



## MINUTES OF JOINT FRAUD TASKFORCE MANAGEMENT BOARD

17 FEBRUARY 2017

### Time and location

10:00-11:30 – Conference Room 8, Home Office, Marsham Street, London.

### Attendees

JD	MasterCard (Dial In)
MW	Home Office RICU
PO	Home Office
NBA	Met Falcon
JT	BBA
SD	Cifas
SR	Cifas (and Portfolio Team)
AG	CoLP
KW	FFA UK
NR	FFA UK
JS	FFA UK (Communications Advisor)
RG	FCA
NB	Home Office
RR	Home Office (Chair)
KR	Home Office (Press)
IM	NCA
JW	TSB and FFA UK
NM	Victim Support

### Agenda item 1 – Introduction

1. RR introduced the meeting and reminded attendees that the Oversight Board is just over a month away meaning that there is pressure to show progress in the work of the Taskforce. The release of the ONS Crime Stats in January was overshadowed by other political news coverage which diverted potentially critical media attention elsewhere. RR also advised that the National Audit Office continue their review of online fraud and they have been advised to contact private sector partners as well as public sector contacts to deliver a truly representative report in April 2017.
2. RR also reference the discussions and work of the Financial Sector Forum group and the need to ensure that work across both AML and Fraud were joined up appropriately. There was also reference to the National Security Council in April that will be discussing organised crime in the UK.

3. RR highlighted the presentation given to by VocaLink to the Security Minister and an action was taken to circulate a version of the presentation to Management Board representatives.
4. RR introduced PO the new Programme Manager for the Taskforce. PO provided a brief introduction to himself and his background and his focus on developing a rigorous project management system to support the work of the Taskforce.

#### Agenda Item 2 – Minutes and Action Log

5. NB covered the Minutes and Actions from the previous Management Board in December 2016. KW questioned if the Project Milestones document had been amended and circulated along with a contact sheet for workstream leads. SR advised that the Project Milestones document had been amended as per feedback from FFA UK but had not yet been circulated. The contact sheet had also been created but was awaiting confirmation on lead information for the CNP strand before it was circulated. All other actions were closed.

#### Agenda Item 3 - Programme Activity review (focus on CNP & Funds Repatriation)

##### *The Law Enforcement Response*

6. AG introduced the update for the Law Enforcement Response work. The strategic action plan produced between CoLP and Home Office has been revised and signed off following the first senior level meeting between DG OSCT and senior representatives from CoLP and NCA. IM asked if there was still opportunity to feed comments into the strategic action plan. Home Office agreed and a revised version of the plan will be made available to NCA for comment.
7. NBA outlined the structural changes taking place within the Met/Falcon and offered to work with AG to join up messaging about fraud within policing.
8. NB advised that negotiations with HMIC on a thematic review of fraud were ongoing. RR asked for a timeline of key milestones to be clarified with HMIC. NB also clarified that the letter to PCCs asking for prioritisation of fraud in Policing Crime Plans had been held back.
9. KW asked for clarification on an action within the strategic action plan to maximise intelligence between private sector and Law Enforcement. AG and SR advised that this action was being picked up through the Collective Response group.
10. A discussion was had around identifying a performance framework, PO advised that this was an action that he would be picking up with law enforcement colleagues.

##### *Victims and Susceptibility (V&S)*

11. NM introduced the update for Victims and Susceptibility. The first meeting for V&S had been held and the action plan agreed. There will be sub-groups for the different work stream under the action plan that will meet to progress work. The main V&S group will meet every 8 weeks to review progress and issues.
12. NM advised that the ICO were on the line during the first meeting and a follow up workshop is scheduled with them to discuss issues around data sharing. Given the ongoing conversations about what are actual or perceived blockers to data sharing NM advised that 4 or 5 case studies covering a number of scenarios be prepared for the session with the ICO.
13. NM also outlined that a workshop will be held to define what is meant by victim within the scope of the V&S work.

14. FFA UK highlighted the significant resource requirement to deliver a national rollout of the Banking Protocol and asked for support from the Management Board and Law Enforcement partners to assist the FFA UK staff member currently managing the process alone.

#### *Education and Awareness Campaigns*

15. KW and MW introduced the update on the Take Five steering group. KW advised that Britain Thinks presented their research to the group around the effectiveness of the Take Five messages. The insights from the presentation will be used to focus in on clear target audiences and fraud types.
16. The next steering group will focus on planning and focusing the messaging of Take Five, specifically around target demographics and types of fraud.
17. RG highlighted an issue around banks 'ring fencing' their retail arms away from their investment portfolios. As a result of ring fencing many organisations will receive new sort codes from their banks. This may give rise to increased mandate fraud and highlighted the need for Government, LEA, and Banks to coordinate activity – with a clear lead organisation - to ensure that there is a clear communication around the risks and best practice for organisations to take and also a proactive/reactive response to identify and tackle fraudsters attempting to exploit this vulnerability

#### *Funds Repatriation*

18. JW introduced the update for the Funds Repatriation work. The proof of concept between the banks and VocaLink using a subset of data over a specific time frame showed very promising results. The proof of concept outlined four areas where they are clear opportunities.
  - a. Network Analysis
  - b. Funds Repatriation – in short lived networks where there is little dilution of funds
  - c. Law Enforcement Investigative Tool
  - d. Predictive Tool to identify new risks.
19. JW outlined the pragmatic approach being taken to deliver this work. Working under the Payment Services Forum or the Payment Services Regulator and independent project manager will lead a team with coordinated bank participation to deliver a funded utility with data sharing and analytic capability. The work will focus on a short term tactical delivery to be refunding scam victims by the end of 2017 and a longer term strategic delivery to build a funded utility with data and analytic capability. The tactical work will continue with VocaLink but the strategic work will be subject to a tender process.
20. JW advised that with the agreement of HMG, regulators and law enforcement, he was confident that the tactical work could be delivered within existing legislation and with parameters agreed with law enforcement and the CPS, prosecution risks to banks were minimal under POCA. There were still issues to resolve around legislation and funding for the strategic solution, however this was no impediment to short term progress if the appropriate agreements and parameters were put in place.
21. A workshop will be held on 2<sup>nd</sup> March to look at phase 2 – which involves starting with frozen funds and tracing them back to the original account holder.
22. A paper presented to the Security Minister on this work was received very positively and action was taken to circulate the paper to Management Board representatives. A meeting with the Permanent Secretary is also scheduled to present the paper. The Home Office took an action to provide a read out of the outcomes of that meeting.

### *Card Not Present (CNP)*

23. KW introduced the update on CNP work referencing an action plan provided to attendees at the meeting. The Action Plan recommends a steering group with an independent chair to bring together relevant stakeholders. A meeting with the permanent secretary is also scheduled post Management Board to discuss the plan.
24. JD MasterCard commented that they would like to see the paper focus as it overlaps with existing areas of work, include clearer deliverables and more aspirations.
25. NB commented that the focus should be around devaluing static data and replace it with dynamic data that cannot be such a commodity to criminals.

### Agenda Item 4 – Oversight Board

26. NB advised that the next Oversight Board is scheduled for the 22<sup>nd</sup> of March. There will be an opportunity for Management Board attendees to shape the agenda and discussion. The Home Office took an action to schedule meetings or teleconferences with Management Board representatives ahead of the Oversight Board.

### Agenda Item 5 – Any Other Business and Close

27. SD advised the board that the Cabinet Office have offered to support a new National Measure of Fraud led by the Joint Fraud Taskforce. In support of this they have offered access to relevant data sets and methodology and also links into DCLG to provide access to local government.