

City of London Police

Annual Report 2019



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1 Our ambitions

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To make the City of London the safest city area in the world.



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To deliver a policing service that is valued.



03

To be a police force with global influence and impact.



04

To build new ethical economic partnerships.



05

To have an innovative, skilled and agile workforce in a culture that supports and empowers our people.



2 Senior leadership team

Ian Dyson QPM

Commissioner

Alistair Sutherland QPM

Assistant Commissioner

T/Commander David Evans

Security and Operations

Commander Karen Baxter

Economic Crime National

Coordinator

Detective Chief Superintendent Maria

Woodall

Head of Crime Directorate

Detective Chief Superintendent

Clinton Blackburn

Head of Economic Crime

Directorate

Richard Waight

Head of Intelligence and

Information Directorate

T/Chief Superintendent Bill Duffy

Head of Uniform Policing

Directorate

Julia Perera

Human Resources Director

Cecilie Booth

Finance Director

Martin O'Regan

Estates and Services Director

Development

Teresa La Thangue

Communications Director

3 Police authority board

The Court of Common Council is the Police Authority for the Square Mile as set out in the City of London Police Act 1839. Under Section 56 of the Act, the Common Council delegated to the Police Committee all of its police authority functions (with the exception of the appointment of the Commissioner). The Committee's role is to make sure the City of London Police runs an effective and efficient service by holding the Commissioner to account; to ensure value for money in the way the police is run, and to set policing priorities taking into account the views of the community.

Membership

Douglas Barrow

Deputy James Thomson

Nicholas Bensted-Smith

Deputy Keith Bottomley

Tijs Broeke

Simon Duckworth

Alderman Emma Edhem

Alderman Alison Gowman

Christopher Hayward

Alderman Ian Luder

Andrew Lentin (External Member)

Deborah Oliver (External Member)

Deputy Henry Pollard

4 Commissioner's Foreword



The past 12 months will be remembered as some of the busiest and most challenging we at City of London Police have faced in recent years.

The year began with the inquest into the 2017 London Bridge/Borough Market terrorist attack. Officers from City of London Police who had been involved with the policing operation on night of the attack, alongside officers responsible for security in the Square Mile, gave evidence over 11 weeks. At times, the testimony my officers gave was harrowing and distressing, although a consistent theme of dedication, professionalism and exceptional bravery shone through.

Sadly, City of London Police officers were again required to respond to a terrorist attack in the City on 29 November 2019. The incident, which began in Fishmongers Hall, left two young people dead and the attacker, who was shot by officers from City of London and the Metropolitan Police.

These two events, a few months apart, serve as stark reminders that the City of London remains a target for terrorists. Protecting the Square Mile from the threat of terrorism is this Force's dominant priority. We were therefore delighted that the City of London Corporation, in 2019, provided additional funding to enable an increase in our Project Servator resources. Project Servator is an innovative policing technique piloted and developed within City of London Police, that aims to deter, detect and disrupt a range of criminal activity, including terrorism.

The designated Servator funding from the City of London Corporation is in addition to officers recruited under the Government's recruitment programme and other activity already underway in 2019, leading to officer numbers at City of London Police increasing from 735 in 2019 to 767 at the end of March 2020. We anticipate recruiting a total of 44 new officers under the Government programme and have ambitious plans that will see our officer and staff numbers at 887 and 502 respectively over the coming year.

We have worked with the Police Authority Board of the City of London Corporation to ensure appropriate levels of funding are available for the City of London Police over the medium term. This makes me optimistic for the Force's future financial position.

During the past 12 months, the national response to fraud underwent renewed focus, led by colleagues at the National Crime Agency (NCA). As part of this programme, in December 2019 City of London Police began operational activity against courier fraud, working in partnership with police Forces across the country. This culminated in a week of action in and around London in February 2020; Operation Radium saw 44 arrests with charges brought against 18 individuals who targeted the elderly and vulnerable in our communities. You can read more about our work, as the national policing lead for fraud, in this report.

Action Fraud, the national fraud and cyber crime reporting centre, hosted by City of London Police, found itself under intense media scrutiny in August 2019 with an exposé in The Times newspaper, after a journalist spent a week undercover in the outsourced call

centre. A series of articles identified a number of deeply concerning behaviours and practises at the call centre. Working at pace with the call centre supplier, Concentrix, several of the key concerns were immediately rectified and work continues with Concentrix to ensure call centre staff follow the professional standards expected of those associated with City of London Police.

The above is little more than a precis of what we as a police force encountered in 2019/2020, and as I write this, we are in the midst of an international crisis, the like of which we have not seen in our lifetime. Policing is having to change and adapt as we look to the future, but in a situation where uncertainty dominates, I remain certain that the force I lead, and others across the country, will come through these extraordinary times undoubtedly different, but hopefully stronger.



Chairman's Foreword



My four years as Chairman of the Police Authority Board have been an honour and a privilege. Together with the Police, we have faced a number of challenges and worked diligently to overcome them. This was particularly evident in our response to the terrorist incidents in and around the City at Westminster, London Bridge and Fishmongers' Hall. This was not only shown in the dedication, bravery and professionalism shown by our police officers at the time, but also in the Board successfully securing funding for sixty-seven new posts that will ensure the City is safe and secure for those who work, live in or visit the Square Mile for the years ahead.

We also have government funding for a further forty-four posts which will be used in helping the Force deliver the National Fraud Strategy. As the National Lead Force for Economic Crime, the Force is committed to ensuring that the UK remains a hostile place for fraudsters and for serious organised crime groups.

Policing the City is not just the role of the Force but involves the City of London Corporation as well as many other partners, working together, with the Force to help prevent crime. The Safer City Partnership, our crime and disorder reduction partnership is an important embodiment of the spirit and community in the Square Mile. This Partnership continues to be a productive forum where key partners come together to ensure the safety and security of all those in our community.

The challenge that has been ever-present in our minds for many years now, is that of providing a world class police force while meeting national financial constraints. We have worked closely with the Commissioner and his team in the development of the Force's Transform Programme, which will provide a 21st century police force for the City. I therefore look forward with confidence and anticipation to our future, in the knowledge that we are privileged to have one of the finest forces in the country looking after the safety and security of our community of residents, workers and visitors.

It has been a real pleasure to work with so many engaged in policing the City and I can honestly say my life has been enriched by those I have worked with over the last four years. I know that my successor is ideally qualified and enthusiastic to lead the Board through the challenges of the next four years and pledge him my full support.

6 Developing our priorities

Our priorities, which form the core of our policing plan, are set with our Police Authority. We assess all the risks and threats that impact on the City of London, considering the level of harm they present together with the likelihood of them occurring.

From this we develop a risk register and a number of strategic assessments, which together provide an evidence base for the priorities adopted for the City of London. They also demonstrate how we are addressing identified threats and risks.

