

## **CORPORATE SCRUTINY COMMITTEE - WORKPLAN SCOPING DOCUMENT**

<b>TOPIC</b>	Scams & Fraud Prevention
<b>PROPOSED COMMITTEE DATE</b>	10 October 2023
<b>BACKGROUND</b>	<p>There are many words used to describe fraud: Scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick. Fraud is when a person lies to you, or ‘scams’ you, to gain an advantage, such as taking your money or learning private information about you. This could be via email, text, phone or in person, either on the street or on your doorstep.</p> <p>In the first half of 2022 alone, criminals stole a total of £609.8 million through scams, according to UK Finance data. In June last year, Citizens Advice warned that more than three quarters of UK adults had been targeted by a scam in 2022 – a 14% increase compared with 2021.</p> <p>The IOW Trading Standards Service originally joined forces with the Police, Fire and Rescue, Age Friendly Island and Citizens Advice Bureau to form a partnership called IWASP (Isle of Wight Against Scams Partnership). These organisations work together to better protect people on the Isle of Wight from scams, doorstep crime, fraud and to support victims.</p>
<b>FOCUS FOR SCRUTINY</b>	<ul style="list-style-type: none"> <li>• How would the Council describe the current status of personal fraud on the Island?</li> <li>• How do the Council make the public aware of how to report personal fraud?</li> <li>• Cases of personal fraud locally (e.g., any data on prevalence / demographics / types, what the departments encounter, case studies etc.)</li> <li>• Partnership-working with other stakeholders (e.g., internally with other Council departments, Police, victim support, voluntary sector) around this issue.</li> <li>• How does the Council highlight this issue and help in reducing the risk of people becoming a victim of personal fraud (e.g., anti-fraud campaigns / messages, examples of best practice from other Local Authorities in tackling this)?</li> <li>• Any Council-specific support mechanisms in place for personal fraud victims?</li> <li>• Has there been an impact from COVID-19 on local cases / types?</li> </ul>
<b>EXPECTED BENEFITS/ OUTCOMES</b>	<ul style="list-style-type: none"> <li>• To understand the process for reporting personal fraud offences, including the role of key stakeholders in the handling of cases.</li> <li>• To establish how the public are made aware of the required reporting mechanisms and how this is reinforced by local organisations, including work around reducing the risk of becoming a victim of fraud.</li> <li>• To ascertain the ways in which local victims of fraud are identified and supported.</li> <li>• To identify any local COVID-19-related fraud concerns and whether any targeted awareness-raising / support may be required.</li> </ul>

<b>APPROACH</b>	Committee Report
<b>WITNESSES/ EVIDENCE REQUIRED</b>	Cabinet Member for Community Protection, Regulatory Services and Waste Director of Neighbourhoods Link in with Community Safety Partnership, Adults Safeguarding and Age UK to provide wider picture.
<b>LINKS TO CORPORATE PLAN</b>	<p>Core values Our purpose is to work with and support the Island's community, finding ways to help it to satisfy its needs independently or to provide services directly where necessary. We value:</p> <ol style="list-style-type: none"> <li>1. Being community focused: This means, wherever possible, putting the needs of our residents first.</li> <li>2. Working together: This means engaging realistically with partners to make the most of integrated working, helping communities to help themselves and being a strong council team that delivers on these values.</li> <li>3. Being effective and efficient This means being the best that we can be in how we organise and deliver our services, using all our limited resources wisely and carefully, getting on with things where we can.</li> <li>4. Being fair and transparent This means making decisions based on data and evidence and in an open and accountable way.</li> </ol>