

Agenda



AGENDA for a meeting of the COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL in COMMITTEE ROOM B at County Hall, Hertford on FRIDAY 27 APRIL 2018 at 10:00AM

MEMBERS OF THE PANEL (12) (Quorum 3)

S N Bloxham; M Bright; M A Eames-Petersen; S J Featherstone; J S Hale; F R G Hill; T W Hone (*Chairman*); P V Mason; T J Williams; C B Woodward (*Vice Chairman*); J F Wyllie; P M Zukowskyj

Meetings of the Cabinet Panel are open to the public (this includes the press) and attendance is welcomed. However, there may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

Committee Room B is fitted with an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact main (front) reception.

Members are reminded that all equalities implications and equalities impact assessments undertaken in relation to any matter on this agenda must be rigorously considered prior to any decision being reached on that matter.

Members are reminded that:

- (1) if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not participate in or vote on that matter unless a dispensation has been granted by the Standards Committee;**
- (2) if they consider that they have a Declarable Interest (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest. If a member has a Declarable Interest they should consider whether they should participate in consideration of the matter and vote on it.**

PART I (PUBLIC) AGENDA

1. MINUTES

To agree the Minutes of the Community Safety and Waste Management Cabinet Panel meeting held on 13 March 2018.

2. PUBLIC PETITIONS

The opportunity for any member of the public, being resident in Hertfordshire, to present a petition relating to a matter with which the Council is concerned, which is relevant to the remit of this Cabinet Panel and which contains signatories who are either resident in or who work in Hertfordshire.

Members of the public who are considering raising an issue of concern via a petition are advised to contact their [local member of the Council](#). The Council's criterion and arrangements for the receipt of petitions are set out in [Annex 22 - Petitions Scheme](#) of the Constitution.

If you have any queries about the petitions procedure for this meeting please contact Elaine Manzi, by telephone on (01992) 588062 or by e-mail to elaine.manzi@hertfordshire.gov.uk.

At the time of the publication of this agenda no notices of petitions have been received.

3. HERTFORDSHIRE POLICE AND CRIME COMMISSIONER UPDATE REPORT

Report of the Police and Crime Commissioner for Hertfordshire

Members may ask questions of the Police and Crime Commissioner for such period of time as the Panel Chairman may reasonably decide.

4. POLICE AND CRIME PANEL UPDATE

Verbal Report of the Police and Crime Panel Representative

a) The Council's representative on the Police and Crime Panel (PCP) C B Woodward to verbally report on the business of the PCP.

<http://www.hertspcp.org.uk/content/meetings>

b) Members of the Panel may ask questions to the PCP Representative thereon for such period of time as the Panel Chairman may reasonably decide.

5. SCAMS AND THE CALL-BLOCKER WORK CARRIED OUT BY TRADING STANDARDS

Report of the Director of Community Protection & Chief Fire Officer

6. OTHER PART I BUSINESS

Such Part I (public) business which, if the Chairman agrees, is of sufficient urgency to warrant consideration.

PART II ('CLOSED') AGENDA

EXCLUSION OF PRESS AND PUBLIC

There are no items of Part II business on this agenda. If Part II business is notified the Chairman will move:-

“That under Section 100(A) (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item/s of business on the grounds that it/they involve/s the likely disclosure of exempt information as defined in paragraph/s of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

If you require further information about this agenda please contact Elaine Manzi, Democratic Services, on telephone no. (01992) 588062 or email elaine.manzi@hertfordshire.gov.uk.

Agenda documents are also available on the internet at:
<https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

Minutes



To: All Members of the Community
Safety & Waste Management
Cabinet Panel, Chief
Executive, Chief Officers, All
officers named for 'actions'

From: Legal, Democratic & Statutory Services
Ask for: Elaine Manzi
Ext: 28062

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL TUESDAY 13 MARCH 2018

ATTENDANCE

MEMBERS OF THE PANEL

M Bright; M A Eames-Peterson; S J Featherstone; J S Hale; F R G Hill; T W Hone
(*Chairman*); P V Mason; R H Smith (*substituting for S N Bloxham*); T J Williams; J F Wyllie; P
M Zukowskyj

OTHER MEMBERS IN ATTENDANCE

D Andrews

Upon consideration of the agenda for the Community Safety & Waste Management meeting on 13 March 2018 as circulated, copy annexed, conclusions were reached and are recorded below:

Note: No conflicts of interest were declared by any member of the Cabinet Panel in relation to the matters on which conclusions were reached at this meeting.

PART I ('OPEN') BUSINESS

ACTION

1. MINUTES

- 1.1 The Minutes of the Cabinet Panel meeting held on 8 February 2018 were confirmed as a correct record and signed by the Chairman.

