

# Public Document Pack



## NOTICE OF MEETING

**Date and Time**      Friday 26th January 2018 at 2.00 pm

**Place**                 Ashburton Hall, Elizabeth II Court, The Castle, Winchester

**Enquiries to**         [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk)

## FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast by the press and members of the public.

## AGENDA

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**

To enable Members to declare to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or personal interests in any such matter that Members may wish to consider disclosing.
- 3. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 16)**

To confirm the minutes from the previous meeting.
- 4. QUESTIONS AND DEPUTATIONS**

To receive any questions or deputations in line with Rule 31 and 31A of the Panel's Rules of Procedure.
- 5. TRAFFIC CRIME AND RELATED NUISANCE - RECOMMENDATIONS AND OUTCOMES (Pages 17 - 22)**

To agree the outcomes and recommendations of the Panel's review of 'Traffic Crime and Related Nuisance'.
- 6. CYBERCRIME - CYBER FRAUD (Pages 23 - 66)**

This proactive scrutiny session will allow the Panel to scrutinise and support the Police and Crime Commissioner (PCC) in his intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber fraud.

This scrutiny will consider how the PCC is working with partners to identify and prevent these crimes, and review how effectively the PCC is holding the Chief Constable to account for ensuring that operational policing plans are reflective of the strategic priority placed upon tackling cyber fraud. This scrutiny will also consider how the PCC is seeking to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber fraud.

The scope for this session is attached as Appendix One. Written evidence has been received and is attached as Appendix Two. The Panel will hear oral evidence from the below stakeholders:

- a) DI Lloyd Tobin - Hampshire Constabulary
- b) Margaret Filley - Hampshire and IOW Neighbourhood Watch
- c) James Payne and Natasha Fletcher - The Office of the Police and Crime and Commissioner for Hampshire and the IOW
- d) TBC

## **ABOUT THIS AGENDA:**

This agenda is also available on the 'Hampshire Police and Crime Panel' website ([www.hants.gov.uk/hampshire-pcp](http://www.hants.gov.uk/hampshire-pcp)) and can be provided, on request from 01962 847336 or [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk), in alternative versions (such as large print, Braille or audio) and in alternative languages.

## **ABOUT THIS MEETING:**

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please call the telephone number/use the e-mail address above in advance of the meeting so that we can help.

Appointed Members of the Police and Crime Panel attending this meeting qualify for travelling expenses in accordance with their Council's 'Member's Allowances Scheme', as set out in the agreed Police and Crime Panel Arrangements.

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## HAMPSHIRE POLICE AND CRIME PANEL

**Friday, 6th October, 2017 at 1.35 pm  
Held in Ashburton Hall, Winchester  
(Hampshire County Council)**

### **Councillors:**

#### Chairman

p David Stewart  
(*Isle of Wight Council*)

#### Vice Chairman

p Jan Warwick  
(*Hampshire County Council*)

p John Beavis MBE  
(*Gosport Borough Council*)

p Simon Bound  
(*Basingstoke & Deane Borough Council*)

a Ryan Brent  
(*Portsmouth City Council*)

p Ken Carter  
(*East Hampshire District Council*)

a Trevor Cartwright MBE  
(*Fareham Borough Council*)

p Steve Clarke  
(*New Forest District Council*)

a Adrian Collett  
(*Hart District Council*)

a Tonia Craig  
(*Eastleigh Borough Council*)

p Lisa Griffiths  
(*Winchester County Council*)

p Ken Muschamp  
(*Rushmoor Borough Council*)

p Ian Richards  
(*Test Valley Borough Council*)

p Dave Shields  
(*Southampton City Council*)

a Leah Turner  
(*Havant Borough Council*)

### **Co-opted Members:**

#### Independent Members

p Michael Coombes  
a Bob Purkiss MBE

#### Local Authority

p Reg Barry  
a Frank Rust  
p Lynne Stagg

### **At the invitation of the Chairman:**

Supt. Simon Dodds  
Anna Koor  
Hugh Marchant  
James Payne

*Hampshire Constabulary  
Old Portsmouth Community Speedwatch Team  
Sway Community Speedwatch Team  
Chief Executive, Office of the Police and Crime  
Commissioner*

Councillor Jerry Pett

*On behalf of Droxford PC, Corhampton & Meonstoke PC  
and Exton Parish*

Martin Wiltshire

*Assistant Highway Manager, Hampshire County Council*

## **BROADCASTING ANNOUNCEMENT**

The Chairman announced that the press and members of the public were permitted to film and broadcast the meeting. Those remaining at the meeting were consenting to being filmed and recorded, and to the possible use of those images and recordings for broadcasting purposes.

### **76. APOLOGIES FOR ABSENCE**

Apologies were received from:

- Councillor Ryan Brent, Portsmouth City Council
- Councillor Trevor Cartwright, Fareham Borough Council
- Councillor Adrian Collett, Hart District Council
- Councillor Tonia Craig, Eastleigh Borough Council
- Councillor Ken Muschamp, Rushmoor Borough Council
- Councillor Frank Rust, Additional Local Authority Co-opted Member
- Councillor Leah Turner, Havant Borough Council
- Mr Bob Purkiss, Independent Co-opted Member

### **77. DECLARATIONS OF INTEREST**

Members were able to disclose to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or non-pecuniary interests in any such matter that Members may wish to disclose.

Councillor Simon Bound declared a non-pecuniary interest in Item 5, as he has been engaged with the Community Speedwatch group within his ward

Councillor Steve Clarke declared a non-pecuniary interest in Item 5, as he is a Member of the New Milton SpeedWatch group, who shares equipment with the Sway Community SpeedWatch group who are providing evidence to item 5.

Councillor Dave Stewart declared a non-pecuniary interest in Item 5, as he has been engaged with the CARS group on the IOW and IOW Council supports their approach.

Councillor Lynne Stagg declared a non-pecuniary interest in Item 5, as she is a Community Speedwatch volunteer.

Councillor Jan Warwick declared a non-pecuniary interest in Item 5, as she set up the Hursley Village Speedwatch group and was engaged in a speed spike average speed trial.

### **78. QUESTIONS AND DEPUTATIONS**

A deputation was received by the Panel on the topic of 'The impact of Traffic-related crime and nuisance within communities'.

79. **RURAL CRIME - RESPONSE FROM THE POLICE AND CRIME COMMISSIONER**

The Police and Crime Commissioner's (hereafter referred to as 'the Commissioner') comments on the recommendations from the 'rural crime' proactive scrutiny were noted.

A question was asked of the Chief Executive of the OPCC:

"Further to your response to recommendation C, we noted that the new contact management system (CMS) has its own online reporting facility. How will this be managed alongside the self evident app, which was discussed by the Constabulary in evidence they provided to the Rural Crime scrutiny?"

In response the Chief Executive explained that 3rd party applications are currently being used for crime reporting/self evidence submission. Through CMS the Constabulary were looking to develop niche phone based and app based systems, which will include a specific application for police officers to use themselves. He further explained that the OPCC have also been reviewing how to better develop the existing Hampshire Alert system.

RESOLVED:

That the Commissioner's response is noted and published on the Panel's website.

80. **THE IMPACT OF TRAFFIC-RELATED CRIME AND NUISANCE WITHIN COMMUNITIES**

Members heard that this was the second session of the Panel's work programme for 2016/17, with this proactive scrutiny focussing on the topic of 'The Impact of Traffic-Related Crime and Nuisance within Communities'.

The Chairman explained that the Panel had selected this topic for review to consider how well the PCC was listening to and engaging partners, community associations and members of the public across the two counties in enhancing measures to prevent the impact of traffic related crime and nuisance within communities. It was further noted that the review would also scrutinise how effectively the PCC was holding the Chief Constable to account for policing community concerns related to traffic crime and disturbance.

A scope for this review (see Appendix 1 to Item 5 in the Minute Book) had been agreed by the Plan working group, who had written to stakeholders in the previous weeks to collate evidence (see Appendix 2 to Item 5 in the Minute Book). Members of the Public were also invited to provide written evidence to the review and the Chairman acknowledged with thanks the breadth and volume of evidence which had been submitted by members of the public as well as from local community SpeedWatch groups and other organisations.

The key questions asked of witnesses were:

- How well has the PCC, through holding the Chief Constable to account, ensured an effective policing response to community concerns related to traffic crime and disturbance?
- How are the Commissioner and his office engaging with local partners, community groups and members of the public to enhance current prevention measures for traffic crime and nuisance to improve road safety?
- What are the key priorities which need to be considered by the PCC to reduce and prevent traffic nuisance within the communities Hampshire and the Isle of Wight?
- What best practice exists which could also be considered by the PCC in his approach to enhancing the approach to tackling and preventing traffic crime and nuisance to keep roads safer across Hampshire and the IOW?

The Chairman explained that the oral evidence giving session would take the format of an expert witness panel, with all representatives present being given the opportunity to answer questions from the wider Panel. Discussion was encouraged, and any questions that were not answered on the day would be fed back to witnesses for a written response after the meeting.

The expert witnesses were provided with the opportunity to introduce themselves and to give a brief overview of their organisation's role in reducing the impact of traffic-related crime and nuisance within the communities of Hampshire and the IOW. They were further asked to comment on the key constraints affecting their organisation from being able to more effectively respond to traffic related concerns:

*Old Portsmouth Community SpeedWatch Team*– The Old Portsmouth Community SpeedWatch (CSW) team started in 2015 and since this time they have noted little progress from efforts to compel vehicles to slow down. The volunteers feel that with only the occasional input from a PCSO, they have been left alone to run the scheme but have tried to operate on a fortnightly basis to collect consistent and valuable data, capturing a complete profile of vehicles and the speed they were travelling at. They have been praised by Hampshire Constabulary as being one of the most dedicated and committed schemes in the area, but the volunteer's enthusiasm is now wavering.

A key factor in their dissatisfaction is the handling and analysis by Hampshire Constabulary and Portsmouth City Council of the data being collected. The volunteers understood that the data they were collecting would be shared between the authorities, as a scheme jointly invested in by both. However there has been no evidence of a formal exchange of data between the force and the Council and therefore volunteers feel neither organisation has assessed the



effectiveness of the scheme. The volunteers were clear that they were open to suggestions for improvement. Without this sharing of data and regular assessment through the Constabulary and City Council working together, the CSW team feel that they cannot be assured that the 20mph limits are effective, that speeding is reducing, and therefore if they are achieving value for money for taxpayers. A community association representative, who provides technical back-up to the Old Portsmouth team's activities, approached the Chief Constable with a request to meet with officers to review the data they had produced and discuss sustainable solutions such as creating a 20mph zone with traffic calming. Their request was declined, however, and they were told that the scheme was an ideal tool to manage speed.

As outlined within written evidence submitted to the Panel, the volunteers have assessed some of the trends observed from their data and feel that the results are discouraging in terms of any long term effect on driver behaviour, with over three quarters of drivers consistently breaking speed limits. Reviewing these results has demonstrated no change in driver behaviour over a two year period.

*Droxford PC, Corhampton & Meonstoke PC and Exton Parish* – All of these parishes sit within the South Downs National Park and have the A32 passing through them, which is a popular draw to motorbike riders. Whilst communities were happy to welcome all visitors, it was heard that there was a small minority of drivers who were shattering the peace of the park either through speeding or motorcyclists who illegally adapt their vehicles resulting in increased noise emissions. This had become a particular problem on Wednesday evenings in the summer months, and on Sundays along the roads that lay between the villages. A popular view amongst residents is that the installation of average speed cameras would be an effective prevention tool, with the previous PCC looking at a number of targeted approaches to address the issue. Residents now feel they are too far down the current PCC's list of priorities and would like more effective and direct communication with the PCC.

*Hampshire County Council* – The Council are currently working closely with the roads policing unit to focus on education, publicity, training and casualty reduction. They feel they have a good relationship with Hampshire Constabulary and are provided regularly with police accident data. The safety engineering team rely on this data to support the devising of engineering measures to seek to reduce and prevent future accidents. Successive rounds of funding cuts faced by the council have had an impact on resources available for road safety measures, therefore focus is applied to hot spots where serious and fatal accidents have occurred.

