



Economic Crime Board of the Police Committee

Date: FRIDAY, 6 JULY 2018
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

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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 of the last meeting, held on 27 April 2018.

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

For Information
(Pages 7 - 8)
5. **NATIONAL LEAD FORCE (NLF) PERFORMANCE UPDATE**
Report of the Commissioner.

For Information
(Pages 9 - 28)
6. **JOINT FRAUD TASKFORCE UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 29 - 32)
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 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 Schedule 12A of the Local Government Act.

Item No.	Paragraph(s) in Schedule 12A
10,11,13,15	3
12, 14	7

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the last meeting, held on 27 April 2018.

For Decision
(Pages 33 - 36)
11. **NON-PUBLIC OUTSTANDING REFERENCES**
Report of the Town Clerk.

For Information
(Pages 37 - 38)
12. **RESTRICTED ACTIVITY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 39 - 42)
13. **ECONOMIC CRIME ACADEMY UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 43 - 48)
14. **POLICE REFORM AND TRANSFORMATION UPDATE**
Report of the Commissioner of Police.

For Information
(Pages 49 - 50)
15. **ECD STAFF STRUCTURE**
Report of the Commissioner of Police.

For Information
(Pages 51 - 56)
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**

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ECONOMIC CRIME BOARD OF THE POLICE COMMITTEE

Friday, 27 April 2018

Minutes of the meeting of the Economic Crime Board of the Police Committee held at the Guildhall EC2 at 11.00 am

Present

Members:

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

Deputy Robert Merrett
Deputy Henry Pollard
Deputy James Thomson (Ex-Officio)

Officers:

George Fraser	- Town Clerk's Department
Alex Orme	- Town Clerk's Department
Glenn Maleary	- Detective Chief Superintendent, CoLP
Neil Taylor	- CoLP

1. APOLOGIES

Apologies were received from Deputy Doug Barrow.

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

There were no declarations.

3. MINUTES

The Board considered the minutes from the last meeting, held on 2 February 2018.

RESOLVED – That the minutes be approved.

MATTERS ARISING

The Chairman noted that Dave Clark was no longer T/Commander of Economic Crime, and that Pete O'Doherty was currently in his place, pending recruitment of the permanent position in the coming months.

4. OUTSTANDING REFERENCES

The Board received a report of the Town Clerk that summarised the outstanding actions from previous meetings.

The Chairman noted that there were 3 Outstanding Actions from previous meetings.

OR2 – Cyber Training for Members

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 CoLP would feed back with some proposed dates, and a schedule that could be run for Members of the Police Committee. (1)

The Commissioner noted that the risk in this area to the public sector was high, and that there would be good opportunities for monetisation.

OR3 – Facilitation Reporting

The Commissioner explained that facilitation of crime training was tasked out to external agencies at a national level. He confirmed that he would follow up to gain feed back on this for the next meeting. (2)

OR4 – 16 Non-Judicial Outcomes

The Commissioner agreed that he would circulate the list of 16 Non-Judicial Outcomes to Members. The chairman requested that figures of who falls into each category be included. The Commissioner suggested that they could include details of these categories going forward and Members agreed that this would be useful.

5. NATIONAL LEAD FORCE: 2017/18 PERFORMANCE REPORT

The Board received a report of the Commissioner that outlined the quantitative and qualitative data performance of City of London Police as the National Lead Force for Fraud for the period April 2017 – March 2018.

The Commissioner explained that there had been a significant increase in the number of reports received by ECD which was not matched by their resource. This meant that there was a significant challenge, and fewer disseminations as a result. This figure is, however, linked to capacity limitations on a national scale. The Commissioner explained that CoLP's MORILE (Management of Risk in Law Enforcement on a National Scale) was employed in this regard to prioritise with a sight to maximum reduction of harm.

The Commissioner explained that the implementation of new systems had taken some staff resources from the frontline but this would now be expected to level out.

The Chairman emphasised the importance of including all headlines, positive or negative, in the summary section of the report. This would ensure that there is no misconception that report authors are attempting to hide any negative results.

The Chairman noted that it was clear ECD would be working with limited resources and asked if there was any plan to address these needs. The Commissioner confirmed that there was a plan to focus developments on NCAA. He also explained that there was an impetus to improve service to victims through strategic changes. Operationally, the new Action Fraud systems would provide significant benefits and reduce the duplication of work, and once the intensive testing phase is completed, pressures on staffing would be reduced somewhat.

The Commissioner noted that THRIVE, a demand management tool that prioritised risk areas would enable CoLP to address issues more effectively.

A Member asked if CoLP distinguished between low volume Fraud reports by individuals, and high-volume reports by businesses. The Commissioner explained that attacks on businesses were becoming an increasingly significant threat.

The Commissioner explained that CoLP were working on a new “Omnichannel” reporting strategy, and the new system would raise the current limits on reporting upload capacity. He warned that this would need to be effectively managed in order to remain compliant, and thus would require thorough testing.

A Member asked what percentage of high-risk reports CoLP were not able to address. He noted that it was an issue if they could not feasibly handle 100%. The Commissioner explained that they were confident in their ability to handle 100% of high-risk reports, though they were not content with their timeliness as requests for banking information cause additional delays that mean it is sometimes not possible to make their 28-day targets.

A Member asked how the savings as a result of website disruptions were calculated. The commissioner explained that the quoted savings figure was based on the disruption of 22,000 websites with a measure of turnover per webpage, relying on an algorithm conceived by economists that was widely trusted within the banking industry. The Commissioner conceded that it was not an exact science, but nevertheless remained a reasonable measure. The Commissioner explained that ECD’s ambition for global influence meant that areas such as this were perceived as potentially lucrative revenue streams. The Chairman approved of this approach, noting that the City of London was an international hub.

A Member asked if the new system upgrade was going to be launched imminently, citing previous claims that it would be live by the end of April. The Commissioner explained that contractual issues faced have led to delays and could be discussed during Item 11 on the non-public agenda.

