

ORIGINATOR: Liam Bannon

DECISION NO. 09 /2021

REASON FOR SUBMISSION: Decision

SUBMITTED TO: PCC

SUBJECT: Norfolk Scams Prevention Service extension

SUMMARY:

Between December 2019 and November 2020, 4,500 frauds and cybercrimes were reported by people from Norfolk, with a loss of £16.6 million. 34% of Norfolk's victims were over the age of 60, which is proportionately higher than for other age groups. 39% of fraud and cyber-crime victims in Norfolk stated they wanted support. This shows there is continued demand for the Scam Prevention Service in Norfolk.

In April 2019, the Norfolk and Suffolk Victim Care Service launched the Norfolk Scams Prevention Service pilot, which was developed using learning from Operation Signature, Operation Bodyguard and the input of key stakeholders. The pilot received 1,883 referrals in a year, supporting 1,247 of these referrals, focusing on the most vulnerable. The service arranged and completed 75 home visits, whilst the remainder of supported people were provided with direct over the phone support and safety advice. The service was continued in 2020/21, receiving a further 1,670 referrals and supported 931 victims in the first six months of the year.

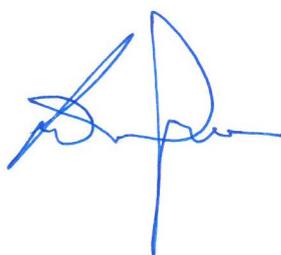
Following the continued demand for the service, partners who developed the service are keen to see the service continue providing support to victims and raise awareness in Norfolk. The most efficient method of achieving this is through contract variation of the new Norfolk and Suffolk Victim Care Contract.

RECOMMENDATION:

Enact a contract variation to enable continuation of Scams Prevention Service from April 1st 2021 to March 31st 2023.

OUTCOME/APPROVAL BY: PCC/CHIEF EXECUTIVE/CHIEF FINANCE OFFICER (Delete as appropriate)

The recommendations as outlined above are approved.



Signature

Date : 23 February 2021

DETAIL OF THE SUBMISSION**1. OBJECTIVE:**

Provide a service to prevent scams and support victims of fraud by...

- Increasing awareness of scams in Norfolk to reduce the number of victims.
- Preventing vulnerable victims from being revictimized by providing practical and emotional support to build their resilience to the future.
- Strengthening the partnership response to scams across the public, private and third sector.

2. BACKGROUND:

2.1 Being the victim of a fraud can have a large scale and lasting impact on a person both financially and emotionally. Some of those who are victims of fraud or economic crime are particularly vulnerable to becoming re-victimised for a variety of reasons and are often repeatedly targeted with more fraudulent content.

2.2 Between December 2019 and November 2020, 4,500 frauds and cybercrimes were reported by people from Norfolk, with a loss of £16.6 million. 34% of

Norfolk's victims were over the age of 60, which is proportionately higher than for other age groups. 39% of fraud and cyber-crime victims in Norfolk stated they wanted support. This shows there is continued demand for the Scam Prevention Service in Norfolk.

2.3 In April 2019, the Norfolk and Suffolk Victim Care Service launched the Norfolk Scams Prevention Service pilot, which was developed using learning from Operation Signature, Operation Bodyguard and the input of key stakeholders. The pilot received 1,883 referrals in a year, supporting 1,247 of these referrals, focusing on the most vulnerable. The service arranged and completed 75 home visits, whilst the remainder of supported people were provided with direct over the phone support and safety advice. The service was continued in 2020/21, receiving a further 1,670 referrals and supported 931 victims in the first six months.

2.4 Following the continued demand for the service, partners who developed the service are keen to see the service continue providing support to victims and raise awareness in Norfolk. The most efficient method of achieving this is through contract variation of the new Norfolk and Suffolk Victim Care Contract.

2.5 The aims of the service are to:

- Provide support to victims to prevent them becoming the victim of a scam again.
- Provide a service integrated with Norfolk and Suffolk Victim Care to support victims to cope and recover from the victimisation.
- Contributing to strengthening the partnership response to scams across the public, private and third sector.