*Sway Community Speedwatch Team* – Sway sits within the New Forest National Park and on a busy commuter route. The New Forest is an accident hot spot, with 63 animal fatalities last year. The Sway CSW co-ordinator explained that he

was also representing the views of CSW groups from five other nearby parishes. Local communities are particularly concerned about the potential increase of traffic density, of up to 14,000 vehicle movements per day, which may be generated by new housing developments proposed in the New Forest District Council draft local plan.

Sway Community SpeedWatch's activities over the past 18 months have resulted in over 3,200 letters being issued and it was noted that a further 131 speeding drivers had been recorded during the week commencing 2nd October. The volunteers were concerned that Hampshire Constabulary rarely acknowledged receipt of the data submitted and although they had been able to obtain reports of letters generated etc, they were aware that this is not the norm for all CSW groups.

It was heard that local parish councils were keen to fund a vehicle speed indication display (SID), as the local CSW teams are only able to operate during short periods of time, however this has not been approved by Hampshire County Council.

Key to the concerns for the Community SpeedWatch Teams in and around the New Forest were stipulations introduced by Hampshire Constabulary last year that CSW teams were no longer allowed to operate on 40mph roads and must have three volunteers at the site in order to operate. These restrictions are in place in Hampshire but not other parts of the country and the Sway CSW team, and those they were representing, felt this hampered the effectiveness of the scheme. It was heard that Dartmoor National Park operate Community SpeedWatch on their 40 mph roads.

The volunteers felt that nobody within the Constabulary or OPCC seemed to care about their concerns or ideas and that even when raised nothing had appeared to change. At a conference early this year the PCC was heard to make a comment suggesting that CSW schemes were overloading police systems with data, however the volunteers felt strongly that it wasn't the CSW schemes but the speeding drivers who were overloading the system.

*Hampshire Constabulary* – Members heard that the officer attending was responsible for the road policing teams for both Hampshire and Thames Valley and therefore represents a fairly large road network area. On average 130 people are killed on roads in the Hampshire and Thames Valley policing areas each year. The road policing teams are responsible for co-ordinating the Constabulary's response to such collisions and holding people to account and a key element of their work is in promoting road safety. In Thames Valley the Safer Roads Team is responsible for CSW, in Hampshire CSW comes under the Neighbourhood Policing umbrella. Thames Valley currently allow Community Speedwatch Teams to operate on 40mph roads, however it was understood that

Hampshire Constabulary had restricted volunteers to operating on roads of 30mph and less for safety reasons.

*OPCC* – The Commissioner sent his apologies that he was unable to attend the scrutiny session and it was heard that the Chief Executive was attending to represent the Commissioner. The Chief Executive expressed that Commissioner appreciated the concerns of residents living in communities on the A32. A meeting was held in December where the OPCC met with community stakeholders, including Hampshire County Council and Hampshire Constabulary, and had a public debate regarding traffic concerns specific to the A32 and within this meeting heard from residents regarding the impact of these traffic concerns upon their quality of life. What was clear from the meeting was that the issues identified need to be tackled through partnership. The OPCC welcomed the Panel’s scrutiny and sees it as a mechanism to listen to the valued opinions of residents. The OPCC welcomes the Panel’s recommendations and hopes that they will form a basis for discussion with partners about future plans to improve road safety across Hampshire and the IOW.

The Chairman thanked members of the public gallery who were attending the meeting to observe the proceedings. As hearing public opinion had been identified as a key demonstrator of the value the Panel could deliver through this scrutiny, the Chairman decided to put aside Rule 31(2(a)) of the Panel’s rule of procedure, and to invite those members of the public present to address the witness panel with a brief concern of importance to them, so that the witnesses may take consideration of this in their responses. Five individuals took this opportunity to raise a concern, which related to motorcyclist fatalities on the A272, traffic crime on the A32, Community SpeedWatch operating restrictions and Hampshire Constabulary’s four key priorities.

The expert witness panel were then asked a number of questions relating to the written evidence received. Members heard:

*Policing traffic related crime*

- Restriction on resourcing and funding is currently the greatest challenge faced by the Constabulary, therefore priority is determined based upon identifiable threat, risk and harm and efforts are focussed on where the police can make the biggest difference.
- The Roads Policing strategy is targeted towards the ‘Fatal Four’ (speeding, use of mobile phones whilst driving, non wearing of seatbelts and driving under the influence of alcohol or illegal substances) which have been show to impact on casualties. This aligns with the wider national strategy.

- There is a limit to the number people who can be captured driving in excess of speed limits, ultimately determined by available court slots. Presently Hampshire Constabulary can bring to justice 80,000 – 85,000 people per year. This figure balances outcomes across driver awareness courses, penalty points on licence, and prosecution through the courts. Last year the Constabulary met this number of convictions. Clearly there is a capacity so prosecution needs to be balanced with driver education as well in an effort to change driver behaviour.
- Recent changes to legislation, along with some very serious incidents in Hampshire and Thames Valley involving the use of mobile phones has seen a significant reduction in the usage of mobile phones at the wheel and is a trend which is expected to continue as in car technology provides safer solutions. This is an area particularly heavily policed across Hampshire and the IOW with 97% of those caught using a mobile phone behind the wheel receiving a penalty.
- Dealing with noise offences by motorcyclists remains a challenge for the Constabulary as there are technical difficulties in securing evidence that is of a required standard for court. Noise measurement should be recorded in a sterile environment unfortunately it is not as simple as using a device at roadside. Police are also seeing offenders are also using more cleverly concealed illegal exhausts which might not be picked up by an MOT. However the use of bodyworn video across Hampshire and IOW now presents an opportunity to capture best evidence at the scene which can be used in court, to support what the officers saw and heard. Hampshire Constabulary stated that it is important to remember that those offending are the minority of motorcyclists, the majority of whom are law abiding.
- A collaboration of the Safer Roads Team between Hampshire and Thames Valley is planned for April 2018 which may lead to an opportunity to formalise Community Speedwatch across both forces. But this would need to be explored further. This could include standardising the approach on 40 mph roads.
- Concern was raised from a number of the witness panel about the focussing attention only on post accident hotspots with concern that statutory bodies are waiting for accidents to happen, rather than proactively seeking prevention methods. A suggestion was raised that instead of solely relying on accident hotspots, police resources could instead be prioritised to locations where there are the most vulnerable road users.

#### *Concerns regarding the A32*

- At the recent meeting (December 2016) regarding the A32, key stakeholders came together to discuss the current concerns, but from that did not develop a fully coherent plan to solve all of those problems raised.

- Parish Councils on the A32 felt frustrated by their inability to use their own resources (people and finance) to provide solutions to the problems on A32. Local communities were willing to contribute but a quicker mechanism is needed to tap into this as a resource, to support the delivery of solutions within a reasonable timescale.
- The work undertaken by the previous PCC to look at average speed cameras etc is considered to have fallen by the wayside because of costs. However Hampshire Constabulary explained that installing average speed cameras can move potentially dangerous behaviours onto other roads, where the risk of being killed or seriously injured is higher, and therefore this was an option which needed to be approached with caution.

#### *Engagement with the PCC*

- A number of the witnesses commented upon a lack of engagement from the current PCC.
- The Chief Executive responded, explaining that it was difficult for the PCC to meet personally with residents and community groups due to his diary commitments but that he is meeting regularly with partners to ensure that they are identifying the potential changes that could be made.
- It was recognised that the OPCC had not yet had chance to meet with representatives from the New Forest in relation to traffic concerns but that they were keen to do so and consider what role the Commissioner can play in seeking to address concerns.
- The OPCC considered the Panel's review timely and that the recommendations from the Panel would be key in informing future plans to tackle traffic concerns.

#### *Community SpeedWatch*

- Speedwatch Co-ordinators would welcome the opportunity to meet with roads policing officers or experienced traffic control officers to inform the Constabulary about local speeding concerns. This would enable the Constabulary to demonstrate that they are working with the community, through setting up a formal system whereby everyone can put the available evidence on the table and find solutions.
- Visible police presence during times groups are operating raises the kudos of CSW groups and helps to reduce negative opinion about their function. If this is not affordable then CSW groups would like to have some official looking Hampshire Constabulary signage to display, to make it obvious to drivers that they are officially sanctioned by the Constabulary. A comment was made that in some areas there are signs stating "You are now entering a Constabulary Community Speedwatch Area"
- Hampshire Constabulary responded suggesting that a lot of local community policing teams currently come out to and support CSW

volunteers, but recognises that across the entire force they could do more.

- Examples were provided where driver behaviour became worse when they observed a CSW team in action, with a driver being observed to use his mobile phone whilst driving to take a photo of them.
- Repeat offenders were also discussed, with a feeling expressed that those captured speeding three or more times speeding by a CSW group should not be allowed the option of a speed awareness course and should instead receive the appropriate penalty. Hampshire Constabulary however explained that speed awareness courses had proven to be a very valuable tool in changing driver behaviour, and that the decision on whether or not to offer this as an alternative to a penalty was made on a case by case basis.
- When asked whether the position taken by Hampshire Constabulary to restrict CSW volunteers to operate on 30mph or lower roads was likely to be revisited, it was explained that, whilst not in the remit of the officer attending, a recent paper had indicated that this was likely to remain in force due to volunteer safety. The danger to volunteers significantly increases with any increase in the speed of the vehicles being driven with, the stopping distance at 50mph being over twice that at 30mph. This was considered a particular concern as it has been recorded that such a significant number of drivers are regularly exceeding the speed limit and the safety of volunteers was a fundamental concern.
- Thames Valley currently allow their CSW volunteers to operate on 40mph roads and it was suggested that Hampshire Constabulary should revisit this decision in April 2018, when a collaboration on road safety is planned between the two forces. It was important however to consider that all of the sites used by CSW teams are currently assessed by Community policing teams, and therefore if any suggestion was made to use 40mph roads again, consideration would need to be given on how this could be assessed.
- There was a large volunteer base across Hampshire and the IOW who had been keen to get involved in CSW, however it appeared that enthusiasm from some of those volunteers was waning and that there was no quantifiable data demonstrating a sustained reduction in speeding. It was observed that there was a significant amount of evidence and data coming out of CSW schemes but little evaluation of the data is being undertaken by Hampshire Constabulary to understanding any trends in driver behaviour.
- Sway CSW publish their data on internet and send a report to Hampshire Constabulary with every return, however to date they have found that this data is not used by the Constabulary.
- The OPCC stated that those individuals who volunteer in communities are valued and the Chief Executive offered thanks on behalf of the Commissioner for their time and dedication. The Chief Executive

remarked that it's hard to hear that CSW operators didn't feel valued or that they were making an impact. Whilst CSW is a constabulary scheme, he felt the OPCC could lend support to ensure that the commitment of volunteers was being utilised and suggested that the scheme may need to be reassessed. From today's session he had noted that there were 93 schemes in operation across Hampshire and the IOW and that an action to be taken from this meeting was for the OPCC to locate these schemes and the data they are producing. The value of this data was recognised and it was felt that data driven understanding and outcomes should make a difference. It was suggested that the OPCC's performance team could review the data available and share the findings with Hampshire Constabulary to inform future decision making.

### *Urban Concerns*

- It was heard that in many urban areas CSW do have a presence, with Basingstoke being provided as an example where 100% of urban parish councils operate CSW schemes.
- Southampton currently have no CSW schemes in operation or "20 is plenty" style road messages, although 87% of road accidents in Southampton occur on roads with speed limits set at 30mph or below. Vulnerable road users are particularly at risk and there was little awareness around how statutory agencies were prioritising and addressing these concerns.
- Hampshire County Council explained that the safety of urban roads was important and that consideration was being given to approaches, such as the implementation of 20mph roads, where it would enhance safety.

