

ORIGINATOR: Liam Bannon

DECISION NO. 18/2020

REASON FOR SUBMISSION: To enact contract variation, enabling the continuation of the Scams Prevention Service through the Norfolk and Suffolk Victim Care Service

SUBMITTED TO: Police and Crime Commissioner

SUBJECT: Scams Prevention Service

SUMMARY:

In 2019/20, 6,626 frauds were reported by people in Norfolk, an 18% rise on the previous year. The total amount lost was £15 million. Research to date has shown that more vulnerable groups are more likely to be the victim of a scam, including the elderly. The scale and impact of scamming in Norfolk warrants a service to provide specialist advice and support to vulnerable victims, with the aim of preventing fraud.

In 2019/20 the Office of the Police and Crime Commissioner for Norfolk piloted the 'Scams Prevention Service' with the aim of preventing scams countywide by raising awareness of scams, preventing vulnerable victims from being revictimized and strengthening the partnership response to scams.

Over the course of the pilot the service has achieved its aim and provided a very strong case for being continued. The pilot:

- Supported 361 people in its first six months, and a further 371 victims were supported in the following three months. This includes arranging 32 home visits that were successfully completed, whilst the remainder of supported people were provided with direct over the phone support and safety advice.
- Provided scam prevention training to 359 practitioners and awareness raising sessions with 335 members of the public.
- Engaged with and supported the Norfolk Against Scams Partnership to increase its impact.


Feedback from service users shows that 95% of services users who took part in feedback questionnaire said that the service had increase their feelings of safety and security, 97% said they had increased confidence in identifying scams and 100% said they had increased their ability to cope.

RECOMMENDATION:

Enact a contract variation to enable continuation of Scams Prevention Service from April 1st 2020 to March 31st 2021.

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

The recommendations as outlined above are approved.

A handwritten signature in blue ink, appearing to be 'A. P.', is centered on the page.

Signature

Date 29 April 2020

DETAIL OF THE SUBMISSION

1. OBJECTIVE:

- 1.1** 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** In 2018/19, 6,626 frauds were reported by people from Norfolk, with a loss of £15 million. This is an 18% increase on the previous year. 39% of Norfolk's victims were over the age of 60, which proportionately higher than for other age groups. Victims of fraud are more likely to request support as a result of crime, when compared to the average for crime victims. This suggests 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 using the input of key stakeholders. The pilot supported 361 people in its first six months, and a further 371 victims were supported in the following three months. This includes arranging 32 home visits that were successfully completed, whilst the remainder of supported people were provided with direct over the phone support and safety advice. In addition, the service has been able to raise awareness amongst the general public of the risk of scams and how to stay safe. These awareness raising sessions have been targeted at vulnerable groups.
- 2.4** Following the success of the pilot, partners who developed the service were 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.

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.
 - Assist in the organisation of visits from the volunteer support fraud specialists to most vulnerable victims of fraud.
 - To ensure consistency of service provided to vulnerable scam victims.
 - Manage volunteer network.
 - Promote the Scams Prevention Service amongst local service providers

- Provide training to volunteers assisting them support victims, using predeveloped material (Friends Against Scams).
- Work to raise awareness of scams in Norfolk's community.

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.

4. OTHER OPTIONS CONSIDERED:

4.1 When establishing the pilot Scams Prevention Service, the following approaches were considered:

- a.) Police volunteer run service – For the service to be run by volunteers, the volunteers would need to be able to organise and undertake visits. This means that the volunteers would have their reach limited and would be undertaking administrative tasks. This approach is not appropriate because volunteers would spend too much time organising visits and not enough supporting victims.
- b.) 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.

6. FINANCIAL AND OTHER RESOURCE IMPLICATIONS:

6.1 The total cost of the service will be £35,700.

7. OTHER IMPLICATIONS AND RISKS:

7.1 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

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: 29 April 2020

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: 29 April 2020

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.*

Contract Variation Form No: 2

Contractor: Victim Support	Contract No: 2019-009
Contract Title: Victim Care Service for the counties of Norfolk and Suffolk.	Original Contract Period: 3 years wef 1st April 2020 plus optional extension of 2 x 1 year. This is a one year variation starting 1st April 2020 and ending 31st April 2021.

It is hereby agreed that the following Variation to Contract No 2019-009 shall take effect from 1st April 2020 until the 31st March 2021 and incorporate the following requirement in relation to the Scam Prevention Service.

Background

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.

In 2018/19, 6,626 frauds were reported by people from Norfolk, with a loss of £15 million. This is an 18% increase on the previous year. 39% of Norfolk's victims were over the age of 60, which proportionately higher than for other age groups. Victims of fraud are more likely to request support as a result of crime, when compared to the average for crime victims. This suggests 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 using the input of key stakeholders. The pilot supported 361 people in its first six months, and a further 371 victims were supported in the following three months. This includes arranging 32 home visits that were successfully completed, whilst the remainder of supported people were provided with direct over the phone support and safety advice. In addition, the service has been able to raise awareness amongst the general public of the risk of scams and how to stay safe. These awareness raising sessions have been targeted at vulnerable groups.

Following the success of the pilot, partners who developed the service were 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.

Aims of the Scams Prevention Project

The aims of the project are to:

NOT PROTECTIVELY MARKED

- Prevent vulnerable victims from being re-victimised by providing support to victims to prevent them becoming the victim of a scam again.
- Provide referrals in to Norfolk and Suffolk Victim Care to support victims to cope and recover from the victimisation.
- Raise awareness of scams in Norfolk, particularly amongst vulnerable groups, so that less of the population become a victim of scams.
- Deliver training to professionals in identifying the signs of scam victimisation to better identify victims of scams.
- To avoid duplication in provision to victims of crime.
- Contributing to strengthening the partnership response to scams across the public, private and third sector.

