

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
1/2017/P	6 July 2017	Fraudulent Cryptocurrencies. The Chairman noted the recommendation at the last meeting from the Port Health and Environmental Services Committee that City of London Police address the issue of fraudulent cryptocurrencies on its website. The Head of Economic Crime confirmed that he would action this.	Commissioner	<p>November 2018: In response to an update from the Commissioner noting that advice regarding fraudulent cryptocurrencies had been uploaded on to the City of London Police website, the Chairman requested that this reference be retained for the foreseeable future so that it could be periodically reviewed by the Board.</p> <p>Link is now on the Action Fraud website.</p> <p>January 2019: To be closed prior to April 2019 The national guidance that Action Fraud provides is that all force websites sign-post to Action Fraud for information on fraud to ensure a consistent approach and to encourage reporting to AF by fraud victims. If you look briefly at websites from Cambs, and Suffolk you will see they point to AF and do not detail any information on fraud.</p> <p>https://www.suffolk.police.uk/advice/personal-safety/fraud</p> <p>https://www.cambs.police.uk/A-to-Z?letter=F&services=&location=&keyword=</p>
2/2017/P	27 July 2017	Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Commissioner	<p>October 2017: 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>

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
2/2017/P cont.	27 July 2017	Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Commissioner	<p>February 2018: The T/Commander of Economic Crime explained that Mike Betts 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>April 2018 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 City of London Police would feed back with some proposed dates, and a schedule that could be run for Members of the Police Committee.</p> <p>June 2018 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> <p>July 2018: The T/Commander of Economic Crime explained that they are presenting Cyber Griffin and could adapt this to create a session for all Members over the next 4-5 weeks if desired. Members agreed. It was agreed that this could be arranged for the morning of 20 September 2018 and made available to all Police Committee Members.</p>

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
2/2017/P cont.	27 July 2017	Cyber Training for Members. The feasibility of cyber training being given to all Council Members be followed up within the Corporation.	Commissioner	<p>November 2018. Training was booked for December 2018, however Town Clerk's Department then advised that this was no longer required. Head of ECD ECA has now re-engaged since the pre-meeting 9/11/18.</p> <p>January 2019. To be closed subject to further dates being advertised to Members</p> <p>March 2019. Commissioner spoken to and e-mailed Town Clerk to arrange a date. Recommendation is that Members are offered a Baseline Briefing and a Tabletop Exercise, to be offered in two tranches in April and June 2019 to maximise opportunity for Members to attend. So far c. 20 Members of Court of Common Council have been in receipt of Baseline Briefing/Tabletop Exercise training.</p>
3/2018/P	28 November 2018	Agenda Item - Shaping national narrative around economic crime. Discussion of Economic Crime Board's role in shaping narrative around cybercrime to be an agenda item at a future meeting.	Commander Economic Crime	January 2019. Meetings are continuing and taking place to coordinate with media a strategy and key messaging.
4/2018/P	28 November 2018	Agenda Item – Action Fraud Customer Experience. Economic Crime Board to discuss customer experience and user-friendliness of Action Fraud.	Commander Economic Crime	<p>January 2019. The Director of Action Fraud has been in contact with the Head of the NFIB to allocate this task. A date will be arranged.</p> <p>March 2019 (AF/NFIB) representative has contacted Town Clerk to arrange a meeting.</p>

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
6/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be briefed on why a drop in the number(s) of webchat had been recorded.	Commander Economic Crime	<p>There has indeed been a substantial reduction in the volume of web chats offered and handled by the Contact Centre since the implementation of the new web reporting tool. An investigation to establish the root cause for this decline identified the following:</p> <p>When initiating a web report via the old website, the reporting individual would receive a pop up message prompt shortly after accessing the home page & they could choose to select this option if they wished to utilise the Web Chat facility. The pop up prompt facility has not yet been enabled in the new reporting tool, so reporting persons can only access the Web Chat facility by clicking on the very small, red web chat button at the bottom left of the screen (which is easily missed) The icon does not provide a message when hovered over and may not be recognised by those with limited IT experience. This is believed to be the root cause of the reduction in volumes noted since the launch date. IBM have been made aware of the issue and are looking to provide a resolution in a future system update (believed to be in April)</p>
7/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be updated on identified best practice of reporting and monitoring model.	Commander Economic Crime	Commander Economic Crime presented the new SOC Fraud structure from Perry Stokes to Deputy Head Police Authority Team and Chairman.

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
8/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be updated on development of a more targeted communications approach with stakeholders.	COLP Head of Communications	City of London Police Communications update – COLP is continuously updating its communications approach with stakeholders. A most recent example of this is the relaunch of Action Fraud and the engagement around this
9/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Force to consider approaching Bloomberg and reviewing social media opportunities including a LinkedIn page.	COLP Head of Communications	City of London Police Communications update – COLP social media approach is constantly evolving and multiple social media channels are chosen for appropriate audiences
10/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Commissioner to consult Authority's Head of Corporate Strategy regarding presentation of Resourcing section to Members.	Commissioner	Due to the new reporting format 7/2019P this has not taken place.
11/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Commissioner to provide breakdown of types of 'Other' fraud.	Commissioner	Other Fraud (NFIB90) is a fraud category used for fraud types that are not classified under the other 56 types. Fraud that fall into the other category would be: Courier Fraud HMRC Bogus Phone Calls Identity Theft Phishing / Vishing / Smishing,

CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

ECONOMIC CRIME BOARD - PUBLIC OUTSTANDING REFERENCES
CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

Reference Number	Date	Action	Responsible Officer	Progress Update
				There are also misclassifications likely due to the victim not fully understanding what has occurred or people who want to quickly submit an AF report
12/2019/P	21 January 2019	Agenda Item 5 – National Lead Force Performance. Members to be provided with oversight of seasonal variations of fraud.	Commissioner	<p>Whilst reporting of different crime types fluctuates throughout the year, there are relatively few consistent seasonal trends among them.</p> <p>There was a consistent seasonal decrease in reporting levels during December. This is highly likely due to the festive holidays as reporting volumes then increase in January.</p> <p>NFIB3F Ticket Fraud has a regular seasonal increase during the summer months (May to August). This is almost certainly due to the large amount of ticketed events taking place in the summer.</p> <p>There is a consistent seasonal decrease in reporting of NFIB3A Online Shopping and Auctions during August. This is likely due to the summer holidays resulting in fewer people shopping online.</p>
13/2019/P	21 January 2019	Agenda Item 6 - Brexit. Force to review engagement with short-term office space providers.	Commander Economic Crime	Verbal Update from Commander Economic Crime at April 2019 meeting.