We engage with our community and listen to their concerns so they can influence how policing is delivered in the City of London, whilst engaging with key people ensures our service is bespoke to the needs of the business City. Engagement at the most local level, with residents and workers, ensures that grass-roots concerns are heard and addressed. We pay close regard to our obligation to support the national Strategic Policing Requirement, which sets out those matters relating to terrorism, serious organised crime and civil unrest that the Home Secretary considers to be national threats transcending force boundaries. Cyber crime and the threat posed by child sexual exploitation were the latest additions to the requirement.

As many of our priorities directly support our national commitments it is no longer cited as a separate priority. When setting our priorities we also take account of our commitments to the Safer City Partnership and to the City of London Corporation's key aim for a safe and secure City. This ensures we support community safety priorities, just as our partners have regard to our priorities when setting their own.

The resulting priorities for 2019/20, addressed both our national and local obligations.

Also listed are the activities we undertook to meet the priorities and the outcome of our actions.

[Click the headings to view our stats in more detail.](#)

Countering terrorism



1,038+
Project Servator
deployments



57
Arrests made by Project
Servator officers

Cyber crime



100%
Referrals of Cyber Crime
investigated



75%
Organisations who receive
PROTECT advice change
their behaviour

Roads policing



556
HGVs stopped, resulting in
439 offences identified



235
Offences recorded relating
to not wearing a seatbelt,
using mobile phone while
driving or speeding

Fraud



£5.5M*
Confiscated in assets from
criminals.



£1.1m*
Compensation paid to
victims. *approx

Violent and acquisitive crime



24%
Increase in Victim Based
Acquisitive crimes



1%
Decrease in Victim Based
Violent Crime

Public order



468
Events in the City of London



112
Recorded protests within the
City

Vulnerable people



73%
Domestic Abuse conviction
rate



49
Individuals referred for
support with their mental
health.

7 Highlights

Courier fraud

Earlier this year, we co-ordinated awareness-raising and enforcement activity against criminals committing courier fraud across all 43 police forces in England and Wales. With colleagues from nine police forces, 44 arrests were made.

The culmination of the campaign was three weeks' worth of activity across London, with 24 people arrested and 18 premises searched. These were joint operations alongside Kent Police, West Mercia Police, Hertfordshire Police, Dorset Police and the DCPCU (Dedicated Card and Payment Crime Unit).

Other operational successes as a result of the focus on courier fraud included:

- 14 people charged with fraud offences, with two pleading guilty.
- 18 searches revealing substantial sums of cash, jewellery and high value designer goods.
- Phone scripts found which helped fraudsters target victims.
- One seizure of £5,000 which was directly linked to a victim and returned.
- 32 bank cards seized which equated to £100,000 of fraud.
- Four fraudulent passports seized.
- One offender returned to prison after absconding in April 2019, where he was already serving time for courier fraud.

Courier fraud deeply impacts predominantly vulnerable victims. Over the past two years there have been 3,188 victims with total losses of over £12 million. Victims are most commonly women aged over 80.

Action Fraud campaigns

In 2019 we worked with industry to raise awareness of two common types of fraud – ticket fraud and holiday fraud.

In June we partnered with the Society of Ticket Agents and Retailers (STAR) to urge people to take more care when buying tickets online for live events.

We advised the public to avoid disappointment by always buying tickets from an official event organiser or website rather than a secondary ticket source. This was after 4,755 people lost an average of £365 in the previous year.

Margot James, the Minister for Digital at the time, gave her support to the campaign, the enforcement agencies pursuing the criminals, and also STAR and Action Fraud for their work in raising awareness of how consumers can protect themselves.

In May, alongside ABTA, we warned people about holiday and travel fraud after over 5,000 people reported total losses of over £7 million – an increase from the previous year.

Just over half of the crimes reported were related to the sale of airline tickets. A quarter related to the sale of accommodation, with a peak in reported losses in October. This showed that many victims report their loss after the end of the summer holidays - the busiest time of year for travel and a popular target for criminals.

Public Order

The City saw an increase in high profile demonstrations in 2019. In the spring, policing across London managed wide-spread protests from Extinction Rebellion and during this time, the City was targeted twice, with the most serious disruption occurring when a large number of protestors blocked Bank Junction. We policed this event with our customary professionalism, although we are aware it led to significant disruption across the Square Mile.

Extinction Rebellion came to the City again in October, when protestors occupied Smithfield Market overnight. We engaged extensively with the protest group and market stallholders prior to the event and were pleased the demonstration passed without any significant issues.

In contrast, there were a number of public order events in and around Old Bailey over the year as a small group of people chose to protest while Stephen Yaxley Lennon attended various hearings at the Central Criminal Court. These protests

unfortunately required a different policing stance as, on occasion, they became violent.

Both series of protests serve to show the City remains a location favoured by those who wish to exercise their right to peaceful protest and the ongoing necessity of City of London Police to facilitate this right.

Man jailed for impersonating partner to make £1m fake death claim

Insurance Fraud Enforcement Department (IFED) kicked off 2020 with a bang, securing 11 guilty convictions in January, which included one man who was jailed after he impersonated his partner on the phone to try and fake his own death in Pakistan and make a false insurance claim worth a total of £999,999.



Syed Bukhari, 39, who was already serving seven years and 11 months in prison for unrelated fraud offences, received an additional five years and seven months in prison to run consecutively to his current sentence.

A voice analysis expert compared Bukhari's voice to the one on the

calls allegedly made by his partner and determined that there was strong support to advocate that the 'unknown speaker' on the call was Bukhari.

IFED inquiries also revealed that Bukhari submitted fake documents to try and substantiate his claim, including a medical certificate of cause of death, a death registration certificate and a trust document.

It was also discovered that the cemetery named on the death certificate, where Bukhari had allegedly been buried, had no record in its register of it happening on the date listed or a week either side.

City of London Police launch 'Bleed Control Kits' initiative



In November 2019, the force launched a new initiative to provide 320 life-saving 'Bleed Control Kits' to late-night venues in the Square Mile.

The initiative followed a similar launch by West Midlands Community Safety Partnership in partnership with The Daniel Baird Foundation.

Lynne Baird, Daniel's mother, runs the foundation in memory of her son, who was fatally stabbed while out with friends in Birmingham on 8 July 2017. There was no first aid or Bleed Control Kit available, and Daniel died shortly after arriving at hospital, due to catastrophic bleeding.

These kits help save precious time until paramedics arrive at the scene and prevent instances of catastrophic bleeding from leading to a fatality.

The City of London Police is funding the initiative and staff at venues who receive these kits will be given training by Prometheus Medical who developed and produced them.

Just over a week after launching the initiative, we were pleased to see that one was available to aid the victim of a violent assault. As intended, the kit was readily available to help the victim until paramedics arrived on the scene and they are now safe and doing well.

Police seize £7.5 million of counterfeit goods during huge operation in Cheetham Hill.

