CITY
OF
LONDON

Economic and Cyber Crime Committee of the City of London Police Authority Board

Date:	**THURSDAY, 4 NOVEMBER 2021**
Time:	**10.00 am**
Venue:	**COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL**

Members:	Deputy James Thomson (Chair)
	Tijs Broeke (Deputy Chair)
	Deputy Keith Bottomley
	Graeme Doshi-Smith
	Alderman Professor Emma Edhem
	Alderman Timothy Hailes
	Andrew Lentin (External Member)
	Deputy Edward Lord
	Alderman Bronek Masojada
	Deputy Catherine McGuinness (Ex-Officio Member)
	Dawn Wright
	Michael Landau (External Member)

Enquiries:	**Polly Dunn**
	Polly.dunn@cityoflondon.gov.uk

Accessing the virtual public meeting
Members of the public can observe this virtual public meeting at the below link:
https://youtu.be/1aSh5My-JCo

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

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 public minutes and non-public summary of the meeting held on 7 September 2021.

    For Decision
    (Pages 5 - 10)

4. **OUTSTANDING REFERENCES**
    Joint report of the Town Clerk and Commissioner.

    For Information
    (Pages 11 - 12)

5. **Q2 NATIONAL LEAD FORCE PERFORMANCE REPORT**
    Report of the Commissioner.

    For Information
    (Pages 13 - 28)

6. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**
    Report of the Director of Innovation & Growth.

    For Information
    (Pages 29 - 34)

7. **HMICFRS FRAUD INSPECTION**
    Report of the Assistant Commissioner.

    For Information
    (Pages 35 - 40)

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

9.   **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

10.   **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 item(s) 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.

                                                                        For Decision

                          Part 2 - Non-Public Agenda

11.   **NON-PUBLIC MINUTES**
      To agree the non-public minutes of the meeting held on 7 September 2021.

                                                                        For Decision

12.   **NON-PUBLIC OUTSTANDING REFERENCES**
      Joint report of the Town Clerk and Commissioner.

                                                                      For Information

13.   **NATIONAL LEAD FORCE UPDATE**
      Report of the Assistant Commissioner.

                                                                      For Information

14.   **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - NEXT GENERATION AND CURRENT SERVICE UPDATE REPORT**
      Report of the Assistant Commissioner.

                                                                      For Information

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

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

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ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON POLICE AUTHORITY BOARD
Tuesday, 7 September 2021

Minutes of the meeting of the Economic and Cyber Crime Committee of the City of London Police Authority Board held virtually on Tuesday, 7 September 2021 at 9.00 am

Present

Members:
Deputy James Thomson (Chair)
Tijs Broeke (Deputy Chair)
Deputy Keith Bottomley
Graeme Doshi-Smith
Alderman Professor Emma Edhem
Alderman Timothy Hailes
Michael Landau (External Member)
Andrew Lentin (External Member)
Deputy Edward Lord
Alderman Bronek Masojada
Deputy Catherine McGuinness (Ex-Officio Member)
Dawn Wright

Officers:
Simon Latham	-	Director, Police Authority Team
Oliver Bolton	-	Deputy Head, Police Authority Team
Polly Dunn	-	Town Clerk's Department
Jayne Moore	-	Town Clerk's Department
Mary Kyle	-	Innovation & Growth Department
Clinton Blackburn	-	City of London Police
Alix Newbold	-	City of London Police
Chris Bell	-	City of London Police
Ashleigh Dumas	-	City of London Police

1. **APOLOGIES**
   Apologies were received from Graeme Doshi-Smith. Alderman Bronek Masojada noted that he needed to depart the meeting at 10am.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.

3. **MINUTES**
   RESOLVED, that the public minutes and non-public summary of the previous meeting held on 5 May 2021 be agreed as a correct record.

4. **CHAIR'S PUBLIC UPDATE**
   Members heard a public update from the Chair on the following areas:

   - Police Authority Board Dinner (theme of Fraud and Cyber)
   - Confirmation of the Chair as Deputy Lead for Economic & Cyber Crime Portfolio at APCC (and on the Board).
   - Update on Commissioner and A/C recruitment
   - Engagement with Crime Correspondents on the victim story and OSB.
   - OSB submission going in on 16 September.
   - A meeting attended by the Chair at Number 10 with the Prime Minister, Home Sec and Policing Minister
   - Transparency of reporting. This was the first time the ECD quarterly reporting was being held in the public section of the meeting, underling commitment to transparency.
   - National Cyber Awards: Dawn Wright (and Mary Kyle) kindly agreed to represent the Corporation at the National Cyber Awards on 28th September.

   RESOLVED, that the update be noted.

5. **COMMISSIONER'S PUBLIC UPDATE**
   Members heard a public update from the Commissioner and Chief Officers.

   The update focussed on the Next Generation Fraud and Cyber Crime reporting and analysis service, the tender for which was launched on 1 July 2021. The first stage of the process closed on 1 September and the Force were working through these initial bids, for which valuation and moderation had commenced. By the end of the month it was hoped that the Force would be left with no more than five suppliers.

   Key items had been introduced or were due to be introduced into the existing system. This included the roll-out of the new 'chat-bot', which had resulted in a reduced rate of call abandonment. Other services such as semi-automated alerts to banks had resulted in encouraging early results for the recovery of funds to victims of crime. A few campaigns were scheduled for the operation in the coming weeks.

   RESOLVED, that the update be noted.

6. **NATIONAL LEAD FORCE UPDATE**
   There was no further verbal update on the NLF.

7. **Q1 NATIONAL LEAD FORCE PERFORMANCE REPORT**
   Members received a report of the Assistant Commissioner outlining performance against the National Lead Force aims and objectives set out in the National Lead Force Plan 2022-22.

In Q1 89k calls were answered and 108k online reports received. 96% of callers were satisfied with the service whilst 86% were satisfied with the online provision. The online satisfaction rate was a bit below target, the Force was not sure why, but officers noted that the score did pick up in June. It could have been as a result of the chat bot will likely continue to improve this rating.

There was a fall in the number of complaints for this quarter (98 v 124 for previous). Success measures of Outcome 1 were both amber/red due to calls not answered in 5 minutes. The average time was 8 minutes, which was progress from historic averages.

15 new advisers had been successfully trained, with 14 due to complete their training shortly. There had been a high resignation rate in call centre, with the reason for leaving predominantly being that employees were offered other roles at higher pay scales. When asked what could be done to improve this, officers explained that operating the call centre with a full compliment of staff would be the first step to improvement. 33% staff turnover was significantly high and if not addressed Members believed it would result in an ongoing struggle to provide an effective and quality service. If pay was the issue, Members asked what could be done to remedy that. Regular reporting on staff turnover was suggested as something that ought to be included within this report, until the matter had been addressed **(1/2021/P).**

Long term, Members enquired as to whether the target for answering calls should be less than five minutes. Officers agreed to find a benchmark and report back **(2/2021/P).** When asked why there were different targets for online and call responses, officers clarified that historically the journey through the online platform had proved more difficult. Ideally both would be at the same level but for now a stepped target approach had been adopted.

3753 people attended 105 events in this Quarter, with social media acting as an effective platform. 110 posts had an impact/reach of over 3 million users.

The value of transactions disrupted had seen dramatic increase, with June recording all-time peak. There was limited feedback from banks from what they had successfully disrupted. Members asked if additional administrative efforts could be made to seek confirmation from banks about the value of successfully intercepted transactions **(3/2021/P).**

There had been 1500 fewer judicial outcomes due to the backlog in the court system.

100% of Home Office forces are in the compliant category for outcome reporting, with one late submission. COLP had worked closely with other forces and ringfenced permanent resources.

Members felt that there had been a slightly harsh assessment of the Force's achievement in respect to repeat victims. Five out of 15,000 was extremely low, even though the target should be zero. The Force would review this assessment **(4/2021/P).**

With 50% of crimes that meet the threshold being reviewed within 28 days, Members wished to know the timeframe for the review of the remaining 50%. Also, new Members wished to know what constituted crimes "greatest harm". **(5/2021/P).**

RESOLVED, that the update be noted.

8. **HMICFRS FRAUD INSPECTION**
Members received a report of the Assistant Commissioner presenting a summary of the findings of the latest inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

The Chair requested to see a high-level delivery plan when its ready, ahead of the next ECCC meeting **(6/2021/P).**

Members wanted to consider what the COLP could do to assist other forces with recommendations they needed to respond to.

RESOLVED, that the update be noted.

9. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**
Members received a report of the Head of Financial and Professional Services (FPS) Technology presenting an update on cyber and economic crime-related activities.

Members complimented the report and asked that in future iterations, that there be greater visibility of key initiatives between the Force and Innovation & Growth. Reference to the Mayoralty and Policy platforms would also be welcome **(7/2021/P).**

Lastly, it was suggested that IG consider the role of the National Cyber Resilience Centre and what the City could do to leverage that to link with big businesses.

IG had been in touch with the Cyber Griffin Team and noted that there was an upcoming report about tech in the Square Mile which would showcase the operation. It would demonstrate how the City supports tech as much as it did FPS.

RESOLVED, that the update be noted.

10. **ECONOMIC CRIME ACADEMY UPDATE**
Members received a report of the Assistant Commissioner providing an update on the Economic Crime Academy.

The Academy was running both face to face and online. June and July had been busy and there was an increased capacity to deliver in Q3 and Q4 in

response to the fact that budget underspend within policing and security was often utilised on training.

Two areas for development within the academy were Fraud Assessment; and Crypto Currency.

Members requested that the academy be renamed "National Economic Crime and Cyber Academy" **(8/2021/P)**.

RESOLVED, that the update be noted.

11. **CYBER GRIFFIN UPDATE**
Members heard an update of the Assistant Commissioner on the Cyber Griffin workstream.

In future this update would feature as a regular written report to the Committee **(9/2021/P).**

Members were very supportive of the operation, but queried whether there were Key Performance Indicators that would help demonstrate its efficacy? Increasing awareness was the key metric but this was hard to judge. Awareness of cyber risk, value for money and other aspects were very positively assessed by KPMG in a recent small review.

The Chair noted that there was no bid within the budget/MTFP for Cyber Griffin and wanted to avoid this happening again. He requested the Force look at this jointly with IG **(10/2021/P).**

RESOLVED, that the update be noted.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.

14. **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 item(s) 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.

15. **NON-PUBLIC MINUTES**
RESOLVED, that the non-public minutes of the previous meeting held on 5 May 2021 agreed as a correct record.

16. **NON-PUBLIC REFERENCES**
Members considered a joint report of the Town Clerk and Commissioner regarding non-public outstanding references.

17. **CHAIR'S NON-PUBLIC UPDATE**
The Chair had no further update.

18. **COMMISSIONER'S NON-PUBLIC UPDATE**
Members heard a non-public update from the Commissioner.

19. **STAKEHOLDER ENGAGEMENT AND POLICY UPDATE**
Members received a joint report of the Assistant Commissioner and Town Clerk providing a stakeholder engagement and policy update.

20. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - NEXT GENERATION AND CURRENT SERVICE UPDATE REPORT**
Members received a report of the Commissioner providing an update on the progress of the business case and procurement of the Next Generation Service of the Fraud and Cyber Crime Reporting and Analysis Service and the existing Action Fraud and National Fraud Intelligence Bureau Service.

21. **NATIONAL CYBER RESILIENCE CENTRE GROUP UPDATE REPORT**
Members received a report of the Assistant Commissioner outlining current progress towards the launch of the National Cyber Resilience Centre Group and the development of the associated three-year action plan.

22. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.

23. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other business.

The meeting ended at 10.46 am

Chairman

Contact Officer: Polly Dunn
Polly.Dunn@cityoflondon.gov.uk

CITY OF LONDON POLICE: OFFICIAL

1/2021/P	**7 September 2021**	**Q1 National Lead Force Performance Report** Regular reporting on staff turnover within the call centre to be included within this regular report, until further notice	Service Delivery Director	**Complete** – reflected in performance pack
2/2021/P	**7 September 2021**	**Q1 National Lead Force Performance Report** Benchmark time for answering calls in the fraud reporting service to be identified and reported.	Service Delivery Director	**Complete** – reflected in performance pack
3/2021/P	**7 September 2021**	**Q1 National Lead Force Performance Report** Members requested that additional administrative efforts could be made to seek confirmation from banks about the value of successfully intercepted transactions	Service Delivery Director	**Complete** – reflected in performance pack
4/2021/P	**7 September 2021**	**Q1 National Lead Force Performance Report** Force to review their assessment of the Force's achievement in respect to repeat victims.	Service Delivery Director	**Complete** – reflected in performance pack
5/2021/P	**7 September 2021**	**Q1 National Lead Force Performance Report** Officers to report to Members what the timeframe for reviewing the remaining 50% of cases not considered in the first 28 days of reporting. Officers to also provide guidance on what constitutes "greatest harm".	Service Delivery Director	**Complete** – reflected in performance pack

6/2021/P	**7 September 2021**	**HMICFRS Fraud Inspection** The Chair requested to see a high-level delivery plan when its ready, ahead of the next ECCC meeting.	Assistant Commissioner	**Report attached**
7/2021/P	**7 September 2021**	**I&G – Update of Cyber & Economic Crime related activities** In future iterations the report is to include greater visibility of key initiatives between the Force and Innovation & Growth. Reference to the Mayoralty and Policy platforms was also requested.	Director of Innovation & Growth	**Complete –** included in the attached report.
8/2021/P	**7 September 2021**	**Economic Crime Academy Update** Academy be renamed "National Economic Crime and Cyber Academy"	Commander for Economic Crime	**Paper attached** **Comments from DCS Bradford and CI Felton (Head of ECA): both raise concerns that "NECCA" is too similar to NECC. That this will lead to confusion and issues regarding brand recognition.**
9/2021/P	**7 September 2021**	**Cyber Griffin Update** Written update report to be submitted to the ECCC as a regular item.	Assistant Commissioner	**Completed - A paper has been submitted**
8/2021/P	**7 September 2021**	**Cyber Griffin Update** The Chair noted that there was no bid within the budget/MTFP for Cyber Griffin and wanted to avoid this happening again. He requested the Force look at this jointly with IG.	Assistant Commissioner Director of Innovation & Growth	**Complete – Noted and actions. Commander's Dai Evans and Clinton Blackburn aware.**

Performance Report

Q2: July – September 2021

Agenda Item 5

Performance Assessment - Key:

The dashboard provides an assessment of City of London Police performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2022 (NLF Plan).

The NLF Plan was approved by the City of London Police Authority in October 2020. The plan sets out how City of London Police will improve the national response to fraud. It reflects NLF's contribution and commitment to the National Fraud Policing Strategy and the National Economic Crime Centre's (NECC) five-year strategy. The NECC leads the 'whole system' to drive down the growth in fraud on behalf of the UK Government.

The NLF plan sets out five outcomes that City of London Police is seeking to achieve: -

Outcome 1 - The public has confidence in the Action Fraud reporting service
Outcome 2 - People and organisations are prevented from being victims of fraud, and victims are supported (National Fraud Policing Strategy)
Outcome 3 - Police resources are deployed efficiently and effectively against fraud threats (National Fraud Policing Strategy)
Outcome 4 - Fraudsters operating nationally are identified and offending is disrupted
Outcome 5 - Policing has the capability and capacity to detect, disrupt and deter perpetrators of fraud (National Fraud Policing Strategy)

In order to identify if these outcomes are being achieved a series of success measures for each outcome have been produced and are reported on throughout this period. The success measures related to each outcome can be found at the start of each slide alongside the current RAG assessment for the relevant success measures.

The below chart identifies the RAG assessment criteria for the success measures.

Table 1 – Success Measure Performance RAG assessment	
Green	The success measures are being met
Amber Green	The success measures have not been consistently met but there is sufficient evidence to show that developments are being made to improve the RAG status of the measures to green by the end of the period
Amber Red	The success measures have not been consistently met and there is insufficient evidence to show that developments are being made to improve the RAG status of the measures to green by the end of the period
Red	It is unlikely the success measure will be met for the annual period based on the success shown in quarters to date
Grey	Insufficient evidence means that no meaningful assessment is possible at this time.

Outcome 1: *The public has confidence in the Action Fraud reporting service.*
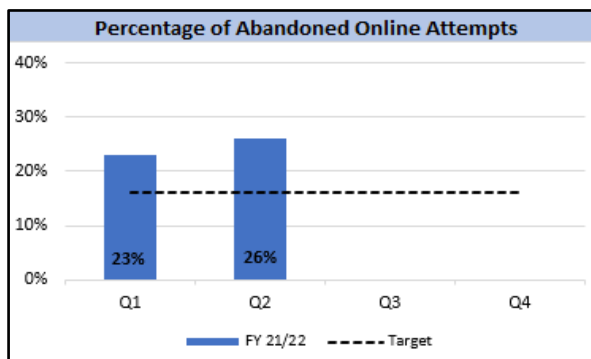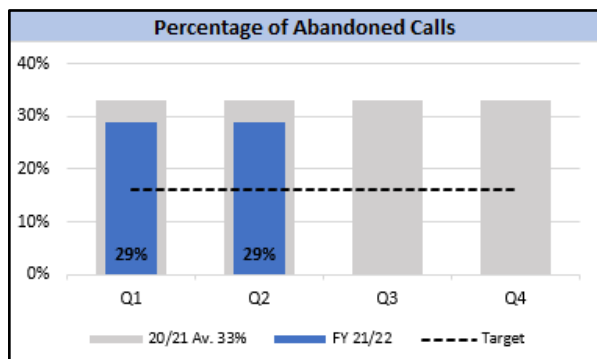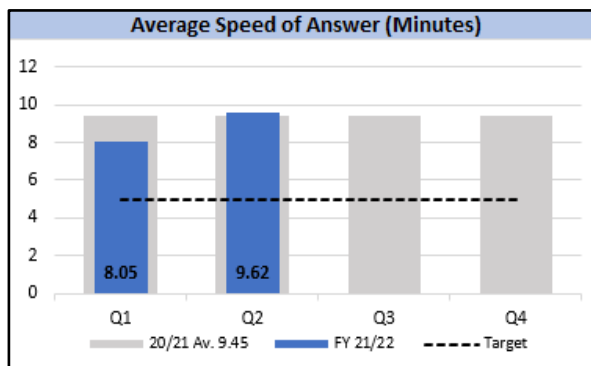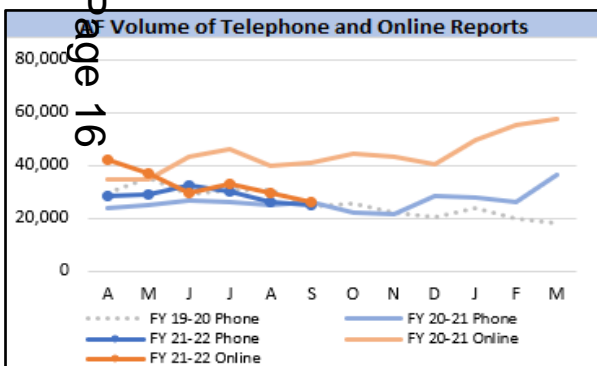
NLF Role: City of London Police operates the national fraud and cybercrime reporting service. Responsibilities include providing a first point of contact for victims of fraud, crime reporting and triage.

Success Measures:
- 96% of survey respondents are satisfied with the telephone reporting service.
- 83% of survey respondents are satisfied with the online reporting service.

Overall Victim Satisfaction with Reporting

Victim Satisfaction by Month and Reporting Channel
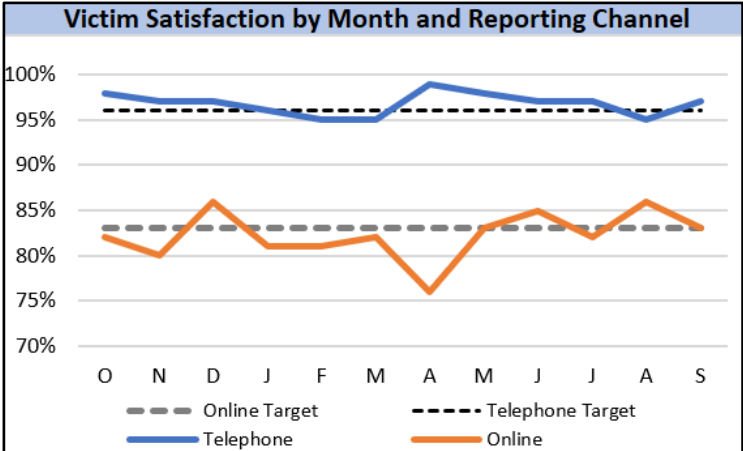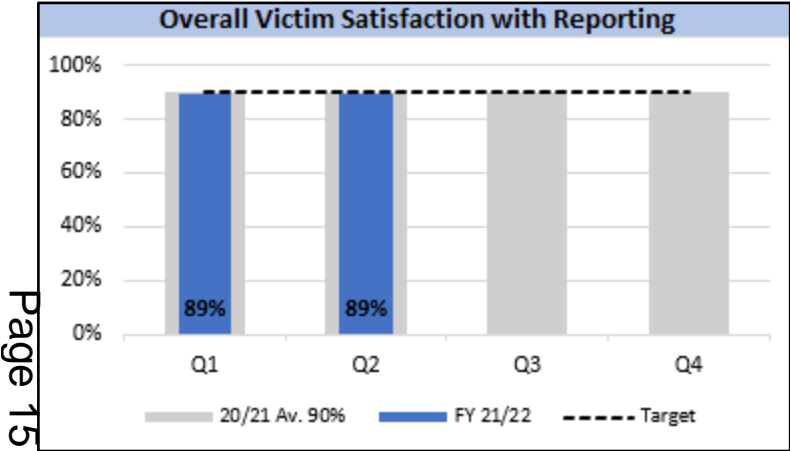
The percentage of victims completing the phone satisfaction survey has fallen slightly; since the previous year. In Q2, over 81,000 calls were answered and 487 victims responded to the telephone survey. This represents a 0.60% completion rate compared to 0.77% in the previous quarter; and 0.67% during the previous financial year.