The Chairman warned that the graph of total outcomes recorded, as it was based on a rolling quarterly basis, would lose the positive benefits of the spike in outcomes in Q1 2017 as the next reporting period commenced. He asked for assurance the CoLP were prepared for this shift, and if there was an explanation for the spike. The Commissioner explained that May/June 2017 was a period where a volume of outstanding cases were cleared, thus resulting in a spike. He noted that increased efforts had been made to encourage other forces to report more regularly to avoid spikes such as this going forward.

The Chairman queried the current status of ECD in relation to the “Protect” area. The Commissioner explained that the reduction in victim satisfaction levels was accountable to the significantly increased survey sample size, and the CoLP were confident that these figures were more representative. The Chairman noted that the figures were still very good. The Commissioner

explained that negative responses would always arise from delays, often caused by a reporting lag around weekends that could now be resolved.

A Member noted that the category “Actionable” was very important as if only half of the responses are deemed as actionable, then the figures for each category lose their validity.

The Chairman noted that there was now an amazing reach through the use of social media and technology. The Commissioner explained that CoLP were very effective in promoting campaigns e.g. Holiday Fraud, and ECD’s staff were very flexible and determined in taking advantage of opportunities that arise.

The Commissioner noted that their campaign #PhishyFridays was very important to ECD and requested that Members do what they can to support it. The campaign aims to raise awareness of the dangers of phishing scams. (3)

The Commissioner explained to Members the work that had been undertaken around the “Prepare” area. He noted that success of the ECA’s bespoke financial investigation training course delivered in Kenya, suggesting it could be feasibly applied in other locations.

The Chairman noted that it was useful to have a representative of Action Fraud present as part of the team conducting the Fraud inspection for HMICFRS.

The Commissioner provided Members with an update on the Victim Service area. He noted that of the 0.03% of reports that amounted to complaints, the main cause of complaints remained due to a lack of investigation, and as such, an undesirable outcome. The Chairman noted that a fundamental issue with Fraud was that perpetrators were not accessible in many cases; He asked if CoLP had improved its ability to explain the realities to victims in a way that would be more acceptable. The Commissioner explained that the standard “4 Ps” had been adapted to add consideration for “V”, referring to victim care. He explained that CoLPs victim strategy was centred around a new Fraud Hub which was still in the pilot phase. He assured Members that there was no complacency around treatment of victims.

A member asked for the latest update on the Economic Crime Victim Care Unit (ECVCU). The Commissioner explained that outstanding work had been achieved, with almost 2,000 victims contacted since January 2018 with the “Tier 1” level of service. The Commissioner explained that there was a clear steering group around ECVCU. He explained that there was a funding lag challenge to overcome, but the board was reporting back delivery locally around the country. He agreed to report back to Members from the steering group. (4)

The Chairman noted that the shortfalls highlighted within resourcing were undeniable and asked how long the recruitment process to fill the gap would take. The Commissioner explained that a risk matrix was employed, and there was a desire to avoid constantly shifting resources in order to fill gaps. He explained that there were currently transferees waiting on vetting and health

checks which cause some lag in filling vacancies. He explained that CoLP now employed an induction programme that could be commenced prior to the completion of necessary checks that would reduce recruitment delays where possible.

RESOLVED – That the report be received.

6. **RESOLUTION - CRYPTOCURRENCIES**

The Board received a resolution from the Port Health and Environmental Services Committee that asked Members to note the recommendation that the City of London Police address the issue of fraudulent cryptocurrencies on its website.

The Chairman illustrated his approval that there was clearly an awareness of these issues and that Members were able to utilise the proper channels to raise the issue.

RESOLVED – That Members agree the fraudulent cryptocurrencies issue should be addressed by the city of London Police website.

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

There was no further business.

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

There were no questions.

9. **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 Schedule 12A of the Local Government Act.

10. **NON-PUBLIC MINUTES**

The Committee considered the non-public minutes from the last meeting, held on 15 December 2017.

RESOLVED – That the minutes be approved.

11. **RESTRICTED ACTIVITY UPDATE**

The Board received a report of the Commissioner that summarised the notable activity not for publication affecting the City of London Police in its capacity as National Lead Force.

RESOLVED – That the report be received.

12. **ECONOMIC CRIME ACADEMY UPDATE**

The Board received a report of the Commissioner that provided Members with an update on activity involving the Economic Crime Academy.

RESOLVED – That the report be received.

13. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There was one non-public question.

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

The Chairman explained that he would not be putting his name forward as Chairman of the sub-committee for the ensuing year, and as such this would be his final meeting as Chairman. He stated that it was a pleasure to chair the ECB for 6 years and thanked everyone for their valuable contributions during that time. Members thanked the Chairman for his leadership in this area over the last 6 years.

The meeting closed at 12.37 pm

Chairman

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ECONOMIC CRIME BOARD

6 JULY 2018

OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
1.	<p>27/04/18 Item 4 - <i>Outstanding References</i></p> <p>02/02/18 Item 4 - <i>Outstanding References</i></p> <p>20/10/17 Item 4 - <i>Outstanding References</i></p> <p>27/07/17 Item 11 - <i>Economic Crime Academy Update</i></p> <p>Cyber Training for Members</p>	<p>That the feasibility of cyber training being given to all Council Members be followed up within the Corporation.</p> <p>20-10-17: 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>02-02-18: The 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>27-04-18: 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 CoLP would feed back with some proposed dates, and a schedule that could be run for Members of the Police Committee.</p> <p>Update 26-06-18: 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 of the Police Committee.</p>	CoLP	DUE SEPTEMBER/ DECEMBER

2.	<p>27/04/18 Item 4 - <i>Outstanding References</i></p> <p>02/02/18 Item 5 - <i>National Lead Force: 2017/18 Performance Report</i></p> <p>Facilitation Reporting</p>	<p>The T/Commander of Economic Crime explained that there was a joint taskforce that carried out training to inform relevant private sector businesses against providing platforms unwittingly. He explained that not all areas were included within these performance reports, though they are able to do so with any area at the request of Members. The Member explained that it would be useful to have facilitation of crime reported on. A Member agreed that this was the correct platform.</p> <p>Update 27-04-18: The Commissioner explained that facilitation of crime training was tasked out to external agencies at a national level. He confirmed that he would follow up to gain feed back on this for the next meeting.</p>	CoLP	OUTSTANDING
3.	<p>27/04/18 Item 5 - <i>National Lead Force: 2017/18 Performance Report</i></p> <p>#PhishyFridays</p>	<p>The Commissioner noted that their campaign #PhishyFridays was very important to ECD and requested that Members do what they can to support it. The campaign aims to raise awareness of the dangers of phishing scams.</p>	All	OUTSTANDING
4.	<p>27/04/18 Item 5 - <i>National Lead Force: 2017/18 Performance Report</i></p> <p>ECVCU</p>	<p>The Commissioner explained that there was a clear steering group around ECVCU. He explained that there was a funding lag challenge to overcome, but the board was reporting back delivery locally around the country. He agreed to report back to Members from the steering group.</p>	CoLP	OUTSTANDING