In March 2020 PIPCU executed warrants of three premises in central Manchester. The large scale operation involved 100 officers and staff and was aimed at cracking down on the sale of counterfeit goods. The operation was led by the City of London Police, with help from Greater Manchester Police and Immigration Services. The raid uncovered an estimated £7.5 million of

branded clothing, shoes and perfume suspected to be counterfeit and 15 people were arrested, 11 for offences relating to the distribution of counterfeit goods and four for immigration offences.



The operation highlighted that counterfeiting is not a victimless crime and fake items pose a health risk to individuals as they usually are not fit for purpose or have not gone through the legal health and safety checks.

Officers worked throughout the night to clear all three units, they confiscated suspected counterfeit: shoes, clothing, handbags, watches, wallets, perfume,

sunglasses, headphones, and fake brand labels. Mobile phones and cash were also seized from those arrested.

Since the operation all three premises remain shut.

Fishmongers' Hall

On 29 November 2019, once again, the City experienced a tragic terrorist incident in Fishmongers' Hall and on London Bridge: an attack which resulted in the loss of two innocent lives and the death of a terrorist, who's was intent on causing maximum loss of life and harm to our community.

The terrorist was attending an offender rehabilitation conference in Fishmongers' Hall when he threatened to detonate what turned out to be a fake suicide vest and started attacking people with two knives.

Firearms officers from the City of London Police and the Metropolitan Police Service responded within five minutes of the initial 999 call and shot the terrorist dead. The response was exceptional, both in the speed with which officers arrived at the scene, and the calm and professional way in which officers responded to protect the public. Their efforts were then replicated by the fantastic work carried out by the response officers who provided vital life saving emergency first aid in and around Fishmongers' Hall and London Bridge.

On 30 November 2019, the day after the attack, the Prime Minister Boris Johnson, and Home Secretary Priti Patel attended the site of the attack before visiting Bishopsgate Police station to meet City of London police officers, accompanied by Commissioner Ian Dyson.



Commissioner Dyson later met the Mayor of London, Sadiq Khan and Commissioner of the Metropolitan Police Service, Cressida Dick at London Bridge where they paid their respects to the victims of the attack.

Project Servator uplift

An agreement was reached in 2019 to bolster our Project Servator resources as part of the wider uplift in officer numbers across the force.

This has enhanced our capability to achieve the aim of this innovative policing approach – to disrupt a range of criminal activity, including terrorism, whilst providing a reassuring presence for the public.

Project Servator was established in the City of London in partnership with the Centre for the Protection of National Infrastructure (CPNI) in 2014.

Since then, 23 other police forces have adopted it under our leadership, including New South Wales Police Force in Australia.



As the founding and national lead force, it is vital that we continue to invest in our people and training to ensure that we continue to provide an effective leadership role worldwide and demonstrate the benefits this approach brings.

Over the year, people who spend time in the City will have noticed our Project Servator officers engaging with the public and businesses to encourage them to be our extra eyes and ears and report anything that

doesn't feel right.

This is a crucial part of the approach, as we endeavour to create a network of vigilance that makes it more difficult to succeed for those who seek to cause harm through committing crime or acts of terror.

We have worked with a number of businesses and organisations, such as tourist attractions, to provide training that enables them to maximise safety and security using their existing resources.



8 National Lead Force

Introduction

Since 2008, the City of London Police has been the national lead police force for fraud. This is a broad role that encompasses many aspects of the volume economic crime landscape, from investigating some of the country's most complex frauds to hosting the national fraud and cyber crime reporting centre, Action Fraud.

Partnership working

Fraud and cyber crime are currently the most prevalent crimes encountered in the UK. To combat this problem, a partnership approach to managing economic crime has been developed that includes industry, Government, regulators, other law enforcement agencies and overseas organisations.

In 2016, these entities were brought together under the umbrella of the Joint Fraud Taskforce (JFT). Alongside our role in the JFT, we have a number of innovative partnerships in place to police particular economic crimes, or assist an organisation in meeting specific goals in the counter-fraud sphere:

- The Insurance Fraud Enforcement Department (IFED) is an innovative policing unit entirely funded by the insurance industry to combat insurance fraud.
- The Police Intellectual Property

- Crime Unit (PIPCU) is the country's only dedicated intellectual property crime unit, funded by direct grant from the Intellectual Property Office (IPO).
- The Dedicated Card and Payment Crime Unit (DCPCU) consists of officers from the City of London and Metropolitan Police Service, and is funded by the banking industry. The unit's sole purpose is combating crimes associated with banking and payments.
 - In 2018 we signed a three year sponsorship agreement with Lloyds Banking Group to deliver unique projects with the bank to counter economic crime. These units and projects sit alongside and work closely with our specialist fraud teams.
 - In 2018, a multi-agency centre known as the National Economic Crime Centre (NECC) was set up with the core partners comprising of the National Crime Agency (where it is based), City of London Police, Serious Fraud Office, Financial Conduct Authority, Crown Prosecution Service and Her Majesty's Revenue and Customs. It works closely with the private sector with the aim of reducing economic crime.

Also as part of our remit as the National Lead Force, we engage with police forces across the country to share best practice in fraud investigation and host the Economic

Crime Academy, which provides training in counter-fraud and other economic crime techniques to both private and public sector organisations.

Action Fraud, the national fraud and cyber crime reporting centre

Launched in 2005, Action Fraud is the only national crime reporting system in the UK and, we believe, in the world.

All frauds and a majority of cybercrimes in England, Wales and Northern Ireland, are reported to Action Fraud. These reports are then analysed by the National Fraud Intelligence Bureau (NFIB), also hosted by City of London Police, and then either sent onto the police force where we believe the suspect resides, or retained within the NFIB to inform our disruption and warning activity.

Action Fraud and the NFIB do not investigate fraud. The system constructs an intelligence picture and uses state-of-the-art technology to identify patterns in fraud reports. This information is used to prevent further frauds by requesting removal of enablers such as websites, phone lines and bank accounts. It also provides police forces with the intelligence to investigate and enforce against criminals operating in their areas.

In 2018, significant investment by the Home Office and City of London Corporation in the service

led to a comprehensive overhaul of the reporting facility, including the creation of a user-friendly reporting interface for businesses, enabling up to 1,000 crimes to be reported in a bulk upload and an end-to-end 'track my crime' facility.

Cyber Protect

Alongside our fraud work, we also have responsibilities in the cyber crime environment, working with the National Crime Agency and the National Cyber Security Centre, to provide protection advice to businesses and individuals. Our response was first tested during the 'Wanna Cry' attack of May 2017, when we played an integral role, advising businesses about how they could keep themselves safe.

We continue to work alongside key partners to ensure both business and individuals in the UK, and locally in the City, have the tools and skills necessary to protect themselves from cyber crime in all its forms.



