



**POLICE & CRIME  
COMMISSIONER**

Serving Hampshire  
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# RESPONSE TO

Hampshire Police and Crime Panel  
recommendations on:

## **Cyber-Enabled Fraud**

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Police and Crime Commissioner's response to Police and Crime Panel recommendations:

- a. The PCC and his office should seek to enhance their engagement with the residents of Hampshire and the IOW in relation to cyber safety and cyber fraud. Consideration should be given to how messages can be targeted to reach the widest possible audience, with a focus on educating the public and local businesses upon how to keep themselves safe from the risk of cyber fraud and encourage the reporting of fraudulent activity.**

Through building upon the public engagement events undertaken throughout 2017, in particular targeting our focus on those more vulnerable to fraud and cyber enabled fraud, attending and raising awareness at the older person's fayres across our region and older driver's week, the PCC and his office have a number of public events lined up. These include the Scam Smart event June 8<sup>th</sup> 2018 hosted by Caroline Dinenage MP, Older Person's Fayre August 3<sup>rd</sup> 2018 hosted by Alan Mak MP, the 55+ Info Fest/Winter Warmth Event 2018 taking place Friday 19<sup>th</sup> October 2018 and our whole month in September 2018 targeted towards Older People. In and alongside all our other engagement events such as our Safer Together events, messaging and keep safe advice is shared and readily available.

We heard at our engagement events from older residents that many do not report acts of fraud committed against them. It is through these public engagement events we reinforce the message to report all fraud and cyber enabled fraud to Hampshire Constabulary. By highlighting the importance to our residents that all fraud types need to be reported to enable a more comprehensive picture of crime across our communities, this in turn helps target resources and awareness campaigns.

We tailor how we engage with our residents to ensure that messaging is heard, relatable and understood. When attending the older person events in 2017, we were informed again and again that printed materials are the preferred method of receiving targeted messages, these can be kept and shared amongst their family and peers, acting as a conversation starter.

- b. Further the PCC and his office should also consider how they might better engage with Town and Parish Councils, to raise the PCC's profile in relation to cyber fraud. Consideration should be given to whether Town and Parish Councils might be willing to support the PCC in his intention to keep communities safer through the dissemination of information within local communities. The evidence would suggest that sharing information in this way may better enable the PCC to access those residents harder to reach through other mediums, and who may therefore be particularly vulnerable to cyber fraud.**

The PCC and his team are in the stages of developing a SAFER pack. This is in partnership with Hampshire Constabulary and Neighbourhood watch. This pack will contain keep safe advice around fraud and cyber enabled fraud, relating to Operation Signature and Operation Liberal. This pack will be available electronically as a downloadable resource for all partners and residents to access.

A short film is also in development highlighting cyber enabled fraud, the victimology of fraud and practical tips on how to keep SAFER.

The pack will also incorporate messaging from Trading Standards, Action Fraud and other organisations raising awareness of fraud related crimes. We are also in the process of working with Hampshire Fire and Rescue Service to develop a fraud/scams insert for the wellbeing packs utilised on welfare visits by HFRS to those who are more vulnerable in our communities.

- c. In his role to support and empower partners, the PCC should continue to encourage and facilitate the sharing of best practice between partners. Through greater sharing of information the PCC should encourage partners to deliver consistent messages Hampshire and IOW wide regarding the approach to tackling cyber fraud and urge members of the public to come forward to report concerns.**

The role of the PCC is to strengthen partnerships and champion community needs. The purpose of the SAFER pack is to bring together both organisations and consistent messaging around fraud and cyber enabled fraud. This will allow for sharing of good practice with differing areas of expertise within the field of fraud, cyber enabled fraud and supporting victims of crime. Through this consistent messaging and united approach we aim to empower residents to report fraud related concerns and incidents.

- d. Through his responsibility to hold the Chief Constable to account, the PCC should regularly review the force's strategic provision for cyber fraud, and assure himself that the Chief Constable's strategic direction will enable Hampshire Constabulary to meet future demand in tackling cyber fraud.**

Fraud is now on the Hampshire Constabulary Force Control Strategy, bringing to the forefront the scale and impact of fraud and cyber enabled fraud across our communities. In holding the Chief Constable to account, the PCC regularly reviews strategic direction of all crimes impacting our communities, working to keep our communities SAFER.

- e. The PCC and his office should review the information currently available within the Commissioner's website for those seeking advice and guidance in relation to staying safer online and/or reporting concerns. This review should also consult Hampshire Constabulary upon the relevance of the information contained within their webpages and consider whether sufficient links are available to enable self referral to partner organisations.**

The PCC's website<sup>1</sup> contains a wide range of crime prevention advice, this is aligned with the force to ensure consistent messaging and routes for reporting crimes and incidents. Crime prevention advice is reviewed to ensure up to date information is made available to both the public and our partners. If there is an

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<sup>1</sup> <https://www.hampshire-pcc.gov.uk/crime-prevention>

area of support and advice that is not included, feedback is welcomed to further enhance our web pages.

- f. That the results of the PCC's cyber survey should be shared with the PCP, in due course, highlighting how the PCC intends to incorporate the findings within the strategic priorities of his Police and Crime Plan.**

Following the evaluation of our Cyber Ambassadors project, the PCC's Performance and Information team will be looking to develop a cyber survey which will be reflective of the SEROCU 2015 cyber survey. The cyber survey is a collaborative project with Hampshire Constabulary's cyber protect and prevent teams. Discussions are already underway around the potential questions that will be posed to the public. The results of the survey will provide our region with a cyber profile, enabling for the more effective and efficient targeting of materials and resources for both the force and the PCC's office.