### *Technological solutions to reduce traffic crime and nuisance*

- Whilst a number of local parishes and communities have indicated that they would be happy to fund permanent installation of a SID device, Hampshire County Council have determined that these can only be placed at known casualty reduction sites where all other measures have not been successful. Whilst it was heard that SID's are much more commonly placed in other parts of the country, there is a current concern that wide spread use undermines their value and effectiveness as a casualty reduction measure.
- Hampshire Constabulary recognises the potential for greater use of average speed cameras in the future, they however noted challenges including the risk of moving dangerous driving to other road areas and that the current limit on capture is 85,000 offenders per year, which the speed vans alone can capture. Average speed cameras which are mobile also need 4G data access, which is an issue in some of the more rural areas
- A concern was raised about the times that the speed cameras and vans are in operation and that the speed enforcement actions are not

happening at the time when problems are occurring. The A32 was given as an example where rush hour starts about 5am, but speed enforcement is never seen that early when vulnerable road users such as dog walkers have regularly observed drivers travelling at 20 and 30mph above the speed limits.

- An example was given highlighting the value of educational enforcement. A local community asked for a 20mph limit to be in place next to a school due to the number of drivers exceeding the speed limit. By monitoring road users, it transpired that the speeding drivers were parents who were dropping their own children off at the school.
- James Payne, in response to Member's questions, suggested that he would look at the viability of using mobile average speed cameras, where appropriate, once the data from the CSW teams had been fully analysed and discussed with Hampshire Constabulary.

The Chairman thanked the witnesses for providing key evidence to the proactive scrutiny.

The Chairman explained that recommendations would be drafted based on the Panel's consideration of the written and oral evidence received, and these would be sent to the Commissioner for comment in due course.

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Chairman, 26 January 2018





Date: TBC

Michael Lane  
Police and Crime Commissioner for  
Hampshire  
(by email)

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Dear Mr Lane,

## **Hampshire Police and Crime Panel's Proactive Scrutiny of Traffic Crime and Related Nuisance**

At the 6 October 2017 meeting, Members of the Hampshire Police and Crime Panel reviewed the evidence received from yourself and other organisations in relation to traffic crime and related nuisance within the Hampshire policing area.

This review aimed to scrutinise and support you in your role as Police and Crime Commissioner (PCC) in your intention to prevent and tackle traffic related crime and nuisance, and to improve road safety across Hampshire and the Isle of Wight. This scrutiny considered how you were listening to and engaging partners, community associations and members of the public in enhancing current prevention measures. The Panel also reviewed how effectively you are holding the Chief Constable to account for policing community concerns related to traffic crime and disturbance.

The review looked at the following key questions:

- How well has the PCC, through holding the Chief Constable to account, ensured an effective policing response to community concerns related to traffic crime and disturbance?
- How are the PCC and his office engaging with local partners, community groups and members of the public to enhance current prevention measures for traffic crime and nuisance to improve road safety?
- What are the key priorities which need to be considered by the PCC to reduce and prevent traffic nuisance within the communities Hampshire and the Isle of Wight?
- What best practice exists which could also be considered by the PCC in his approach to enhancing the approach to tackling and preventing traffic crime and nuisance to keep roads safer across Hampshire and the IOW?

Following a review of the evidence received, the Panel have outlined their findings below for your consideration.

### *Findings*

Members of the Panel noted that evidence received demonstrated that this was a topic of significant public interest and concern, with the Panel receiving over 70 responses to the scrutiny from members of the public plus a wealth of information from community speedwatch groups, town and parish councils and other local and national organisations. In particular the evidence has suggested:

- Speeding and the excessive noise produced by illegally modified motorcycles is of significant concern to residents, particularly those living along the A32. It was recognised that whilst this only represented a small minority of motorcyclists, it had a considerable impact on the quality of life for those residents affected. A public meeting had been held in December 2016 to hear, and seek to address, these concerns; however to date little agreement has been reached on what measures would be most effective in deterring this illegal activity and maintaining road safety.
- Dealing with noise offences by motorcycles presents a challenge to the constabulary, due to the technical difficulties in securing evidence that can be presented in court. The use of body worn video, which has been supported by funding from the OPCC across Hampshire and the Isle of Wight, is now being used as a means of capturing best evidence at the scene to support what officers saw and heard.
- Traffic crime and speeding is also of particular concern within the New Forest National Park. A deputation was heard and evidence received noting the high number of animal casualties, particularly outside of daylight hours, resulting from speeding and dangerous driving. Also discussed was the distress this causes to residents, commoners, and those witnessing accidents. It was noted that Hampshire Constabulary had recently increased their presence within the park area to cover the times of dawn and dusk, but it was felt that better signage and greater enforcement was needed to prevent accidents.
- Both residents and community organisations would like to see greater engagement with the PCC, particularly at large scale public events such as the New Forest Show. Understanding that it is difficult for the PCC to attend all commitments, Members heard that the PCC was meeting regularly with partners to ensure that they are identifying areas for improvement and welcomed suggestion by the Chief Executive that the OPCC were seeking to meet with representatives from the New Forest to hear their concerns.
- Vulnerable road users were particularly at risk and there was little awareness around how statutory agencies were prioritising and addressing these concerns. It was suggested that Hampshire Constabulary speed vans should operate more frequently during times when vulnerable users were at risk,

such as the early hours of the morning, when dog walkers are using the road, or at the start or end of the school day.

- Whilst parking has been decriminalised in many areas, in accordance with the Road Traffic Act 1991, parking infringement featured strongly in concerns raised through public responses, with the majority of respondents still considering this a policing matter.
- Hampshire Constabulary's current roads policing strategy is targeted towards the 'Fatal Four', which aligns with the national strategy. Use of mobile phones behind the wheel is heavily policed in Hampshire, with 97% of those caught receiving a penalty. Targeted driver awareness messages along with some very serious accidents in Hampshire and Thames Valley, has seen a significant reduction in the use of mobile phones behind the wheel.
- Evidence considered by this review suggests that a perceived lack of enforcement may be contributing to drivers regarding speeding as acceptable. Understanding that nationally there is a cap on the number of penalties that can be issued for speeding offences, which for Hampshire is currently 80,000-85,000 per year and is a figure being met through existing enforcement, other methods of reducing speeding are required such as driver education and awareness. It has also been suggested that a change in public perception is needed regarding the risks associated with speeding, so that it is as socially unacceptable as drink driving, which could be supported through increased public awareness messages from the Constabulary and greater sharing of successful enforcement and conviction rates.
- A number of local parish and town councils suggested in their evidence that they would be willing to financially meet or contribute to the cost of the installation of permanent vehicle speed indication displays (SID), however Hampshire County Council explained that such measures are reserved as a last resort when all other preventative attempts have been ineffective at a particular accident hotspot. It was felt that overuse of SIDs may reduce their effectiveness in changing driver behaviour.

Whist Members acknowledged that Community Speedwatch (CSW) is an operational scheme of Hampshire Constabulary, it was recognised as a key element of the road safety provision within Hampshire. CSW had received funding from the previous PCC and was discussed heavily within both oral and written evidence. Through this evidence it was noted that:

- Currently 93 schemes operated across the Hampshire and IOW area, however there were few opportunities for these groups to come together and share concerns and best practice. It was also suggested that the sharing of the latest information regarding speeding and road safety by the Constabulary could support CSW groups to be more effective.
- Within Hampshire and the Isle of Wight, CSW may only operate on roads of 30mph or less. Previously, volunteers were permitted to operate on roads of up to 40mph, however a decision had been taken to reduce this to 30mph for

volunteer safety. A considerable number of CSW groups expressed their dissatisfaction with this decision; particularly as in the neighbouring Thames Valley area CSW still operates on 40mph roads. It was suggested that this position should be reconsidered in April 2018, when collaboration is planned between the two forces on road safety.

- Another significant concern raised by CSW teams was the use and analysis of the data they were producing. Many teams suggested that the lack of feedback from the Constabulary on how the data was being utilised had been a key factor in the disengagement of volunteers. During the oral evidence session the Chief Executive of the OPCC offered to lend his support to evaluating and analysing this data, recognising that analysis of this data would aid Hampshire Constabulary in future decision making.
- The evidence had provided a number of alternative means for reducing speeding within local communities, including mobile average speed cameras. Such technology would overcome issues faced by volunteers, including being able to operate 24 hours per day, and outside of daylight hours. It was explained however that in order to operate these cameras internet access was needed, which may not be available in all areas. The Chief Executive of the OPCC agreed that he would consider the viability of the use of mobile average speed cameras once the data from the CSW teams had been fully analysed and discussed with Hampshire Constabulary.
- Volunteers had experienced abusive behaviours from drivers and through social media. Volunteers suggested that they would welcome uniformed officers joining them when in operation, or official signage demonstrating that they are endorsed by Hampshire Constabulary. Likewise it was felt that greater support was needed from the Constabulary in raising the profile of CSW through online mediums.
- Whilst examples were provided regarding the operation of CSW in urban areas, this was not consistent across the whole of the policing area. In particular those urban areas which were non-parished had seen less take-up of the scheme.

### *Recommendations*

In reviewing the evidence received, Members brought forth a number of recommendations, which they wish to raise for your consideration:

- a. Given the level of public interest and concern over traffic crime and nuisance, the PCC should seek opportunities for greater engagement with communities, both directly and through working with partners to understand the issues facing residents. Consideration should be given to encouraging two-way conversation, to enable responses and concerns to be relayed back to the OPCC and to allow the Commissioner to assure residents that their concerns are being heard.

- b. That the PCC should continue to develop and lead partnership working with other organisations that have a shared interest in addressing traffic crime and related nuisance. An initial focus for such partnerships should include addressing concerns regarding illegal activity on the A32, seeking to better protect vulnerable road users, and reducing speeding and animal casualties within the New Forest National Park.
- c. In particular, following the public meeting regarding concerns over road safety and noise disturbance on the A32, the PCC and his office should take a lead in supporting relevant partners to devise a fully coherent action plan, ensuring that any actions agreed are addressed by those partners in a timely manner.
- d. Further, the PCC should seek to encourage those partners responsible for parking enforcement to enhance their communication with members of the public, to ensure that it is clearly understandable who is responsible for addressing parking infringements. This should be with the intention to reduce demand on police time and enable concerns to be addressed more quickly by the appropriate organisation. Consideration should be given through partnership working as to whether a '101' style service for the reporting of parking infringements and anti social driving would enable a more effective response to parking concerns within Hampshire and the Isle of Wight.
- e. The PCC and his office should also consider engaging with those town and parish councils willing to fund road safety measures, to ensure that any funding available can have the most immediate and effective impact on enhancing road safety.
- f. That the PCC should, through his role in holding the Chief Constable to account, review in partnership the concerns raised regarding the current operation of the Community Speedwatch Scheme. The Panel welcomes the suggestion that the OPCC's performance team offer their support in analysing the data produced by CSW teams, with the view to this data being used to assess the effectiveness of the scheme in delivering both an immediate and sustained reduction in speeding across Hampshire and the Isle of Wight. Once the data is fully analysed, the PCC should consider, in conjunction with Hampshire Constabulary, the viability of the use of mobile average speed cameras.
- g. Road safety is mentioned as one of three key public concerns within the Police and Crime Plan, however no specific projects currently feature in the Delivery Plan under this heading. Therefore it is recommended that the PCC and his office should consider the inclusion of specific projects within the Delivery Plan which would seek to remedy the concerns raised through this review.

The Panel were pleased to hear, through oral evidence that the OPCC consider this review an opportunity to listen to the valued opinion of residents and that the recommendations of the Panel are anticipated to form a basis for discussion with partners about the future of road safety across Hampshire and the Isle of Wight.

We look forward to receiving, in due course, your response to the recommendations outlined above, including consideration as to how the recommendations made will be incorporated into related activities within your Delivery Plan.

Yours Sincerely,



**Councillor David Stewart**  
**Chair, Hampshire Police and Crime Panel**

DRAFT

## Police and Crime Panel: Proactive Scrutiny 2017/18

### ‘Cybercrime – Cyber-Enabled Fraud’

The nature of crime is changing, and nationally and internationally there is a rising threat from cybercrime. This was recognised by the Police and Crime Commissioner (PCC) within his Police and Crime Plan, noting that vulnerable people, who were once victimised within their homes and communities, are now being targeted through online mediums. Cyber-enabled fraud offences were also determined a high risk area within Hampshire Constabulary’s Force Control Strategy 2016-17.