2019

1. Improvements and changing the way we work:

Times investigation

In August 2019, the results of an undercover investigation by a Times journalist were published. The journalist had spent a week in the outsourced Action Fraud call centre and witnessed some unacceptable behaviour. Using his experience as a 'mystery shopper' source, we worked quickly with the call centre's parent company to investigate. As a result, training was modified, expected behaviours were reinforced and a handful of people were subject to the disciplinary process and some ultimately lost their jobs.

Tasking to improve the response to fraud

In December 2019, the National Crime Agency Director General, Lynne Owens, issued a 'tasking' to improve the response to fraud.

The tasking, which was made under the Crime and Courts Act 2013, followed a discussion with Chief Constables and other partners at the National Strategic Tasking and Coordination Group (NSTCG) earlier in the month.

It applies to all police forces and Regional Organised Crime Units in England and Wales, Police Scotland, the Police Service of Northern

Ireland, the Serious Fraud Office, Her Majesty's Revenue and Customs and the Financial Conduct Authority. It was only the fourth tasking ever issued by the NCA.

It was proposed jointly by Graeme Biggar, the Director General of the National Economic Crime Centre, and Commissioner Ian Dyson, to step-up the national response to fraud immediately, with activity continuing over the next year focused on improving the intelligence picture on fraud, pursuing offenders causing the highest harm and increasing the priority of fraud across the system.

2. Operational successes:

Op Otello/Radium

In the first of a series of operations co-ordinated by the NECC under the umbrella of Operation Otello, the City of London Police led an operation against courier fraud: Operation Radium. Courier fraud typically targets older people, most notably women over 80 years of age. Operation Radium involved developing content for an awareness campaign on social media, and in local print and broadcast outlets, across all 43 police forces in England and Wales, which was also picked up by other law enforcement agencies and partner organisations. There was a period of intense operational activity over a three week period, which led to 18 search warrants being carried out, working with five other police forces, and 44 arrests of people accused of committing courier fraud were made.

Indian call centres

A significant proportion of Computer Service Software Fraud against UK citizens and citizens around the world was identified as originating from India. Working with Microsoft, both in the UK and in India, we were able to liaise with Indian police forces and targeted seven call centres at the end of 2019, which resulted in 14 arrests. We provided intelligence, including the assessment of the impact on UK victims - which is a necessary part of building a case for the Indian police authorities to take action - which led to police operations against a further 27 fraudulent call centres and a further 68 arrests

3. Big cases:

The City of London Police Fraud Squad takes on many of the UK's most complex and significant fraud investigations. It includes units dedicated to combating money laundering and recovering the proceeds of crime.

Brothers jailed over investment scam which saw 350 victims lose £6.2m

In June 2019, Marvin and Craig Brooks, both of Sutton Coldfield, were sentenced at Birmingham Crown Court for the part they played in running boiler room scams in which victims were cold-called and convinced to invest in worthless carbon credits and rare earth metals. This led to 350 people losing a total of £6.2 million. Marvin and Craig ran three companies, Bric Global Ltd,

Citygate Capital PLC and Rare Earth Commodities Ltd, between June 2011 and July 2013. Bric Global claimed to be investment brokers "specialising in the green energy market" while Citygate Capital PLC and Rare Earth Commodities Ltd claimed to offer investment opportunities in rare earth metals and oxides.



The City of London Police's Fraud Squad began investigating Bric Global in November 2012 following more than 10 reports into Action Fraud. The victims claimed to have been cold-called by Bric Global about short to medium term Voluntary Carbon Credit investments (VERs), which the brokers said could double, or in some cases triple, within 6 to 18 months. When the victims asked for their VERs to be sold, Bric Global's employees created obstructions and delayed any sale or return of funds. The victims were either told they had to wait for the right time to make a bulk sale, or were pressured into buying more credits to make their portfolios more attractive to investors.

Some victims were also encouraged by Bric Global staff to further invest in a "new profitable commodity" – rare metals. Victims then invested further

significant funds through the Brooks brothers' other companies, believing again that they would make profits in a short period of time.

Detective Sergeant Marek Coghill of the City of London Police's Fraud Squad said:

"This was an extensive investigation reflected in the sheer number of victims who fell prey to the Brooks' manipulation.

"The financial loss to over 350 victims in this case is substantial, but the toll that this type of cynical and indiscriminate crime can take is far greater. These offences are not victimless crimes. They target elderly and infirm members of the public, many of whom are often vulnerable."

Through the proceeds of crime act we recovered £500,000, and a further £300,000 in assets was identified and ordered, at court, to be paid over immediately. All of these funds will be used to repay the victims.

Football agents and manager sentenced over corruption scandal

An assistant manager at a football club and two football agents were sentenced for accepting and paying bribes to facilitate the transfer of players at Barnsley Football Club, following an investigation by the City of London Police's Fraud Squad. In January 2020, at Southwark Crown Court, the three men received the following:

- Football agent Giuseppe Pagliara, 64, of Higher Croft, Whitefield, Manchester: Two years imprisonment, suspended for two years. 300 hours community work, 7pm-7am electronically tagged curfew for four months.
- Football agent Dax Price, 48, of Susans Lane, Upchurch, Kent: 18 months imprisonment, suspended for 18 months. 250 hours community work, 8pm-6am electronically tagged curfew for three months.
- Football coach Thomas Wright, 53, of Dark Lane, Barnsley: 12 months imprisonment, suspended for 12 months. Ordered to pay £5,000 to the Telegraph within 28 days and £3,000 in court costs.



In September 2016, the City of London Police's Fraud Squad was provided information by national newspaper, the Daily Telegraph, about various football agents who were thought to be facilitating bribes with individuals at football clubs, between 4 May 2016 and 30 September 2016. The information was reviewed by detectives and a criminal investigation was launched in November 2016, into the dealings of Pagliara, Price, and Wright.

The three men were interviewed on a voluntary basis between December 2016 and April 2017. They were then charged with bribery offences on 31 August 2018 after detectives reviewed over a hundred hours of video and audio recordings made by undercover journalists. These showed all three men were involved in offering and taking bribes for the placing of players at Barnsley Football Club. Additionally, Wright supplied confidential information regarding the contracts of players already at the club.

DC Chris Glover from the City of London Police's Fraud Squad said:

"This has been a long and complex investigation, but today is a significant result for the City of London Police, and all of policing, when it comes to investigating bribery. This case is the first in the UK relating to corruption in the football industry and shows how offending of this nature can destroy someone's career and reputation, leaving them with nothing but a criminal record."