Committee(s)	Dated:
Police Economic Crime Board	06 July 2018
Subject: National Lead Force Performance Update: YTD to 31 May 2018	Public
Report of: Commissioner of Police Pol 58-18	For Information
Report author: T/DCS Glenn Maleary	

SUMMARY

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force (NLF) for Fraud for the two months to 31 May 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 first two months of 2018/19 Action Fraud reports to the NFIB totalled **53,158**, a 7,000 increase in the number of crimes reported to Action Fraud compared with the PY.
- The number of crimes reviewed by the NFIB has remained stable over the first two months of 2018/19 at around 9,100.
- At the end of May 2018, City of London Police ECD are currently managing **602** live investigations of which **73** are distinct to fraud teams/NLF.
- ECD currently has **33** active and 70 inactive OCGs

Protect

- The average Overall satisfaction with products and alerts issued by the NFIB is **99% (70/71)**. Highest levels of satisfaction are registered in relation to how alerts are “informative” and “relevant”.
- **Five** national protect events attended with a combined reach of almost **400** individuals, with social media messaging aimed at providing cyber protect advice to small businesses achieved well over half a million views.
- National and international media coverage in relation to supporting NLF and City

of London Police priorities

Prepare

- In 2018/19, 17 courses delivered by the Economic Crime Academy (ECA) attended by 238 delegates, amounting to 771 training days delivered.
- 97.5% delegate satisfaction with the attended courses.

Victim Service

- Average of 75.5% of victims satisfied with online service, compared to 72% the same time of the year
- Action Fraud complaints via PSD, 4 in the first two months of 2018/19 compared to 28 in the same period the previous year

RECOMMENDATION

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 two months to 31 May 2018. Where data is available this performance has been compared against the same period for the previous year.

The report is divided into 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 Outcomes

While reports to ActionFraud marginally dropped in May 2018 by **4% (856)**, to 21,437 from the previous month, YTD there has been a notable increase of **21% (7,765)** in demand.

		2017/18	2018/19	% Inc / (Dec %)
	April	17,076	22,293	31%
	May	18,989	21,437	13%
	Total	36,065	43,730	21%
<i>Month on month</i>				
		11%	(4%)	

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

Nationally there has been a **5%** reduction in the number of disseminations to forces with over the same time period 9,208 compared to 9,725

The decrease in disseminations is due to a reduction of reviewing capacity. This has been addressed with a recruitment and training programme and also in part a more discerning assessment of matters that are viable for further investigation.

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

Total outcomes reported to NCO	Apr	May
Judicial outcomes	1,451	470
NFA Outcomes	7,283	3,025
Total	8,734	3,495

ECD Disseminations	Apr	May
City of London	4	7
NLF	0	0
DCPCU	1	0
IFED	1	12
PIPCU	0	1

