

OBJECTIVE:

To examine how effectively Hertfordshire County Council and its partners prevent, detect and support victims of scams.

CONTEXT: The Overview and Scrutiny Committee (OSC) is the Council’s crime and disorder committee for the purposes of the Police and Justice Act 2006. The Act requires the OSC to undertake an annual scrutiny. At Hertfordshire County Council this is delegated to a topic group of elected members.

QUESTIONS TO BE ADDRESSED:

1. How effectively does HCC currently deal with scam victims?
2. What gaps exist with regard to supporting residents?
3. How can HCC better support residents and businesses of Hertfordshire so that they do not become victims of scams?
4. How can HCC better support residents and businesses of Hertfordshire who have been victims of scams?

OUTCOME:

That the Community Protection Directorate has the information and data to make sound long term service planning decisions that contribute to the prevention and detection of ‘scam’ related crime.

CONSTRAINTS: For the purpose of the scrutiny process the definition of scam will cover

- in person at a household/business premise
- via the telephone
- via the postal service
- via electronic communications method (PC or mobile phone text)

WITNESSES i.e individuals	EVIDENCE i.e. organisations e.g. HCS
HCC Community Protection Joint Protective Services (Citizen Team)	Think Jessica!
National Trading Standards Scam Team	Action Fraud
County Community Safety Unit	
Hertfordshire Constabulary Crime Reduction and Community Safety Unit	
Health and Community Services	
Children Services (Youth Connexions)	
Age UK	

METHOD: 2 day Topic Group

DATES: 5 & 13 December 2016

MEMBERSHIP: Malcolm Cowan (chair), Tim Hutchings,

SUPPORT:

SCRUTINY REMIT: Annual Crime & Disorder 2016

Scrutiny Officer: Natalie Rotherham

Lead Officers: Mike MacGregor Community Protection Manager

Democratic Services Officer: Michelle Diprose

HCC Priorities for Action: how this item helps deliver the Priorities

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part

CiPS ACCOUNTABILITY OBJECTIVES:

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