This scrutiny will consider how the PCC is seeking to educate and inform members the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud. This scrutiny will also consider how the PCC is working with partners, both within and outside of the Hampshire Policing area to identify and prevent these crimes.

**Definition:** The Crown Prosecution Service describes cyber-enabled fraud as follows:

“Cyber-enabled fraud is possibly the most common of all cybercrime offences. The internet allows offenders to hide their identities behind websites and email addresses, providing a forum in which they never have to meet a victim in person to commit the crime. Some offenders may also be part of a wider criminal gang who may also never meet each other, with members based anywhere in the world.”

“Online fraud can be committed in a number of ways. For example:

- Electronic financial frauds,
- Fraudulent sales through online auction or retail sites.
- Mass-marketing frauds and consumer scams, including but not limited to:
  - Phishing scams;
  - Pharming
  - Online romance (or social networking/dating website) frauds”

**Aims:** Through holding an evidence-gathering session the Panel aims to scrutinise and support the PCC in his intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber-enabled fraud. This scrutiny will consider how the PCC is working with partners to identify and prevent these crimes, and review how effectively the PCC is holding the Chief Constable to account for ensuring that operational policing plans are reflective of the strategic priority placed upon tackling cyber-enabled fraud. This scrutiny will also consider how the PCC is seeking to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud.

The Panel seeks to add value to efforts to prevent and tackle cyber-enabled fraud by making recommendations that will assist the PCC in identifying opportunities to enhance public awareness of the risks of cyber enabled fraud and make suggestion upon how partner agencies may be engaged in efforts to tackle and prevent such crimes.

**Scope:** The session will invite written evidence from a range of stakeholders who may be able to assist the Panel with their proactive scrutiny.

The review will operate at a strategic level, and collate and analyse information that stakeholders will be expected to produce. Several stakeholders will be invited to provide oral evidence based on the level of information that can usefully be provided to the Panel.

The Panel will analyse the evidence provided in order to identify recommendation areas for action to the PCC.

## **1. Key Stakeholders:**

### Oral Evidence

(To be determined by plan working group)

### Written Evidence:

Action Fraud

Andover Neighbourcare Silver Surfer Internet Cafe

Age UK Hampshire

Age UK IOW

Basingstoke and Deane Over 55's Forum

Citizen's Advice Bureau

Community Action IOW

Crimestoppers

Crown Prosecution Service

Forensic Innovation Centre (University of Portsmouth)

Get Safe Online

Gosport Older Users Forum

Hampshire and IOW CRC

Hampshire and Isle of Wight Community Safety Partnerships

Hampshire Association of Local Councils (HALC)

Hampshire Constabulary

Hampshire County Council

Isle of Wight Association of Local Councils (IWALC)

Isle of Wight Council

Ministry of Justice

National Crime Agency

National Cyber Security Centre

Neighborhood Watch

NOMS

Police and Crime Commissioner for Hampshire and the IOW

Portsmouth City Council

South East Regional Organised Crime Unit (SEROCU)



Southampton City Council  
STOIC  
The Crime Prevention Website  
Town and Parish Councils  
Trading Standards  
UK Finance  
Victim Support  
Youth Commission  
Youth Offending Teams

## 2. Key Questions

The key questions of the proactive scrutiny are:

- How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?
- How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?
- What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?
- What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?
- What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?

In order to answer the key questions, the following will be asked of selected stakeholders:

- 1) Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?
- 2) How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?
- 3) How well has PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?

- 4) What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?
- 5) Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?
- 6) Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?

### **3. Approach:**

- Invite the key stakeholders listed at 1 to respond to (some or all of) the key questions listed at 2. Provide four weeks for written responses.
- Provide a webpage for the review, giving access to information about the timescales, publishing relevant documents etc and to provide a channel through which the public can make comment.
- Identify key witnesses to attend oral evidence session (afternoon of 26 January 2018).

### **4. Outcome**

The Panel will go into private session after they have held their oral evidence session in order to formulate and agree recommendations to the Commissioner. The outcomes will be published on the Panel's website.

**Hampshire Police and Crime Panel**  
**'Cybercrime – Cyber-enabled Fraud' Proactive Scrutiny - Evidence**

Contents:

<i>Organisation</i>	<i>Date recvd</i>
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Grayshott Parish Council	12/01/2018
Hampshire and Isle of Wight Neighbourhood Watch (HINWA)	11/12/2017
Hampshire Constabulary	11/12/2017
Hampshire County Council Trading Standards	11/12/2017
Heckfield Parish Council	05/12/2017
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**Disclaimer**

The opinions expressed in this publication are those of their authors. They do not purport to reflect the opinions or views of the PCP or any of its Members.

**Boldre Parish Council**

To be honest this isn't something I've really seen any action from the police on or experienced myself. I've never seen anything from the Hampshire PCC on this subject, but a quick google gives a link to <https://www.actionfraud.police.uk> which seems pretty accessible.

I guess possible improvements could be on the Hants PCC site which doesn't have any quick links etc. to report issues. I've not seen any communication as a private individual on this subject from the PCC so I can't say that engagement with residents is good. I guess priorities should be education around our older residents who may be particularly susceptible to this sort of fraud if you believe what you see in the news. I don't know that there would be many criminals in Hampshire to pursue, so I guess that the request is to ensure that any issues found locally are past back to a central authority.

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My views are that while the PCC is a very important part of our society locally it is the Neighbourhood Watch that is read and listened to by a lot of locals on matters of safety. I have a large email list of participants.

I do get a lot about scams through the Hampshire Alert system and where appropriate I pass on. Also note my last NW email in which I added my own warnings to help the elderly in particular.

I would go so far as to say that the Hampshire Alert system concentrates on this subject to the detriment of others. We have, as you know had two substantial break ins in our area recently and I was sent nothing by the Police authorities on either.

Similarly when our village shop was broken into I was sent nothing. Probably because of the disastrous mess the Police made of apprehending the culprits.

Embarrassed police? If the NW co-ordinator is sent nothing about the local shop being broken into then.....

If it was not for the very positive feedback I get from members of our NW I would either close it down or hand over running it to someone else. Gone are the days where we had a local policeman or at least one who would contact me with pertinent matters. I do realise manpower is short in the Police Force but it is a pity they cannot at least use the system they have set up to a good advantage

**East Cowes Town Council**

- *How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?*

REPONSE: East Cowes Town Council has had no information or correspondence regarding this question/subject from any source.

- *How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber enabled fraud?*

REPONSE: East Cowes Town Council has had no information or correspondence regarding this question/subject from any source.

- *What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?*

REPONSE: East Cowes Town Council has had no information or correspondence regarding this question/subject, the closest answer would be some stickers regarding being careful of answering the door or phone but nothing regarding cyber-crime.

- *What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?*

REPONSE: East Cowes Town Council cannot answer this question due to lack of information and/or correspondence on the subject.

- *What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?*

REPONSE: City of London Police have a cyber-crime email site to send spam/suspicious emails; PCC could research this model and see if it could be replicated to help the situation in the Hants/IW area (and/or joining with other areas of South Coast). Also issuing public information to APPROPRIATE sources (social media, local radio & press) where the population will see it. Better responsibility by those institutions which are causing the rise in cyber-crime to combat it and invest in the public information.

**Ecchinswell Sydmonton and Bishops Green Parish Council**

- 3) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

I looked at all the newsletters and information from Hampshire and BDBC over 2016. I found nothing relating to cyber-fraud in any of the things that have been distributed via the clerk ('Safer North Hampshire' and 'Basingstoke and Deane Today').

A number of years ago I signed up for Hampshire Alerts because of information that ES&BG PC had passed on via the local neighbourhood watch coordinator. In the publication Rural Times (linked to the neighbourhood watch scheme there is always a column from the PCC and in the Summer 2017 and Autumn 2017 issues there were articles about cybercrime and some useful links to other websites. The autumn issue mentions a Cyber Protect Team – whose **“mission is to stop cybercrime from happening through education and engagement”**. There is no reference to this team on the HCC or Hampshire Constabulary websites. The Hampshire Constabulary website home page shows no links to cybercrime. Cybercrime is, however, mentioned within other sections of the website. Using the search facility does provide some useful information about cybercrime but does not mention the special team at all. After this research I would conclude that the PCC has not engaged well with residents via local government channels.

Possible improvements could include:

Making cybercrime a focus on the home page of the constabulary website  
Giving the Cyber Project Team (if it really exists) a higher profile in the county  
Including information on cybercrime issues in the publications sent to PC's – 'Safer North Hampshire' and 'Basingstoke and Deane Today'  
Encouraging PCs to spread information within parishes using websites and newsletters. The first thing we have heard about this focus is when asked for feedback.

- 2) *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

Get the message into homes using as many media types as possible, TV, radio, police websites and publications, local government websites and publications.

**Greyscott Parish Council**

- 1) *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

Speaking on behalf of an IT business serving many homes and businesses located within Hampshire I do think that more resource and time needs to be allocated to enable the PCC to be able to communicate and educate individuals, families and business owners as to the threats posed by cyber-attacks. I have sat in on two Hampshire based school sessions designed to educate parents and their older siblings as to the threats that are out there. These sessions outlined the risks but not enough was explained about prevention and steps to take to keep individuals safe.

- 2) *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

We haven't to date received communication directly from the PCC.

- 3) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

None of our residential customers have ever been contacted by the PCC to our knowledge.

- 4) *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

National TV and radio advertisements could be run to raise initial awareness and to direct the population to helpful resources. Also billboard advertising is effective along with using social media tactics such as Facebook / Twitter.

- 5) *Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

End user education is the first thing to address as most often Cyber Crime is made possible due to a human action such as clicking on an email link. Good

strong antivirus / internet security is the next item to implement. We've learned that Cyber Crime seldom occurs unless the victim makes a mistake such as leaving a digital door open. Strong password policies are critical in this day and age as well as ensuring that common passwords are not used repeatedly on multiple platforms.

- 6) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Using the NHS security breach as an example. I am aware of two hospitals of which the ground staff never received a briefing before, after or during the Cyber Attack which encrypted much of the NHS data and rendered some of its services useless. Increased budgets must be allocated to IT systems and in particular IT security. Old unpatched systems, poor security software, unreliable backups and uneducated computer users make it an easier job for digital intruders / hackers to gain access to valuable data.



**Hampshire and Isle of Wight Neighbourhood Watch (HINWA)**

[Name] has asked me to send you our HINWA response to the PCC's survey concerning cyber crime and cyber related fraud. Please find this attached together with a collaborative project which has enabled me to work alongside Hampshire Constabulary colleagues over the past two years,

There is much to achieve to inform and safeguard our communities to become much more resilient to the recent change in the crime landscape because of cyber crime. We wish our county to be proactive and I hope very much that the two documents attached will evidence the concern and focus which NW has brought to this agenda.

We hope very much to work also with the PCC and his team to address the issues raised.

Thankyou for the opportunity to share our concerns and hopes.

I remain available should there be a need to clarify the two attachments. I also met with [Officer Name] at a Netley related meeting last week and she and I have already arranged to meet at the OPCC on 4th January. I hope this heralds an effective collaboration with you all on all things related to cyber crime.

**HINWA Response to the Hampshire Police and Crime Panel's scrutiny of Cybercrime – Cyber-Enabled fraud.**

December 2017

**Context and response to the change in the crime landscape:**

For the last 3 years Hampshire and Isle of Wight Neighbourhood Watch Association (HINWA) has prioritised raising concern about the growing frequency of all types of related crime. With the encouragement and support of available personnel and resources Hampshire Constabulary has recognised the rapid increase and complexity of cyber related crimes and encouraged a collaborative approach.