Judicial outcomes	Apr	May
City of London	160	0
NLF	0	1

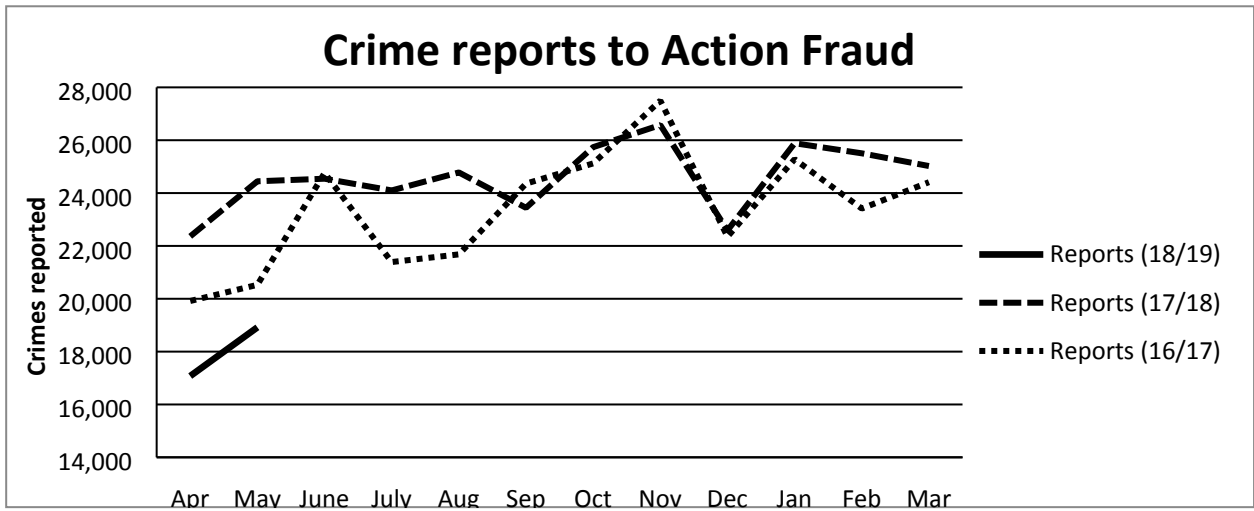
DCPCU	2	0
IFED	49	0
PIPCU	0	0

NFA Outcomes	Apr	May
City of London	0	20
NLF	0	0
DCPCU	1	0
IFED	77	0
PIPCU	0	0

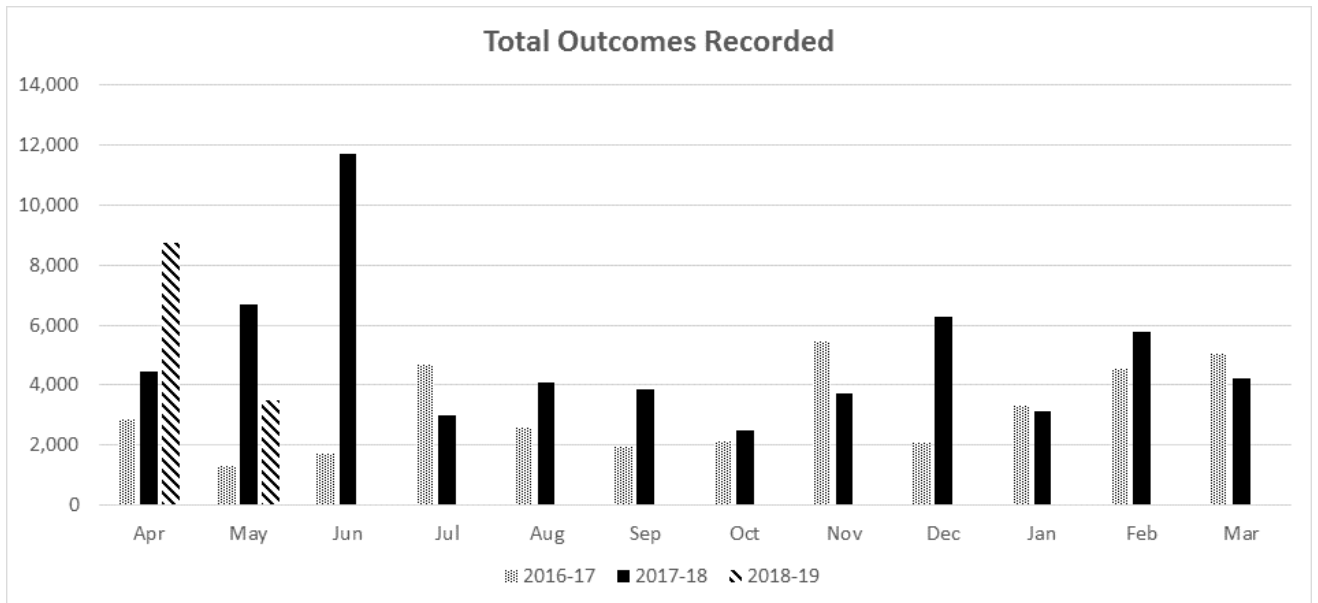
The table below shows a comparison of crimes reported, disseminations and recorded outcomes at the Year End point for the past three years.

	2015/16	2016/17	2017/18	16/17 – 17/18 change	2 Months to 31 May 2018
Crime reports to Action Fraud	234,201	280,706	294,984	5% ▲	53,158
Disseminations	72,654	68,606	55,671	19% ▼	10,772
Judicial outcomes	9,873	8,105	9,476	17% ▲	1,921
Non-judicial outcomes	26,346	28,146	49,968	78% ▲	10,308
Total outcomes	36,219	36,251	59,444	64% ▲	12,229

The graph below shows the number of crime reports made to Action Fraud by month over the last three financial years.



The chart below shows the total number of recorded outcomes by month over the last three financial years.



2.2 National Disruptions

There were **66** website suspension requests and **166** email suspension requests made for the first two months of 2018/19, compared to 106 and 137 respectively in the previous year.

This is because the NFIB has made a decision to cease some elements of data sharing to ensure we are compliant with the impending GDPR changes. The developing strategy is to fairly and legally share personally identifiable information data to key strategic partners to maximise the prevention and disruption of key enablers. The impact in the short term will be a reduction in management information data, but we ensure ethical disruption continue 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. The table below shows that despite Q4 data not being available the NFIB have continued to improve disruptions of Bank Accounts and Telephones compared to the previous year (Q1-Q3).

Q1 data for 2018/19 is not yet available.

Disruptions requests	2016/17	2017/18	% Change
Website Q1-Q4	947	732	22% ▼
Bank accounts Q1-Q3	30,256	39,793	31% ▲
Telephone Q1-Q3	96,277	100,789	5% ▲
Total	127,480	141,314	11% ▲

2.3 City of London Police Outcomes	Q1 (Apr 2013 - Jun 2017)	Q2 (Apr 2013 - Sep 2017)	Q3 (Apr 2013 - Dec 2017)	Q4 (Apr 2013 - Mar 2018)
Cumulative number of crimes disseminated to CoLP	5,549	5,641	5,697	5,788
Total Outcomes	1,156	1,191	1237	1602
Outcome Rate	20.83%	21.11%	21.71%	27.68%
Cumulative number of judicial outcomes	775	804	805	825
Cumulative number of non-judicial outcomes	381	387	432	777

PMG Measure DP.1 - The percentage of crimes reported to Action Fraud that result in an investigative outcome

	Q1 (Apr 2013 - Jun 2017)	Q2 (Apr 2013 - Sep 2017)	Q3 (Apr 2013 - Dec 2017)	Q4 (Apr 2013 - Mar 2018)
Cumulative No of crimes reported to Action Fraud Apr 13 - date	1,056,617	1,128,940	1,203,837	1,280,250
The number of crimes disseminated by NFIB (Supporting Info)	274,591	287,933	301,142	316,077
The number of outcomes achieved by forces	129,200	140,142	152,634	165,812
Outcome Rate	12.2%	12.4%	12.7%	13.0%

2.4 Organised Crime Group Disruptions

At the time of reporting, the ECD are currently managing **33** active OCGs. As of June 6, 95 OCGs were involved in some sort of fraud, the remainder were involved in either cyber, counterfeit goods or ML offences.

2.5 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.

Currently 15 NLF investigations have been formally accepted by City of London Police.

In total, as of May 31st there are 73, NLF/ City based fraud investigations and an additional 525 being conducted by ColP funded units, this totals as follows (**IFED 336 PIPCU 39 DCPCU 100**)

3. PROTECT

3.1 Quality and reach of 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. The following categories are measured and results compared against 2016/17 results.

