**Minutes of the meeting of the Economic Crime Board of the Police Committee held at the Guildhall EC2 at 2.30 pm**

### **Present**

#### **Members:**

Simon Duckworth (Chairman)  
Nicholas Bensted-Smith  
Deputy Keith Bottomley

Deputy Henry Pollard  
Deputy James Thomson (Ex-Officio Member)

#### **Officers:**

|                |   |                                     |
|----------------|---|-------------------------------------|
| David Clark    | - | T/Commander, City of London Police  |
| Ian Dyson      | - | Commissioner, City of London Police |
| Kerrie Wadmore | - | City of London Police               |
| Kathy Hearn    | - | City of London Police               |
| Helen Isaac    | - | City of London Police               |
| Oliver Bolton  | - | Town Clerk's Department             |
| George Fraser  | - | Town Clerk's Department             |

### **1. APOLOGIES**

Apologies were received from Deputy Doug Barrow and Deputy Richard Regan.

### **MATTERS ARISING**

The Chairman discussed the issue of vacancies for external members on the Board. It was noted that these would be confirmed and agreed at the next Police Committee on 13 July.

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

There were no declarations.

### **3. MINUTES**

Members agreed on amendments to the minutes of the previous meeting under Items 3 & 9, to read "2016" instead of "2017" in both references to the minutes of the previous meeting. (1)

Members agreed that, in reference to Item 4 – Economic Crime Victim Care Unit – Presentation, there was nothing to report at today's meeting.

RESOLVED – That the amendments be made and the minutes approved.

4. **NATIONAL LEAD FORCE 2016-17 PERFORMANCE REPORT**

The Board received a report of the Commissioner of Police that outlined the quantitative and qualitative performance of the City of London Police as the National Lead Force for Fraud during 2016/17.

**2. Pursue**

**2.1 National Outcomes**

The Commissioner highlighted to Members the positive improvement of 20% increase in reporting of crimes to Action Fraud when compared to the same period of the previous year.

The Commissioner explained that although there were an increased number of crimes being reviewed, as many of these related to overseas cases, there were less viable enquiries taking place domestically.

The Chairman asked for further clarity on the differentiation between judicial and non-judicial outcomes in the context of Fraud crimes reported. The Commissioner explains that there have been significant efforts to validate non-judicial outcomes so as to provide the necessary mandate to execute initiatives such as *Operation Broadway* in which ‘boiler rooms’ within the City of London have been shut down.

A Member questioned the trend in the graph within the report that illustrates the number of crime reports made to Action Fraud by month over the last three financial years. The Commissioner explained that there were common trends of crime activity throughout the year linked with holiday periods etc. that were predictable to a certain extent.

**2.2 National Disruptions**

The Commissioner explained that “disruptions” had become an integral part of their work. The Commissioner highlighted that telephone and computer Fraud were increasingly significant, as shown by the table within the report.

The Chairman referenced the number of victims involved in live investigations as per the report statistics, and declared that victim care during the period between an incident and the point at which criminals are charged should be seen as a top priority as an area that needs improvement.

**2.3 CoLP Outcomes**

A Member asks for an explanation of the possible causes of spikes in the graph showing the number of disseminations made to CoLP by month over the last three financial years. The Commissioner explained that this was as a result of proactive work to ensure that all historical investigations of Cyber Crime are recorded.

The Commissioner explained that the spike for October 2016/17 in the graph illustrating the Total CoLP outcomes recorded by month over the last three

financial years was attributed to the discovery that they had not been recording as efficiently as previously thought, and had not been recording individual cases. This recording methodology was rectified in October 2016.

#### 2.4 OCG Disruptions

The Chairman asked the Commissioner for clarification on the term “Funded Units” as used within the report. The Commissioner explained that there were a number of specialist police units with dedicated remits that are funded by external parties. The Commissioner gave the example of the Insurance Fraud Enforcement Department (IFED) that has significant recognition and media presence nationally. The commissioner also referred to Operation Trade Bridge that was concerned with disruption of illegal streaming operations, recently renewing its commitment for three years. The Commissioner explained that the Economic Crime budget comprised of less than 15% funding from core grants, with the remainder funded from such external sources.

