

**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