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HAMPSHIRE POLICE AND CRIME PANEL

2.00pm – 27 January 2018

Held in Ashburton Hall, Winchester
(Hampshire County Council)

PRESENT

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)
d Ken Carter
(East Hampshire District Council)
p Trevor Cartwright MBE
(Fareham Borough Council)
p Steve Clarke
(New Forest District Council)
a Tonia Craig
(Eastleigh Borough Council)
p Ian Richards
(Test Valley Borough Council)

a Adrian Collett
(Hart District Council)
a Lisa Griffiths
(Winchester City Council)
a Ryan Brent
(Portsmouth City Council)
a Ken Muschamp
(Rushmoor Borough Council)
p Dave Shields
(Southampton City Council)
p Leah Turner
(Havant Borough Council)

Co-opted Members:

Independent Members

p Michael Coombes
p Bob Purkiss MBE

Local Authority

a Reg Barry
p Frank Rust
a Lynne Stagg

At the invitation of the Chairman:

James Payne
Natasha Fletcher
Margaret Filley
Lloyd Tobin

Office of the Police and Crime Commissioner
Office of the Police and Crime Commissioner
Hampshire and Isle of Wight Neighbourhood Watch
Hampshire Constabulary

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 recording for broadcasting purposes.

143. APOLOGIES FOR ABSENCE

Apologies were received from:

- Councillor Reg Barry, Additional Local Authority Co-opted Member
- Councillor Ken Carter, East Hampshire District Council. Councillor Alan Waterhouse was in attendance as his deputy.
- Councillor Adrian Collett, Hart District Council
- Councillor Tonia Craig, Eastleigh Borough Council
- Councillor Lisa Griffiths, Winchester City Council
- Councillor Ken Muschamp, Rushmoor Borough Council
- Councillor Leah Turner, Havant Borough Council

144. 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 Steve Clarke declared a non-pecuniary interest in item four of the agenda. Councillor Clarke declared that he knew the member of the public who had raised a question to the Panel, under item four, through association at his local community speedwatch group and residents association. He further declared that he was aware, before the meeting, of the question which was to be asked.

No further declarations were made.

145. MINUTES OF THE PREVIOUS MEETING

The Minutes from the 6 October 2017 meeting were confirmed as a correct record and signed by the Chair.

146. QUESTIONS AND DEPUTATIONS

One question was received to the meeting.

“Could the P & CC indicate his support or otherwise for Community Speedwatch Schemes (CSW) operated by Volunteers. Mr Lane has been reported as suggesting that Speedwatch Schemes present a difficulty and as a result, Schemes may not be as successful as they could be in helping cut speeds in residential areas. Recent restrictions placed on Schemes, have resulted in sessions being cancelled and this has a detrimental impact of improving safety.”

(For example, limits being placed on maximum Public Liability for Volunteers to £50,000!)"

The member of the public who had submitted the question joined the meeting to ask it and provided further context to his request:

"Rightly or wrongly, correctly or incorrectly you have been quoted as making remarks which could be construed as not being supportive of the of the voluntary speedwatch schemes across the county"

In New Milton we have encountered numerous problems in relation to CSW Operation – mainly in the areas of lack of feedback from our operations, questions relation to public liability insurance and the and the selection of sites for approved CSW monitoring. We accept that locally our safer neighbourhood teams are stretched to the limit.

I would like to ask you sir whether you and your office could investigate a possible partnership with CSW online and consider Hampshire becoming part of the CSW online operation. The CSW online operation is being very successful in both Surrey and Sussex Constabularies and with Kent Police and I am led to believe it is being considered urgently by Thames Valley Police.

Partnership with CSW Online could assist in better supporting our local speedwatch operations and perhaps reduce the time and effort needed to be provided to local CSW operations by the under-resourced local police operations"

James Payne, Chief Executive of the OPCC, responded to question on behalf of the Police and Crime Commissioner:

"The Police and Crime Commissioner wholeheartedly supports members of the community who are volunteering and anything to enhance our support to citizens who are supporting the police will be looked at. I have not been made aware previously of CSW Online but will ask my team to liaise with the other neighbouring forces who you have mentioned to understand more about it. The OPCC are currently developing a tool that seeks to draw together all of the CSW data from the 96 voluntary groups across Hampshire and the Isle of Wight. We hope that the outcome of this analysis will enable us to highlight the impact CSW has had on speeding both within each individual area, and to the Hampshire policing area as a whole. On behalf of the Commissioner I would like to thank all the CSW schemes across Hampshire and the Isle of Wight, including those attending today."

No further questions or deputations were received.

147. TRAFFIC CRIME AND RELATED NUISANCE - RECOMMENDATIONS AND OUTCOMES

The final draft of the outcomes and recommendations from the 'Traffic Crime and related nuisance' proactive scrutiny was presented before the Panel, by the Police and Crime Plan working group.