The commissioner also alerted Members to an error in the report that stated that fraud teams, in conjunction with funded units, were undertaking management of a total of “39” Organised Crime Groups (OCGs). The Commissioner explained that this figure should read “91”.

### **3. Protect**

#### 3.1 Quality and reach of protect alerts

The Chairman noted that the figure denoting percentage change in number of recipients satisfied with alerts in 2016/17 should read “4%” rather than “3%” according to the statistics presented in the table.

#### 3.2 Social Media

The Chairman questioned the reliability of what is described in the report as the “Digital Reach of Action Fraud”, through “impressions”. The Chairman raised concerns that these instances could not likely be confirmed through social media to be ‘active’ interactions, rather than ‘passive’ and with limited influence. The Commissioner explained that the validity of these “impressions” is reliant on feedback received from other forces. The Chairman declared that these statistics would need further study in order to ascertain any concrete benefits. A Member stated that although the traffic is clearly demonstrable, more needs to be done to actually raise awareness on social media using tools and methods that are readily available.

#### 3.3 Protect Campaigns and Events

The Commissioner gave an example of an operation in which a hoax was executed in order to raise awareness of Ticket Fraud online. The operation, run using a fake ticket sales website created entitled *Surfed Arts*, encouraged 1500 people to attempt to purchase illegitimate concert tickets online within 2 hours, providing their bank details in the process. This operation was a great success in raising awareness, and also in providing insight into the areas around the country that proved to be particularly vulnerable. Members requested further details of this operation to be circulated. (2)

The Commissioner explained that the number of national protect events coordinated is expected to increase from 47 in 2017/18 and involve all police forces nationwide. The Commissioner explained that although the CoLP would not be directing other forces, they would be able to set the parameters of operation.

**5. Prevent** – The Commissioner explained that there had been increased funding from the Home Office in this area.

The Commissioner explained that there had been an initiative to implement a “mini-police service” for Fraud/Cyber Crime that educated school pupils about issues such as counterfeit currency etc. to raise awareness.

## **6. Victim Service**

### **6.2 CoLP Economic Crime Directorate victim satisfaction – all departments**

The Commissioner highlighted the fact that satisfaction levels were not high enough. The Commissioner explained that in many cases that involved overseas elements, victims were unable to get refunds from overseas police forces.

The Chairman reiterated that victim care was of primary importance, and questioned the use of cumulative methodology in measuring victim satisfaction figures. The Commissioner explained that the number and timing of cases was inconsistent, and that during some periods there may be negligible victims to survey, followed by periods of a surge in cases. The Commissioner explained that this would skew the results and make them less reliable. A Member suggested that a 3-month rolling average might be more effective in this regard. A Member also noted that the timing of the survey in relation to the investigation process was also a crucial factor in determining the satisfaction level of the victim, and that this could therefore be providing an unaccounted for variable. A Member suggested a quota-driven approach where a threshold number of responses have to be reached before the sample can be deemed sufficient to include in measurements. The Commissioner thanked the Board for its feedback and agreed to pass on the suggestions to the team. (3)

A Member asked what methodology was used to carry out surveys of victim satisfaction. The Commissioner confirmed that these were done via the use of email.

RESOLVED – That the report be 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 was no urgent business.

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 on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

8. **NON-PUBLIC MINUTES**

9. **ECONOMIC CRIME ACADEMY UPDATE**

The Board received a report of the Commissioner of Police updating Members of working that has taken place with regards to the Economic Crime Academy.

RESOLVED – That the report be received.

10. **RESTRICTED ACTIVITY UPDATE**

The Board received a report of the commissioner of Police that summarised notable activity not for publication that is being delivered by the CoLP in its capacity as National Lead Force.

RESOLVED – That the report be noted.

11. **NON-PUBLIC 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**

The Board considered urgent non-public business.

The Board offered their congratulations and admiration to the City of London Police for their response to the violent attack on London Bridge and the surrounding area on the night of 3 June 2017.

**The meeting closed at 3.46 pm**

-----  
Chairman

**Contact Officer: George Fraser**  
**tel. no.: 020 7332 1174**  
**george.fraser@cityoflondon.gov.uk**