EXECUTIVE MEMBER RESPONSE

NAME OF TOPIC GROUP: Annual Crime & Disorder 2016: Scamming

CHAIRMAN: Malcolm Cowan	**DATE REPORT PUBLISHED: 10 Jan 2017**
SCRUTINY OFFICER: Natalie Rotherham	**DATE RESPONSE DUE: 10 Mar 2017**
DATE OF SCRUTINY: 5 & 13 Dec 2016	**DATE RESPONSE RETURNED: 8 March 2017**
EXECUTIVE MEMBER: Richard Thake	

Recommendations: *e.g. To undertake a customer survey in xxxxx (month/year)* *(Note: All abbreviations used must be set out in full the first time they are used)*	Executive Response: *e.g. To carry out the survey in xxxxxx (month/year)* *(Note: All abbreviations used must be set out in full the first time they are used)*
2.1 **Community Protection and partners will raise awareness of scamming among the Hertfordshire population by fully utilising existing networks to deliver scam awareness and preventive messages** (3.2, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 3.19, 4.2, 4.3)	**See also response at 2.2** Through the development of a Strategy to tackle scams (2.2) Hertfordshire Community Protection Directorate and key partners will build upon and improve existing networks in order that preventative messages reach as wide an audience as possible. Communication and Education will form part of the Strategy. Roll out of Communication and Education element of the Strategy to be delivered during business year 2017/18.
2.2 **Community Protection and partners need to create a Scamming Strategy to ensure that a more co-ordinated approach is developed. The Strategy to include raising awareness of scamming activity, preventive measures and support for victims** (3.10, 3.13, 3.14, 3.15, 3.16, 3.17, 3.18, 3.22, 4.4)	Working with Partners (including National Scams Hub, the Police and Crime Commissioner, Herts Constabulary, Health and Community Services and Voluntary and Charity sectors) the Community Protection Directorate will oversee the creation of a high level countywide Strategy to tackle scams. The strategy will have key milestones and measurable outcomes for each strand and area of work and identify the lead agencies

		for each work area.
		Governance and reporting for the Strategy will need to be worked through with partners.
		Strategy to be consulted upon and published during the business year 2017/18.
2.3	**It is imperative that Community Protection and partners develop a single point of access for the reporting of scamming** (3.8, 3.2, 3.24, 4.5)	A single point of contact (SPOC) creates improved confidence for consumers and businesses and this ambition will form a significant strand of the Strategy to tackle scams (2.2).
		Agreement between enforcement agencies for the appropriate single point of access and subsequent communication of this to take place during the business year 2017/18.
		Community Protection will look into the best single point of contact to promote. It should be noted that national organisations will still promote their own numbers (e.g. Citizens Advice and Action Fraud) which will always be a method of contact for some scam victims.
2.3	**As a matter of urgency it is incumbent that Community Protection and partners to improve data sharing** (3.25, 3.26, 3.27, 3.28, 3.29, 4.6)	Data sharing forms a key role in the effective tackling of scams and rogues and will form part of the Strategy to tackle scams (2.2).
		Data sharing protocols to be agreed with key partners and monitored as part of the ongoing performance measurement of the strategy.
		Improved data sharing to be in place during the first quarter of business year 2017/18

Any other comments on the report or this scrutiny?

I welcome the report and recommendations of the Topic Group and commend the Group on their approach and scrutiny of the (complicated) landscape of scams and scamming.

It will be essential that the recommendations when implemented obtain the buy-in of all partners, and in particular in these current austere times do not add bureaucracy and burdens to partners undertaking work in this area.

Members will be further updated at the Monitoring of Recommendations Topic Group.