Ongoing activity

Far from being a 'victimless crime', fraud has been shown to have what can be a severe impact on the people duped by criminals who seek to exploit their victims to benefit their criminal lifestyles. Fraud victims can be left with feelings of shame and, in some cases, can result in severe depression, even to the extent of suicidal feelings. Action Fraud deals with almost a million contacts from

people reporting fraud and we know that an estimated third of frauds are never reported. In the last year, City of London Police has taken action to bear down on fraud by:

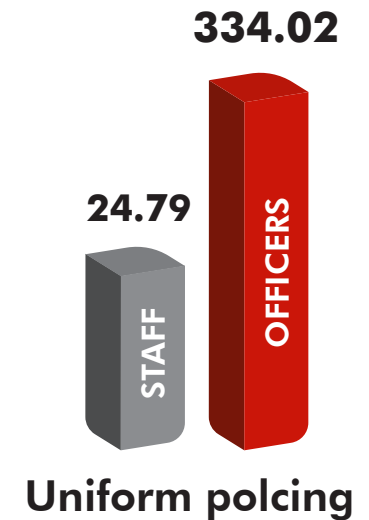
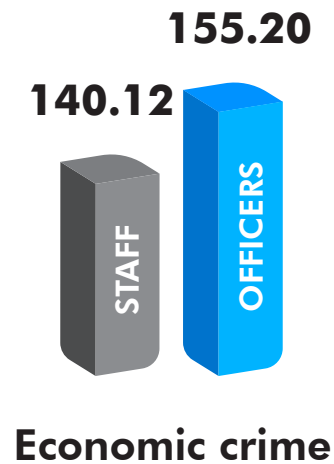
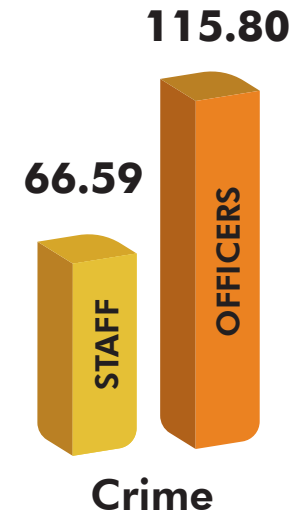
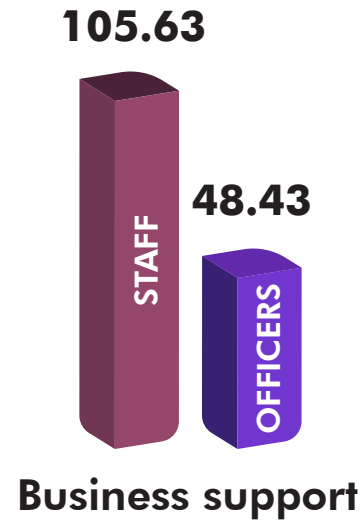
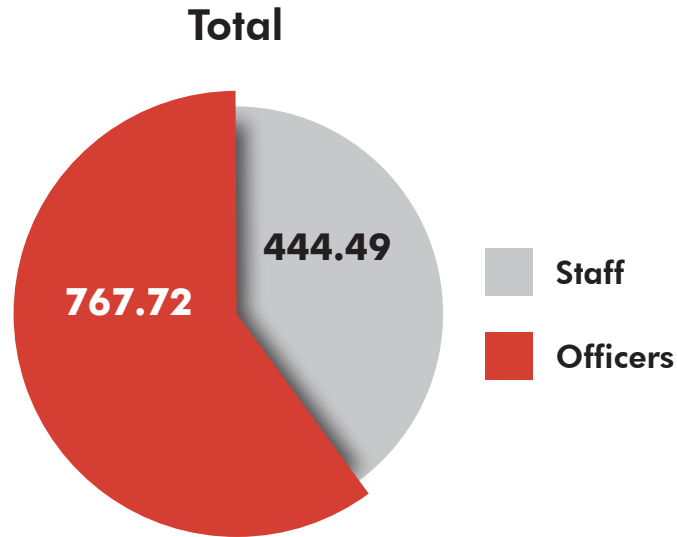
- Reviewing and recording 80,000 crimes for future intelligence;
- Developing 31,000 crimes to send on to police forces;
- Taking down 9,600 fraudulent websites;
- Disrupting 1,200 social media accounts involved in fraud;
- Suspending 685 email accounts; and
- Disrupting 7,700 bank accounts/cards meaning over £37 million of losses were prevented.



Only by working with Government, police forces and other law-enforcement bodies and with private business, can the scourge of fraud be tackled in a whole-system solution which recognises its impact and has the necessary resources to address this prevalent and pernicious criminal activity.

9 Our resources

In the past year the force received an uplift in Police numbers from 753 to 781 (headcount). We currently have 285.87 detectives across all directorates, this is over a third of our police officer establishment. Civilian support staff make up a third of the workforce and hold a varied range of roles across the organisation.



10 Finances

	2019/20				2018/19	
Revenue	Latest Approved Budget		Outturn (unaudited)		Outturn	
	£'000	%	£'000	%	£'000	%
EXPENDITURE						
Premises related expenses	3,592	2.7	10,212	6.9	10,019	7.0
Transport related expenses	1,368	1.0	2,480	1.7	2,141	1.5
Supplies and services	11,016	8.2	21,056	14.1	13,568	9.5
Third party payments	20,412	15.2	10,335	6.9	13,913	9.8
Central and other recharges	3,851	2.9	3,725	2.5	3,884	2.7
Surplus transferred	0	0.0	2,060	1.4	998	0.7
Unidentified savings	(4,766)	(4)	0	-	0	-
Capital expenditure (inc. Financing Costs)	0	0.0	0	-	0	-
Contingencies		0.0	0	-	0	-
Total - other expenditure	35,473	26.4	49,868	33.5	44,523	31.3
Employees (inc. Pensions)	98,884	73.6	99,051	66.5	97,828	68.7
Total expenditure	134,357	100.0	148,919	100.0	142,351	100.0
INCOME						
Home Office revenue grants (Principal Formula and SSA)	57,100	42.5	57,100	38.3	55,900	39.3
Police Authority	13,000	9.7	13,000	8.7	10,700	7.5
Total basic income	70,100	52.2	70,100	47.1	66,600	46.8
Other Home Office revenue grants	46,579	34.7	49,041	32.9	46,415	32.6
Other grants, reimbursements and contributions	14,383	10.7	24,196	16.2	19,707	13.8
Surplus transferred	0	0.0	2,000	1.3	6,598	4.6
Customer, client receipts and recharges	3,295	2.5	3,582	2.4	3,031	2.1
Home Office capital grant / capital receipt						
Total income	134,357	100.0	148,919	100.0	142,351	100.0

11 Crime figures

ALL CRIME		
2018/2019	2019/2020	% Change
7246	8755	+21% ↑

ALL OTHER THEFT OFFENCES	ARSON	BICYCLE THEFT	BURGLARY BUSINESS/COMMUNITY	BURGLARY RESIDENTIAL	BURGLARY ALL
2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019
1853	0	473	302	13	315
2019/2020	2019/2020	2019/2020	2019/2020	2019/2020	2019/2020
2689	3	442	308	23	331
% Change	% Change	% Change	% Change	% Change	% Change
+45% ↑	NA	-7% ↓	+2% ↑	+77% ↑	+5% ↑