2. PUBLIC PETITIONS

- 2.1 There were no public petitions received.

3. HERTFORDSHIRE POLICE & CRIME COMMISSIONER UPDATE REPORT

OFFICER CONTACT: Charlotte McLeod Head of Community Safety OPCC; Tel: [01707 806185]

- 3.1 Members received the Police & Crime Commissioner report detailing the update in activity undertaken by the Office of the Police & Crime Commissioner (OPCC) since the last meeting of the Panel.
- 3.2 Prior to the report being discussed, Members learnt of the Police & Crime Commissioner's intention to explore a collaborative partnership prevention strategy within the county to reduce the risk presented by knife crime.
- 3.3 Members were assured that Hertfordshire remained a comparatively safe county, however with knife crime becoming an increasing concern within other areas of the country; it was acknowledged that it was important to ensure that the risk of incidents occurring within Hertfordshire was minimised.
- 3.4 The Panel learnt that the key demographic for victims and perpetrators of knife crime were young people, male and female, under the age of 25, with the last five victims and perpetrators in Hertfordshire being under the age of 18. It was noted that much of the motive for knife crime was gang and drug related.
- 3.5 Given the demographic, It was noted that part of the considerations for strategies to prevent knife crime was to target young people within primary and secondary schools, with the focus being on de-glamourising gang membership. This would be undertaken in collaboration with officers from Children's Services and the support of St Giles Trust.

<https://www.stgilestrust.org.uk/>
- 3.6 In response to a Member question, it was established that the incidents of knife crime that had occurred within the county had occurred within urban areas across the county and there was no evidence at this stage that incidents were attributed to an individual locality or school.
- 3.7 A Member suggestion that awareness raising of knife crime could be presented at forums such as the Beacon Film Festival was noted by the Police & Crime Commissioner. It was established that there had been a knife amnesty within the county during half term week.

David Lloyd

**CHAIRMAN'S
INITIALS**

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- 3.8 Further to the Police and Crime Commissioner's written report being presented, Members were then invited to ask questions relating to the report.
- 3.9 A Member concern relating to the number of fatalities occurring in his locality which were connected to speeding was acknowledged by the Police & Crime Commissioner.
- 3.10 Members congratulated the Hertfordshire Police and Crime Commissioner on receiving the Transparency Award for the third year in a row. In response to a Member challenge as to why not all Police & Crime Commissioners in the country had received the award, it was explained that the awards were made at the discretion of the awarding body.
- 3.11 Members discussed the challenges presented in reporting parking violations, and in particular the lack of clarity for officers as well as the public as to what was a parking offence, (the responsibility of the District Council) and what was a road traffic offence (the responsibility of the Police). To illustrate this, a Member provided an example of where he had contacted the non emergency 101 service to report a car that was parked on zig zag lines next to a school, which he had believed was a road traffic offence, but was told by the 101 call operator that this was not a matter for the police.
- 3.12 Further to discussion, it was acknowledged that the Police & Crime Commissioner was unable to comment on individual cases, but the Panel and public were encouraged to continue to report what they perceived to be road traffic offences, and were advised that the increase in staff at the call centre would enable more reporting to be undertaken. It was noted that parking offences had been de-criminalised.
- 3.13 The Panel were interested to note that it was a reflection of the low level of serious crime in areas such as Hertfordshire that parking, anti-social behaviour and speeding were the three most common issues reported to the police. In other areas with higher levels of serious crime, these issues were less of a priority for Members and residents.
- 3.14 A Member suggestion that a 'menu' be introduced on the phone lines for 101 so that calls on the three main areas of concern highlighted by the Police & Crime Commissioner could be directed appropriately was acknowledged. It was advised that there were plans to refresh the current menu in place and this suggestion would be taken forward.
- CONCLUSION:**
- 3.15 The report of the Police and Crime Commissioner for Hertfordshire was noted by Members.

David Lloyd

4. POLICE AND CRIME PANEL UPDATE

Cllr Colin Woodward – Vice-Chairman of the Community Safety and Waste Management Cabinet Panel and Police & Crime Panel Representative

- 4.1 In Cllr Woodward's absence, the Panel were provided with an update from the Chairman of the Community Safety and Waste Management Cabinet Panel as follows:

'The Police and Crime Panel has not met since before the last Community Safety and Waste Management Cabinet Panel. The next meeting will be on Thursday 12 April 2018 at 7pm, St Albans City Council offices.'