Achievements to date include:

1. Participation in the CyberCrime Prevent and Protect Working Group;
2. Submission and acceptance by the DCC and ACC Ben Snuggs of a collaborative proposal; (copy attached)
3. Establishment of a small but expert group of NW members to focus on relevant issues; This group proposed the recent recommendation to the PCC regarding development of a joint initiative to provide RFI covers for smart cards.
4. Close collaboration with a named cyber crime prevention member of the Constabulary to ensure effective participation from initial stages of planning of cyber related projects;
5. Liaison with the Special Constabulary cyber crime related expertise;

6. Promotion of 'Get Safe on Line' and 'Friends Against Scams' materials to all NW schemes and their residents;
7. Working with Safer Neighbourhood Teams where cyber related fraud becomes an issue.
8. Successful request to develop a specific RFI cover for smart cards with the PCC to include PCC, Constabulary and NW logo's to demonstrate a shared commitment by all to tackle cyber related crime. This to act as a face to face 'talking point' to raise public awareness.

**Specific response to the proactive scrutiny:**

1. NW respects the huge disadvantage Hampshire Constabulary has because of unreasonable budget cuts both current and intended. We have offered support at every level because the lack of expertise at local level, poor quality and outdated computer equipment and availability of police colleagues to work with us. At best the constabulary is reactive rather than proactive. Our involvement with police colleagues is at a strategic and developmental level. We would wish also to be strategic partners with the PCC in the near future.  
However a local, robust constabulary response is very necessary given the frequency, variety and complexity of frauds and cyber related crime so that within budget constraints the local level of constabulary expertise should match the level of threat posed.
2. Unfortunately HINWA feel they have neither been informed nor valued as a partner/collaborator thus far in developing strategy and projects to combat cyber related crime with the OPCC despite NW representing a huge proportion of residents across our two counties. This is a missed opportunity and we trust that both the recent development of the smart card protector project and this scrutiny will address this short-coming.
3. We unfortunately feel there has been a lack of available crime prevention material on the PCC website and are pleased that recently this is being addressed. We applaud the recent promotion of raising awareness of children and students using the Youth Commission.
4. HINWA emphasises the need for collaborative partnership working to ensure effective and smart use of all possible expertise. Cyber crime is developing so rapidly and our response should not be 'delivered' to residents by the PCC nor the Constabulary but rather a collaboration of all to raise awareness and make our communities more resilient. We recommend a '**togetherness**' approach for increased success of outcomes.

We wish to raise an immediate need to **redefine the notion of 'vulnerability'**. Our Constabulary, Fire and Rescue Service and the PCC focus – as does

Neighbourhood Watch at county level – on our most vulnerable residents. However, as raised at the recent CyberCrime Prevent and Protect Working Group, there is a VERY different range of residents across our county who are vulnerable and are unaware and exposed to this new area of intrusive and often costly crime type.

5. As best practice we recommend using the focus group members who have volunteered their interest and professional expertise and working collaboratively at all levels of strategy and project development with members of HINWA who are so representative of both communities and those being targeted. **Crime Prevention and raising awareness in clear un-embedded messages is key.**

We also wish to expand on the recent smart card cover project as a demonstration that **together** the PCC, Hampshire Constabulary and Neighbourhood Watch are determined to raise awareness and reduce opportunities of cyber related crime and fraud.

## **Research proposal to support the Digital Investigation and Intelligence**

**(cyber crime) initiative of Hampshire Constabulary:**

**July 2016**

### **The context:**

It is my privilege as 'critical friend' and supporter of Hampshire Constabulary to maximise the strategic benefits of effective collaboration. The crime landscape has drastically changed. Cyber crime of all types is a serious matter of concern to residents and although we as Neighbourhood Watch can look for guidance and support from Trading Standards and Action Fraud there is currently little available from our constabulary at a local force level to help prevent and protect our communities.

'Think Digital' the NPCC College of Policing document (April 2015) encouraged local constabularies to urgently ensure strategic development of DII resources and response. It recommended 'sustainable innovation' by inviting collaboration to create an 'innovative ecosystem' to better respond to the current cyber challenges of risk, relevance and austerity.

The Home Office 'Modern Crime Prevention Strategy (March 2016) in recommendations to design out opportunities for offending off-line and on-line, emphasised the importance of a strong evidence based approach to crime prevention. Neighbourhood Watch provides a unique way of approaching, informing and therefore strengthening communities – making them more resilient to crime – through its extensive network across Hampshire and the Isle of Wight. The HO document recognises the value of crime prevention and has placed great emphasis on it. Together we can exploit Neighbourhood Policing as best practice!

As President of Hampshire and Isle of Wight Neighbourhood Watch Association I am

being made aware of real concerns over the unavailability of a local police response to the growing intrusion and extent of cyber crime. These include doubt that the majority of cyber crime incidents are reported. At a local level NW receives excellent incident reports about current local crimes but cyber crime does not figure in these updates. Is it being recorded? Police officers have also shared concern with me privately that there is no evidence trail of cyber crime. A strong evidence base can support appropriateness of strategic development, direction and resources but this would appear to be completely unavailable currently. If it were in place it would provide strong support for the need for extra resources, both human, digital and to develop crime prevention materials to ensure communities are kept safe from this change in the criminal landscape.

The 'tip of the iceberg' – the traditional accepted crime types of burglary, car crime, anti-social behaviour etc – are completely overshadowed by the growth in cyber crime which daily affects many more Hampshire and Isle of Wight residents. Members of NW have commented that this lack of ability to respond by Hampshire Constabulary is its current 'Achilles heel'!

### **How to support an 'outstanding' response for Hampshire Constabulary:**

To support the current DII initiative by Hampshire Constabulary using the Prevent,

1. Protect, Pursue and Prepare (4P approach) this proposal aims to focus on collaboration with residents of Hampshire communities and police officers to exploit the 'innovative ecosystem' mentioned above. It aims to address the following current weaknesses in availability of an appropriate police response to cyber crime at a local force level and evidence Hampshire Constabulary as a 'flagship' of excellent practice:

- To explore the model 'Appreciative Enquiry' to engage and maximise the benefits of collaboration to ensure a dynamic, appropriate innovative collective response to cyber crime within the 4P model.
- To urgently develop a reporting system, to include a variety of platforms, to enable a reliable evidence based audit of the amount, type and extent of cyber crime;
- To identify those residents most vulnerable to various types of cyber crime and intrusion into their private lives to help focus the production of appropriate crime prevention materials emphasising clear advice set within limited, appropriate text...not text embedded so that the messages are 'buried'

### **How?**

Through consultation with officer leads within the force to develop with urgency a reporting platform for cyber crimes to enable an evidence based response to future development and also to inform and support future consideration for increased government and local funding to support increased expertise, digital resources, training and the development of crime prevention materials.

It will be important for collaboration at every stage of the current DII project to provide views and suggestions from a wide base of members of our communities and of the constabulary. This will undoubtedly not only affect the dimensions and direction of a local police response to cyber crime but evidence the 'innovation' invited through consultation and collaboration. Trust and Confidence in the constabulary will be enhanced within the force and those it seeks to serve.

A survey will be produced to capture opinions and suggestions, Interviews will take place to elicit further views. Where appropriate victims of cyber crimes will be asked confidentially to share their experiences to help build a landscape of actual examples across the two counties.

It will be important to discuss 'vulnerability' and to establish those 'most vulnerable' to various types of cyber crime to help develop and target appropriate crime prevention advice, materials and support the current constabulary and NW focus on this vital factor.

## **Hampshire Constabulary**

- 1) *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

The engagement Digital Intelligence and Investigation Strategy that has been created within the Force provided a framework and a series of key milestones for the Force to move forward, whilst this encompasses more than just cyber-enabled fraud it provides a core element. The PCC has been supportive of tackling cyber enabled offences. The creation of the Digital Investigation Team (DIT) is taking place presently. This will consist in a team of a Detective Sergeant and four police officer investigators dedicated to dealing with digital / cyber crime. Whilst this will not be exclusively cyber related fraud it will include certain offences such as ransomware and will be able to provide technical advice to other officers and staff investigative cyber enabled fraud. The DIT will be operational in the first quarter of 2018. The PCC has been very supportive around the DIT.

The speed at which the landscape changes within the digital world creates a challenge for Constabularies and how to equip officers and staff with the knowledge, skills and abilities together with adapting procedures to respond or alter the public to the dangers remains a test. Given that traditional forms of training are unlikely to be able to keep pace considerations as to how officers and staff can access trusted information when required.

The final quarter of 2017 has raise in the public perception around the issue of cryptocurrency; specialist understanding regarding intelligence and investigative response is an area for improvement. This is an unpredictable and unconventional, data rich environment that together with the block chain will become embedded in future investigation requirements and achieving a mature level of understanding. This is an area moving into 2018 that will require improvement.

- 3) *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

I am unable to answer this question.

- 4) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

Engagement via the PCC with the residents of Hampshire has been through the Cyber Protect team and also through Corporate Communications.

The Cyber Protect team consisting of a detective Sergeant and a staff member have engaged at 50 presentations during 2017. These include traditionally harder to reach groups including older people's groups, Small Medium Enterprises, education staff, charities, legal sector, farming community, neighbourhood watch groups, National Air Traffic Services (NATS), events with Chambers of Commerce and Parish Councils. Cyber enabled fraud has formed part of these events.

#### **Fraud by email**

Our Economic Crime Unit, cyber protect team and Corporate Communications Department worked closely with partner agencies and individual professionals from the private and education sectors in responding to a priority problem identified by local businesses. This issue was how to prevent the most frequent types of fraud committed by email against small to medium-sized businesses. Our creative hub team within the Corporate Communications Department produced a wide range of artistic concepts for consultation and consideration with representatives from our Safer Hampshire Business Partnership and Cyber Crime Prevent & Protect partnership group. Experiences and opinions from the business community guided the focus and style of our advice to help strengthen the precautions taken by businesses to protect themselves and their employees from fraud by email. A selection of fraud by email prevention messages presented in a range of formats was delivered to leading members of our Safer Hampshire Business Partnership in time for World Safer Internet Day in February 2017.

#### **Sextortion (online blackmail)**

Lead by DCI Gelman the Force have created and implemented a communications campaign aimed at increasing general public awareness of sextortion, specifically among young men aged between 17 and 23, a vulnerable victim group identified by police analysis in 2016. The design and delivery of this campaign was conducted in consultation with professional colleagues belonging to the Cyber Crime Prevent & Protect partnership group, and students from a local college in Eastleigh. Internal communications were produced first to ensure colleagues in Contact Management had received updated briefings about the level of service being provided to victims and potential victims of sextortion. Methods include targeted advertising of our prevention, protection & reporting advice through social media, namely

YouTube, Facebook and Twitter. In November 2016, police campaign messages with the hashtag #sextortion made 238,000 impressions on Twitter, and a media release generated positive national and local news coverage in partnership with the National Crime Agency (NCA). Victim call back surveys in 2017 by Contact Management identified 11 victims who gave positive feedback. Five (5) victims gave suggestions on how we could improve the service. Further evaluation is planned. A Digital Audio Exchange (DAX) advert with the Global Radio group was listened to 214,526 times by 27,737 unique users with a Listen Through Rate (LTR) of 96.6%. A visual banner ad received 6,653 impressions with 85 clicks making a Click Through Rate (CTR) of 1.28% to a page on the force website where advice for victims is available to read and download.

### **Ransomware**

The Force supported Operation Cunan, the co-ordinated response to the WannaCry Ransomware attack in May 2017 with advice produced for our strategic stakeholders within the Safer Hampshire Business Partnership.

### **Support for national initiatives**

The Forces Cyber Protect team and Corporate Communications Department have shown regular and consistent support for national initiatives from partner agencies including the City of London Police, Action Fraud, the Take Five campaign, and Get Safe Online. Messages with fraud prevention advice were shared via our social media channels, and distributed directly to key stakeholders and partner agencies that form our Safer Hampshire Business Partnership.

- 5) What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?

