

**ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON**  
**POLICE AUTHORITY BOARD**  
**Thursday, 4 November 2021**

Minutes of the meeting of the Economic and Cyber Crime Committee of the City of London Police Authority Board held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Thursday, 4 November 2021 at 10.00 am

**Present**

**Members:**

Tijs Broeke (Deputy Chairman)  
Alderman Timothy Hailes  
Andrew Lentin (External Member)  
Alderman Bronek Masojada  
Dawn Wright  
Landau (External Member)

**Officers:**

|                   |   |
|-------------------|---|
| Angela McLaren    | - Assistant Commissioner, City of London Police |
| Chris Bell        | - City of London Police                         |
| Clinton Blackburn | - City of London Police                         |
| Pauline Smith     | - City of London Police                         |
| Hayley Williams   | - City of London Police                         |

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|-------------------|--------------------------------------|
| Simon Latham      | - Director, Police Authority Team    |
| Oliver Bolton     | - Deputy Head, Police Authority Team |
| Polly Dunn        | - Town Clerk's Department            |
| Andrew Buckingham | - Town Clerk's Department            |
| Charlie Pearce    | - Chamberlain's Department           |

**1. APOLOGIES**

Apologies were received from Deputy James Thomson, Deputy Keith Bottomley, Graeme Doshi-Smith, Deputy Edewawrd Lord and Deputy Catherine McGuinness.

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

There were no delcarations.

**3. MINUTES**

**RESOLVED**, that the public minutes and non-public summary of the previous meeting held on 7 September 2021 be agreed as a correct record.

**4. OUTSTANDING REFERENCES**

Members considered a joint report of the Town Clerk and Commissioner regarding public outstanding references.

**RESOLVED**, that the report be noted.

**5. Q2 NATIONAL LEAD FORCE PERFORMANCE REPORT**

Members received a report of the Commissioner regarding the Q2 National Lead Force Performance Report.

Numbers of people responding to surveys had been limited as users were not surveyed by telephone. The process relied on letters and email only, but this did have a free text box which allowed users to provide valuable feedback. The telephone feedback will be available with the next generation system.

The volume of users were abandoning during new registration was a concern, the Force were unable to determine the cause for this once again this would be addressed in the new service.

The chat bot had been very successful, with phase two being trialled ahead of launch scheduled for the 26 November.

Members were keen to confirm with banks the true value of the total disrupted transactions.

Noting that in March and May, the Force successfully disrupted significantly large number of transaction, Members requested further information as to what caused this (**9/2021/P**).

There was a discussion about how the answer times for calls could be decreased, as it remained a long way from its target. More call handlers were required but further efficiencies were being explored with the contractor whilst staff retention was being addressed as part of a continuous improvement plan.

Members proposed stretching the target for reducing repeat victims.

There had been a drop nationally in the number of arrests and value of seized goods – it was the professional judgement of the Force that this had been caused by COVID. There were less vehicles stopped and houses searched. Criminals were operating differently, including a shift to crypto currency.

Usage of the hub had increased; a new engagement strategy would look to improve this further.

**RESOLVED**, that the report be noted.

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**6. INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**

Members received an update of the Director of Innovation and Growth regarding Cyber & Economic Crime Related Activities.

Given the significant value of this work, Members wished to explore the extent to which the Force were leveraging co-branding. Many of the projects should fall under both the City Corporation and COLP branding.

Members were keen to see the benchmarking report due to be published in January 2022 as an appendix to the next meeting's submission from Innovation & Growth (10/2021/P).

The City and Force were hoping to raise their profile through collaboration with Microsoft through the digital sandbox.

Smaller FinTech firms would be approached and invited to apply to City programmes. The Assistant Commissioner felt that by utilising the City and Mayorality's convening power there would be better engagement with these smaller firms. It was suggested that a FinTech specific event could be arranged (11/2021/P).

**RESOLVED**, that the report be noted.

**7. HMICFRS FRAUD INSPECTION**

Members received a report of the Assistant Commissioner in relation to HMICFRS Fraud Inspection.

APMIS was a NCA platform used across policing to track work against serious and organised crime groups and activity the Force was undertaking to disrupt them. It was single solution to a complex environment. Forces that had APMIS (25%) were still learning their way with it. APMIS did not just include fraud but all serious organised crime.

FIM and FOM stood for Fraud Intelligence Meeting and Fraud Operative Meeting. Through the NFIB, a home was determined for any cases that did not easily fall to any specific agency.

**RESOLVED**, that the report be noted.

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

There were no questions.

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

There was one item of urgent business.

A report on Cyber Griffin had informally been shared with Members of the Committee in advance of the meeting. This report had been left off the agenda in error. In lieu of the report, a verbal update was given.

There had been an increase in service demand – with a 10% increase in request for courses delivered in-person. Cyber Griffin was reported to be meeting all national set targets. There had been a 75% change of behaviours in those who had taken part in the courses, which in turn received a 75%

satisfaction rating. Locally, two of three targets had been met. The one outstanding target had been to train 7000 members of the public/businesses, but just over 6200 had at time of reporting. There was ongoing work with Bristol University to develop skills in the arena of incident reporting for cyber emergencies.

The programme had received a number of awards and was generally being recognised for its really positive work.

**RESOLVED**, that the update be noted.

10. **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.

11. **NON-PUBLIC MINUTES**

**RESOLVED**, that the non-public minutes of the previous meeting held on 7 September 2021 agreed as a correct record.

12. **NON-PUBLIC OUTSTANDING REFERENCES**

Members considered a joint report of the Town Clerk and Commissioner regarding non-public outstanding references.

13. **NATIONAL LEAD FORCE UPDATE**

Members received a report of the Assistant Commissioner regarding the National Lead Force Update.

14. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - NEXT GENERATION AND CURRENT SERVICE UPDATE REPORT**

Members noted a report of the Assistant Commissioner in relation to Fraud and Cyber Crime Reporting and Analysis Service – Next Generation and Current Service Update Report.

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

There were no questions in non-public session.

16. **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 in non-public session.

**The meeting ended at 11.52 am**

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Chairman

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