5. PROVISION OF A SUSTAINABLE HOUSEHOLD WASTE RECYCLING CENTRE NETWORK

Officer Contact: Matthew King, Head of Waste Management & Environmental Resource Planning (Tel: 01992 556207) and Alexandra Radley, Senior Project Officer (Tel: 01992 556165)

- 5.1 Members were presented with a report detailing the overview of the current costs and pressures in the provision of Household Waste Recycling Centre (HWRC) network and the future vision for how a sustainable network could operate in a challenging financial climate and with increasing user expectations and demand.
- 5.2 Members' attention was drawn to a minor error on Appendix 1. It was advised that Cornwall charge £1.75 per bag for rubble and soil, and not 31.75 as detailed. Members noted the amendment.
- 5.3 The Panel were advised that senior officers from Amey were also in attendance at panel should any further clarity on their service provision be required.
- 5.4 Members received clarity that the purpose of a part of the paper was to outline to the Panel some potential targeted options for the future of HWRC's for agreement by Cabinet. Further to Cabinet agreement on the agreed options, then further work would be undertaken with an additional paper being brought to panel and Cabinet as to how these would be taken forward alongside a draft form of consultation.

- 5.5 In response to a Member question it was established that based on the data presented, Amey's intended restriction in the number of visits by vehicles issued with a permit to a HWRC per year to 12 was proportionate for the vast majority of users, and it was confirmed that it would be less challenging to enforce this through the proposed development of an electronic rather than the current paper based permit system.
- 5.6 Members were informed that currently, vehicles issued with a permit are able to reapply 'in year' once they have used their quota of 12 visits, and there was no limit to the amount of times reapplications were permitted.
- 5.7 The Panel acknowledged that costs incurred through HWRC's processing unauthorised commercial waste generated was not sustainable within the current budget, and were interested to hear that Amey were developing proposals for an improved commercial waste service to operate in conjunction with the cessation of reapplications for the permits..
- 5.8 Clarification was received that the proposed electronic permits would be issued per household, not per individual. It was also clarified that the vehicle permit scheme was for van, commercial type vehicles and trailers but users would not be restricted to using only one HWRC within the county.
- 5.9 Members also discussed the proposal for a resident only permit scheme outlined on Appendix 3 of the report, and how this could potentially work in practice with further detail being provided should Members be minded to recommend to Cabinet that officers develop thinking and report back to this Panel.
- 5.10 It was noted that some authorities have also implemented charges for residents to dispose of non-household waste, for instance if they are undertaking home improvements.
- 5.11 Members attention was drawn to the fact that a further pressure on Hertfordshire HWRC's was due to an increased amount of garden waste that was now being disposed at the sites due to district councils implementing charges for the collection of this waste within their localities. Members further noted that current legislation prevents HWRC's charging for this service.

- 5.12 Members advised that any developments of on-site charging for non-household waste would need significant consideration, as it would not be practical or secure for HWRC's to accept cash payments.
- 5.13 A Member request to ensure that any implemented charging system for residents was able to be flexible and not overly draconian was noted. It was confirmed that any policy for charging would be subject to public consultation and considered in further detail at a future meeting subject to Cabinet's agreement.
- 5.14 A Member suggested that the options were income generation and may be required for reinvestment to sustain, maintain and improve the current HWRC service.
- 5.15 In response to a Member question about the sustainability of the HWRC's given the increasing demand outlined in the report, Members were pleased to hear that permission had been granted to extend the HWRC site at Ware, however it was acknowledged that the most sustainable long term solution to meet current and future would be the development of further 'supersites'. Members were encouraged to continue to champion the importance of HWRC's within their districts and in the formulation of district local plans.
- 5.16 A Member suggestion that consideration should be made to developing our current recycling resources to manufacture paper was noted.
- 5.17 In considering the recommendations, Members were advised that the Chief Legal Officer had advised to make changes to the final recommendation outlined at point 3.4 in the report in order to enhance clarity.

The suggested amendment is as follows:

Change:

That Panel recommends to Cabinet which, if any, of the identified future saving and/or income generation options as outlined in Appendix 3 of this report should be taken forward and brought back to Panel with further detail and a suggested form of stakeholder consultation

to

That Panel recommends to Cabinet that Cabinet agrees which option(s) in Appendix 3 to the report should be considered further and requests that the Chief Executive and Director of Environment brings a paper back to Cabinet Panel and then Cabinet setting out the details

of this/these options (including but not limited to how the option(s) would be implemented, the impacts of taking forward the option(s), equality impacts assessments and proposals for public consultation).”

Members acknowledged and agreed to this change in the recommendation.