CRIMINAL DAMAGE	DEATH OR SERIOUS INJURY UNLAWFUL DRIVING	DRUG POSSESSION	DRUG TRAFFICKING	HOMICIDE	MISCELLANEOUS CRIMES AGAINST SOCIETY
2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019
220	0	391	102	1	170
2019/2020	2019/2020	2019/2020	2019/2020	2019/2020	2019/2020
269	0	574	159	2	264
% Change	% Change	% Change	% Change	% Change	% Change
+22% ↑	NA	+47% ↑	+56% ↑	+100% ↑	+55% ↑

OTHER SEXUAL OFFENCES	POSSESSION OF WEAPONS OFFENCES	PUBLIC DISORDER	RAPE	RAPE AND OTHER SEXUAL OFFENCES	ROBBERY OF BUSINESS PROPERTY
2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019
74	67	424	28	102	45
2019/2020	2019/2020	2019/2020	2019/2020	2019/2020	2019/2020
78	80	476	16	94	36
% Change	% Change	% Change	% Change	% Change	% Change
+5% ↑	+19% ↑	+12% ↑	-43% ↓	-8% ↓	-20% ↓

ROBBERY OF PERSONAL PROPERTY	SHOPLIFTING	STALKING AND HARASSMENT	THEFT FROM A MOTOR VEHICLE	THEFT FROM PERSON	THEFT OF MOTOR VEHICLE
2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019
93	923	147	55	637	55
2019/2020	2019/2020	2019/2020	2019/2020	2019/2020	2019/2020
123	891	116	40	907	40
% Change	% Change	% Change	% Change	% Change	% Change
+32% ↑	-3% ↓	-21% ↓	-27% ↓	+42% ↑	-27% ↓

VEHICLE INTERFERENCE	VIOLENCE WITH INJURY	VIOLENCE WITHOUT INJURY	VICTIM-BASED VIOLENCE	VICTIM-BASED ACQUISITIVE	CRIMES AGAINST SOCIETY
2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019
14	462	586	1298	4574	1154
2019/2020	2019/2020	2019/2020	2019/2020	2019/2020	2019/2020
11	362	715	1289	5641	1553
% Change	% Change	% Change	% Change	% Change	% Change
-21% ↓	-22% ↓	+22% ↑	-1% ↓	+23% ↑	+35% ↑



Violent and acquisitive crime

What we said

- Work in partnership and be innovative in our approach to tackling crime, targeting hotspots and known offenders.
- Adopt a collaborative approach to problem solving to maintain the City of London as a low crime, safe area.
- Tackle alcohol-related crime through a joined up, partnership approach.
- Mount specific, targeted operations to address emerging challenges and provide quality-focused investigations, with high quality evidence supporting successful prosecutions.
- Ensure victims can easily report crime and thereafter, receive a professional response.
- Maintain our focus on incidents of domestic abuse and child protection, which remains an integral part of our victim care strategy.
- Work with our residents, businesses and workers to encourage them to take an active role in crime prevention.
- Continue to identify and target persistent offenders to reduce re-offending.

What we did

- Reviewed and improved our use of our patrol strategy that targets hotspots and focuses resources where they are most needed.
- Run specific operations targeting different types of offending.
- Worked closely with partners and utilised problem solving techniques to impact positively on volume offending, including acquisitive and alcohol-related crime.
- Taken a full role in our local Safer City Partnership.
- Operation Sceptre: working in partnership with MPS and BTP with the aim of reducing knife crime by targeting not only those who carry and use knives, but also the supply, access and importation of weapons.
- Violent Crime Task Force – Partnership policing with the MPS tackling serious violent crime in the Capital.

Outcome

- Victim Based Violent Crime has seen a 1% reduction compared to 2018/19, equating to 9 less offences.
- Victim Based Acquisitive crimes experienced an increase 23% compared to 2018/19. This represents an increase of 1067 offences.
- HMICFRS graded our Crime Data Integrity as “GOOD” within the 2019 CDI inspection stating that the Force has:
 - high levels of crime recording accuracy overall;
 - an effective process to identify and record crimes related to domestic abuse;
 - robust crime recording governance and performance management arrangements; and
 - an effective feedback process so officers and staff who make errors can learn the correct requirements for their future crime recording decisions.

Countering terrorism

What we said

- Work in partnership with our community, national and international partners to protect the City of London from terrorism.
- Engage with City businesses, schools, other institutions and stakeholders to identify any venues or individuals who may be engaged in extremist rhetoric.
- Engage with groups and individuals to prevent them from turning to terrorism and extremism.
- Support the Corporation of London's lead in educating staff from partner agencies and the voluntary sector with regard to preventing terrorism.
- Work with City businesses to improve awareness and response capabilities in organisations across the City.
- Provide up to date protective security advice and guidance to residents and businesses.
- Develop new and improve existing tactics to counter the threat from terrorism.
- Use intelligence and analysis to target the deployment of resources to disrupt terrorism.
- Deploy unpredictable Project Servator patrols to disrupt terrorism including attack planning activity such as hostile reconnaissance.
- Make full use of existing and emerging technology (CCTV and automatic number plate recognition) to complement our service delivery.

What we did

- Completed over 500 briefings, training exercises and table-top exercises over the course of the year to ensure residents and businesses remain informed, and in the case of first responders and the wider police family, have the skills to respond appropriately to identifying suspicious behaviour and responding to an incident should it occur.
- Worked closely with our partners in the MPS, the City of London Corporation and national security agencies regionally and nationally to protect the City of London from the threat of terrorism. This included the exchange of intelligence and analysis to inform our approach to tackling terrorism. Our work with partners has included initiatives aimed at deterring individuals turning to terrorism and to support families affected by extremism and radicalisation.
- Continued to develop our tactics and use of Project Servator whilst developing the role out to forces nationally and internationally.
- Investigated over 115 reports of suspicious activity related to terrorism.
- Increased awareness of suspicious activity through bespoke training sessions.
- Led the way on the assessment of Crowded Places within the square mile, establishing and maintaining relationships and work practises with partners that is being held as national best practice.

Outcome

- 1678 people received ACT (Action Counters Terrorism) training within the year.
- Enhanced collaboration with the Corporation of London public realm teams have led to the implementation of a number of security and safety projects across the City of London.
- Project Servator activity
 - Over 1,000 deployments.
 - Over 33,500 Engagement messages given to the public.
 - 66 Stop & Searches undertaken.
 - 44 Positives from Stop & Search activity.
 - 57 Arrests made.
- The majority of residents, workers and visitors feel safe in the City of London. Our community survey which was undertaken online and via street interview recorded 82% of respondents feeling safe in the City during the day and 56% feeling safe after dark, and 21% feel unsafe. While 99% of interview respondents felt safe within the City during the day with 86% feeling safe after dark as well. These results are largely in line with results seen in 2018.
- Our resources are being effectively used to counter the threat from terrorism and the City of London remains a safe and secure location to live, do business and visit.
- HMICFRS consider the force's response to the threat from terrorism (and associated protective services) to be appropriate.