Of those victims who reported online, 488 completed the online survey from a possible 88,345; a response rate of 0.55%. This is a slight reduction compared to the response rate in the previous quarter (0.62%); and last financial year (0.68%).

Overall 0.57% of victims completed the customer satisfaction survey this quarter, a fall from both last quarter's and the previous year's completion rates (0.69% and 0.68% respectively).

Feedback from the Action Fraud satisfaction surveys indicate satisfaction with telephone reporting was above the baseline (96.1%). There was a slight decrease in satisfaction levels relating to telephone reporting during August (95.1%); subsequently the level of satisfaction rose again to over 96% in September.

Satisfaction with online reporting was slightly below the baseline during July (82%); rising to 86% in August and 83% during September. The recent introduction of the virtual advisor or 'chatbot' service, in addition to improved signposting; aim to further improve reported levels of online satisfaction.

Complaints Data – Q2 results were unavailable at time of submission.

3

Outcome 1: *The public has confidence in the Action Fraud reporting service.*

NLF Role: City of London Police operates the national fraud and cybercrime reporting service. Responsibilities include providing a first point of contact for victims of fraud, crime reporting and triage.

Success Measures:

- Average time taken to answer within Action Fraud is 5 minutes*
- The percentage of reports to Action Fraud abandoned by is below 16%*

* These benchmarks are based on an assumed static demand level from 2019/20.

The number of calls answered by Action Fraud in Q2 (81,330) has fallen by 9%; compared to the previous quarter (89,310). This represents a continued decrease from the same quarter in the previous year 2020/21 (90,164). Similar to the previous quarter current levels remain slightly lower than during 19/20 (-5%); the baseline for the success measure The overall average time taken to answer for Q2 (9.62 minutes); is slower than Q1 (8.05 minutes) but remains quicker than the average time for Q3 and Q4 of 2020/21 (12 minutes). Call abandonment figures were slightly higher in Q2 (29.5%) than Q1 (28.7%); but remain an improvement on previous financial year (33.5%). Volumes of online reports received have also decreased this quarter; falling from 108,479 in Q1 to 88,345 in Q2 - a significant decrease of 19%. The percentage of abandoned online attempts is a new measure, reporting the number of draft reports started but not completed. This has increased slightly this quarter from 23% to 26%. At the present time this measure solely relates to reports commenced by registered users. It is not currently possible to determine the number of new registrations for the period.

Volume of Telephone and Online Reports

FY 19-20 Phone · FY 20-21 Phone · FY 21-22 Phone · FY 20-21 Online · FY 21-22 Online

Average Speed of Answer (Minutes) — Q1 8.05, Q2 9.62; 20/21 Av. 9.45; FY 21/22; Target

Percentage of Abandoned Calls — Q1 29%, Q2 29%; 20/21 Av. 33%; FY 21/22; Target

Percentage of Abandoned Online Attempts — Q1 23%, Q2 26%; FY 21/22; Target

During Q2 43 new advisors commenced their induction training. Attrition levels have decreased slightly this quarter (13% in July, 7% during August and September). Recruitment events continue although the Force reports challenges in attracting high quality of candidates. Measures are being developed to report on staff turnover.

The implementation of Improved Call Routing (IVR) in June has continued to enhance service. Most notably for live cyber call reporting. More effective call routing has led to a 35% reduction in calls identified as live cyber incidents; leading to improvements in both the time to answer and the call handling times; required to support victims.

Further improvements were made to Virtual Advisor menu of options. Phase 2 is ready to begin trials adding 60+ informational and guidance responses; via the application. Continued monitoring of take up suggests the bot has freed up the equivalent of 3.5 FTE capacity; to support other victims.

4

Outcome 2: *People & organisations are prevented from being victims of fraud, & victims are supported.*

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud. It is also responsible for developing and disseminating national protect messaging for policing based upon latest crime reporting trends.
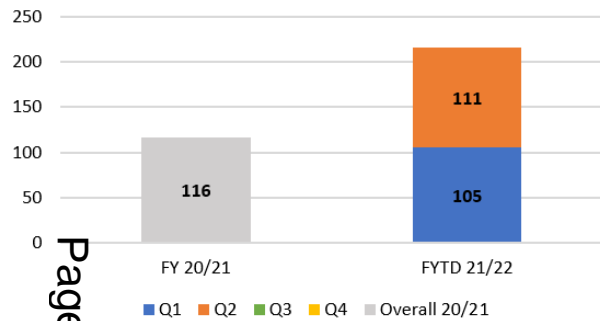
Success Measures:
- Maintain the reach of protect messaging*
- Establish a baseline for use of protect messages through CoLP online and offline media channels and engagement events.

*Stretch Metric – Extend the reach of Protect messaging by 10%

Frequency of Protect Events

FY 20/21: 116 (Overall 20/21)
FYTD 21/22: Q1 105, Q2 111

Legend: Q1, Q2, Q3, Q4, Overall 20/21

Reach of Protect Events

FY 20/21 Q3&4: 8,443
FYTD 21/22: Q1 3,753, Q2 4,643

Legend: Q1, Q2, Q3, Q4, FY 20/21 Q3&4
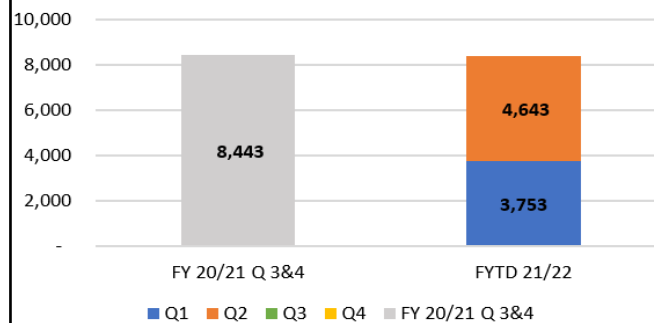
The number of protect events were significantly lower in 2020/21 than previous years; due to the restrictions imposed as a result of Covid-19. Towards the end of the year teams found new ways of engaging with stakeholders and the public, in particular using online events which in turn could reach greater numbers of the public. This pattern continued in Q2 of this year, with 4,643 people attending 111 events, a 24% improvement on Q1 (3,753).

Action Fraud alerts peaked in July with 101 posts and 2,164,254 impressions, covering topics including pet fraud, holiday fraud and vaccine phishing.

Across the quarter, 31 interviews were given to the media, and the Media Team oversaw 19 press releases, with activity particularly high in July. Subject matter varied from press releases about pet fraud, ghost broking and notable sentencings. Interviews included the One Show and Crime Watch around cash for crash schemes and a successful PIPCU goods seizure.

The NFIB released 8 alerts through its digital community messaging platforms. These platforms reach approximately 600,000 users each time an alert is sent.

The Force continues to develop its understanding of engagement and reach for protect messaging; in order to establish the relevant baseline through online and offline media channels. There are processes in place to collect data for the number of Protect events and social media posts each quarter, and to record the numbers of attendees and impressions linked to these. Next steps will involve engaging with attendees to understand the effectiveness of the content and whether behaviour will change, and the reach of social media posts. Impressions are defined as the number of people your content is visible to, while reach refers to the number of people engaging with your content through likes, comments and shares.

No. Protect Social Media Posts

Apr: 88, May: 115, Jun: 117, Jul: 101, Aug: 84, Sep: 87
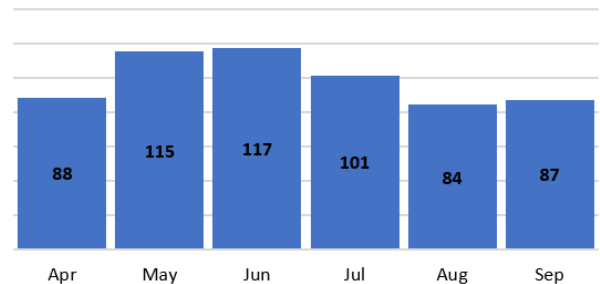
No. Protect Social Media Impressions
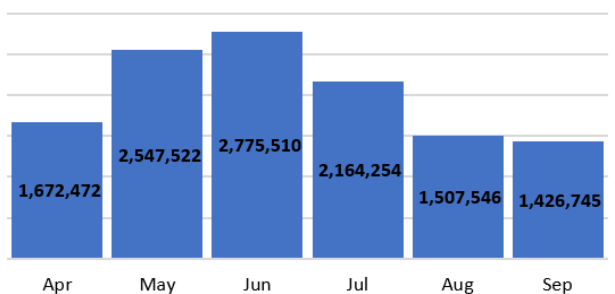
Apr: 1,672,472, May: 2,547,522, Jun: 2,775,510, Jul: 2,164,254, Aug: 1,507,546, Sep: 1,426,745

Outcome 2: *People & organisations are prevented from being victims of fraud, & victims are supported.*

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud. This includes the banking sector, utilising initiatives to identify and disrupt accounts used in Payment Fraud.

Success Measures:

- The value of transactions confirmed as prevented or disrupted before passing into criminal hands is increased*

*The ambition is to increase this by 25% of 20/21 funds for the year with a stretch metric of a 50% increase.

No. Bank Account Alerts Created

Confirmed Value of Funds Repatriated
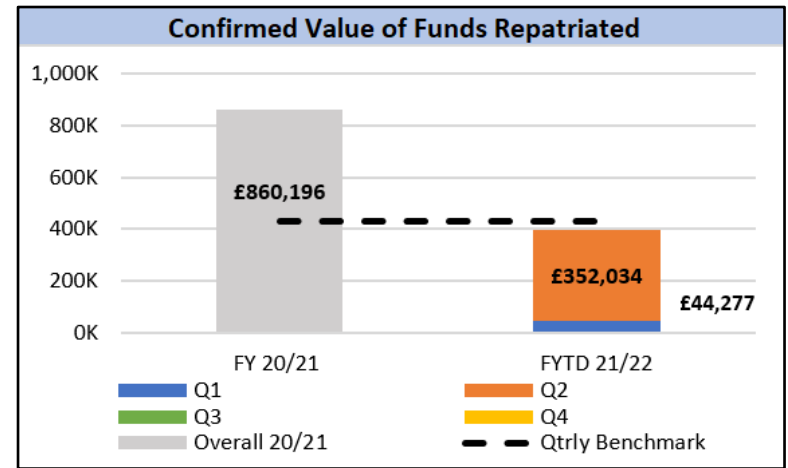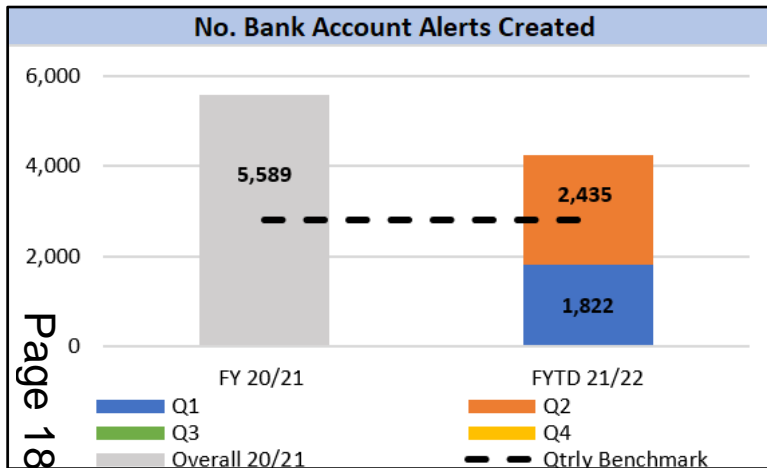
CoLP is continuing its long standing initiative to alert banks to accounts used in fraud. The monthly average of referrals has steadily increased from 164 alerts in 2019/20 and 466 in 2020/21, to 709 for 2021/22 FYTD. July recorded a peak of 916 alerts sent to banks, followed by slightly lower numbers in August and September. The confirmed value of repatriated funds is reliant on feedback from banks which is not always available. The confirmed average monthly savings have risen sharply from £14,759 in Q1 to £117,345 in Q2 (the average monthly savings in 2020/21 overall was £71,683). This is partly due to a £173,000 payment diversion fraud repatriated in July. For the financial year to date CoLP have alerted banks of accounts used to receive the proceeds of fraud to the amount of £20,155,856 and as a result £395,141 has been recovered since April.