CONCLUSION:

- 5.18 The Panel noted Amey’s intended cessation of re-applications in-year for the commercial vehicle and van permit scheme.
- 5.19 The Panel noted that officers will work with Amey to introduce a better online digital platform for the van permit scheme, introducing the system as soon as possible and work with Amey to explore ways of expanding and improving a charged commercial waste offer at the HWRCs.
- 5.20 Panel noted that officers will work with Amey to introduce an amended residual waste incentive scheme that better protects the council’s budgeted position and seeks to maintain high performance levels while not compromising contract regulations.
- 5.21 That Panel recommended to Cabinet that Cabinet agreed all options in Appendix 3 to the report should be considered further and requested that the Chief Executive and Director of Environment bring a paper back to Cabinet Panel and then Cabinet setting out the details of these options (including but not limited to how the options would be implemented, the impacts of taking forward the options, equality impacts assessments and proposals for public consultation).

OTHER PART I BUSINESS

No other Part One business was recorded.

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

CHAIRMAN _____

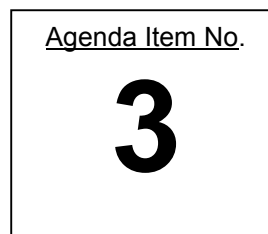
**CHAIRMAN’S
INITIALS**

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HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT
CABINET PANEL**

FRIDAY 27 APRIL 2018 AT 10:00am



**HERTFORDSHIRE POLICE AND CRIME COMMISSIONER UPDATE
REPORT**

Report of the Police and Crime Commissioner for Hertfordshire

Author: Charlotte McLeod, Head of Community Safety, OPCC (Tel: 01707 806185)

Executive Member:- Terry Hone, Community Safety and Waste Management

1. Purpose of report

1.1 To provide a brief update to the Panel about the current work of the Police and Crime Commissioner.

2. Summary

2.1 Updates have been provided in relation to the following items:

- Criminal Justice Innovation Fund
- HMICFRS Effectiveness Inspection
- Fly Tipping Campaign
- Youth Violence Project Funding
- Online Safety Initiative Funding

3. Recommendation

3.1 For Panel to note the content of the report.

4. Updates

4.1 Information for Panel Members on the work of the Office of the Police and Crime Commissioner since the last meeting of the Community Safety and Waste Management Panel is detailed below:

4.1.1 Criminal Justice Innovation Fund

A new £150,000 ring-fenced fund for 2018/19, aimed at supporting improvements in the criminal justice system for the people of Hertfordshire, is to be launched. The new Criminal Justice Innovation Fund is being introduced to support delivery of the Hertfordshire

Criminal Justice Board's strategic objectives and to provide an opportunity to fund new and innovative projects or build on the success of effective and transferable interventions.

The Fund will be launched in late April 2018, and will be open to both public and private organisations, including criminal justice and community safety partners working in collaboration with the voluntary and community sector. Further information on the Fund will be provided in forthcoming Community Safety & Waste Management Panel updates.

4.1.2 **HMICFRS Effectiveness Inspection – ‘Good’ rating for Hertfordshire**

Her Majesty's Inspector of Constabulary, Fire and Rescue Services (HMICFRS) has published its Effectiveness report, which shows an overall improvement on last year's inspection, with Hertfordshire Constabulary being given a 'Good' rating.

HMICFRS says the force "acted decisively" since the last inspection, and quickly addressed the failings it identified last year. The full inspection report can be found on the [HMICFRS website](#).

4.1.3 **Fly-tipping Campaign**

Since April 2017, 35 people have been prosecuted for fly tipping offences in Hertfordshire and over 100 fixed penalty notices worth £300 have been issued. The Police & Crime Commissioner (PCC) has committed over £50,000 of funding to help local authorities tackle fly tipping across the county.

A county wide campaign was launched in March to help reduce the number of fly tipping incidents across Hertfordshire. The campaign was organised by the Hertfordshire Fly Tipping Group, a multi-agency taskforce including the Boroughs, Districts and County Council as well as the Police, Office of the Police and Crime Commissioner, Herts Fire & Rescue, the Environment Agency, the National Farmers Union and Keep Britain Tidy.

Hertfordshire's residents and businesses are encouraged to follow the campaign's S.C.R.A.P. code, which provides a check list to follow when arranging one-off collections of waste:

- **S**uspect all waste carriers; do not let them take your waste until they have proven themselves to be legitimate.

- Check their waste carrier's registration details, then verify them by searching the Environment Agency or by calling 03708 506 506.
- Refuse unsolicited offers to have any rubbish taken away.
- Ask what exactly is going to happen to your rubbish and seek evidence that it is going to be disposed of appropriately.
- Paperwork should be obtained. Make sure you get a proper invoice, waste transfer note or a receipt for your waste removal – this should give a description of the waste and provide the waste carrier's contact details.

Further information can be found on the website

www.hertfordshire.gov.uk/flytipping.