		May 2018	YTD	Previous YTD
Percentage of <u>all</u> respondents that were satisfied with the alerts		100% (19/19)	99% (70/71)	97% (95/98)
Percentage of respondents agreeing that the alerts were:	Informative	89% (17/19)	92% (65/71)	99% (93/98)
	Relevant	89% (17/19)	90% (64/71)	96% (93/97)
	Timely	79% (15/19)	82% (58/71)	88% (85/96)
	Clear	89% (17/19)	90% (64/71)	95% (93/97)
	Actionable	74% (14/19)	82% (58/71)	84% (82/97)

To increase the reach of alerts City of London Police uses additional platforms, such as the Neighbourhood Alerts Service which currently has **515,568** contactable users.

3.2 Social Media

Action Fraud has continued to deliver and increase its digital reach during 2017/18, 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:

- **45,574** Twitter followers
- **15,246** Facebook Likes (followers)

MI	Apr-18	May-18	MI	Apr-18	May-18	MI	Apr-18	May-18
Number of unique web site visitors	294,096	295,920	Number of website impressions	898,625	889,778	Number of Facebook impressions	1,097,813	676,403
Number of Twitter impressions	1,171,903	985,010	Website page visits from Facebook	8,739	7,725	Website page visits from Twitter	3,020	2,336
Cumulative number of Twitter followers	45,112	45,574	Cumulative number of Facebook followers	44,805	15,246	Action Fraud Twitter engagements	20,212	16,950

3.2.1 Media stories

- The [Express](#), [Trusted Reviews](#) and the [Daily Star](#) published comments from PIPCU's DI Nick Court in coverage of illegal streaming ahead of the Tyson Fury fight.
- The [Daily Mail](#) and Mail on Sunday wrote about our new staff network support group specifically for men.
- The Action Fraud news story, which warns the public that more than £3 million has been lost to ticket fraud in the space of a year received coverage in the [Mirror](#), [AOL](#), [Wired Gov](#), [Q Local](#), the **Yorkshire Post**, the **Metro**, the **Express and Star** and the **Times**.
- There was further coverage in the [Claims Magazine](#) of an IFED case, involving a cyclist who attempted to make a fraudulent pothole injury claim.
- Throughout June, Trading Standards are warning local residents to be aware of the various methods of scamming, including post, phone calls, text messages, emails and cold calling. Action Fraud is mentioned in articles published by the [Beccles and Bungay Jungle](#), the [Chester Chronicle](#), [Economy Northern Ireland](#),

Caithness Business, Devon County Council and So Cheshire. David Hanson MP has also showed his support for the campaign.

- A part of Scam Awareness Month, Your Money, the St Helens Star, Newcastle Council and the **Daily Star** report that more people are falling victim to scams involving cryptocurrency, binary option investments and holiday timeshares, according to a charity's data. Action Fraud is mentioned.
- The Intellectual Property Magazine published an interview with PIPCU's DCI Teresa Russell about her new role as head of PIPCU.
- A successful IFED sentencing for a fraudulent cyclist's injury claim achieved coverage in the Insurance Times, Wales 24/7, You Talk Insurance and Road.
- The Express, City Matters, Daily Mail, Daily Star and Yahoo reported on a stabbing near Liverpool Street Station. A spokeswoman for City of London Police said: "Police were called to a report about a 17-year-old boy being stabbed on Alderman's Walk at 5.59pm. Officers and the London Ambulance Service attended the scene. The boy was taken to the Royal London Hospital with serious but not critical injuries. Liverpool Street has been closed but the station remains open and accessible to the public."
- Action Fraud's alert about fraudsters claiming to be from TSB on the Standard, Rotherham Advertiser, Basildon Standard, Leicester Mercury and Express & Star {main} (available on request). Action Fraud's alert was also mentioned in a related article by This is Money and Scottish Daily Mail {main} (available on request) about how fraudsters may have obtained the passwords to access the affected accounts. Additional coverage was published by Somerset Live.
- IFED's days of action against opportunistic insurance fraudsters received coverage in the Insurance Times, Peterborough Today, Insurance Age and RSA Group. Additional coverage of IFED's days of action appeared on the Manchester Evening News {main} (available on request).
- PIPCU's days of action in Manchester targeting Facebook Marketplace counterfeiters received coverage on IP Pro the Internet, Securing Industry and Risk UK.
- Multiple outlets including the Daily Mail, Standard, Metro, Msn, BBC, Mirror, Get West London, LBC, SE1 and Yahoo covered our witness appeal following an assault on Tower Bridge where a man headbutted a stranger.
- Extensive coverage was obtained of our press release on the death of Bethany-Maria Beales over the bank holiday weekend, who fell from the Heron building on Moor Lane. The witness appeal and family tribute were included in Daily Mail, Guardian, BBC, Independent, Telegraph, Yahoo, City A.M., Express, City Matters, Mirror, Metro, STV, Times, Sun, St Helens Star, Liverpool Echo and the Standard

3.3 Protect Campaigns and Events

NFIB Cyber Protect

NFIB Cyber Protect's primary aim is to reduce cybercrime by providing advice to the public, businesses, non-government organisations and promoting secure operating practices and greater awareness. NFIB Cyber Protect is part of the National Policing Strategy for cybercrime and focuses on a multi-agency approach to reducing cybercrime.

Regional Cyber Protect Officers Coordination

NFIB Cyber Protect focuses interoperability across all regional organised crime unit operations and is the main central coordination unit for the Cyber Protect Officers and regional and local level. At the beginning of the month NFIB Cyber and the National Coordinators Office visited SEROCU and the SLT to update on PROTECT and PREVENT for Fraud and Cybercrime. In addition NFIB Cyber Protect met with the ROCU Cyber Protect Officers to see where gaps existed and how we could improve engagement.

Performance Framework

NFIB Cyber Protect Performance Framework provides a single strategy and objectives for Cyber Protect Officers nationally and with it comes further networking. NFIB Cyber Protect has worked in collaboration with the Home Office to deliver an Engagement Impact Survey. This is from feedback received from the 2017/18 performance reports. The surveys will look to support the analysis of the impact of the work Cyber Protect is having and will help to promote best practice.