Raising awareness as to the dangers and pitfalls that business and the public can fall victim to represents the opportunity of having the greatest impact. Action Fraud is the recognised gateway for reporting offences and Internet Crime. A National relaunch with a reconstructed dashboard is being due to commence in March 2018, which should improve the experience of reporting fraud and allow victims to see how their reports are being dealt with. The changing of the recording process might lead to an increase to cyber related offences. Presently Cyber-related fraud and internet crime are not prioritised within the current Force Control Strategy

Protect message



- 6) Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?

Hampshire were the first Force in South East region to have a 24/7 Digital Medium Investigators (DMIs) response. This has meant that there is a call out capability for senior investigating officers (SIOs) to have the availability of a tactical advisor about retrieval of digital / cyber information to assist with major investigations.

### **Romance fraud**

The work to strengthen the service provided for victims of romance fraud received recognition from policing peers nationally in 2017. DCI Gelman, DS Dring, Sarah Cohen and Duncan Smith were nominated for an 'Innovation Award' at the Excellence in Fraud Policing Awards, which took place during the Serious and Organised Crime Exchange ([SOCEX](#)) Financial Crime Conference in Nottingham on Tuesday 21 November 2017. The runner-up award, sponsored by the [City of London Police](#) was devised to reflect the achievements of individuals and teams who have made outstanding, innovative contributions to fraud policing. We submitted an entry to highlight the work and dedication of our Economic Crime Unit officers, Cyber Protect colleagues, Crime Prevention Advisor Sarah Cohen, and the Force's Corporate Communications Department in supporting a woman who bravely shared her personal experience of a prolonged romance fraud. The victim, who is known as 'Jenny', out of respect of her wish to remain anonymous, took part in a film reconstruction of the fraud events that led her to losing a substantial sum of money. She was also drawn into laundering other people's money for a 'man' she thought loved her throughout the online relationship. The film was released as part of a communications campaign, along with advice on how to identify and avoid romance fraud for Valentine's Day this year. BBC South Today's website featured the video and was seen by over 36,000 people, and the story featured second on their evening news programme. The film can be viewed on the [Force's YouTube channel](#) which features Jenny's experience. The focus on helping victims after a reported fraud also formed a crucial part of the entry.

In March 2018 the PCC office is backing a campaign to further push Op Signature to the public, and this will feature crimes which are regularly committed against the vulnerable and elderly, these being doorstep crime, telephone and mail enabled fraud, and cyber enabled fraud.

### **Cyber Specials Cyber Volunteers (CSCV)**

Hampshire together with Gloucestershire have been nationally pioneering the concept of Cyber Specials Cyber Volunteers (CSCV). Working together with

academia and commercial business identifying people with digital / cyber skills to assist the Force. Initially created by Chief Specials Officer Tom Haye, CSCVs provide technical support and problem solving for the Investigation Command, Digital Media Investigations, Economic Crime, Internet Child Abuse, Force Intelligence and Digital Forensics. There have been a number of successful deployments with the CSCV in 2017 and they have been able to assist with the progression of investigations.

**Operation Signature and the Banking Protocol**

Traditional types of fraud are still being committed however there have been instances of initiation and identification of vulnerable people whilst it might not be considered in the Operation Signature which is the force campaign to identify and support vulnerable victims of fraud within Hampshire. Operation Signature was introduced in 2016 with the purpose of supporting people vulnerable to fraudsters in our communities. Increasingly fraud is becoming more complex and deceptive, much of which is targeted at vulnerable people, therefore raising awareness and education around cyber enabled to reduce the number of victims is paramount. DS Sarah Dring has been instrumental with the adoption of Op Signature from Sussex and adapting it so that it is bespoke for Hampshire. Additionally Hampshire has been an early adopter for the Banking Protocol, which links in with the banking industries Know Your Customer (KYC).

**Ransomware**  
How does it work?

Ransomware is a form of malicious software (malware) that enables cyber criminals to remotely lock down or encrypt the files on your device. Criminals use ransomware to extort money from you (a ransom), and will claim to restore access to your files or device once you have paid. Ransomware can be delivered in various ways; for example, via attachments in authentic looking emails purporting to be from genuine companies.

**How to protect yourself...**

- Anti-virus**  
Use anti-virus software on all of your devices and configure it to automatically update. Run a complete scan of your system to check for any malware infections.
- Updates**  
Install the latest software and app updates on all of your devices. These updates will often contain important security upgrades which help protect your device from viruses and hackers.
- Backups**  
Backup all of your important data to a storage device that won't be left connected to your computer or network, such as an external hard drive, or an online storage service.
- Emails**  
Don't open attachments or click on the links within any unsolicited emails you receive. Spoofed emails purporting to be from a person or company you know of can be used to deliver ransomware.

Logos at the bottom: ActionFraud, Hampshire Police, Cyber Aware, NCA

## Three simple steps to protect your networks & devices against ransomware

Ensure you are running the latest version of software and operating system available; and install system and app updates on all devices as soon as they become available;

Make your that you have anti-virus or anti-malware software on all devices and keep it updated;

Create regular back-ups of your important files to a device (e.g external hard drive) that isn't left connected to your network – because any malware such as ransomware could spread to that, too.

Further excellent advice and technical guidance has been issued by the National Cyber Security Centre and can be found here at:

<https://www.ncsc.gov.uk/guidance/ransomware-latest-ncsc-guidance>

If you have been affected by ransomware, please report it straight away via the cyber crime reporting portal at Action Fraud:

<http://www.actionfraud.police.uk/report-a-fraud-including-online-crime>

### **Regular fraud prevention comms**

Please find below a recap of a summary of Corporate Comms in 2017 regarding Cyber enabled fraud:-

#### **January 2017**

Advice issued on PPI scam:

<http://www.highfieldresidents.org.uk/new-scam-alert-issued-to-hampshire-residents-09117/>

Internal communications published regarding two alerts from the NFIB & a feedback survey from the City of London Police:

<http://intranet/Intranet/News/Cyber+fraud+alerts+affecting+Hampshire.htm>

#### **February 2017**

Dating scam advice issued:

<https://www.964eagle.co.uk/news/local-news/2214666/advice-given-after-hampshire-dating-website-scams/>

Man sentenced for fraud offences:

<https://www.facebook.com/HantsPolice/posts/10154879728626341>

Rogue traders warning in Portsmouth (plus update including notification of arrest and charge):

<http://www.portsmouth.co.uk/news/crime/update-bogus-builders-dupe-portsmouth-woman-79-out-of-1-000-1-7828220>

Courier fraud scam in Bordon:

[https://www.hampshirealert.co.uk/da/171490/Please\\_be\\_aware\\_of\\_latest\\_telephone\\_scam.html](https://www.hampshirealert.co.uk/da/171490/Please_be_aware_of_latest_telephone_scam.html)

Dating fraud prevention film and advice for Valentine's Day:

Hampshire Constabulary YouTube film:

[https://www.youtube.com/watch?v=G3uDrNG\\_SAc](https://www.youtube.com/watch?v=G3uDrNG_SAc)

Coverage of accompanying media release:

BBC Online: <http://www.bbc.co.uk/news/uk-england-hampshire-38959329>

The Eagle radio station: <https://www.964eagle.co.uk/news/local-news/2225828/warning-issued-for-people-in-hampshire-who-use-dating-websites/>

The Eagle radio station: <https://www.964eagle.co.uk/news/local-news/2222968/hampshire-online-dating-fraud-victim-loses-more-than-20000/>

Southern Daily Echo:

[http://www.dailyecho.co.uk/news/15090846.WATCH\\_Hampshire\\_woman\\_reveals\\_heartache\\_over\\_20\\_000\\_dating\\_site\\_scam/](http://www.dailyecho.co.uk/news/15090846.WATCH_Hampshire_woman_reveals_heartache_over_20_000_dating_site_scam/)

On The Wight: <https://onthewight.com/police-warning-about-online-dating-and-romance-fraud/>

### **March 2017:**

Southampton man jailed after defrauding women:

<https://www.hampshire.police.uk/news/general/southampton-man-jailed-after-defrauding-two-vulnerable-elderly-women-out-hundreds-pf-thousands-pounds/>

Internal communications published in support of our @HCCyberProtect Twitter account going live:

<http://intranet/Intranet/News/Help+protect+our+local+businesses+from+cyber+crimials.htm>

### **April 2017:**

Rogue trader Mark Kempster ordered to pay back £16,692:

<https://www.hampshire.police.uk/news/general/rogue-trader-ordered-pay-back-16692/>

Rogue trader sentenced after causing damage to home:

<https://www.hampshire.police.uk/news/general/rogue-trader-sentenced-after-marchwood-incident/>

**May 2017:**

Courier fraud scam in Odiham:

[https://www.hampshirealert.co.uk/da/179745/Appeal\\_for\\_information\\_after\\_couple\\_lose\\_cash\\_to\\_fraudsters.html](https://www.hampshirealert.co.uk/da/179745/Appeal_for_information_after_couple_lose_cash_to_fraudsters.html)

Hampshire Constabulary supports Op Liberal week of action:

<https://www.hampshire.police.uk/news/general/hampshire-police-support-national-crackdown-rogue-traders/>

**June 2017:**

Advice given following distraction burglaries in Southampton:

<https://www.hampshire.police.uk/news/general/advice-issued-following-distraction-burglaries-southampton/>

Warning to Hampshire residents following new telephone scam in Farnborough:

<https://www.hampshire.police.uk/news/general/warning-hampshire-residents-following-new-telephone-scam/>

Courier fraud warning following incidents in Southampton and Eastleigh:

<https://www.hampshire.police.uk/news/general/warning-issued-after-elderly-people-targeted-fraudsters-southampton-and-eastleigh/>

**July 2017:**

Rogue trader warning after Sandown incident:

<https://onthewight.com/rogue-trader-warning-after-sandown-incident/>

**August 2017:**

Advice issued following courier fraud scam in Alton:

<https://www.hampshire.police.uk/news/general/members-public-urged-be-vigilant-following-fraud-alton/>

Fraud prevention advice issued after Southampton couple loses £25,000:

<https://www.hampshire.police.uk/news/witness-appeals/fraud-prevention-advice-issued-after-southampton-couple-loses-25000/>

Elderly people targeted by fraudsters in the New Forest:

<https://www.hampshire.police.uk/news/general/warning-issued-after-elderly-people-targeted-fraudsters-new-forest/>

Advice issued via Hampshire Alert after Cifas warned of record rises in identity fraud:

<https://www.hampshirealert.co.uk/da/189374>

Cyber protection advice issued after reports of banking Trojan attacks in Hampshire:

[https://www.hampshirealert.co.uk/da/187494/Banking\\_Trojan\\_cyber\\_attacks\\_in\\_Hampshire\\_-\\_how\\_to\\_protect\\_your\\_devices.html](https://www.hampshirealert.co.uk/da/187494/Banking_Trojan_cyber_attacks_in_Hampshire_-_how_to_protect_your_devices.html)

### **September 2017:**

CCTV released following rogue trader incident:

<https://www.hampshire.police.uk/news/witness-appeals/cctv-released-following-rogue-trader-incident/>

**Computer Software Service Fraud (CSSF)** in August/September 2017 – social media screen grab examples attached to this email in a Microsoft Word document.

### **October 2017:**

**Get Safe Online ‘Scammer Nanas’** initiative in October 2017 -

<https://www.getsafeonline.org/scammernanas/>

**City of London Police’s identity theft prevention** campaign in summer 2017 - customised graphics provided for Hampshire Constabulary. Click on the Google Drive link below to download the graphics:

<https://drive.google.com/drive/folders/0B-oiXugDzyxmeWfXVzFKcDB1OGM>

**Ransomware** in October & July 2017 – an example of City of London Police content attached to this email in a PNG file ‘PROTECT advice for small business and home users.’