4.1.4 **Youth Violence Project Funding**

Following a successful bid to the Commissioner's Community Safety Grant, Broxbourne Community Safety Partnership has received a grant of £256,675 over three years to deal with the rise in violent crime among young people. The project is a partnership between police, community safety partners, Hertfordshire County Council, Broxbourne Borough Council and schools across the Borough. This project will underpin a wider Constabulary initiative on gang and knife crime across the County, and it comes amid the launch of the Home Office's national Serious Violence Strategy.

The programme will help educate young people, their parents, guardians and teachers about the consequences and effects of crime and assist them in identifying any safeguarding issues at an early stage. Support workers will provide educational workshops on topics relating to criminal activity including drug dealing, knife crime, violence and child sexual exploitation. Youth diversionary activities will be provided for those at risk young people and weapons bins will be located in the borough for local residents to dispose of unwanted knives.

Further information about the Commissioner's Community Safety Grant can be found here: <http://www.hertscommissioner.org/community-safety-fund>.

4.1.5 **Online Safety Initiative Funding**

Two innovative projects in Hertsmere that will help to raise awareness around the risk of child sexual exploitation and provide support for people with drug and alcohol dependencies, and mental ill-health, have received more than £45,000 of funding from the PCC's Community Safety Grant.

The Be Fearless Against Abuse initiative, led by Hertsmere Borough Council in partnership with national charity Crime Stoppers, is a two-year project that aims to educate professionals who work with young people on the dangers of online grooming. It will also fund an outreach programme to 11 to 16 year olds in Hertsmere schools, to help youngsters learn how to better protect themselves online. This initiative follows on from a series of e-safety workshops last year held in Hertsmere schools, run by the council in partnership with Herts Schools Partnership with funding from the PCC.

In addition, a two-year initiative will also be delivered by Herts Mind Network to provide practical support for victims with drug and alcohol problems and those suffering from mental health issues. A support worker will provide services and liaise with appropriate partners in order to make real lifestyle changes. Further information, including other Community Safety Grant funded projects, can be found here <http://www.hertscommissioner.org/community-safety-fund>.

5. Financial Implications

- 5.1 There are no current direct financial implications arising from this report as its purpose is to provide an information update only.

6. Equalities Implications

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 6.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

- 6.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 6.4 No EqlA was undertaken in relation to this report as it only provides a brief summary of wider work undertaken by the OPCC which in isolation has no direct equalities implications. The commitment of the OPCC to equalities throughout its work streams can be found here: <http://www.hertscommissioner.org/holding-me-to-account-overview#commitmenttoequality>

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY AND WASTE MANAGEMENT
CABINET PANEL**

FRIDAY 27 APRIL 2018 AT 10:00am



**SCAMS AND THE CALL-BLOCKER WORK CARRIED OUT BY TRADING
STANDARDS**

Report of the Director of Community Protection & Chief Fire Officer

Author:- Susan Shanahan, Senior Trading Standards Officer

Executive Member:- Terry Hone, Executive Member for Community Safety
and Waste Management

1. Purpose of report

- 1.1 To inform Panel of the work carried out by Trading Standards to prevent Hertfordshire citizens being victims of telephone scams, and to support those who have been scammed.

2. Summary

- 2.1 Trading Standards in Hertfordshire install call-blocker units made by a company called trueCall, in the homes of vulnerable scam victims in order to help prevent future telephone scams. The units have been funded using a combination of Community Safety Partnership money and grants from the Police and Crime Commissioner.
- 2.2 Referrals are received from a number of different sources including social workers, Alzheimer's Society workers, family and friends, plus as a result of proactive trading standards enforcement action.
- 2.3 Units are provided where a resident has been a victim of a scam, or is likely to be vulnerable to future scams. Each referral is judged on its own merits, taking into account vulnerability, and call-blockers are not necessarily provided to everyone who receives a nuisance phone call and makes a report to Trading Standards.