Social Media and #PhishyFridays

NFIB Cyber Protect deliver protect advice based on core messaging: Take Five and Cyber Aware, and sometimes NCSC and HMG alerts. We have three social media channels under the name "Cyber Protect UK" - Facebook, Twitter and now LinkedIn. LinkedIn is new this quarter and is dedicated to providing tailored fraud and cybercrime Protect advice for businesses.

Since November 2017, Cyber Protect and Action Fraud post a joint alert every Friday of the most popular phishing email reported that week. The alerts will often receive national media coverage and help to deliver Protect messaging on one of the key cyber attack vectors. This is an on-going piece of work and we will explore ways to increase the reach and impact of these posts.

Multi-Agency Campaign Group

The Multi-Agency Campaign Group brings together public, private and third-sector agencies in a collaborative partnership to deliver coordinated protect messaging to all customers. We are also now looking at ways of intelligence-led campaigns from NFIB source data. NFIB Cyber noticed a spike of issues involving young children (under 18)

and the social media platform Snapchat. The Multi Agency Campaign Group has used this as an opportunity to deliver a joined up, problem-solving, message.

National Cyber Security Centre

NFIB Cyber Protect have two officers seconded to the NCSC who are integrated into the Economy and Society Team. Recent examples of identifying opportunities for closer collaboration include developing a model to make law enforcement resources available to respond to appropriate C4 – C6 incidents that are reported to NCSC, predominantly working with organisations who have identified vulnerabilities on their networks. This is now undergoing a live pilot.

4. 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

	2016/17	2017/18	% Change	2018/19 YTD
Total courses	83	96	16% ▲	17
Total course delegates	1,065	1,201	13% ▲	238
Total delegate days delivered	3,748	4,154	11% ▲	771
Delegate satisfaction	99%	99%	0%	97.5%

4.2 National force engagement

Banking Protocol update

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.

The scheme was first introduced as a pilot in London during October 2016, before a national roll-out began in May 2017. Since March 2018 it has been implemented by all 45 police forces in the country. In that time it has led to 180 arrests across the

country, while 2,788 emergency calls have now been placed and responded to through the scheme, with the average prevention per call equating to £7,731. In April 2018, the Banking Protocol prevented over £3m in fraud - a monthly record - while 15 arrests were made

The latest figures from UK Finance state that over £21 million of fraud has been prevented and 180 arrests made thanks to the introduction of the Banking Protocol, a ground-breaking scheme aimed at identifying and protecting potential fraud victims when they visit a bank or building society branch.

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

Members will be aware that the force is subject to a range of inspection of activity from the HMICFRS comprising of the annual PEEL (Efficiency, Legitimacy and effectiveness) and various thematic programmes scheduled through-out the year. The inspection programme going forward is going to look differently from this year with the PEEL programme being integrated into 1 annual inspection per force rather than 2 as in previous years.

This new programme will rely on each force preparing and submitting a force management statement (FMS) articulating how they meet each element of the PEEL programme. The FMS is an honest self-appraisal articulating both Good force performance and areas for improvement. This force is submitting its FMS this week having been signed off by the Commissioner.

In addition to the PEEL programme there are specific themed areas of inspection specifically looking at identified Policing functions. This force is scheduled for three this year, including Custody (this will be unannounced), Crime data integrity and fraud. The fraud inspection involves 10 forces selected by HMIC, not surprisingly we have been included in this schedule. We have supported the programme by seconding an officer from ECD into HMIC to help them develop the methodology for the Inspection. We have had an Inspection of our national functions (Action Fraud and NFIB) in March and have recently concluded the general Inspection of our funded units and local fraud investigation teams. Two pieces of inspection field work remain outstanding with Acting Commander O'Doherty and Supt Rothwell due to be interviewed on the 4th July. Our Inspection will conclude at that point.

This Thematic will not attract judgements in the way that the PEEL programme does, but will be subject to comment published on the Inspectorate website.

5 PREVENT

5.1 Pilot - Mini Police

Following a successful rollout of Mini Police across a number of forces starting with Durham Constabulary, the National Coordinator's Office is looking to establish a similar programme focusing on fraud and cybercrime education.

CoLP has identified this gap in the education of young children around online safety.

The Mini Police programme pilot in the City of London will allow CoLP to test fraud and cybercrime messages at a young age group.

The Mini Police pilot will be with Sir John Cass Primary School in the City, this summer term. The school has agreed for 15 children from Year 4 to participate, and engagement sessions have been planned for June 2018.

6. VICTIM SERVICE

6.1 Action Fraud reporting satisfaction

During 2017/18 **10,107** victims completed the online Action Fraud reporting satisfaction survey. **91%** of those surveyed had a positive or neutral experience of the process. So far in the first two months of 2018/19 1,642 victims have been surveyed with a satisfaction rate of 75.5%.

6.2 Action Fraud Complaints

140 complaints relating to Action Fraud were received via the Professional Standards Department during 2017/18 (compared with 169 PY). This is **0.03%** of crime and information reports received in the same period (**392,691**). The most common cause of complaint remains lack of investigations with **83** of the **140** complaints relating to this. A total of **142** complaints were concluded in the period.

In the first two months of 2018/19 PSD received 4 new complaints, three of which related to lack of investigation and one which was categorised other, this is compared to 28 new complaints for the same period in the previous year.

All complaints are responded to in writing. Complainants who have reported dissatisfaction with the facts that their crime will not be investigated are provided with an explanation as to how the decision was made and ultimately why an investigation is not possible at this time. Management are aware of the high proportion of complaints relating to lack of investigation and efforts are being made to mitigate dissatisfaction. This includes increased awareness surrounding the Action Fraud process as well as providing all victims with fraud prevention guidance. Accordingly, the number of complaints in this category have decreased from **126** in 2016/17 to **83** in 2017/18.

Additionally, so far this year **28** correspondence letters including MP letters were received during the same period, and **40** were resolved.

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.

	2016/17	2017/18	Change
Overall satisfaction with ECD officers' service	73% (107/147)	83% (55/66)	10% ▲
Satisfaction with initial service	75% (110/147)	100% (54/54)	25% ▲
Satisfaction with outcome of investigation	45% (46/102)	51% (14/27)	6% ▲

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 on a quarterly basis, was reintroduced last quarter.

Because the deadline for this report's submission is before the end of q1 2018/19, we cannot provide a data update for this measure.