3. AREAS FOR CONSIDERATION:

3.1 This specialist service has the objective of preventing scam victimisation in Norfolk. To do this the Service will:

- Prioritise the most vulnerable victims of fraud as defined by set criteria. The criteria are:
 - Must have requested victim support.
 - All victims of romance fraud will be offered support via telephone.
 - If aged 18 to 69, fraud victims must have at least two of the following list to receive a call, if under 18 or 70 and over then they must have at least one of the following list to receive call:
 - Financial loss experienced over £500
 - Evidence the victim is in financial difficulty as a result of the fraud

- Vulnerability markers (including repeat victimisation, mental health vulnerability, and any other vulnerabilities)
 - There is evidence victim is experiencing significant physical or psychological health impact as a result of victimisation
 - The case worker feels there is evidence warranting a higher level of support
- For victims who do not receive a call, an automatic text will be sent, notifying them of the support offer and how to access.
 - Norfolk and Suffolk Victim Care's fraud specialists to provide home visits for the most vulnerable victims of fraud.
 - To ensure consistency of service provided to vulnerable scam victims.
 - Promote the role of the Scams Prevention Service amongst local service providers.
 - Work to raise awareness of scams in Norfolk's community.
 - Provide remote support to victims of fraud in Norfolk via telephone and email.

3.2 This service will sit within Victim Care Service and will be required to comply with both the Code of Practice for Victims of Crime. This requires compliance with the EU Directive 2012/29/EU, establishing minimum standards on the rights, support and protection of victims of crime. Key aspects to this service include:

- A needs assessment to help work out what support the victim needs
- Information on what to expect from the criminal justice system
- Be referred to organisations supporting victims of crime
- Make a complaint if you do not receive the information and services you are entitled to, and to receive a full response from the relevant service provider.

3.3 The service has changed its operating model from the previous two years to enable smoother operating, remove potential for duplication, prevent victims being contacted when they have stated they do not want victim support, and to automate some processes through systems used by the Norfolk and Suffolk Victim Care Service. These efficiencies will be achieved by locating the case manager providing the service within Norfolk and Suffolk Victim Care, with access to their recording systems. This will result in better recorded and easier to analyse data. This change will also ensure that the service no longer has a single point of failure, as the Norfolk and Suffolk Victim Care Services will be able to ensure continuance.

4. OTHER OPTIONS CONSIDERED:

4.1 When reviewing the effectiveness of the Scams Prevention Service, the following alternatives were considered:

- a.) Police run service – NSVC and police would inevitably duplicate contacts with victims of fraud.
- b.) Action Fraud run service – would result in a less holistic service for victims of fraud, a crime type that leaves many victims emotionally distraught and in need of intensive support.
- c.) Do nothing – This would involve not commissioning a service for fraud victims. This was deemed not acceptable because, the Police and Crime Plan has an action to enhance support for victims of fraud and cybercrime under Strategic Objective 18, regarding working in partnership to make those at risk less vulnerable to victimisation and not providing this service means that vulnerable victims will continue to be exploited financially by fraudsters.

5. STRATEGIC AIMS/OBJECTIVE SUPPORTED:

- 5.1** Strategic Objective 18: Work in partnership to make those at risk less vulnerable to victimisation:
Action 2 - enhance support for cyber-crime and fraud victims.
- 5.2** The proposed service will aim to provide an enhanced service to victims of fraud, therefore supporting OPCCN strategic objectives.
- 5.3** The developing NCCSP strategy has fraud as a priority and this service will support the priority.

6. FINANCIAL AND OTHER RESOURCE IMPLICATIONS:

- 6.1** The total cost of this service will be £71,400.00.
- 6.2** Should the Norfolk, Suffolk Victim Care Service utilise the 2 periods of 12 months extension available under the contract terms, Scams Prevention Service will have the same opportunity of extending this service provision.

7. OTHER IMPLICATIONS AND RISKS:

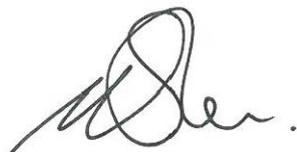
None

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	Yes
Has the PCC's Chief Finance Officer been consulted?	Yes
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	Yes
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes
<p data-bbox="188 1384 770 1420">Is this report a Confidential Decision?</p> <div data-bbox="1246 1402 1366 1473" style="border: 1px solid black; padding: 2px; display: inline-block;">NO</div> <p data-bbox="188 1496 1417 1532">If Yes, please state reasons below having referred to the PCC Decision Making Policy</p>	

APPROVAL TO SUBMIT TO THE DECISION-MAKER (this approval is required only for submissions to the PCC).

Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report, that the recommendations have been reviewed and that this is an appropriate request to be submitted to the PCC.



Signature:

Date : 23 February 2021

Chief Finance Officer (Section 151 Officer)

I certify that:

- a) there are no financial consequences as a result of this decision,
OR
- b) the costs identified in this report can be met from existing revenue or capital budgets,
OR
- c) the costs identified in this report can be financed from reserves
AND
- d) the decision can be taken on the basis of my assurance that Financial Regulations have been complied with.

Signature:



Date: 23 February 2021

PUBLIC ACCESS TO INFORMATION: *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*