

**ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON  
POLICE AUTHORITY BOARD  
Monday, 14 February 2022**

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 Monday, 14 February 2022 at 2.00 pm

**Present**

**Members:**

Deputy James Thomson (Chair)  
Deputy Keith Bottomley  
Deputy Graeme Doshi-Smith  
Alderman Bronek Masojada  
Catherine McGuinness (Ex-Officio Member)  
Dawn Wright  
Landau (External Member)

**Officers:**

|                   |   |
|-------------------|---|
| Peter O'Doherty   | - Assistant Commissioner, City of London Police |
| Chris Bell        | - City of London Police                         |
| Clinton Blackburn | - City of London Police                         |
| Simon Latham      | - Director, Police Authority Team               |
| Alix Newbold      | - Interim Director, Police Authority Team       |
| Oliver Bolton     | - Deputy Head, Police Authority Team            |
| Polly Dunn        | - Town Clerk's Department                       |
| Andrew Buckingham | - Town Clerk's Department                       |
| Giles French      | - Innovation & Growth Department                |

**1. APOLOGIES**

Apologies were received from Tijs Broeke, Alderman Professor Emma Edhem, Alderman Tim Hailes. Andrew Lentin was observing online. Michael Mitchell, external Member of the Professional Standards and Integrity Committee, was also observing virtually.

Sir Craig Mackey attending in person to observe the meeting.

**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 meeting held on 4 November 2021, be approved as an accurate record.

**4. PUBLIC OUTSTANDING REFERENCES**

Members received a report of the Town Clerk and Commissioners regarding the Committee's outstanding references.

5. **Q3 NATIONAL LEAD FORCE PERFORMANCE REPORT**

Members received a report of the Commissioner regarding the Quarter 3 National Lead Force Performance.

There was a discussion on the issue of time taken to answer calls and the link between that and abandoned calls. 30% abandoned calls was considered high. A push toward guiding people to online reporting tools was necessary, to leave the call handlers free to speak to those who needed to (repeat victims, the elderly and vulnerable). Capacity was being built within the contact centre. As part of the user experience, callers would be assured there would be a handler waiting to speak to them when they got through.

There had been an attrition of staff within the contact centre which had impacted the call answering time. If at full staffing capacity, the numbers would improve.

The Chat Bot had managed 800hours (4FTEs) worth of reporting. It was about to commence its second iteration and was proving successful.

Further information was sought on the 50% of reports that don't meet the target response date of 28 days. For example, were they dropped? When was the next target date for resolution?

Within the report there was no reference to the number of businesses that had reported fraud as a distinct data set to individuals who had reported. This would be an enhanced tool available in the Next Gen service.

There was concern that there was a perception of the public that by reporting, there would not be a reduction in crime. The positive outcomes of the work of the service needed to be reported through the right channels.

Where victims of crime were reporting cases of economic crime, the as NLF, COLP wanted to be as efficient as possible at identifying those where significant funds would be lost or making links to organised crime. It would then be for the local police force to investigate. There was a misconception by those using the service on this point.

The Force wished to maximise prevention and investigation.

Continuous improvement measures were in place for the Cyber Desk, to attract the best individuals to deal with reports from businesses. To triage these report and allocate to the most appropriate organisations to follow up.

Certain parts of the form were to be mandatory for completion, to reduce the need to follow up with the reporter.

There was a brief discussion on the Economic Crime Plan and Economic Crime Bill and Online Safety Bill. An Engagement Plan was requested.

On outcome two, there was a settlement from the spending review which would roll out to many more forces. The ambition was to level up all forces in England and Wales. Members sought more victim stories to help drive this work.

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

**6. NATIONAL LEAD FORCE UPDATE**

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

Members heard about the renewal of an arrangement with Microsoft and suggested that the Force seek to do similar with other such as Amazon, PayPal and Google.

Social media companies had a duty of care as outlined in the Online Safety Bill. The Force was trying to be proactive in encouraging large, data rich, organisations to share their data to help improve the Force's ability to prevent and investigate cyber crime.

A discussion was had on the involvement of COLP with insurance companies, primarily on the need to improve the messaging so that these companies knew who to speak to when there was a cyber threat. The Chair of Policy and Resources supported the idea of improving this. She felt that UK Finance would be a good forum to raise this and suggested a round table for insurers be held **(1/2022/P)**.

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

**7. CYBER GRIFFIN UPDATE**

Members received a report of the Commissioner on Cyber Griffin.

There was support expressed for the use of POCA funds on Cyber Griffin.

Members wished to understand the breadth, depth and reach of this activity. What volume of services had been provided to what sectors, and where? **(2/2022/P)**

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

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

Members received a report of the Director of Innovation and Growth, on the Department's activities related to Cyber and Economic Crime.

The Chair of Policy and Resources explained that she had started holding informal meetings with Police to see what work was being done to push the competitiveness agenda.

Some 'blue sky' thinking on the Centre for Cyber Excellence was sought (3/2022/P).

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

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

There was a question on the campaigning undertaken for the Online Safety Bill.

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

There was no urgent business.

11. **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.

12. **NON-PUBLIC MINUTES**

**RESOLVED**, that the non-public minute of the meeting held on 4 November 2021, be approved as an accurate record.

13. **NON PUBLIC OUTSTANDING REFERENCES**

Members received a report of the Town Clerk and Commissioner regarding the Committee's Non-Public Outstanding References.

14. **CONCENTRIX EXTENSION - COSTED ROADMAP**

Members received a report of the Commissioner regarding the Concentrix Extension and Costed Roadmap.

15. **STAKEHOLDER ENGAGEMENT AND POLICY UPDATE**

Members received a report of the Commissioner regarding Stakeholder Engagement and Policy.

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

There were no questions.

17. **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 15.40**

-----  
Chairman

**Contact**

**tel. no: 020 7332 3726**

**polly.dunn@cityoflondon.gov.uk**

**Officer:**

**Polly**

**Dunn**