The number of disrupted bank accounts has been rising since the inception of the project and the initiative allows not only for funds to be returned to victims, but also disrupts fraudsters, demonstrates good partnership working, and provides CoLP with the ability to start an investigation early if an alert is missed by the banks.
A solution regarding automation of early reporting back to banks in a more consistent and timely manner went live in May. The system is not linked to UK Finance systems at this time, so feedback will continue to rely on manual reporting from banks until this is resolved.

Additional funding has been received through the Lloyds collaboration to further automate alerts into the UK Finance BPS system; which many banks are using to identify monies at risk across industry. The additional benefit of this work, is to also automate the feedback from the banking industry back into CoLP as to the outcomes of the alerts sent by NFIB. The aim is to enhance feedback on action taken and funds repatriated to victims whilst reducing the manual effort to both chase, and send an outcome back to CoLP. Work is ongoing as to the feasibility of this solution working with UKF, CoLP IT and IMS with a delivery date on or before August 2022. In the meantime efforts have been made to improve the current process with individual banks utilising a CoLP volunteer working in the financial industry; to increase reporting of outcomes back into the NFIB.

Outcome 2: *People & organisations are prevented from being victims of fraud, & victims are supported.*

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud . It is also responsible for developing and disseminating national protect messaging for policing based upon latest crime reporting trends.

Success Measures:

- The Economic Crime Victim Care Unit will maintain the level of support provided to victims
- The Economic Crime Victim Care Unit will sustain the low levels of repeat victimisation following interaction with their service*

*Stretch Metric – Reduce the levels of repeat victimisation to less than 8%
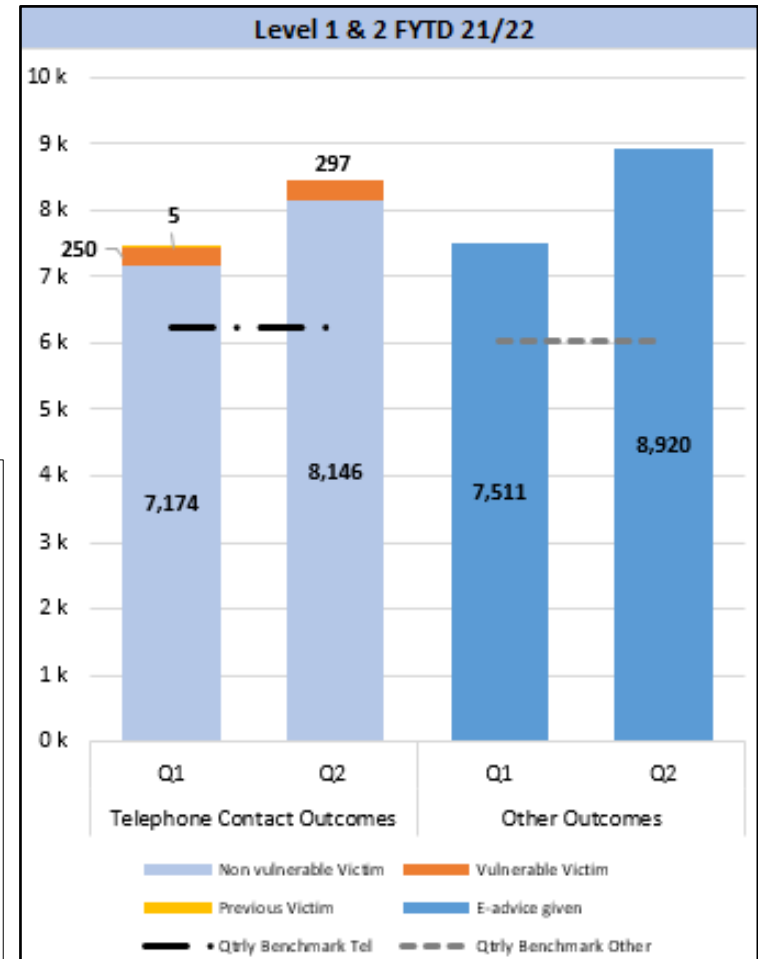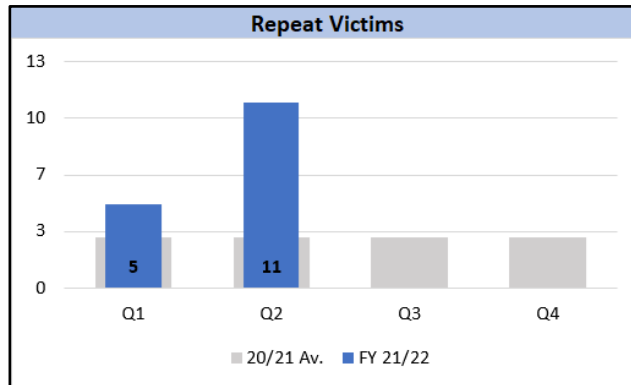
The National Economic Crime Victim Care Unit (NECVCU) supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support. The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. The **Level 2** service engages with victims when vulnerability is identified, and by giving crime prevention advice and signposting to local support services helps the victim to cope and recover from the fraud. Six forces are currently covered by both Level 1 and 2 services, with a further 14 receiving Level 1 only.

In the second quarter of 2021/22 the NECVCU has performed well above 2020/21 averages in both Level 1 and 2 services. During the period, NECVCU has engaged with just over 20,000 victims, and of these solely 11 (0.08%) were recorded as repeat victims. Between July and September 2021, 13 victims have requested additional advice over suspicious emails or phone calls preventing re-victimisation, and 43 victims have been provided with additional safeguarding support. Over the past 12-18 months NECVCU have supported victims to recover £1,045,725.

7

Outcome 3: *Police resources are coordinated and deployed efficiently and effectively.*

NLF Role: City of London Police is responsible for developing and disseminating crime reports for intelligence, protect and pursue action to policing and other law enforcement through the National Fraud Intelligence Bureau. It is also responsible for leading and coordinating the police response to fraud.
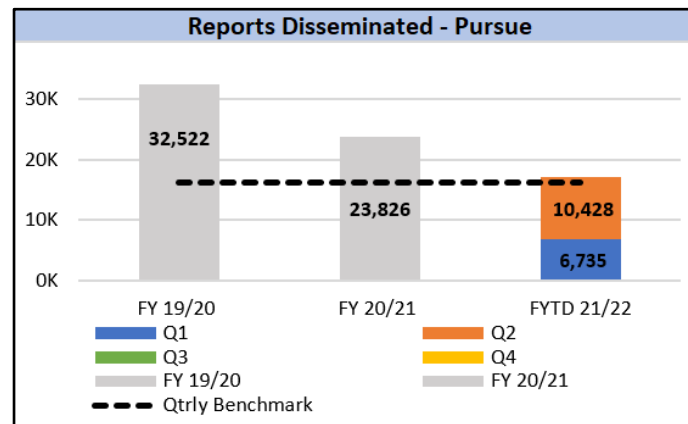
Success Measures:

- 50% of crimes that meet the threshold are reviewed within 28 days
- The number of crimes disseminated for investigation is increased[*]

[*] The ambition is to sustain 2019/20 levels as per graph benchmark.

All fraud reports received are triaged against agreed thresholds and prioritised for review. The highest harm frauds are prioritised and the reports are further examined. Levels of harm are set each year through a MoRiLE process where each fraud and cyber crime type is ranked and the highest ranked for potential harm and risk become priority control strategy crimes.

Once the report is reviewed a decision will be made about the viability of cases and most appropriate agency to investigate them. The report will then be disseminated to that agency. If the report is not reviewed or disseminated then Protect Advice is sent to the victim and they may be referred to the National Economic Crime Victim Care Unit if appropriate.

Due to technical issues the data for triaging times is currently unavailable. The Force anticipates this issue will be resolved in Q3/4 of 2021/22.

Reports Disseminated - Pursue

	FY 19/20	FY 20/21	FYTD 21/22
	32,522	23,826	Q2: 10,428 / Q1: 6,735

Legend: Q1, Q2, Q3, Q4, FY 19/20, FY 20/21, Qtrly Benchmark

A total of 10,428 Pursue reports were disseminated in Q2 which is a sharp rise from both Q1 (6,735) and the benchmark quarterly average of 8,130 disseminations (Note: this excludes reports that are disseminated for intelligence purposes or victim care). There is work ongoing to link in with Action Fraud and improve the quality of the fraud reports taken. For example, the use of mandatory fields for vital information such as bank account details will reduce the volume of additional enquiries made during initial investigations; and streamline the review and dissemination processes.

The dissemination of Control Strategy crimes has remained almost level with the quarterly average of 2,553 in 2020/21 at 2,574 this quarter. Control Strategy priority crimes include: Romance Fraud, Courier Fraud, Investment Fraud, Payment Diversion Fraud, Insurance Fraud and Banking/Payments Fraud. This is in line with the campaigns run throughout the year, focusing on a number of these areas along with COVID-19 related fraud.

Outcome 3: *Police resources are coordinated and deployed efficiently and effectively.*

NLF Role: City of London Police is responsible for developing and disseminating crime reports for intelligence, protect and pursue action to policing and other law enforcement through the National Fraud Intelligence Bureau. It is also responsible for leading and coordinating the police response to fraud.
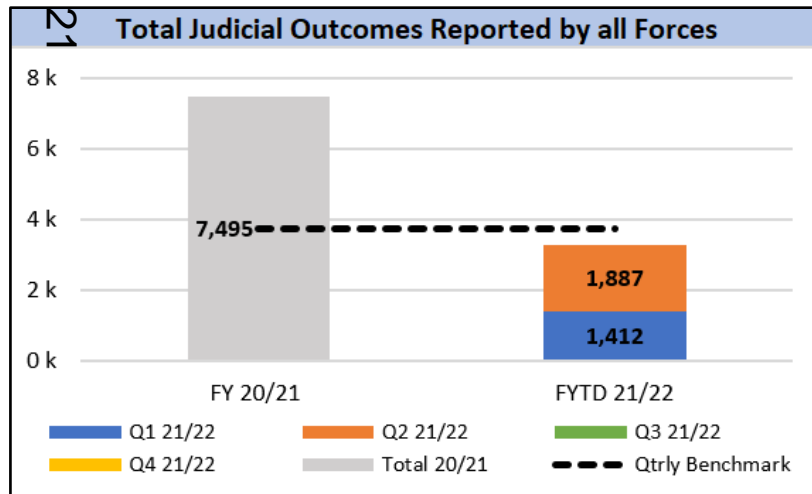
Success Measures:
- The number of judicial outcomes recorded by policing is increased.
- 100% of Home Office forces are in the compliant category for outcome reporting.