Following the recommendations proposed, Members of the Plan working group asked a question to the Chief Executive of the OPCC:

“We understand it was agreed during the multi agency meeting held in December 2016, to consider concerns relating to traffic on the A32, that a further meeting was to be held at the OPCC in June. We understand that this meeting has not yet taken place. What are the reasons behind the delay in this meeting being scheduled?”

The Chief Executive explained that this had been a multi-agency meeting and that Hampshire County Council had taken away a number of lead actions to be resolved. Members heard the follow up meeting had been delayed to allow the County Council more time to complete these actions, and that the additional time to reconvene the meeting was factored in to allow the outcomes from these actions to be enhanced. The OPCC felt they had received a good response from the County Council and felt assured that they were updating local communities. It was confirmed that the meeting would be reconvened at an appropriate time.

Members agreed the outcomes and recommendations from the ‘traffic crime and related nuisance’ proactive scrutiny. The Chairman explained that these would be sent to the Police and Crime Commissioner for Hampshire for response.

The Chairman further explained that the Panel’s letter of recommendation would be published on the Panel’s website and shared with those who provided evidence to the review. Further it was heard that a copy of the Panel’s findings would be sent to Nick Hurd MP, Minister of State for Policing and the Fire Service, to the County, Unitary, District and Borough Councils, Town and Parish Councils and be shared with other Police and Crime Panels with whom the Hampshire Police and Crime Panel meet collaboratively.

148. **CYBERCRIME - CYBER FRAUD**

Members heard that this proactive scrutiny session would be focused on the topic of ‘Cyber Fraud’. A scope for this review (see Appendix One to Item Six 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 Two to Item Six in the Minute Book).

The key questions asked of witnesses were:

- 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?

It was heard that this proactive scrutiny session would allow the Panel to scrutinise and support the Commissioner, given his intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber fraud. This scrutiny aimed to consider how the PCC was working with partners to identify and prevent these crimes, and further review how effectively the PCC was holding the Chief Constable to account for ensuring that operational policing plans were reflective of the strategic priority placed upon tackling cyber fraud. It was heard this scrutiny would 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 Chairman explained that the oral evidence giving session would take the format of a witness expert 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 invited to give a short presentation to the Panel discussing the role of their organisation in preventing and tackling cyber fraud. Through these presentations Members heard:

- 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.
- Approximately 1000 victims from Hampshire and the Isle of Wight report fraud each month. Of those reporting 39% were individuals, with the remainder being businesses and organisations.
- Much of this defrauding is taking place online. Identifying that nobody is immune from being defrauded it was recognised by all witnesses that the vulnerability to cyber fraud was wide and so it was important to communicate prevention message to all.
- Dating and sexting are both being exploited by criminals to defraud individuals, with one case recording £130,000 loss to the victim through romance fraud.
- Another area of increasing concern highlighted was mandate fraud, where individuals or businesses are fraudulently persuaded to change a direct debit or other mandated payment to send funds to the perpetrators account.

- Criminals will look to layer their fraud to prevent detection. The constabulary had seen a rise locally of students being targeted and unknowingly agreeing to have high value fraudulently obtained items delivered to their address for a very small monetary value, which would later be collected by the perpetrators. Such activity has worsened the criminal aspect, by engaging others unwittingly into a fraudulent scheme.
- Action Fraud are the nationally agreed body to take reports of fraud and record them before disseminating them to local forces as necessary.
- The criminality elements were the responsibility of Hampshire Constabulary with the OPCC are focussing on educating and informing residents to keep themselves safe online.
- Hampshire Constabulary were one of the first forces to have digital investigation strategies at force level. The force's Digital Investigation team benefits from a Detective Sergeant, four specialist investigators and an individual officer proficient in the understanding of use of the internet and cyber technology. It was heard that this team was an expensive resource, but an essential part of the Constabulary's approach to tackling cyber crime. The officers engaged in the team required a lot of regular training and access to the latest equipment to identify and keep up with criminals.
- It was recognised that due to the growing shift away from traditional crime types and the rapid increase of cyber crime, that cyber offences would need to be mainstreamed by the Constabulary in the future. The complexity and technological elements of digital crime mean that it will remain specialised until a level of understanding exists across the force and to know where they can go to seek specialist advice when needed. It was recognised that the Chief Constable has a significant challenge ahead to meet the changing criminal landscape. The OPCC highlighted that the transformation fund was being considered as a source of funding where possible to support innovation to meet the threat and keep communities safer.
- Op Signature is Hampshire Constabulary's campaign to identify and support vulnerable victims of fraud within the two counties. It was initially developed by Sussex Police in response to scam mail and has since been extended to include all vulnerable victims of fraud. Hampshire is one of six forces who have adopted the scheme with many other forces are looking to adopt it in the near future. The OPCC are jointly working with Hampshire Constabulary and now Hampshire and Isle of Wight Neighbourhood Watch (NHW) in the public launch of Operation Signature in April 2018
- A number of real life examples were provided by the witnesses, highlighting how residents from across the Hampshire policing area were falling victim to cyber fraud, with witnesses demonstrating the impact upon the victims.