- 2.4 Trading Standards install the call-blocker on behalf of the resident by setting up and programming the unit and then they monitor it remotely as appropriate and necessary. As such, it is not only the number of call-blocker units that are the limiting factor in providing these units but also staff time and expertise. The service is currently exploring use of the Trading Standards volunteers to take over some of this work.
- 2.5 The units are set to block calls according to the needs of the resident. In the majority of cases, a block is placed on all international calls and a screening message takes care of other incoming calls. For the most vulnerable, a block is placed on all incoming calls except for trusted numbers which are input into the unit by Trading Standards. An answerphone message is recorded directing blocked genuine callers to a family member. We currently have one victim without any family support whose phone is directed to Trading Standards.
- 2.6 trueCall produce a report on the results of the call-blockers being used in Hertfordshire using figures derived from the units themselves which they are able to monitor. The report shows the proportion of calls being blocked, along with information about the telephone numbers that are calling, including whether the calls are from overseas. Call-blockers are particularly useful in identifying scam companies as Trading Standards are able to block calls for residents whilst still monitoring activities carried out by the scammers.
- 2.7 To date, 84 units have been installed free of charge for vulnerable Hertfordshire households since 2014. 50,508 nuisance calls were received by these residents, of which 50,138 were blocked. Those using the trueCall units received on average 43 nuisance calls per month. Ofcom say the average across the UK is 18 per month, so it is clear that these residents were particularly affected. 50% of the calls the residents received were nuisance calls, with 24% of these being from overseas.
- 2.8 The costs for the call-blockers to date has been £8,400. Using trueCall calculations it is estimated that the savings to date are in excess of £135,000 – a payback of 16 times the cost of the project. Over a five year period, trueCall calculations provide estimates that the savings will amount to in excess of £530,000 – a payback of 64 times the cost of the project. The calculations to achieve these figures are explained further in the financial section of the paper.
- 2.9 Hertfordshire Trading Standards is one of a few trading standards departments in the country that carries out this work. We are the only authority who sets up free caller display for residents in order to maximise take up for our victims. Partner agencies make referrals to Trading Standards in the knowledge that clients will be supported and kept safe from future scams and the success of these arrangements in recent years provide strong evidence to that effect.

3. Recommendation

- 3.1 The Community Safety and Waste Management Cabinet Panel note the report and affirm their support for the Call-blocker work and endorse that this work should continue within this Authority, to support the county's most vulnerable residents.

4. Background

- 4.1 Telephone scams are a form of 'Mass Marketing' scams which promise to deliver a service or a product that is of high quality but actually deliver a lower quality service or product than originally advertised or fail to provide the service or product advertised all together. The fraudsters often persuade the victim to buy a product or a service they do not require by using forceful and intimidating sales techniques.
- 4.2 The most common methods of Mass Marketing scams are telephone, postal and email. The National Fraud Authority reported that many perpetrators of Mass Marketing scams operate outside of the UK, in countries such as Spain and Canada where the sentencing for such things maybe significantly lower. Consequently fraudsters often pursue victims for small amounts of money, in order to avoid detection by authorities. Perpetrators of Mass Marketing scams are often involved in other criminal activity using the funds from UK victims to fund their lifestyles. Where the victim's money is being transferred to foreign bank accounts it is a difficult task for the authorities in the UK to arrest and punish the perpetrators.
- 4.3 Consumer Phone Scams reports taken by Action Fraud between January 2015 and December 2016 saw an increase in reports by 81%. Many phone scams cold call or text the victim often impersonating bank staff and try to obtain bank details. This includes victims PIN numbers by stating there is a problem with their account, such as unusual activity on the account. They then ask them to confirm their bank details before they can release any details of this unusual activity. Fraudsters are constantly finding new ways of scamming people with new technology making it harder for authorities to stay one step ahead.
- 4.4 The Telephone Preference Service (TPS) is one method that people can use to control phone calls. It is a service run by the Direct Marketing Association (DMA), and stops the person's telephone number being available to organisations, including charity and voluntary organisations, who may telephone them with sales or marketing calls.

- 4.5 A call blocker is a unit that filters incoming telephone calls. It allows trusted callers to come through, blocks unwelcome callers so that the telephone does not even ring, and asks unrecognised callers to identify themselves before it puts them through. International calls, where the majority of scam calls originate, can also be blocked.
- 4.6 Setting up the majority of the units involves a simple international block. However, for about a third of our victims who are very vulnerable, mainly as a result of dementia or because they are being targeted by scammers, all numbers are blocked except for trusted numbers. This involves entering the phone numbers of trusted family, friends and other numbers as required. The trading standards officer then records an answerphone message for any genuine caller who is so blocked, asking them to call a family member so that they may pass that message on. One of our very vulnerable victims who is living with dementia and is being targeted by scammers, has no family support and as no other agency agreed to take on the responsibility of dealing with genuine callers, those callers are asked to contact trading standards.
- 4.7 On the units set with an international block scammers calling from the UK can still get through by pressing a button after a screening message and following instructions. The screening message prevents the majority of automated scam calls, as scammers aren't listening to a message and following the instructions. Monitoring of the telephone numbers who are still calling takes place to identify which ones are scams. trueCall hold data of all the calls for the units, and Trading Standard Officers are able to access this trueCall data by agreement. A simple 'who calls me' check is carried out to identify what the numbers are. Those scam numbers can then be blocked and for the future, all the scammers will hear is a dead line, so they stop trying that number and the total number of calls made to the resident starts to decrease. The agreements with both trueCall and residents are currently being updated to ensure compliance with the forthcoming General Data Protection Regulations (GDPR).
- 4.8 Monitoring can also flag up behaviours of the resident themselves, such as constantly calling the speaking clock and making repeated calls to international callers when there are no family or friends known abroad. These are all issues that have been reported to family members who are supporting the residents with these units. Blocks on specific outgoing calls have been carried out for victims with dementia to help keep them safe from huge telephone bills and scams.