Cyber crime

What we said

- Enhance understanding of cyber crime through working in partnership with other law enforcement agencies, and apply proactive intelligence and prevention strategies to address it.
- Improve our capability to tackle cyber crime by training our frontline staff (including call centre and front desk staff) to recognise cyber-related reports of crime to enhance intelligence and evidence gathering.
- Train our officers in the skills necessary to investigate cyber crime effectively.
- Embed tackling cyber crime into core community policing.
- Be flexible across geographical boundaries.
- Support our residents, businesses and workers to protect themselves against the risk from cyber crime.
- Intervene to stop our community from being drawn into low level cyber crime, including online purchases through criminal websites.
- Develop techniques to identify and disrupt ongoing cyber crime impacting on the City of London.
- Ensure victims affected by cyber crime receive the support they need.

What we did

- Identified cases which have involved cyber criminality and made early arrests to prevent ongoing harm.
- Conducted cyber-related investigations into Ransomware, Data Theft, Bitcoin Mining and the Insider threat.
- Made arrests in connection with hacking, corporate espionage and investigated offences connected to computer misuse and Bitcoin mining.
- Delivered events to partners to raise awareness of personal cyber security.
- Worked with partners and businesses in the City of London to assess vulnerabilities associated with the ICT systems.
- Delivered awareness training to schools and businesses to raise awareness of cyber bullying and encourage its reporting.
- Identified and utilised an innovative training exercise to improve business awareness and capability associated with cyber criminality.
- 100% of young people identified as vulnerable to cyber crime received PREVENT contact and intervention from a PREVENT officer.
- Developed and delivered a service which teaches companies how to apply police response procedures and techniques to a cyber-attack.
- Developed and delivered a service which allows businesses to have a free cyber security assessment from trained officers designed to improve overall security.

Outcome

- 100% referrals of cyber crime to the City of London Police National Fraud Intelligence Bureau are currently investigated.
- The number of cyber crime referrals to the National Fraud Intelligence Bureau was 52 compared to 73 in 2018/19.
- 133 Cyber Griffin events were completed with 5647 attendees being trained.
- Having created four free cyber protect services we have now diarised engagements with 1,500 people in our force area. Engagement feedback has exceeded the national KPI – 75% of those engaged with or higher will commit to a security change.
- 75% of organisations and the public who received PROTECT advice reported to change their behaviours as a result.



Fraud

What we said

- Focus our efforts on the issues that are the greatest threats to the City's communities and businesses.
- Contribute to the national understanding of fraud threats and criminality and develop proactive intelligence and prevention strategies to address it.
- Continue to work with stakeholders, including the National Crime Agency, and the wider regional, national and international counter-fraud community to protect the City and national interests, and tackle criminals overseas that target the UK.
- Continue to engage with police and crime commissioners and the National Police Chiefs' Council regarding the implementation of national economic crime strategies.
- Influence and support policy making at a national level.
- Provide a national investigation capability.
- Address serious organised criminality.
- Engage with our residents, workers, businesses and financial regulators to determine their priorities around tackling fraud.
- Encourage victims to report fraud and cyber crime, helping vulnerable victims to receive the help and support they need.
- Run an Economic Crime Academy that educates and provides individuals and businesses with the skills necessary to identify and combat fraud.

What we did

- Worked with policing and the Home Office to develop the first National Fraud Policing Strategy to be endorsed by National Police Chiefs' Council, published in October 2019.
- Implemented 19 recommendations to improve the national police response to fraud arising from the HMICFRS inspection "Fraud: A Time to Choose"
- Part of the multi-agency National Economic Crime Centre initiative to step up law enforcement response to fraud, Project Otello. In January, we piloted a new approach to tackle courier fraud, a high harm fraud affecting vulnerable and elderly citizens, an approach replicated in our response to emerging Covid-19 fraud threats.
- Successfully prosecuted numerous high profile fraud cases.
- Successfully investigated large scale frauds operating internationally.
- Disrupted organised crime groups, reducing the potential harm these groups have on victims.
- Made effective use of proceeds of crime legislation to deprive criminals of their gains and help make repatriations to victims.
- Economic Crime Victims of Crime Unit, continued to provide specialist support to victims of fraud.
- Continued to develop our National Fraud Intelligence Bureau and Action Fraud reporting service, helping over 62,000 victims of economic crime.
- Continued to develop the capacity and capability of our Economic Crime Academy.
- Assessed the various forms of risk across all reported fraud types to identify 'high harm frauds'.
- We created National Assessments for reported Fraud and Cyber Crime, including dashboards of key statistics for Law Enforcement partners and wider stakeholders.
- We created a pilot intelligence development team to proactively tackle these high harm fraud threats.

Outcome

- Completed a 2 year national transformation project to improve the police response to fraud resulting in:
- Over 600 police officers across all forces and ROCUs trained in serious fraud investigation and management
- A fraud intelligence hub to tackle high harm fraud threats
- A new tasking process to escalate high risk investigations across policing
- Regional fraud development officers in each ROCU providing improved coordination of the fraud response
- Creation of a joint CoLP/NCA proactive economic crime team providing a 'crime in action' response including 31 arrests and over £2.7m in criminal assets denied
- Creation and pilot of a fraud staff investigator capability and training programme with Merseyside Police
- Economic Crime Academy delivered 88 courses training over 1000 delegates.
- Convicted 155 individuals on a variety of fraud charges.
- Disrupted over 1900 bank accounts to combat fraud and illegal activities.
- Confiscated over £5.5M in assets from criminals.
- Returned £1.1M in compensation to victims.
- Only 13 victims over the last 5 years reported to Action Fraud database after engaging with the Economic Crime Victim Care.
- The annual assessments informed the NCA's National Strategic Assessment and high priority fraud identified by the City were used to inform NECC's the National Fraud Campaigns.
- The intelligence development team co-ordinated the intelligence linked Op Radium amongst other cases, leading to 40 arrests nationally for courier fraud and 15 arrests for other offences.



Public order

What we said

- Work in partnership with the City of London Corporation and other stakeholders to support the planning for large scale events with a proportionate, effective policing plan.
- Engage with our community to address concerns regarding public order, providing advice and resolving policing-related matters.
- Engage with event organisers, protest groups, stakeholders and partners, supporting them by providing proportionate policing plans for their event or protest.
- Use information and intelligence systems effectively to inform our response to disorder.
- Work closely with our partners in the Metropolitan and British Transport Police, ensuring an efficient collaborative response, particularly in relation to pan-London issues which affect the City of London.
- Maintain our capability and capacity to respond to public order incidents at a variety of levels.
- Use best practice tactics and capture learning to improve our effectiveness, efficiency and service delivery to our community.