- NHW had observed increasing concern from residents regarding the growth of online crime. In response to the concerns of residents a Deputy Chief Constable went into the community and spoke to 100+ residents to raise awareness and provide reassurance regarding the constabularies approach to cyber crime. Residents expressed their appreciation for this engagement by the Constabulary and the recognition of the extent of the problem.
- Following this meeting Hampshire Constabulary invited NHW to work alongside them strategically to raise awareness and spread cyber crime prevention messages and the two organisations have now worked closely for the last two years. Until November 2017, NHW had no engagement with the PCC on the topic. Since that date they have been actively engaged with the PCC and his office and have already held two meetings with them during January.
- 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 took place in December 2017.
- At recent older person's fayres, in late 2017, the older driver's awareness event the OPCC engaged with local communities specifically around fraud and cyber enabled crimes. The OPCC have also visited secondary schools and people working with young children to share cyber safety messages and will be holding their first cyber protect and young person's conference in collaboration with Hampshire Constabulary on January 30th 2018.
- The Constabulary felt the PCC had a genuine interest in the Constabulary and had demonstrated his support of the force's approach.

The Chairman thanked the witnesses for preparing their presentations and sharing their thoughts with the Panel. The expert witness panel were then asked a number of questions relating to the written evidence received. Members heard:

- There is a national publicity campaign due to be rolled out in the spring focussed upon cyber safety. In readiness for this campaign Action Fraud will be rolling out the facility for victims to report incidents of fraud online, as well as to continue reporting by phone.
- OPCC supported Hampshire Constabulary in producing their "Little book of Big scams". This booklet, reproduced with permission of the Metropolitan Police Service, gives help and advice to members of the public on protecting themselves from a wide range of fraud types and encourages reporting of fraud offences. The booklet was handed out and well received at the recent communication events with older residents.
- Compared nationally, Hampshire and the Isle of Wight have seen a higher than average take up of victim support, with the greatest area of uptake being for online shopping fraud. The OPCC are working alongside NHW

and Hampshire Constabulary to identify opportunities to further enhance this take and reach more people.

- If the Constabulary are able to investigate and prosecute the perpetrator/s then they will try and recover the monies lost for the victim. If there is no identified offender then the Constabulary will provide advice on how a victim may be able to recover funds, for example through credit card providers or criminal compensation schemes, but recovery of losses is not always possible.

Mr Bob Purkiss left the meeting at this point.

- NHW explained that their ethos is that crime cannot flourish in communities that care. They've noticed that more and more people are coming forward to discuss concerns around cyber safety. It is felt that more public awareness is needed, not to raise the fear of crime but to help people feel stronger.
- Locally messages have been circulated by the Constabulary and OPCC to encourage residents to report all offences, so ensure that everything is recorded and logged, as it is recognised that cyber crime is significantly under reported.
- Hampshire Constabulary noted that they are working with small to medium business to raise awareness of how they can protect themselves and to provide advice on how to manage a fraudulent incident if it occurs.
- The OPCC is a partner in the Safer Hampshire Business Partnership, led by the Constabulary, Chief Inspector Patrick Holdaway. This group has recently undertaken a Safer Hampshire Business Partnership survey. Their focus has been on encouraging and enabling businesses to protect themselves and gives businesses a network for discussion. The OPCC also explained that they are currently working in partnership with the Federation of Small Businesses.
- It was recognised that sharing best practice is a vital tool, because most cyber fraud offences are preventable if business and residents are well informed and educating on spotting the signs of fraudulent activities. A key focus of communications is helping people to help themselves and to help individuals and business to understanding how to avoid becoming victims.
- Discussion was held around what measures had been put in place to respond to potential system failures in essential public services, following the recent attack on NHS systems. It was heard that detailed refining has been undertaken on any identified vulnerability on hardware and software. Police ICT has changed its management with fundamental reinvestment across the whole of policing with a focus on risk and protection, driven by the PCC.
- Crime is moving online and cyber enabled crime is going increase in impact. It was considered that there would an ongoing increase in cyber crime and the reporting of it over the next 12 months. Crypto currency fraud in particular is anticipated to increase and is a growing area of concern. This area of crime is only expected to grow and education will be vital to prevent and protect our communities and businesses.

Chairman, 13 April 2018

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