- 4.9 Additionally in terms of savings for residents, Trading Standards makes direct contact with the phone provider e.g. BT or Virgin Media, in order to set up caller display free of charge for the first 12 months. The call-blocker unit needs this feature in order to recognise the numbers coming through and which ones to block or allow. Most phone providers make a charge for this feature of between £2.50 and £4 per month. Those charges increase to as much as £6 per month in respect of 'choose to refuse' a blocking feature offered by BT in respect of anonymous calls. Trading Standards assistance in removing those charges and dealing direct with phone providers whilst in resident's homes, helps to save vulnerable residents money. There are however increasing numbers of phone providers who won't work with Trading Standards in providing this service for free. Work will be carried out this year with such companies so that call-blockers can be installed without the fees for caller display.
- 4.10 The work in this area by Trading Standards is currently carried out by Trading Standards staff. The Service is looking to engage Trading Standards volunteers to work on this project, so that more regular contact may be established with recipients of these units and thus we will be more likely to pick up when units have been disconnected. The volunteers can also be used to pick up those units and then install them into other victim's homes.

5. Benefits to consumers of Callblockers

- 5.1 trueCall, one of the companies who produce and supply call blockers have produced a calculation on the cost benefits of using call-blockers. The formula is:

(Number of nuisance calls received) x
 (Proportion of nuisance calls that are scams) x
 (Proportion of scam calls blocked by trueCall) x
 (Likelihood of falling for a scam phone call) x
 (Average amount lost to the scam)

- 5.2 Whilst it is easy to identify nuisance calls, it is more difficult to identify scam calls. Analysis of OFCOM data suggests that across all call types that 21% of nuisance calls are likely to be scams. The call types identified as nuisance calls include those about giving money to good causes, and calls offering loans. Obvious scam calls include Microsoft scams, banking detail scams, password request scams and accident claim scams.

- 5.3 While trueCall units block 95%+ of nuisance calls, scam calls are more difficult to block. The National Fraud Intelligence Bureau provided a list of 100 scam calling numbers, and 20 of these had made 114 calls to trueCall customers. In these 114 calls, the scam caller had only spoken to the trueCall user on 12 occasions – i.e. trueCall units prevented 90% of scam calls getting through.
- 5.4 Microsoft have reported that 17% of Microsoft scam calls result in a loss of money: ‘Of those who received a call, 22 % were deceived into following the scammers’ instructions, which ranged from permitting remote access to their computer and downloading software code provided by the criminals, to providing credit card information and making a purchase. The vast majority (79 %) of people deceived in this way suffered some sort of financial loss’.
- 5.5 The money lost to a scam is estimated by trueCall to be an average of £845. From our experience, this is an under estimate. One of our recent call-blocker recipients has lost hugely more than this amount to a wine investment scam plus many more monies to vitamin scams and various solar panel scams. The National Scams Team estimates from the national work on scams that the average loss to a scam call is £2000.
- 5.6 Scamming often causes additional health and social care costs for the victim, and call-blockers can prevent immediate health costs, residential care costs and reduced demand on providers of social care.
- 5.7 It is generally accepted that being the victim of a crime often causes physical and mental health problems – research in the UK and USA showed that 29% of scam victims suffered a major depressive episode in the 20 months following the fraud (with some experiencing suicidal thoughts) compared with only 2% of non-victims. In addition, 45% suffered a generalised anxiety disorder, compared with 15% of non-victims.
- 5.8 There can also be a ‘domino effect’ where the losses to a scam, result in subsequent catastrophes e.g. the loss of a home, difficulty in paying debts and taxes. The amount of financial loss to a scam also often outweighs by far, any other monetary losses as a result of crime. For some of our victims, their financial loss is limited only when their money runs out, as scammers can be prepared to take everything that those victims have.

- 5.9 The Personal Social Services Research Unit identifies 5 levels of social care need, and the costs of providing this care.

Social care cost per year:

£4,264	Very low
£10,764	low
£17,004	medium
£44,044	high
£51,376	Very high

It is estimated from research, that a quarter of older vulnerable people who are scammed move up one level of social care for one year.