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. All forces provided a return each month in Q2. The National Coordinators continue to engage with forces to ensure this 100% compliance can be maintained throughout the year.

FY 20/21	Returns
Compliant (10-12 Returns)	39
Partially Compliant (7-9 Returns)	3
Non Compliant (0-6 Returns)	3

FY 21/22 FYTD	Returns
Compliant (4-6 Returns)	45
Partially Compliant (n/a)	0
Non Compliant (0-2 Returns)	0

Total Judicial Outcomes Reported by all Forces

FY 20/21: 7,495 (Qtrly Benchmark)
FYTD 21/22: Q1 21/22 = 1,412; Q2 21/22 = 1,887

Legend: Q1 21/22, Q2 21/22, Q3 21/22, Q4 21/22, Total 20/21, Qtrly Benchmark

The total outcomes reported in the period can relate to disseminations from any time frame.

There has been an increase in judicial outcomes reported this quarter compared to last but levels remain below the quarterly benchmark from last year.

Direct NLF engagement to forces at multiple levels continues as a strategic objective to increase judicial outcomes.

For 2021/22 1 in 5 of all crime reports disseminated have received an outcome.

Note: Judicial outcomes refer to Home Office Counting Rules Outcomes 1-8 which include charges, cautions, taken into consideration etc (they do not refer to the wider criminal justice process).

Outcome 4: *Fraudsters operating nationally are identified and their offending is being disrupted.*

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to it's funded units.

Success Measures:

1. CoLP OCG disruptions are sustained with higher proportion of major disruptions.

Disruptions Against OCGs

Disruptions Against OCGs by Impact
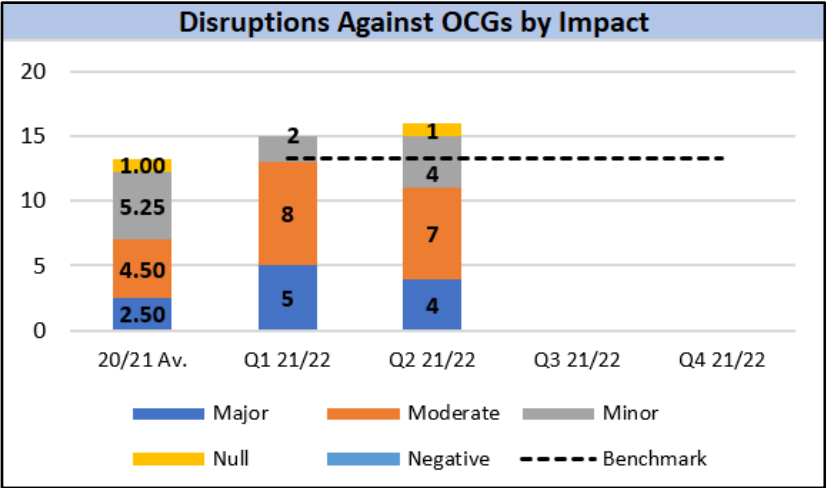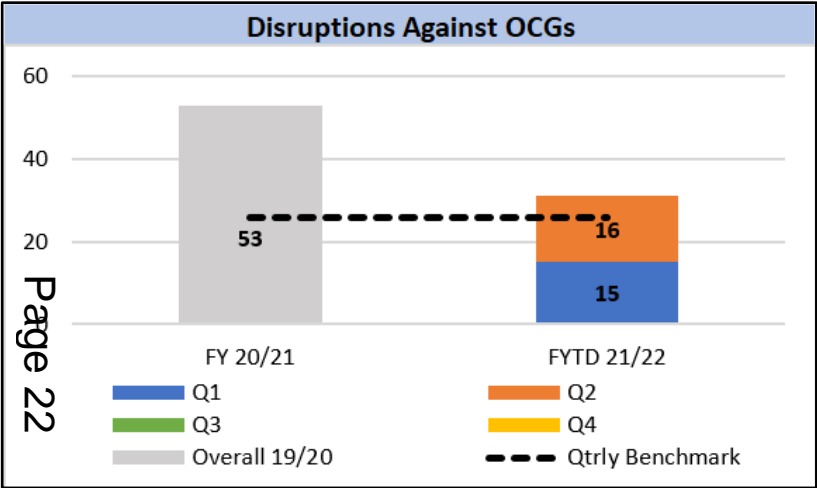
At the end of Q2 City of London Police had 59 organised crime groups (OCGs) the majority of which are involved in Fraud (71%) including 16 known to be involved in money laundering; and 15 with links to wider economic crime. One new economic crime related OCG's has been mapped this quarter and there are 27 OCG specific operations being run across the Force.

There were a total of 16 disruptions for Q2 2021/22, which is higher than the quarterly average of 13 during 2020/21. This indicates that disruption activities have continued to increase as Covid-19 related restrictions have been further relaxed. The main bulk of the disruptions were judged to be moderate in their impact for this quarter and the number of major disruptions continues to be above the quarterly average from 2020/21.

- 5 Major disruptions were claimed in Q2 of FY21/22 and authorised at SOC Board in October for Operations JUPITER (IFED), ROVER (DCPCU), VOMER (IFED), GIENAH (DCPCU) and EUPHONIUM (MLIU).
- SOC Intel continues to devote significant resources into developing understanding as to the criminal production and supply of counterfeit identity documents.
- Intel development is also ongoing to establish evidence of counterfeit currency supply online.

Outcome 4: *Fraudsters operating nationally are identified and their offending is being disrupted.*

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to it's funded units.

Success Measures:

- Increase the number of judicial outcomes recorded by City of London Police.[1]

[1] ambition is to increase by 25% with a stretch metric of 50% of 20/21 outcomes

Judicial Outcomes Recorded by CoLP
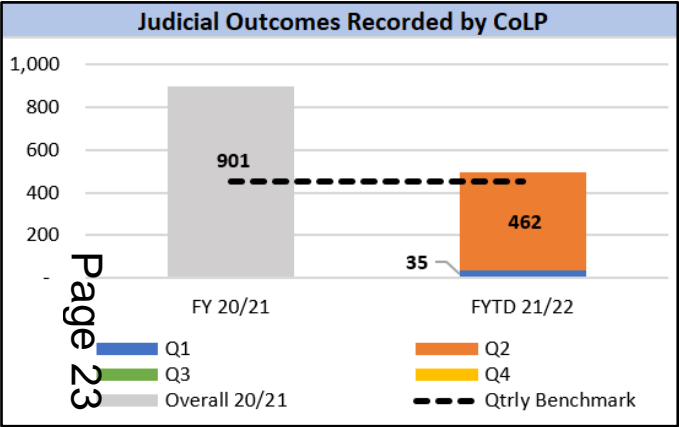
A significantly higher number of judicial outcomes were recorded by CoLP this quarter, 462 compared to 35, a 1220% increase and above the quarterly benchmark. There have been outcomes posted for three notable operations this quarter each giving multiple outcomes; and some providing closure for hundreds of victims.

Pursue activity was affected by the pandemic throughout the previous year, with lower numbers of arrests, interviews, cautions, and charges than in 2019/20. Q1 & Q2 2021/22 now report recovery of activity levels across all of these measures, reaching a peak in September as officers responded to further lifting of lockdown restrictions.

Following the high numbers of judicial outcomes reported in 2020/21, the numbers dropped considerably in Q1 of this year. Judicial outcomes have risen significantly in Q2 following intervention and adherence to best practice across NLF and CoLP teams.

Convictions Recorded by CoLP
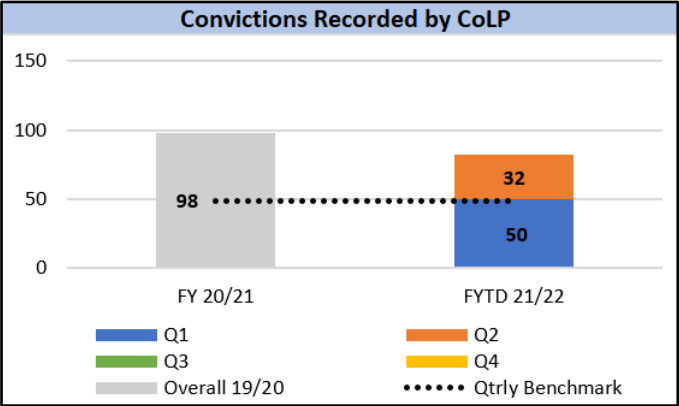
The chart to the left reports on the number of convictions for cases that have been tried in the current reporting period (Q2).

Throughout the previous reporting year numbers were impacted by the pandemic; with court closures and backlogs. Levels began to report an upturn in Q1 which has since continued into Q2. Levels are currently above the median of the previous annual total; and should this trend continue are likely to surpass the total for 2020/21.

The majority of convictions this quarter have been secured by the Dedicated Card Payment Crime Unit (DCPCU). A notable success resulted in the sentencing of a criminal from South London who spent thousands of pounds on designer goods and luxury watches; after harvesting details from numerous bank customers.

Note: Judicial outcomes refer to Home Office Counting Rule Outcomes 1-8 which include charges, cautions, taken into consideration etc, they do not refer to the wider criminal justice process.

Outcome 4: *Fraudsters operating nationally are identified and their offending is being disrupted.*

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to it's funded units.
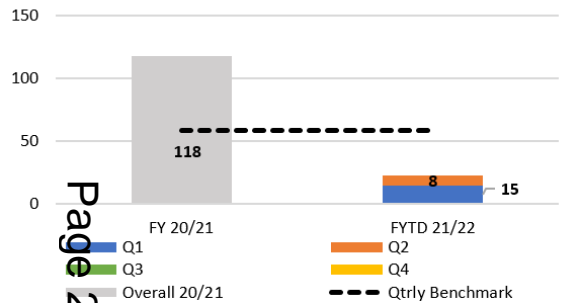
Success Measures:
- Increase use of POCA powers and value of assets denied.[2]
- Increased use and number of new ancillary orders issued by City of London Police.[3]

[2] ambition is to increase by 5% with a stretch metric of 10% of 20/21 occasions.
[3] ambition is to increase by 30% with a stretch metric of 60% of 20/21 occasions.
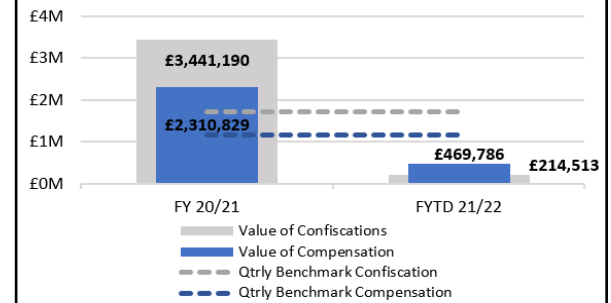
Asset Recovery Cases

Value of Funds recovered through Asset Recovery proceedings
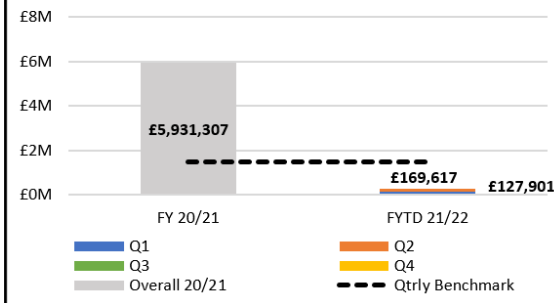
Compensation Awarded

Throughout the first two quarters of 2021/22, use of POCA powers and value of assets denied has fallen short of the 2020/21 quarterly averages; across all asset recovery proceedings. Last year the quarterly average returned 30 asset recovery cases, £1.4 million recovered, £860,000 confiscated and £577,000 compensation awarded. These decreases appear more notable this year due to a single operation during the past financial year; where over £2 million was confiscated.

