

## **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 (SEROUCU)

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.