# Hampshire Constabulary Facebook page screen grabs

30 August 2017 – 31 August 2017

The screenshot shows the Hampshire Constabulary Facebook page. The main content area includes a post from August 30, 2017, at 01:00, titled "Hampshire Constabulary added a new photo to the album Social Sense Status Photos." The post contains a red graphic with the text "Computer Software Service Fraud" and "REMOTE ACCESS". Below the graphic, it asks "How does it work?" and provides a warning about remote access. The post has 14 shares and 3 comments. A second post from August 30, 2017, at 00:08, is an update stating "Good morning. We pleased to confirm that missing Brian Jacobs has been found safe..." with a "See more" link. The left sidebar shows navigation options: Home, About, Page Rules, Posts, Videos, Photos, Follow @HantsPolice, YouTube, and Community. The right sidebar shows "Contact Us" and "Message" buttons, followed by statistics: 119,413 likes and 118,592 followers. Below this are sections for "About" (Hampshire and the Isle of Wight, 101 non-emergency number, website, and law enforcement agency status), "People" (119,413 likes), "People Also Like" (Daily Echo, Meridian Tonight, BBC South Today), and "Pages liked by this Page" (Brighton & Hove Pride, University of Southampton, KISS - Keep It Safe Southampton).



Facebook post from Hampshire Constabulary (@HantsPolice) dated 31 August at 01:00. The post features a red graphic with the text "Computer Software Service Fraud | How to protect yourself!". The graphic includes three columns of text: "Never reveal your personal or financial details as a result of a cold call.", "Never install any software or visit a website as a result of a cold call.", and "Need professional tech support? Ask your friends or family for recommendations and look online for reviews first. Don't contact companies promoting tech support services via browser pop-ups." The post has 19 shares and is liked by Tracy Vale, Jacqueline Pyle, Andrea Penter, and 15 others.

Below the main post, there is another post from Hampshire Constabulary dated 30 August at 11:11. The text reads: "Online #sextortion involves deception, seduction and manipulation by organised criminals. In Hampshire Constabulary we help protect victims. Find out how on our website, click here: <http://mymsg.eu/2nqj>".

Facebook post from Hampshire Constabulary (@HantsPolice) dated 31 August at 12:00. The post features a red graphic with the text "£600 Average amount of money lost by victims of computer software service fraud". The graphic includes a stack of coins and a warning box: "Never install any software, visit a website, reveal any personal or financial details as a result of a cold call or browser pop-up." The post has 1 share and is liked by Elaine Crosswell, Ryan Scott Rackett, and 2 others.

Below the main post, there is another post from Hampshire Constabulary dated 31 August at 09:25. The text reads: "We are reminding people to be extra vigilant following a report of bogus phone calls from people pretending to be police officers, and conning elderly residents out of thousands of pounds in the New Forest."



# Ransomware

## How does it work?

Ransomware is a form of malicious software (malware) that enables cyber criminals to remotely lock down or encrypt the files on your device. Criminals use ransomware to extort money from you (a ransom), and will claim to restore access to your files or device once you have paid. Ransomware can be delivered in various ways; for example, via attachments in authentic looking emails purporting to be from genuine companies.



### How to protect yourself...

- **Anti-virus**

Use anti-virus software on all of your devices and configure it to automatically update. Run a complete scan of your system to check for any malware infections.
- **Updates**

Install the latest software and app updates on all of your devices. These updates will often contain important security upgrades which help protect your device from viruses and hackers.
- **Backups**

Backup all of your important data to a storage device that won't be left connected to your computer or network, such as an external hard drive, or an online storage service.
- **Emails**

Don't open attachments or click on the links within any unsolicited emails you receive. Spoofed emails purporting to be from a person or company you know of can be used to deliver ransomware.

ActionFraud | SOUTH HAMPSHIRE POLICE | CYBER AWARE | NCA

## **Cybercrime – Cyber-Enabled Fraud’ proactive scrutiny**

I write with reference to the aforementioned proactive scrutiny exercise being undertaken by the Hampshire Police and Crime Panel. I am responding on behalf of Hampshire County Council Trading Standards Service only.

The specific questions posed in the call for evidence, along with any appropriate responses are below.

- 1) *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

Hampshire County Council Trading Standards Service does not believe it is in a position to be able to offer any view on how well the PCC, through working with the Chief Constable, has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud.

- 2) *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

Hampshire County Council Trading Standards Service is a criminal law enforcement agency whose primary purpose is to protect consumers as a whole, whilst maintaining a level playing field for legitimate business to thrive. This is in relation to both High Street and online activity. Whilst this Service works with many partners in this arena, we have had no direct contact from the office of the PCC in this regard.

All Trading Standards Services, including those operated by Portsmouth City Council; Southampton City Council and the Isle of Wight Council, would be able to enhance the partnership approach to tackling cyber fraud, in many ways including, but not limited to, the following:

- i) Complaint information received on a daily basis from the Citizens Advice Consumer Service (CACS), which can be used to identify victims of cyber fraud

- ii) Links with the National Trading Standards e-Crime Team, which can be used to identify and tackle both level 2 and level 3 cyber fraud criminality and Operation Jasper.
  - iii) Links with the National Trading Standards Scams Team, which can offer guidance on safeguarding support for vulnerable members of the community through their role as Chair of the Victims and Vulnerability work stream of the Joint Fraud Taskforce
  - iv) Participation in the annual National Consumer Week education programme which, this year tied in with Cyber Monday and focussed on subscription traps and misleading subscriptions, including online subscription issues. The title of the campaign was 'Not What You Signed Up For?'. Past messaging has also included 'Know Your New Rights' in respect of new consumer rights including digital content;
  - v) Safeguarding support for vulnerable victims of financial abuse that may have been perpetrated through cyber fraud
  - vi) 'Protecting Older Persons' community engagement sessions that include cyber security as part of its content.
- 3) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

Hampshire County Council Trading Standards Service does not believe it is in a position to be able to offer any comment on how well the PCC has engaged with resident to enable them to recognise and, protect themselves from cyber-enabled fraud. This Service would however, encourage greater partnership working between all relevant services that are able to provide such educational messaging to consumers. This is to ensure that a consistent approach is taken and residents are not left confused as to what action they should, or could, take to prevent themselves from becoming victims of cyber fraud.

This would then, in turn, enable greater consistency with national messaging provided by Action Fraud; National Trading Standards e-Crime Team; National Trading Standards Scams Team; Citizens Advice Consumer Service (as part of the Scams Awareness Month annual campaign).

- 4) *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

It is the view of this Service that any priorities must fit with the Serious and Organised Crime Strategy, a Home Office initiative, in order to ensure a consistent approach to reduction of cyber-enabled crime is achieved. It is suggested that the following would be appropriate.

- i) Education – increased educational campaigns but with an emphasis on those sectors who are statistically more likely to fall victim to cyber fraud or, for whom operating in a digital age is more challenging. For example, working with local charity groups such as Age UK who deliver Silver Surfers courses on digital inclusion or, working with Hampshire County Council Libraries who provide courses such as ‘Getting to Know Your iPad’. This would enable such course content to not only focus on the ‘how’ of operating in a digital age but, give greater confidence on how to spot potential pitfalls as well. This would fit with the ‘Prevent’ and ‘Prepare’ outcomes of the Serious and Organised Crime strategy, a Home Office initiative.
  - ii) Intelligence sharing – greater intelligence sharing, where legally permissible, with relevant partners. Improved intelligence capabilities will help targets resources effectively and help reduce possible duplication of effort. This would fit with all four of the outcomes of the Serious and Organised Crime strategy; namely, ‘Pursue’, ‘Prevent’, ‘Protect’ and ‘Prepare’.
  - iii) Improved partnership working in terms of locally; regionally and nationally. Cyber fraud is not necessarily perpetrated upon specific geographic areas but, is potentially global. It is therefore necessary to work with partners on local; regional; national and even international levels, if required, in order to reduce the threat posed within Hampshire and the Isle of Wight. This again, would fit with all four outcomes of the strategy.
- 5) *Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*
- i) Various ‘Black Friday’ and ‘Cyber Monday’ educational campaigns that operate in the run up to Christmas. These can stem from either the enforcement community or the commercial sector.

<https://www.a-cg.org/newsdesk/acg-press-releases>

<https://www.tradingstandards.uk/news-policy/news-room/2017/know-your-rights-and-don-t-lose-out-this-black-friday-weekend>

<https://www.actionfraud.police.uk/calendar>

<http://www.tradingstandardsecrime.org.uk/citizens-advice-warns-consumers-of-trial-offers-on-facebook-and-ebay/>

- ii) Other all year round initiatives designed at increasing awareness of current scams/frauds and encouraging participation in the education of others including:

<https://www.friendsagainstscams.org.uk/>

<http://www.tradingstandardsecrime.org.uk/alerts/>

- 6) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

No, although Hampshire Trading Standards Service is always content to consider how it may best answer any further questions that are put to it.

## **Heckfield Parish Council**

- 1 *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

and

- 2 *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

**Whilst we have a general understanding of the relationships between the PCC and the Chief Constable and others, we do not have any detailed information about the actual work that has been undertaken. For this reason, we do not feel we can comment on these questions.**

- 3 *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

**We are not aware of any information from the PCC sent directly to residents or to parish councils. The Heckfield Parish web site does provide links to Crime Prevention Advice pages that are relevant to our local community.**

**If the PCC passes data to Heckfield Parish Council, we will make sure it is available on our web site. However, we know from access statistics that, in an average month, there are usually no more than 100 visits to the web site and at least 25% of these are concerned with bookings for Heckfield Memorial Hall rather than any other information that we provide.**

**Access to the Crime Prevention Advice pages is very low.**

- 4 *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

**We believe that prevention is better than cure, so regular updates on current threats with advice on appropriate avoidance action is a priority. Hopefully the updates would include information on things like “telephone scams” as well as threats to computers, tablets and phones.**

**Even though the Heckfield parish web site is not as much used as we would like, we can publish any information we receive very quickly. Over time, we hope to persuade local**

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**residents to visit the web site more often and this should allow us to pass on warnings as soon as they are available.**

**We already provide “email notifications” for certain events like News Items.**

- 5 *Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

**None that we have identified.**

- 6 *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

**Not at present.**

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**Hythe and Dibden Parish Council**

- 1) *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

As a Parish council that has committed to working to improve community safety within this Parish we actively work to capacity build our community to being as resistant as possible to cyber crime. We are not aware of any operational policing plans that are targeted at cyber crime.

Policing provision could be improved by providing 'partners' with key messages, requests for intelligence, and target hardening actions to be delivered in partnership where the partners are willing and able to assist.

- 2) *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

Please see our answer to question 1. We have received no information/approaches from the PCC or his office

- 3) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

We have not seen any information from the PCC so we would have to answer that the PCC has not engaged with residents in so far as we are aware. As an example on how to improve, from our view point it is probably to start working on this and starting communication.

- 4) *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

- Toolkit for partners to deliver according to chronology
- Staying safe when using social media and live apps (young people particularly)
- Look after your family and friends who might not be as suspicious, when banking online
- Local trends information

- 5) *Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

Yes – we operate a number of messaging systems that can reach thousands of people. If we are provided the intelligence we can warn people what to look out for

- 6) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

No



**Police and Crime Commissioner for Hampshire and IOW**



**POLICE & CRIME  
COMMISSIONER**

Serving  
Hampshire  
Isle of Wight  
Portsmouth  
Southampton

RESPONSE TO

Hampshire Police and Crime Panel's

**Proactive Scrutiny**

Cybercrime – Cyber-Enabled Fraud

<b>Date</b>	13 <sup>th</sup> December 2017
<b>Enquiries To</b>	Office of the Police and Crime Commissioner for Hampshire, St. George's Chambers, St. George's Street, Winchester, Hampshire, SO23 8AJ – <a href="mailto:opcc@hampshire.pnn.police.uk">opcc@hampshire.pnn.police.uk</a>  <a href="http://www.hampshire-pcc.gov.uk">www.hampshire-pcc.gov.uk</a>  Tel: 01962 871595

**Context**

The Commissioners' Police and Crime Plan outlines the strategy and intentions to be undertaken during the Commissioners' term in office. It is the Delivery Plan which outlines the different strands of work being undertaken by the office, in which cybercrime and cyber enabled fraud is to be delivered upon.