An example of a positive result include a male who was charged for £14k obtained through fraudulent insurance claims for work equipment, which he alleged was stolen from his work vehicle. He received a 12 month suspended sentence, 100 hours of unpaid work & ordered to repay £6.5k.

Active Nominals: SCPO and Ancillary Orders
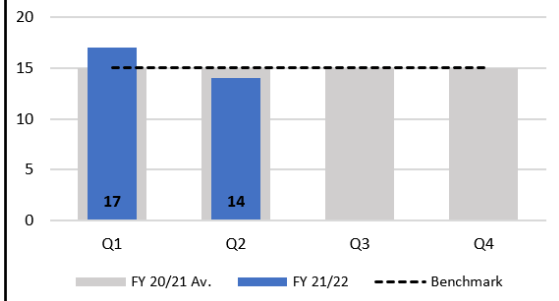
SCPOs under Review
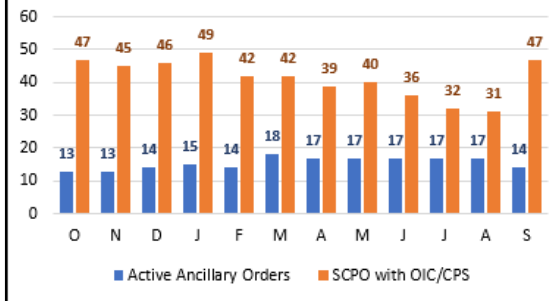
The active ancillary orders include Serious Crime Prevention Orders, Financial Reporting Orders and Criminal Behaviour Orders.

Throughout the year numbers fluctuate as orders expired and new ones have been served. Quarter 2 has fallen slightly below the 2020/21 benchmark by 1.

Currently CoLP have 47 SCPOs under review with OIC/CPS and 14 Active Ancillary Orders with three orders having expired in August.

Outcome 4: *Fraudsters operating nationally are identified and their offending is being disrupted.*

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to it's funded units.

Success Measures:

- The number of disruptions to technological enablers is sustained.

Disruptions by Volume

Disruptions by Platform
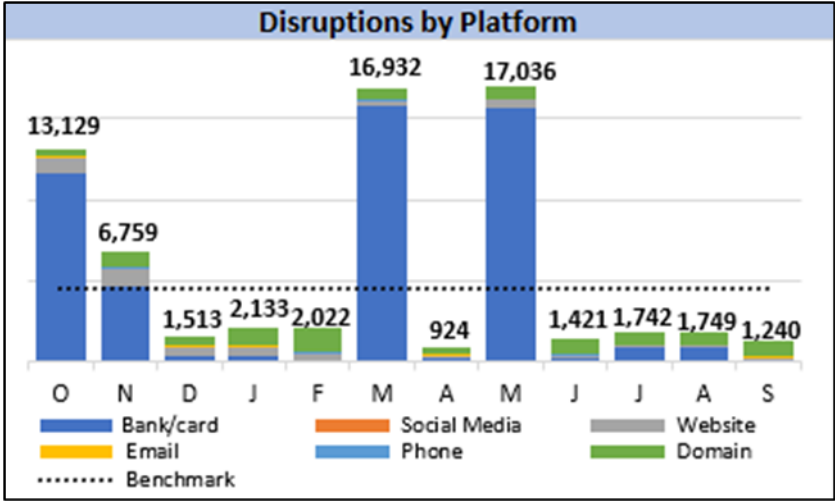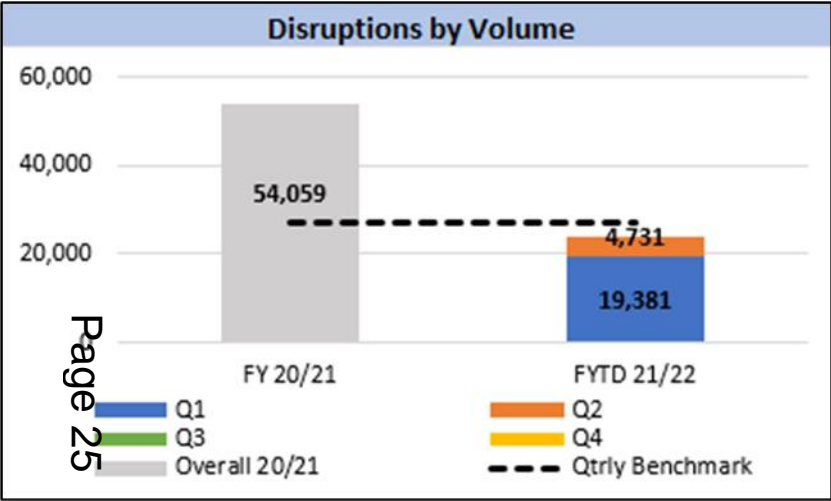
During Quarter 2, 4,731 disruptions were recorded, this makes the year to date just below the half year bench mark of 27,000. Following two quarters where key DCPCU operations in collaborations with other forces and agencies delivered high levels of disruptions (March, May); this quarter reports a return to expected levels often seen across the Summer and Christmas periods.

The majority of disruptions this quarter have related to either domains (n=2,326) or bank accounts and cards (n=1,797). Notable domain disruptions include a company who were repeatedly targeted by the creation of fraudulent websites. Discovery and resolution of the incident prevented losses to the public; and reputational damage to a small business (victims of identity theft currently fall outside of the Home Office Counting Rules criteria for review). Another operational example includes a takedown involving a fake charity set up in the name of a well known music artist; that could have easily duped members of the public and damaged the artists reputation.

City of London Police and National Cyber Security Centre Suspicious Email Reporting and Takedowns

NCSC & COLP receive reporting of suspicious emails from the public via SERS, which launched 21 Apr 2020. As of 30th September 2021 the number of reports received stand at more than 7,700,000 with the removal of more than 64,000 scams across 119,000 URLs. The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored. Of the messages that reach inboxes, the public report to NCSC and COLP 13,800 per day via SERS; in addition to around 600 cyber-enabled crimes reported to Action Fraud on average per day in September 2021. From these suspicious emails, we identify over 490 new pieces of infrastructure (websites, servers or emails) per day – i.e. about 3.5% of scam messages the public send us contain unique knowledge of something malicious.

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Outcome 5: *Policing has the capability and capacity to detect, disrupt and deter economic crime.*

NLF Role: City of London Police is a centre of expertise for fraud. It provides economic crime investigation training to policing, government and the private sector through its Economic Crime Academy. It is responsible for identifying, developing and disseminating good practice.
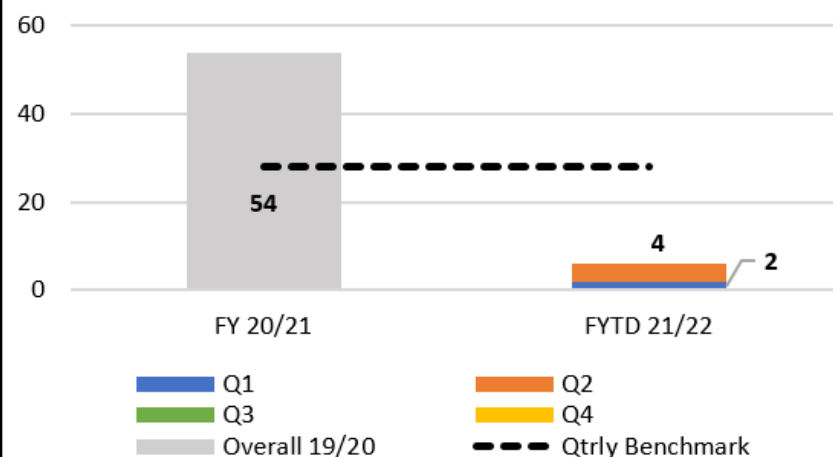
Success Measures:

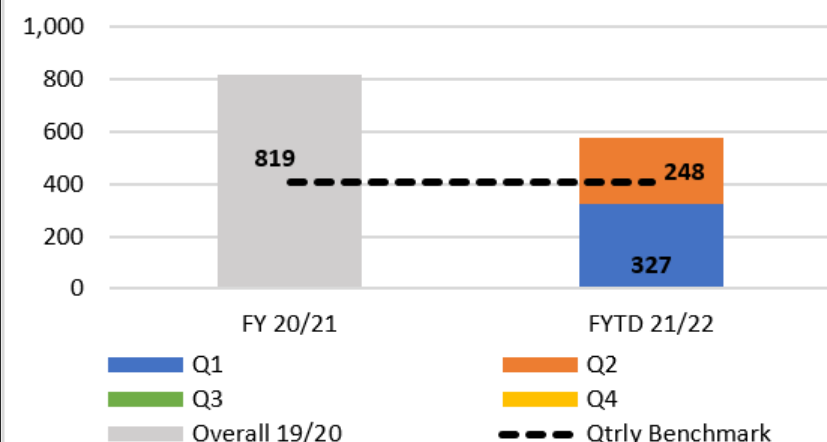- Economic Crime Knowledge Hub engagement levels are increased

Knowledge Hub: New Members
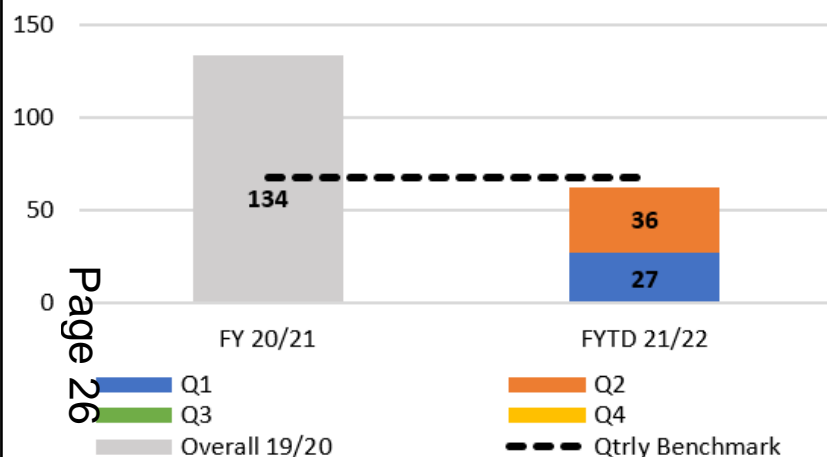
Knowledge Hub: Documents Uploaded

Knowledge Hub: Visitors to Economic Crime Site

There have been 36 new members to the Economic Crime Knowledge Hub this quarter; increasing the total membership to 312. This is an increase compared to Q1; but slightly below the average from last year. A relaunch is planned for late 2021.