What we did

- Increased our Protestor Removal Team skill across the force. This was in line with a variety of new tactics employed by variety of protest groups.
- Mobilisation test of force in line with NPCC. City of London Police were required to respond to complex policing operations, which may require resources that exceed a force's own capacity, i.e., mutual aid. Mobilisation process, which supports mutual aid, at the local, regional or national level.
- Increased our Public Order and Public Safety Command Officers (Cadre) within Force to 14 at Gold, Silver and Bronze levels.
- Increased our Tactical and Operational CBRNE Commanders within Force to three.
- Worked closely with our partners in the City of London Corporation, Metropolitan Police Service and British Transport Police to provide an effective and appropriate policing response to protests and large scale events taking place in the City of London.
- Kept our communities informed about large scale events in the City of London, and provided practical advice where necessary regarding road closures or areas to avoid.
- Supported the policing of pan-London events that impacted on the City of London.
- Maintained our minimum levels of skilled officers to support national mobilisation requirements, and are enhancing these arrangements with incentives to enlarge our cadre of specialist public order officers.
- Better collaboration between intelligence departments within City of London Police, other forces and partner agencies. Sharing intelligence to ensure a coordinated response to large scale protests. This approach has increased the likelihood of public order being policed in an effective and efficient manner in the City.
- We have increased our CBRN resilience with an increase in nationally trained and accredited Commanders and responders. Commanders trained and equipped to respond to a CBRN incident within the City of London/Capital.
- Participated in the Home Office's Best Use of Stop and Search Scheme.

Outcome

- 468 events required a police presence, of which 215 were pre-planned and 313 required the attendance of five or more officers.
- 112 (up to Feb) recorded protests within the City for 2019/20. This represents a decrease on the number recorded in 2018/19 of 15. The majority of protests this year remain recorded as environmental in nature with 49 protests falling into this category.
- 476 offences relating to public disorder. 12% increase from 2018/2019.
- 22% of offences were detected which is an increase from the 17% achieved in 2018/19.
- 23% of offences also received a positive outcome which is an increase from the 195 achieved in 2018/19.
- HMICFRS assessed the Force's readiness to deal with public disorder within the last PEEL Effectiveness report as:
 - "The force has established a comprehensive programme to test its response to national threats. It frequently tests its ability to mobilise large numbers of officers should there be large-scale civil disorder in London or the South East."



Roads policing

What we said

- Proactively target offenders who use the roads to cause danger to other road users.
- Engage with road user groups to identify opportunities to provide timely education and enforcement activities.
- Pay particular attention to vulnerable road users (pedestrians, cyclists and motorcyclists).
- Work with Transport for London by delivering special services that keep the City's roads safe.
- Investigate serious collisions, support victims and their families and bring offenders that flout road safety laws to justice.
- Continue to undertake visible enforcement activities to deter road users from breaking traffic laws and putting other road users at risk.
- Support national road strategies by complementing criminal justice sanctions for offending with an educational programme aimed at improving road skills and understanding to prevent re-offending.

What we did

- Delivered all tasked roads policing operations, which has included specific operations to target criminality specifically associated with road safety (for example, driving whilst using a mobile phone, and speeding).
- Supported the City of London Corporation's Road Danger Reduction Strategy.
- Supported the Mayor of London's Transport Strategy (Vision Zero), which aims to reduce the number of people killed and seriously injured on the roads.
- Referred offenders to education programmes (where appropriate) to improve road safety over time.
- Supported the City of London Corporation's Road Danger Reduction Strategy, working with them to identify the causes and consequences of collisions in the City, reducing risk factors and identifying measures to address dangerous behaviours and locations, and publicising their public education campaigns such as Road Safety Week and #BeBrakeReady.

Outcome

- 205 offences recorded for not wearing a seat belt / speeding and using a mobile phone whilst driving (473 recorded in 2018/19)..
- 528 vehicles seized for no driving license / no insurance offences.
- From 69 operations, 556 HGV's were stopped resulting in 439 HGV's with offences - (79%). In total, 612 offences identified. This compares to 835 HGVs stopped resulting in 612 infringements/offences in 2018/19.
- 279 casualties resulting from collisions within the City :
 - Serious Injury a reduction of 25% - 22 for the year.
 - Slight Injury a reduction of 51% - 256 for the year.
 - Fatal Injury an increase of 100% – From 0 to 1 for the year.

Vulnerable people

What we said

- Implement a positive arrest policy and proceed with victimless prosecutions where there is sufficient evidence to do so.
- Use the National Referral Mechanism for any suspected offences of human trafficking.
- Support victims through our Vulnerable Victim Co-ordinator.
- Use appropriate partnership arrangements to manage violent and sexual offenders.
- Make best use of multi-agency risk procedures to support vulnerable people.
- Consider and where appropriate, implement risk management plans and safeguarding measures in all cases.
- Implement and share good practice in partnership with other agencies.
- Ensure all appropriate staff receive full vulnerability training.
- Ensure officers appropriately identify and flag those who are vulnerable, using the national Vulnerability Assessment Framework.
- Engage with hotels, licensed premises and hard to reach groups on vulnerability issues.
- Work closely with our partners to maintain our focus on vulnerable rough sleepers.

What we did

- Worked closely with our partners, both statutory and other agencies, to ensure those most at risk are safeguarded and vulnerable victims receive appropriate levels of support.
- Victims Working Group and Victims Support Group continue to ensure oversight and monitor performance in relation to strands of vulnerability.
- Maintained a Force Vulnerability Action Plan, in line with the National VAP, to streamline the reporting on strands of vulnerability. This has included reducing the number of individual strands of vulnerability to ensure appropriate focus and activity.
- Continued delivery of vulnerability package training in line with College Of Policing Package for a more holistic oversight in relation to police response to vulnerability.
- Continued use of DA 'Spotting the Signs' Campaign – a digital toolkit developed for businesses, both employees and employers, including a handbook on how to support employees who may be experiencing abuse and guidance for those suffering. Included a video from victim of a city offence outlining support and service from City of London Police.
- Funding secured until 2021 for Vulnerable Victim Advocate and Mental Health Triage nurse.
- Conducted campaigns aimed at encouraging vulnerable victims to report crimes.

Outcome

- Domestic abuse conviction - charges to convictions, 73%; of these 62% were guilty pleas which is generally thought to indicate a high quality of prosecution evidence.
- We continue to pursue these energetically and the measures to support them, such as making sure the use of BWV in interview and at court are well embedded. We have applied to the NICHE region for a victimless prosecution qualifier to allow us to measure them accurately.
- The use of the NRM for modern slavery and human trafficking cases is now an embedded practice.
- Proactive and education events took place, targeting hotels and licensed premises covering alcohol, vulnerability, sexual offences and CSE.
- City of London Police have signed up to a multi-agency protocol striving for best practice in supporting DA victims and prosecuting suspects.
- Support offered to vulnerable people, with 49 individuals referred for support with mental health.