Due to the range of factors that may indicate vulnerability to cybercrimes such as personal and/or family circumstance, to economic circumstance, this generates a vast opportunity for those who wish us harm to exploit such vulnerabilities.

In order to keep our communities SAFER, a multiagency approach, while utilising community responsibility and resolve will all play a part in both tackling and in the delivery of raising awareness, protecting and preventing fraud and cybercrimes to those in Hampshire, Isle of Wight, Portsmouth and Southampton.

Traditional crimes which can be increased in scale or reach by the use of computers, computer networks or other forms of technology are known as cyber enabled crimes, in which cyber enabled fraud is a part of.

Under-reporting continues to obscure the full impact of cybercrime. In 2015 the Office of National Statistics (ONS) trialled the inclusion of cybercrime in the annual Crime Survey for England and Wales (CSEW) for the first time. The ONS estimated that there were 2.46million cyber incidents and 2.11million victims of cybercrime in the UK in 2015. These figures highlight the clear shortfall in established reporting, with only 16,349 cyber-dependent and approximately 700,000 cyber-enabled incidents reported to Action Fraud over the same period. In the year to September 2016 there were an estimated 1.9 million incidents of cyber-related fraud in England and Wales. The true cost of online fraud is unknown, but is likely to be billions of pounds a year. While estimates can be made on the financial cost of online fraud, the emotional impact on victims is much more difficult to assess.

Cybercrime activity is growing fast and evolving at pace, becoming both more aggressive and technically proficient. Although general cyber awareness is improving in the UK, there remains a lack of understanding of cybercrimes, including cyber enabled fraud.

Here in Hampshire, Isle of Wight, Portsmouth and Southampton from October 2016 to March 2017 there were 541 recorded fraud cases linked with online shopping and auctions. During this same time period, of cyber enabled fraud reports 28% were through the use of a phone, 14% through email and 13% via online sales.

In 2016 the Home Office set up the Joint Fraud Taskforce to improve collaboration between all bodies in tackling online fraud. With many national organisations dedicating their work to the awareness raising and prevention of fraud and cybercrimes such as Action Fraud and Take Five, fraud and cybercrimes are recognised as a priority area in which continued resource and investment is required.

*1) How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?*

The growth of the internet and advances in digital technologies have created great opportunities for innovation and economic growth, but also more opportunities for online crime.

Cyber enabled fraud is on the Constabulary's Force Control Strategy, with a dedicated team to investigate and tackle this high priority crime. As reported by the All Select Committee into online fraud, it is those more vulnerable where cyber enabled fraud can have the biggest impact, reports that elderly people can suffer real harm and stop using their computers, unplug their phones and, in the worst cases, end up in care homes because they have been victims.

It is through both formal and informal meetings with the Chief Constable where the Police and Crime Commissioner holds the Chief Constable to account, ensuring that the strategic direction is translated into frontline operational policing.

It is for the Chief Constable to deploy her resources as she sees fit, delivering upon the PCCs strategic plans for keeping our communities SAFER. Force performance is monitored, emerging issues and threats are scrutinised to allow effective and efficient responses and actions to be taken by both the Constabulary and the PCCs team.

*2) How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?*

It has been vital to gain an understanding of the work being undertaken by Hampshire Constabulary in relation to cyber and fraud, this was undertaken via a scoping exercise through the summer and autumn of this year.

The world of cyber and fraud is vast, encompassing a wide range of policing teams (under Protect, Prevent, Pursue and Prepare) and organisations both locally and nationally. Cyber enabled fraud is one fraud type amongst the many types of fraud our residents fall victim to.

It is for the PCCs office to develop partnerships and build upon our existing relationships. We recognise there is always more that can be done, casting our net as far and wide to further our joined-up approach.

Here at the PPCs office we facilitate the strand of cyber enabled fraud, we are not the leads but here to support and empower not only the Constabulary but partners and organisations, feeding into National strategy to deliver locally.

*3) What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?*

Both Cyber and Fraud are key areas within the PCCs delivery plan in which both the Commissioner and his office are dedicated to ensure those in our communities are aware of the risks associated with such crimes, where to seek support and raise awareness in their own communities.

Hampshire Constabulary's Communications team and the PCCs Communications team are developing their working relationship to better coordinate campaigns jointly and collaboratively, developing and building upon the landscape of cyber and fraud,

including cyber enabled fraud. The first jointly developed online campaign around 'online shopping' and the related fraud and cybercrimes is currently underway.

Our Communications and Engagement team share online national and local messages around raising awareness of fraud and cybercrimes. While attending recent older person's fayres in Hayling Island, Fareham, Gosport and the older drivers awareness event in West End, we engaged with local communities specifically around fraud and cyber enabled crimes. Here we gathered volunteers for focus groups who are keen to support the development of resources and campaigns, being targeted to vulnerable groups such older people in relation to fraud and cyber enabled crimes. As an office we will develop resources appropriate to the demand we hear from our local communities, to reach a wide range of our communities and the diverse needs of our residents.

We are jointly working with Hampshire Constabulary in the public launch of Operation Signature in March 2018. This operation is currently active across the force, seeking to protect those falling victim to fraud. This will include cyber enabled fraud.

*4) What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?*

The PCC will continue to consult and engage with the residents of Hampshire, Isle of Wight, Portsmouth and Southampton. Fraud and Cyber enabled crimes effect and impact a wide range of our communities, not just those traditionally targeted for such crimes.

It is the extensive under reporting of fraud and cyber enabled crimes which has led us to invest in developing a cyber survey to help shape the priorities of both the PCCs office and the Constabulary, providing evidence of the impact of cybercrimes upon both adults and children across our 14 districts. With the evidence of where there are gaps in knowledge, support services and partner engagement across differing demographics, we can best utilise the resources available to us.

*5) What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?*

The PCC continues to encourage Hampshire Constabulary to work with Action Fraud in preventing and tackling the ever increasing types of fraud and cyber crimes, including cyber enabled fraud.

There is the evolving need to recognise the value the PCC can bring to developing the communications and campaign support with the Constabulary, to extend and be diverse in our messaging, to reach as many of our residents as possible, raising awareness to keep SAFER.

We continue to watch the All Select Public Accounts Committee into 'The growing threat of online fraud' published 6<sup>th</sup> December 2017. With a number of recommendations put forward by the All Select Committee, we watch with significant interest.

## **Public replies**

*How effective do you feel the current policing provision is, within Hampshire and the Isle of Wight, in response to cyber-enabled crime? Can you identify any areas where the PCC could work with the Chief Constable to improve the current approach?*

A1. Unfortunately, I have no knowledge at all of any action(s) that the PCC/HCC are doing to seek out the root causes/sources of the numerous Cybercrimes in our area.

A1. a. Therefore, an obvious area for improvement is multi-directional communications strategy, plan and a very timely and effective implementation. Not a long-winded study to reinvent the wheel, there must be similar communication strategies within HCC/PCC that can be emulated/piggy backed onto.

A1. b. A quick efficient non-complicated/non bureaucratic system/method for residents to communicate potential or actual attempts at Cyber Fraud is desperately needed. Getting in touch with the Action Fraud Office is a nightmare.

*2. How well do you feel the PCC and his office have worked with partners to identify and tackle cyber-enabled fraud, and seek solutions to prevent and reduce the impact this has upon members of the community? Can you identify any opportunities for further partnership working in the future?*

A2. As above unfortunately, I have no knowledge at all of any action(s) that the PCC are doing with partners to seek solutions and prevent cybercrime in our area.

A2. a. Most cyber crime is carried out via telecommunications/broadband internet. The Carriers must be encouraged/shammed into doing their bit to prevent these crimes being carried out using their networks: Computer generated fictional telephone numbers being used by telephone fraudsters like those in the Microsoft and HMRC scams.

A2. b. Communication.

*3. How well has the PCC communicated with you and other local residents to enable you to recognise and protect yourself from cyber-enabled fraud? Can you suggest how the PCC could improve his interaction with local communities in the future?*

A3. Not well at all. See response to Question 1 above.

*4. What actions do you think should be a priority to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

A4. As a priority implement a system/method whereby residents can very quickly communicate attempted or actual cyber crimes and have procedures in place that will react immediately to this "live" intelligence data. Implement an effective communications plan/system that will get to all residents, do not totally rely on IT. 2

*5. Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you are aware of, either within Hampshire and the Isle of Wight or in other areas?*

A5. Not sure at all about the success of the following examples as feedback is non-existent: The high-street banks do regular communications on potential and actual threats via their internet banking system. Action Fraud are doing their bit but with no feedback or follow up on reported attempted/actual cybercrimes.

*6. Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

A 6. Only the following; as senior citizens my wife and I have been repeatedly targeted by scams designed to access our bank accounts: Microsoft, HMRC, not selling surveys etc. We have requested the help of our network provider with exceedingly little success, we have purchased and installed number blockers, however the computer randomly generated telephone number facility gets through. I would therefore like to request the Panel to consider all legal ways to encourage cajole the network providers to use/improve their technology/Customer Service to attack this prevalent and "foul" crimes.

Thank you for this opportunity to share my opinions

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Item 6) Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?

The one obvious thing you should do support free speech by abandoning the pathetic "Hate Crime" concept.

Stop acting as Orwellian Thought Police suppressing any opinion that does not accord with politically correct dogma.

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As a town councillor in Petersfield I received the invitation to provide some feedback to the Hampshire Police and Crime Panel's proactive scrutiny of 'Cybercrime – Cyber-Enabled Fraud'

I fear I have to say I am unaware of any initiatives or advice provided to residents on this topic which would lead me to thinking that the efforts, which I am sure are being made, are not fully effective in getting the message across.

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I have just read through the report on Cybercrime what would be useful to councillors and residents alike is that if there was a dedicated mail box that receivers could send elicit spoof emails to for the police to help monitor it would give all a greater understanding of on line fraud. I often get spoof emails from persons claiming to represent PayPal these I direct to [spoof@paypal.com](mailto:spoof@paypal.com) others are from various banks

even from banks I have no connection with so if links was made readily available for residents to redirect spoof or suspicious emails to this would I feel help reduce cybercrime and not put the entire responsibility on the Police.

The other is constant calls from persons claiming to represent Microsoft and saying I have a computer error or fault if there was a way of collecting the numbers these are sent from then emailing them to the police that would help to in building up the data needed to identify where the calls are coming from and then through international partners tackle them head on..

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### **South West Police Regional Organised Crime Unit**

- *How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?*

The South West Regional Organised Crime Unit have Cyber Crime as a force priority. The Police and LEA's have recognised it is a key threat to safety of the residents in their force areas and take appropriate actions to address this threat risk.

- *How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?*

All Partner agencies and key stakeholder are invited to attend tasking meetings within the SW ROCU. Those meetings will review disruptions taken to counter this threat and review bids for pending operations to make the most efficient use of available resources.

- *What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?*

I cannot answer this question

- *What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?*

I would say that the General public need to be made aware of the threat of cyber -crime, what it looks like to the man in the street and how they can tighten up personal security to help stop being a victim of Cyber crime

- *What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?*

Organised and resourced teams that specifically target Cyber-Criminals. Making vulnerable people and businesses aware of the current threats and malware programmes. Press releases on recently detected attacks and what the general public should look for.

- 7) *Through working with the Chief Constable, how well do you feel the PCC has ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud? Can you identify any areas where the policing provision within Hampshire and the Isle of Wight could be improved?*

I cannot answer this question

- 8) *How effective do you feel the PCC and his office have been in working with partners to ensure a joined-up approach in identifying and tackling cyber-enabled fraud? What opportunities do you feel exist to enhance this partnership approach?*

See above

- 9) *How well has the PCC engaged with residents to enable them to recognise and protect themselves from cyber-enabled fraud? Can you identify further examples of how the PCC might improve this communication in future?*

I cannot answer this question

- 10) *What do you think should be the priorities for action to reduce the threat posed by cyber-enabled crime within Hampshire and the Isle of Wight?*

See above

- 11) *Are there any examples of successful approaches to preventing and tackling cyber-enabled fraud which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

See above

- 12) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Not at this time