The Economic Crime Knowledge Hub membership has continued to rise steadily during Q2 2021/22. The number of visits to the hub has dropped compared to last quarter; this is to be expected as Q2 covers the summer period. The number of visitors has increased when compared to Q2 2020/21 (193) and is above the quarterly benchmark so far for 2021/22.

There have been limited updates to Knowledge Hub in the last quarter while work is underway for a relaunch later in 2021, with easier access and usability the key focus. During this quarter 4 new documents have been uploaded and there have been 20 forum posts and replies.

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Outcome 5: *Policing has the capability and capacity to detect, disrupt and deter economic crime.*

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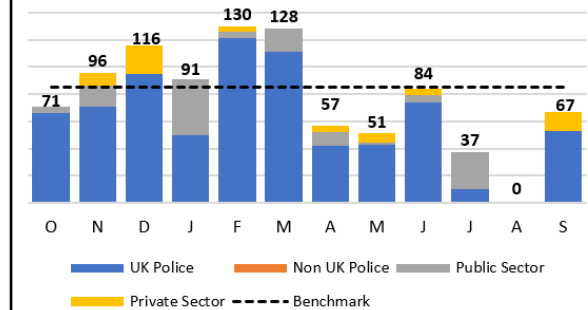
Success Measures:

- Delegate training numbers are sustained at 2019/20 levels*
- Delegate training has a 90% satisfaction rate.
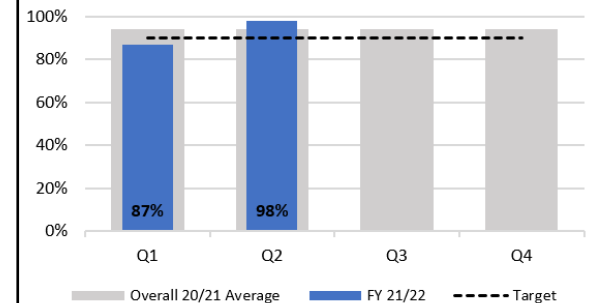
*Stretch metric to increase these levels.

Academy Delegates
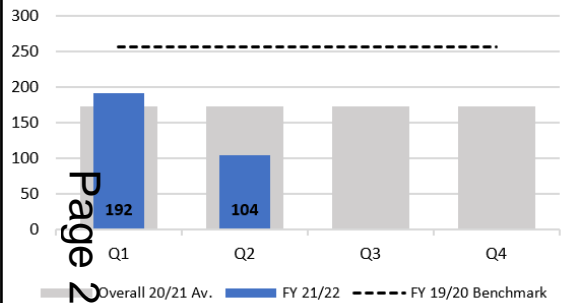
Academy Delegates by Sector

Academy Delegate Satisfaction

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During the second quarter the Economic Crime Academy provided 10 courses to a total of 104 delegates. This number is below both the quarterly average from last year and the 19/20 benchmark, in 19/20 88 courses were delivered to just over 1,000 delegates. A lower number of courses were delivered this quarter as previous years have shown summer to be a quieter period for take up; and consequently July and August were used to facilitate trainer holidays and essential updates to course materials. Classroom and online training resumed in September with a number of police and private sector delegates. The Academy also completed an Accredited Counter Fraud Specialist (ACFS) cohort in September. This is the first ACFS course the Academy have run in a number of years, feedback was excellent and the Academy are hopeful to fill another course starting in January.

In July the academy developed an online 'Demystifying Cyber Crime' course; to be offered to all CoLP staff which has seen good take up.

The overall satisfaction rate for Q2 is higher than the 90% target and has increased significantly since the last quarter. This is most likely due development of the Moodle platform through which the online delegate experience is improved with easier access to course material and interaction with trainers.

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Committee(s): Economic & Cyber Crime Committee	Dated: 04/11/2021
Subject: Innovation & Growth – Update of Cyber & Economic Crime related activities	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 6, 7
Does this proposal require extra revenue and/or capital spending?	**No**
What is the source of Funding?	**NA**
Report of: Innovation & Growth	**For information**
Report author: Mary Kyle - Head of FPS Technology	

Summary

The core objective of Innovation & Growth (IG) is to strengthen the UK's competitiveness as the world's leading global hub for financial and professional services (FPS). This includes promoting the strengths of the UK's offer and enhancing the UK's position as a leader in FPS technology and innovation.

As the national lead force for fraud and cyber, the City of London Police (CoLP) plays a central role in helping to build a resilient and secure eco-system in which both individuals and businesses across the UK can operate safely. This goes to the heart of the UK's competitiveness and so the work of IG and CoLP is very much aligned.

The purpose of this report is two-fold:
   a. To summarise activity taking place across IG which is relevant to cyber and economic crime; and
   b. To update on projects involving IG and CoLP cross-team working.

Links to the Corporate Plan

1. The activities set out in this report help deliver against the Corporate Plan's aim to support a thriving economy. This includes outcome 6c - to lead nationally and advise internationally on the fight against economic and cybercrime. It also supports outcome 7, positioning the UK as a global hub for innovation in financial and professional services.

Main Report

Background

2. Cyber and economic crime continue to be a key interest and concern for many of the stakeholders that IG engages with on a day to day basis. It is important that IG stays abreast of any key updates and issues arising across this topic. It is also important that there are effective mechanisms in place for sharing information gathered across the wider City Corporation and CoLP. A closer relationship between IG and CoLP will support this objective and each team's ability to respond to the needs of their respective and mutual stakeholders in this area.

Innovation & Growth activity

Anti-Money Laundering and Counter-Terrorist Financing
3. Effective rules in relation to anti-money laundering and counter-terrorist financing are key to protecting the integrity of any financial system. In July 2021 HM Treasury published a call for evidence and a consultation on the UK's AML and CTF regime. The call for evidence relates to a broad review of the UK's AML/CTF regulatory and supervisory regimes whilst the consultation seeks views on proposed amendments to regulation.

4. IG has been involved in this consultation and the broader topic through the following activity:
   a. IG attended two workshops hosted by UK Finance and HM Treasury to provide input to the consultation;
   b. IG hosted a broader discussion on 'The UK as a centre for Trust in Digital Trade' exploring the barriers to trade that stem from AML regulations; and
   c. IG is preparing a follow-up paper to the HM Treasury consultation which will focus specifically on the impact of the UK's AML regime on trade.

5. This work has also provided an opportunity for IG and CoLP to pool their interests and knowledge in this area. Through IG's contacts CoLP were brought into the workshops on the HMT consultation. CoLP will also be given an opportunity to review and provide input to IG's paper on AML and trade.

Digital Sandbox – Innovation Challenge
6. At previous Committee meetings IG's partnership with the FCA on the Digital Sandbox has been flagged. It has now been confirmed that the City Corporation will be partnering with Microsoft on a new 'Innovation Challenge' project. This will be hosted on the Digital Sandbox platform. The Innovation Challenge will bring together a small number of financial institutions and technology companies to develop technology solutions that address a common problem statement relating to cyber security.

7. The purpose of the Innovation Challenge is to eliminate innovation silos within individual organisations. The Digital Sandbox platform will support cross-sector collaboration and development of an effective feedback loop between the problems faced by financial services and the technology solutions being developed.

8. Over the coming weeks the financial institutions involved in the Innovation Challenge will be working with Microsoft and IG to select a problem statement to sit at the centre of the project. Tech companies and other relevant third parties will then be brought in to collaborate on developing potential solutions. The Digital Sandbox platform will open fully to those involved in early 2022.

9. Given that the Innovation Challenge will focus on cyber security solutions there is a clear overlap with the interests and work of CoLP. This provides an excellent opportunity for IG and CoLP to work together on some key parts of the Challenge:

a. In selecting a problem statement that is common to multiple organisations it would be useful to draw upon CoLP's own insight on the cyber security issues prevalent across financial services;

b. As the Innovation Challenge will bring together key individuals in the cyber security space it would be useful to receive any suggestions from CoLP of potential candidates to support the development of the technology solutions and participate as third parties to the Innovation Challenge; and

c. The technology companies participating in the Innovation Challenge will be supported by having access to data sets relevant to the problem statement selected. It would be useful to get CoLP's views on public or other datasets that might be relevant as well as exploring the potential to access any specific data held by CoLP.

10. Working together on the Innovation Challenge will provide IG an opportunity to draw upon CoLP's expertise and insights on cyber security. At the same time CoLP will benefit from gathering information on the most pressing cyber security issues currently faced by the financial services sector and exposure to emerging technology in this area.

Innovation & Growth/City of London Police cross-team working

11. At the previous Economic and Cyber Crime Committee meeting in September a request was made for greater visibility of key initiatives between IG and CoLP. The cross-working currently taking place includes opportunities to collaborate on specific projects such as the AML work and Innovation Challenge referred to above. It also includes more general cross-IG and CoLP support to promote each other's activities.

Collaboration

12. **Benchmarking report** – in January 2021 IG published ‘Our global offer to business; London and the UK's competitive strengths in a changing world.' This research benchmarks London and the UK against other key financial centres such as New York City and the US, Hong Kong and Singapore across five competitiveness areas. One of those areas is ‘resilient business infrastructure'. Within this area an assessment was carried out of each centre's digital and cyber resilience based on various metrics.   These included the ITU's Global Cybersecurity Index, the EIU's digital security index and other measures such as the number of secure internet servers in a country.

13. A second edition of this competitiveness report will be released in January 2022. IG is working with CoLP to incorporate their insights into the approach of the UK and other markets to digital and cyber resilience. This includes taking account of emerging projects CoLP is aware of and/or involved in that might relate to the UK's position.

14. **Global City campaign** – this is the City Corporation's overarching initiative to showcase the UK's offer for financial and professional services. It draws upon an evidence base of research, statistics and partner stories with the aim of attracting talent, business and investment.

15. IG and CoLP will be working together to update the cyber page on the Global City site. This will include refreshing facts and statistics about the cyber security

industry to support a positive story about the UK as a place to locate and invest, drawing upon insights and experience gathered by both teams. There is also an opportunity to include case studies about some of the cyber-related projects being progressed by CoLP or that they are involved in. The aim is to have an updated cyber webpage ready to launch by early in 2022.

16. **Destination City** – the City Corporation is currently carrying out a review considering the options for attracting more people into the Square Mile. Any recommendations coming out of this work will impact policing in the City. Therefore, members of IG and CoLP are working together to ensure that both these recommendations and the Policing plan for the year ahead are aligned. This collaboration will then continue with the teams working together to progress their respective plans.