This will be achieved by the initiating a contract variation for the Norfolk and Suffolk Victims' Care Service to introduce the role of Scam Prevention Co-ordinator. This role will be required to:

- Prioritise the most vulnerable victims of fraud as defined by set criteria.
- Assist in the organisation of visits from the volunteer support fraud specialists to most vulnerable victims of fraud.
- Avoid duplication of visiting vulnerable victims of scams by working in partnership to identify whether a visit has already taken place.
- To ensure consistency of service provided to vulnerable scam victims.
- Manage volunteer network.
- Promote the role of the Scams Prevention Co-ordinator amongst local service providers
- Provide training to volunteers assisting them support victims, using predeveloped material (Friends Against Scams).
- Work to raise awareness of scams in Norfolk's community.
- Provide remote support to victims of fraud in Norfolk via telephone.

How support will be provided

The Scam Prevention Co-ordinator will be part of the Norfolk and Suffolk Victims' Care Service, operating in Norfolk only, as of 1st April 2020 until 31st March 2021. The co-ordinator will use a predeveloped tool to identify people who have been victimised by scams and have additional vulnerability factors. The tool will use recorded crime data combined with Trading Standards and Victim Support data to identify those fraud victims who are most vulnerable.

The Co-ordinator will arrange for volunteers to visit and support the most vulnerable victim. Victim visits are prioritised based on partner agency data influencing a composite vulnerability score and the professional judgement of the Co-ordinator. The volunteers will risk assess and

NOT PROTECTIVELY MARKED

identify how to support the person, developing a plan on how to prevent further occurrences and improve victims confidence and safety. A network of police volunteers has been developed that have already received training in scams and are beginning to provide support. The result of this will be prevention of re-victimisation of fraud.

To ensure consistency in the response that victims receive the co-ordinator will be responsible for providing Friends Against Scams training to volunteers to ensure volunteers have the same high standard of knowledge regarding scams. Further, this training will ensure that volunteers are aware of the scam prevention resources that are available to them to help vulnerable victims protect themselves. The co-ordinator will be responsible for collecting data on volunteer activity with vulnerable victims and making sure that partner agencies are aware of the Scam Prevention Co-ordinator.

This project is supported by the Norfolk Against Scams Partnership (NASP). The Scams Prevention Service is a core part of the work of this partnership and is supported by all members of the partnership. Currently the partnership is being driven by Police and Trading Standards.

Partners

The partners to the Scam Prevention Co-ordinator will be:

- Office of the Police and Crime Commissioner for Norfolk (OPCCN)
- Victim Support/Norfolk and Suffolk Victims' Care Service
- Norfolk Constabulary
- Norfolk Trading Standards
- Early Help Hub (Broadland)

Deliverables

- Number of victim visits arranged.
- Number of visits undertaken.
- Number of victims given crime prevention advice.
- Number of victims supported to access crime/fraud prevention equipment.
- Where continuing support is identified as a need, number of victims referred to follow up support.
- Where need for referrals to other agencies is identified, the number of victims referred and the number referred to different agencies.
- Adopt tested criteria identified as best practice through the pilot to assist in identifying and prioritising support for most vulnerable victims.

NOT PROTECTIVELY MARKED

- Developing/adopt an outcomes post intervention questionnaire to measure a victims journey.
- Develop volunteer network and delivery of training to volunteers providing support. This will be Friends Against Scams training.
- Develop 'help pages' on the Norfolk and Suffolk Victims Care Hub for the public and professionals.
- Develop self-referral pathway into service.
- Co-ordinator to undertake training in using different.
- Administration and leadership of a project delivery group.

Outcomes

- Increased feelings of safety and security, as reported at the end of visit.
- Increased confidence in identifying scams, as reported at the end of visit.
- Victim feels they are more able to cope with their victimisation, as reported at the end of visit.
- Volunteers feeling confident in providing support to victims.
- Raising awareness of scams in wider community by supporting campaigns and other awareness raising activity.
- Reduced re-victimisation.

Governance

The delivery of the contract variation will be monitored by the OPCCN through already in place quarterly monitoring reports for the Norfolk and Suffolk Victims' Care Service. The contract provider will also be required to report on the Scam Prevention Co-ordinator at quarterly contract meetings.

In addition to this, the Scam Prevention Co-ordinator activity will be reported to a project delivery group made up of partners in its delivery. The Norfolk and Suffolk Victim Care Service will be responsible for providing this. This group will be responsible for responding collectively to any technical issues in delivery that the service may face.

What does success look like?

The project's success will be assessed through exit questionnaires undertaken with supported victims. These questionnaires will measure the difference to the victim, according to the victim. In addition, the activity of the co-ordinator which supports the visits will be recorded. That is the number of visits arranged and undertaken with victims and the training delivered to volunteers. Finally, the campaign supporting activity of the co-ordinator will be recorded to highlight how they have raised awareness in the community. The learning taken from impact evaluation will inform the future development the project and will be disseminated within local partnerships.

NOT PROTECTIVELY MARKED

Sustainability

The project will be funded for one year fully by the OPCCN. Further continuation of the service will be considered towards the end of 2020/21.

Financial

The total cost of this service will be £35,700 excluding VAT. This sum will be paid to Victim Support on the dates agreed in the Contract.

Signed for and on behalf of the Commissioner



Name

Jill Penn

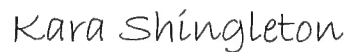
Position

Chief Finance Officer

Date

29 April 2020

Signed for and on behalf of the Contractor



Name

Kara Shingleton

Position

Area Manager – Victim Support

Date

21 September 2020