	Q4 2016/17	Q4 2017/18	Change
Return on Investment	£20.79	£20.30	2% ▼

Last quarter: During the period, the ROI was calculated at **£20.30** saved for every £1 invested. Although this is **2%** below the previous year's average figure of **£20.79**, it still represents a positive return for the money invested within the directorate.

5.5 Resourcing

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	17	- 0.4 officer - 0 staff
IFED	46	- 4 officers - 1.14 staff
PIPCU	20	- 0 officers - 0.29 staff
FIU	32	- 3.5 officers - 0.23 staff
Fraud Teams	58	- 9.5 officers + 2 staff
ECA	13	- 4 officers - 2 staff
NFIB/AF	81	-2.55officers + 2.45 staff

6. APPENDICES

- Appendix 1 – Key Performance Indicators
 - PP measures – measures set by the Policing Plan committee
 - DP measures – measure set by the Economic Crime Directorate

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Economic Crime Board - For information
National Lead Force: 2017/18 Performance Report

APPENDIX 1 – KEY PERFORMANCE INDICATORS

VICTIM SATISFACTION	
<p><u>The percentage of victims of fraud satisfied with the overall service provided by ECD officers</u></p> <ul style="list-style-type: none"> • Satisfactory (S): Cumulative performance to be within 2.5% or higher than the Apr 14 - Mar 17 cumulative satisfaction rate of 71% with the overall service provided by ECD officers. This would therefore allow for a satisfaction rate of 69%. • Close monitoring (CM): Cumulative performance below the Apr 14 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued cumulative performance below the Apr 14 - Mar 17 cumulative threshold, with limited signs of improvement. <p>Cumulatively, since the survey's inception in 2014, 74% (439/592) of victims have stated that they are satisfied with the service that was provided by ECD officers throughout their investigation. This is consistent with the cumulative level of satisfaction reported last quarter. Satisfaction has steadily increased over the last three years.</p> <p>Satisfaction regarding the initial service provided by ECD officers has also continued to rise in the last quarter. However, satisfaction regarding the outcome of investigations tends to fluctuate based on whether the victim receives a positive outcome.</p> <p>Because of GDPR related issues there has been no update on the above figures, it is hoped this will be resolved shortly.</p>	S
<p><u>The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</u></p> <ul style="list-style-type: none"> • Satisfactory (S): Monthly performance to be within 2.5% or higher than the 17/18 YTD average. • Close monitoring (CM): Monthly performance below the 17/18 average threshold or continued negative trend. Requires Action: Continued monthly performance below the 17/18 average threshold, with limited signs of improvement. <p>YTD, 1,642 victims have completed the online Action Fraud reporting satisfaction survey. YTD 75.5% of recipients have registered satisfaction with the system.</p> <p>Out of the 16,42 survey's completed in the first two months of 2018/19, 93 were dissatisfied, a further 30 were very dissatisfied</p>	S

PURSUE	
<p>The percentage of ECD City fraud investigations resulting in a positive action whether through offender disposal, prevention or disruption.</p> <ul style="list-style-type: none"> • Satisfactory (S): YTD performance to remain equal, or within 10% of the 16/17 average of 100% of investigations resulting in an offender disposal, prevention or disruption. • Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued YTD performance below the 16/17 average threshold, with limited signs of improvement. <p>In the year to date 27 City based fraud investigations have concluded. The majority (26/27 96%) have resulted in positive outcomes (Charge/ summoned to court = 14, Disruption = 3, Premises visits/ Intelligence = 9).</p>	S

PURSUE	
<p>The outcome rate of City of London crimes disseminated by NFIB</p> <ul style="list-style-type: none"> • Satisfactory (S): Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 20.95%. This would therefore allow for an outcome rate of 18.86%. • Close monitoring (CM): Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued performance below the Apr 13 - Mar 17 cumulative threshold, with limited signs of improvement. <p>Since April 2013, 5,788 City of London crimes have been disseminated to the Fraud Teams for investigation. 1,602 investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of 27.68% of disseminated crimes resulting in an outcome, which is a rise compared to the outcome rate of 21.71% reported in December 2017. Updates for Q1 of March 2018/19 are not yet available</p> <p>During the first two months of 2018/19 there were 12,229 outcomes reported to the NCO, 15% resulted in judicial outcomes with the remainder categorised as NFA.</p> <p>In April 2018 around 19% of crimes reported to ActionFraud were disseminated to forces, this dropped slightly to 18% for the following month and compares to 17% in April 2017 and 23% in May 2017.</p>	S

<p>The percentage of crimes reported to Action Fraud that result in an investigative outcome</p> <ul style="list-style-type: none"> • Satisfactory (S): Cumulative performance to be within 10% or higher than the Apr 2013 - Mar 17 cumulative outcome rate of 10.80%. This would therefore allow for an outcome rate of 9.72%. • Close monitoring (CM): Cumulative performance below the Apr 13 - Mar 17 cumulative threshold or continued negative trend. Requires Action (RA): Continued cumulative performance below the Apr 13 - Mar 17 threshold, with limited signs of improvement. <p>Since April 2013, 1,280,250 crimes have been reported to Action Fraud. 316,007 crimes have subsequently been disseminated by the NFIB to police forces in England and Wales for investigation. 165,812 of the disseminated crimes have resulted in an investigative outcome.</p> <p>The outcome rate is calculated as the percentage of crimes reported that have resulted in an outcome. The outcome rate at the close of March (Q3 17/18) is 13%. This is an increase of 2.2% compared to the outcome rate at the close of March 2017. An update for Q1 of 2018/19 is not yet available.</p>	S
<p>The percentage of complaints made relating to Action Fraud compared to the number of crime and information reports made</p> <ul style="list-style-type: none"> • Satisfactory (S): YTD Performance to be within 0.03 percentage points or lower than the 16/17 average complaints to AF reports percentage of 0.04%. This would therefore allow for percentage of complaints to AF reports received of 0.07%. • Close monitoring (CM): YTD performance below the 16/17 average threshold or continued negative trend. Requires Action (RA): Continued performance below the 16/17 average threshold, with limited signs of improvement. <p>YTD 4 complaints have been received via PSD compared with 43730 Action Fraud reports received.</p>	S

PROTECT	
<p><u>The percentage of recipients satisfied with ECD product and alerts</u></p> <ul style="list-style-type: none"> • Satisfactory (S): YTD performance within 5% or higher than the 16/17 overall recipient satisfaction rate of 98%. This would therefore allow for a satisfaction rate of 93%. 	S

- **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued YTD performance below the 16/17 average threshold, with limited signs of improvement.