- 5.10 84 trueCall units have been supplied by Hertfordshire Trading Standards since 2014. These are receiving an average of 43 nuisance calls per month. 50,508 nuisance calls in total have been received by these residents since 2014, with 50,138 calls being blocked.
- 5.11 Over the five year life of these units – at the current rate – in excess of 200,000 nuisance and scam calls will have been received by these units.
- 5.12 trueCall units to date have blocked 9,546 phone calls identified as scams, and prevented 53 scams being successful. It is estimated that this has saved vulnerable Hertfordshire households in excess of £45,000 and led to over £90,000 reduction in social care and other costs to the public purse.
- 5.13 Assuming that each unit installed to date stays in use for 5 years, using the trueCall calculation above it is estimated that:
- 226 scams will be prevented
 - Vulnerable individuals will be saved £192,270
 - The NHS and care services will save £383,404
 - Total gross savings £575,674
- 5.14 trueCall call blockers normally cost £155 per unit, which includes 5 years access to the control panel for the unit (1 year free, plus 4 years paid for). In Hertfordshire, we have made the decision not to pay for additional access after the first free year, as it has been found that any issues usually appear within the first year of use, which is when changes can be made to the unit. As such, the cost currently paid in Hertfordshire per unit is lower at £100 per unit.
- 5.15 Trading Standards staff time in installing the units, monitoring the calls still trying to get through and travelling to resident's homes are calculated at approximately £7500 per annum.

- 5.16 Using the above figures, as the cost of the equipment stays the same at £8,400, the total net savings of £538,174 over 5 years will be 64 times the cost of the project (Savings £575,674 less staff resource of £37,500 = £538,174).
- 5.17 Although an assumption of savings over 5 years has been made, due to the usually elderly age of the residents for which we install these units, it has been the case that some residents pass away or have to move into nursing or care homes within a short time.

6. Financial Implications

- 6.1 There are no financial implications associated with this report.

7. Equalities Implications

- 7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.
- 7.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 7.4 An EqIA has not been undertaken in relation to the provision of Call-blockers to scam victims. Currently they are available across the county, to anyone who is or has been a victim of telephone scams and who it is judged is likely to fall victim again. Units have been placed as a result of enforcement work which identified scam victims, referrals from Adult Care Services professionals, professional carers, family members and victims themselves.

Background Information:

True Call Website : <https://www.truecall.co.uk/>

Appendix 1

Example of Call-blocker Record excluding the telephone numbers and name(s) associated with the numbers which have all been redacted.

N.B. In one week, there were no genuine calls received and all of these calls were rejected. The victim cannot make outgoing calls herself; the only ones were made by social workers during a visit.

Date	Type	Duration
01/03/2018 10:42	Incoming	00:00:35
01/03/2018 14:29	Incoming	00:00:12
01/03/2018 14:56	Incoming	00:00:14
01/03/2018 16:10	Incoming	00:00:09
01/03/2018 18:33	Incoming	00:00:08
02/03/2018 10:47	Incoming	00:00:05
02/03/2018 10:57	Incoming	00:00:11
02/03/2018 12:32	Incoming	00:00:06
02/03/2018 13:33	Incoming	00:00:08
02/03/2018 17:47	Incoming	00:00:10
02/03/2018 19:50	Incoming	00:00:04
03/03/2018 15:30	Incoming	00:00:05
03/03/2018 18:00	Incoming	00:00:11
04/03/2018 04:38	System	00:00:00
04/03/2018 13:18	Outgoing	00:00:59
04/03/2018 13:58	Outgoing	00:01:28
04/03/2018 14:34	Outgoing	00:01:15
05/03/2018 14:17	Incoming	00:00:05
05/03/2018 17:19	Incoming	00:00:05
05/03/2018 19:38	Incoming	00:00:05
06/03/2018 15:07	Incoming	00:00:04
06/03/2018 15:58	Incoming	00:00:05
06/03/2018 16:27	Incoming	00:00:06
06/03/2018 16:57	Incoming	00:00:04
07/03/2018 09:17	Incoming	00:00:04
07/03/2018 09:18	Incoming	00:00:04
07/03/2018 11:13	Incoming	00:00:23
07/03/2018 11:41	Incoming	00:00:04
07/03/2018 14:20	Incoming	00:00:04
07/03/2018 15:12	Incoming	00:00:05
07/03/2018 16:19	Incoming	00:00:32
07/03/2018 18:08	Incoming	00:00:06
08/03/2018 10:33	Incoming	00:00:04
08/03/2018 12:09	Incoming	00:00:59
08/03/2018 13:23	Incoming	00:00:05
08/03/2018 17:47	Incoming	00:01:04

08/03/2018 17:59 Incoming 00:00:05