Promotion of CoLP activity

17. A key focus of the IG/CoLP collaboration is exploring how IG can help to promote CoLP activity and projects. Numerous opportunities to do so have been flagged over the past few weeks and months, with IG drawing upon its stakeholder networks to increase the profile of the following activities:
    a. IG included a profile on Cyber Griffin in its recent report on the changing tech landscape in the Square Mile. Cyber Griffin was included as an example of a programme available to protect operations and empower resilience for businesses through cyber security;
    b. IG helped CoLP to promote the upcoming National Business Cybercrime Conference. This included asking trade association and other membership bodies to circulate information about the Conference to their members. Information was also sent out more generally across the IG Relationship Manager network and the SME network;
    c. IG will help to disseminate a letter from AC McLaren inviting companies to join an Ambassador Group for the National Cyber Resilience Centre; and
    d. In terms of more general promotion of CoLP activity, slots have been confirmed for CoLP to speak at both IG's internal Relationship Manager network meeting and an SME engagement group meeting. This is to help raise awareness of key CoLP initiatives including CyberAlarm and the Cyber Resilience Centres both internally and across our external networks.

18. In terms of cross-team communications and marketing there are already multiple processes in place for sharing information. Specifically, the City Corporation communications team carries out the following activities with the CoLP communications team:
    a. Issue joint news releases;
    b. Amplify each other's social media;
    c. Share CoLP media coverage every day with elected Members and City Corporation staff through the Morning Media Briefing;
    d. Conduct political briefings through the Corporate Affairs team;
    e. Deliver speeches and other stakeholder communications through the Police Authority Board team;
    f. Attend the corporate grid meeting every Monday; and
    g. Attend SCEP meeting every Thursday.

19. A request was also made at the previous Economic and Cyber Crime Committee meeting for reference to the Mayoralty and Policy platforms which can be utilised

to promote and progress activity relating to cyber and economic crime. Examples of the types of platform include the following:

a. International visits – these visits provide opportunities for the Lord Mayor and Policy Chair to promote the UK cyber industry or other activity relating to combatting cyber and economic crime in the UK. Fro example, on previous visits to Latin America and Australia the Lord Mayor hosted roundtables and panel discussions on cyber insurance, exploring the role of the London Market.

b. Regular meetings – both the Lord Mayor and the Policy Chair conduct regular meetings with high profile stakeholders across the private and public sectors, both in the UK and internationally. These meetings provide an opportunity for officers across the City Corporation to provide key updates relating to cyber and economic crime from both the City Corporation and CoLP. A key example is a recent quarterly catch up between the Policy Chair and The Law Society. At the meeting the Policy Chair was able to provide an update on activity being carried out by CoLP on cyber security.

c. Specific events – the Lord Mayor and Policy Chair attend multiple events across the calendar year which involve a focus on cyber and economic crime. Again, these platforms provide an opportunity to highlight the work of the City Corporation and CoLP in this area. Examples include the annual Economic Crime Symposium and Defence and Security Lecture.

Conclusion

20. With regular meetings between IG and CoLP now taking place at all levels there is significant progress being made in building up the information flow and collaboration between the two teams. Both IG and CoLP are already realising the benefits of this new way of working with IG gaining valuable insight from the CoLP team. At the same time CoLP has access to a wider network of stakeholders and alternative platforms for promoting their activity.

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Committee: Economic and Cyber Crime Committee – For information	Dated: 04/11/2021
Subject: HMICFRS Fraud Inspection	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,10, 12
Does this proposal require extra revenue and/or capital spending?	**N**
If so, how much?	**NA**
What is the source of Funding?	**NA**
Has this Funding Source been agreed with the Chamberlain's Department?	**NA**
Report of: Assistant Commissioner McLaren	**For Information**
Report author: T/Commander Clinton Blackburn	

SUMMARY

This report provides a short update in respect to the HMICFRS inspection recommendations. Ten of the original recommendations have been satisfactorily implemented with five requiring further work and one no longer relevant. Three of the outstanding recommendations are the responsibility of COLP as NPCC Lead. As a result of this inspection revisit HMICFRS have also made a further three recommendations, one of which is the responsibility of COLP. A new work plan will be developed for each of these recommendations and monitored through the NLF Programme Board.

COLP will also work with forces to support implementation of the outstanding recommendation and areas for improvement that are the responsibility of chief constables. A letter was sent to all chief constables on the day of publication and this should also form part of wider PCC engagement who are ultimately responsible for holding their forces to account for delivery.

Recommendation(s)

It is recommended that members note the contents of this report.

MAIN REPORT

BACKGROUND

1. HMICFRS published its first thematic fraud inspection in 2019: Fraud: Time to choose – An inspection of the police response to fraud - HMICFRS (justiceinspectorates.gov.uk). It contained 16 recommendations, a majority of which were for City of London Police as the NPCC Lead to deliver, and 5 areas for improvement for all chief constables.

2. In 2021 it conducted a revisit of the inspection focussing on how effectively the recommendations and areas for improvement have been implemented and their impact. The report was published on 5 August 2021: A review of 'Fraud: Time to choose' - HMICFRS (justiceinspectorates.gov.uk)

CURRENT POSITION

3. The report highlights ten of the original recommendations have been satisfactorily implemented with five requiring further work and one no longer relevant. The recommendations requiring further work that are the responsibility of City of London Police as NPCC Lead are set out below. A new work plan will be developed for each of these recommendations and monitored through the NLF Programme Board.

    a. **Recommendation 1**: By 30 September 2019, the National Police Chiefs' Council Coordinator for Economic Crime should publish a timetable for implementing the revised Know Fraud system, making clear which services are to become available at each stage of implementation and thereby enabling forces to make use of each service as early as practicable. The use made of the system by police forces should be monitored and evaluated to identify best practice.

    It was recognised that plans for the new system had changed since the recommendation was made and this had **not been implemented**. HMICFRS identified some consultation has taken place between City of London Police and interested parties regarding the development of the new system. However, their inspection revealed that some forces are unaware of the problems with the current system and the difficulties in developing a new system. Regular updates to all forces, including, where possible, predicted timescales will form part of the Next Generation Service engagement plan.

    Update 04/11/2021 - *Regular updates to forces are being provided via the monthly NLF newsletter and a comms and engagement strategy will be developed in the coming months once the new resource is onboard.*

    b. **Recommendation 7**: With immediate effect, the National Police Chiefs' Council Coordinator for Economic Crime, working with the College of Policing, should take responsibility for identifying, evaluating and disseminating best practice advice on the police response to fraud.

Despite the work that had been done to improve identification and sharing of good practice, including development of the Economic Crime Knowledge Hub, regional fraud development officers and other force engagement, HMICFRS concluded this recommendation had **not been implemented**. It fell short of a structured, methodical and co-ordinated approach and there was little evidence of COLP and the College of Policing working together to implement this. Closer engagement with the College of Policing will form part of the future work plan.

Update 04/11/2021 - *Following the recent ECPB, a process is being mapped out and will be sent back to ECPB (with examples) to be ratified. This will also be sent to the COP to seek their views.*

c. **Recommendation 10**: With immediate effect, the National Police Chiefs' Council Coordinator for Economic Crime, when issuing to police forces advice on fraud protection that is to be given to the public (including alerts and campaigns), should take responsibility for evaluating the effectiveness of how that advice is given to the public and the effectiveness of the advice.

HMICFRS found while there had been some improvements in data collected around campaigns there was still little evidence effectiveness of campaigns were being evaluated and this was assessed as **not implemented**. COLP will be working with the NECC and the Home Office to improve the evaluation of the effectiveness of fraud protection advice.

Update 04/11/2021: *The IPOSOS MoRI survey of Cyber Protect messaging has been received, which was commissioned with the HO. This was delayed due to Covid and this is currently being reviewed to establish if what PROTECT does actually changes behaviour, and what works and what doesn't.*

4. As a result of this inspection revisit HMICFRS have also made a further three recommendations.

a. **Recommendation 4A:** By 30 September 2021, chief constables should make sure that their forces are following the guidance issued by the NPCC Coordinator for Economic Crime about fraud-related calls for service.

Update 04/11/2021: *Call for Service advice was re-issued immediately after the latest HMICFRS report. From an NLF perspective, as part of the NLF's force engagement plan, Call for Service will be an area of ongoing assessment post the Capability survey.*

b. **Recommendation 4B:** By 31 March 2022, the NPCC Coordinator for Economic Crime with the National Crime Agency, National Economic Crime Centre and City of London Police, should set up an effective national tasking and co-ordination process for fraud.

Update 04/11/2021: This relates to the FOM (Fraud Operation Meeting) which is run by the NECC. It is agreed that processes are already in place and fully functioning in relation to the local and regional dissemination of fraud cases, which is business as usual. This has been supplemented by the LFOR week tasking meeting which enables P1/P2 cases to be escalated into NLF.

However there continue to be obstacles in relation to the allocation of National Fraud cases (including those with an international element). *those hard to place cases.

The FIM/FOM process, was introduced to allow for timely and easy escalation of these types of cases, with the aspiration of being able to allocate to NECC partner agencies. However since the inaugural meeting on 26th May 2021, to date no referred cases have been adopted by any of the partners.

To date NFIB have made two case referrals on both occasions these have taken over 6 weeks to be returned within any apparent progress, thus negating any timely referral or escalation.

It was agreed in the FIM/FOM meeting dated 19th October 20201 this pilot has **not** met its objectives as a tasking mechanism for National fraud cases. It has not reduced time for case allocation, in fact quite the opposite with additional time being incurred before the case is returned to NFIB and tasked to dissemination to either a force or NLF. Currently there is no agreed process in relation to the adoption/transfer of risk and it remains sitting within NFIB, additionally due to this the victims of referred cases are in limbo.

It has been identified that the main causes for the FIM/FOM not achieving its current objectives are due to a number of reasons:-

- Lack of decision makers at meeting (no ability to tap in or be involved in individual organisational tasking meetings)
- Lack of process mapping (across individual organisations)
- Lack of acceptance criteria across NECC partners (in line with capacity)
- Lack of ability to prioritise Threat/Risk and Harm against current workloads/capability and capacity of all partners.

A further internal meeting held on Wednesday 20th October 2021 has agreed the following actions:-

1. To review use of APMIS across CoLP Fraud Teams and Departments
2. To baseline implementation of APMIS to establish viability/or not
3. Feedback findings back to next FIM/FOM to identify/enable next steps to address National allocation of fraud cases.

c. **<u>Recommendation 4C:</u>** By 31 October 2021, chief constables should adopt the guidance issued in September 2019 by the NPCC Coordinator for Economic Crime that was aimed at improving the information given to victims when reporting fraud

Update 04/11/2021: *Victim information guidance was re-issued immediately after the latest HMICFRS report. From an NLF perspective, as part of the NLF's force engagement plan, support to victims will be an area of ongoing assessment post the Capability survey.*

CONCLUSION

4. The report identified that all outstanding recommendations are being actioned and progressed. These will continue to be monitored by the Chief Officer Team, to ensure that these are fully implemented inline with HMICFRS feedback.

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