98% (51/52) of the recipients who received alerts in March and subsequently completed the satisfaction survey stated that they were happy with the alert they received. YTD, **96%** (642/671) of recipients have registered satisfaction with the alerts received during the period. This is a decrease of two percentage points from the previous YTD reporting period (2016/17).

92% (48/52) of recipients stated that the alerts were Informative and **90%** (47/52) stated the alerts were Relevant. The Timeliness (YTD - **83%**) and how Actionable (**85%**) the alerts are continue to receive the lowest level of satisfaction.

PREPARE

The percentage of delegates satisfied with the Economic Crime Academy courses attended

- **Satisfactory (S):** YTD performance to be within 5% or higher than the 16/17 average delegates satisfaction rate of 97%. This would therefore allow for a satisfaction rate of 93%.
- **Close monitoring (CM):** YTD performance below the 16/17 average threshold or continued negative trend. **Requires Action (RA):** Continued YTD performance below the 16/17 average threshold, with limited signs of improvement.

Year to date there have been **5** courses attended by **83** delegates. **95% (57/60)** of delegates have registered satisfaction with the courses. This is the same percentage as the previous year to date.

Of the external delegates, **31** were from police forces, **29** from the public and charity sectors, and **10** from private sector organisations.

S

Committee(s): Economic Crime Board – For information	Date: 6 th July 2018
Police Committee – For information	12 th July 2018
Subject: Joint Fraud Taskforce Update	Public
Report of: Commissioner of Police Pol 61-18	For Information
Report author: T/Commander Peter O’Doherty, Economic Crime	

Summary

At the meeting of the Police Committee on the 1st March 2018, a Member requested an update on the Joint Fraud Task Force (JFT). The Commissioner gave a brief verbal update at the April Committee but at that time owing to the position with a review of the Taskforce which had commenced in February 2018, it was not possible to give a full update and the Commissioner undertook to provide an update to the July Committee once the review concluded at the end of May 2018.

This paper provides an update on the Joint Fraud Taskforce (JFT) following its launch in February 2016 and Public Accounts Committee scrutiny in December 2017.

An independent review concluded that the JFT has huge potential but certain aspects, including an effective operating model, need strengthening. There is clear support for the JFT from government, industry and law enforcement. The future ambition, objectives and operating model will be adjusted to maximise the potential of the JFT. Recommendations and structures for JFT 2.0 will be finalised by September 2018.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. The Joint Fraud Taskforce (JFT) was set up by the Home Secretary in February 2016.

2. The JFT is a partnership between banks, law enforcement and government to deal with fraud and to focus on issues that have been considered too difficult for a single organisation to manage alone.
3. The objectives of the JFT are to:
 - a. protect the public and businesses from financial fraud
 - b. reduce the effects of fraud on victims
 - c. increase prosecution of fraudsters
4. A Public Accounts Committee (PAC) in December 2017 found that establishing the JFT was a positive step, but there needed to be a clear set of objectives for what it planned to do and by when, and the JFT need to be more transparent and partners accountable.
5. The PAC also found that the policing response was inconsistent and made two recommendations directly related to City of London Police:
 - a. The Home Office must prioritise efforts to improve the collection and reporting of data on fraud. It should update us on progress by the end of March 2018, when we also expect to hear how it is improving information sharing between government, industry and law enforcement, and working with Action Fraud to reduce the gap between reported and actual fraud.
 - b. Home Office should, with the City of London Police, establish what more they can do to help all police forces tackle online fraud, including opportunities to identify, develop and share good practice in a more systematic way.
6. An independent review of the JFT was commissioned by the Home Office in February 2018.

Current Position

7. The independent review concluded at the end of May 2018. The review found the JFT had huge potential however it was also agreed that certain aspects needed strengthening.
8. The findings of the review were discussed at the JFT Management Board in June 2018. Board members discussed the overall ambition, including how best to set objectives, the place of the JFT within the wider economic crime reform landscape and how to ensure that the JFT is using its collective good to drive the fraud agenda forward. This included a clear understanding of and commitment to resourcing.
9. The Board agreed the key next steps were to take the review findings and build the next phase of the JFT. The Board agreed a small team would undertake an agile approach, with a focused blitz in July 2018 to work up proposals for JFT 2.0 based on review findings. It was also agreed that work already in progress should not be stopped but might need to be prioritised. A joint government / industry /

law enforcement strategic threat assessment would also be commissioned to help prioritise and set JFT outcomes.

10. Law enforcement (City of London Police), the private sector and government all commitment resources to delivering these next steps.
11. It was agreed that the review team would produce recommendations by the beginning of September 2018. This will be in advance of other key developments in economic crime in the law enforcement landscape including publication of an HMICFRS thematic inspection on fraud and the launch of the multi-agency National Economic Crime Centre hosted by the National Crime Agency.

Public Accounts Committee Recommendations

12. City of London Police is working with the Home Office and other partners on the PAC recommendations from December 2017.
13. To increase reporting, City of London Police is currently:
 - a. running a campaign to educate the public on the importance of reporting (#everyreportmatters)
 - b. working with industry to deliver an API to automate reporting (funded through the National Cyber Security Programme)
14. To identify, develop and share good practice in a more systematic way, City of London Police is currently:
 - a. continuing to deliver its force engagement programme
 - b. developing a refreshed communications plan
 - c. developing a suite of good practice guidance for forces (“key factors for success”) which will be available digitally
 - d. awaiting confirmation of Home Office funding for regional fraud liaison officers in each ROCU

Conclusion

15. There is clear support for the JFT from all partners involved. The future ambition, objectives and operating model are being revisited to maximise the potential of the JFT. Recommendations and structures will be agreed in September 2018. Further updates to your Economic Crime Board and Police Committee will follow.

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