

Safer West Sussex Partnership

Digital Crime

Scrutiny Committee 18 November 2022

Francesca Blow, WSCC, Digital Safety Lead,
Community Safety and Wellbeing Team



SAFER
WEST SUSSEX
PARTNERSHIP

Digital Crime – The Safer West Sussex Partnership

- ❖ SWSP Strategic Priority
- ❖ Partnership Delivery
- ❖ Digital Inclusion Access and Safety Strategy



Digital Crime– National Picture



Areas of concern

- * Fraud and computer misuse up 54% during 2021
- * 7-10 year olds self generated sexual imagery up 235% (fastest growing age group of concern)
- * 11-13 year olds however remain biggest age group of self generated sexual abuse imagery
- * High prevalence of violence against women and girls perpetrated in the digital sphere
- * Gaming and links to violent extremism
- * Online risks evolve and change at pace



Digital Crime– local picture



- * Reports of fraud increased during 2021

- * Parent and Carer Online Safety Survey

- * Youth Cabinet views



Digital Safety projects, training and resources

- * Get Safe Online Programme
- * GSO West Sussex Digital Ambassadors
- * Digital Safety Schools Package & training
- * Education for Safeguarding
- * Training packages
- * Staying Safe Online E-newsletter
- * E-learning modules
- * Themed webinars
- * Refugee support

Looking forward – priorities

- * Digital Inclusion Access and Safety Strategy
- * The partnership response is soon to be coordinated through a newly formed Digital Safety Steering Group
- * Increase sign up to schools Digital Safety Package
- * Expand Digital Ambassador network and activity
- * Engage all front line County Council staff and partners with training
- * Increase sign up to the monthly Staying Safe Online E-newsletter
- * Target resource and activity on key trends/areas of concern



**Get Safe Online
Communities, Highways and Environment
Scrutiny Committee 18/11/2022**

**Presented by Maria Booker
Director of Police, MOD and Local Government Programmes,
Get Safe Online**



About Get Safe Online

- Not-for-profit, established 2006.
- Unbiased, factual, easy-to-understand information and advice on protection against online fraud, identity theft, abuse, and the importance of responsible and respectful online behaviours.
- Aimed at individuals, plus dedicated website for small businesses.
- Website is main info repository and 'shop window'.
- *Check a website* tool.
- Campaigns, media, social media, outreach, events, training.
- Grown strong working relationships with private sector, government departments, police forces, regulators, MOD.

GET SAFE ONLINE .org

HOME BLOG NEWS VIDEOS GLOSSARY ABOUT US CONTACT US WALES

Personal Business Search for...

Protecting Your Computer Protecting Yourself Smartphones & Tablets Shopping, Banking & Payments Safeguarding Children Communication & Social Networking

Protect your money from a fraudster.

We'll help you keep your internet and mobile banking safe.

Read our simple, easy-to-follow tips for all the information you need.

#SafeOnlineBanking

New to the internet?
We'll help you stay online with safety and confidence.

Children's gaming
Catch our webinars on helping your child with safe, enjoyable gaming.

Check a website
Determine whether a website is likely to be legitimate or a scam ... before you visit it.

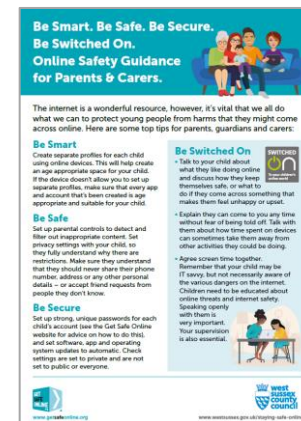
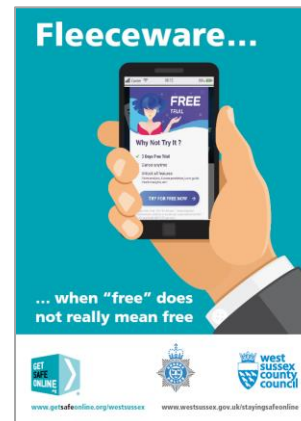
Neighbourhood Alert
Register to receive Neighbourhood Alerts.

Partners and supporters
Meet Get Safe Online's partners and supporters.

Get Safe Online around the world
See where we have Get Safe Online websites in other countries...

The WSCC Get Safe Online Programme

- Monthly co-branded awareness campaigns.
- Resources.
- Live events: e.g. public, student
- Custom assets, e.g.
 - Leaflets on specific topics of local concern.
 - Posters.
 - Device safety advice sheets translated into Ukrainian.
- Hosted webpage with links to WSCC site.
- Digital Ambassador Scheme.



The Digital Ambassador Scheme

- Volunteer-based Digital Ambassador Scheme, based on proven Get Safe Online international model.
- Getting to the heart of communities, by community members:
 - Talks, webinars, 1:1 support, public events, placing ads, editorials in community magazines, blogs.
- Training, resources and ongoing support from Get Safe Online.



Digital Ambassador Scheme



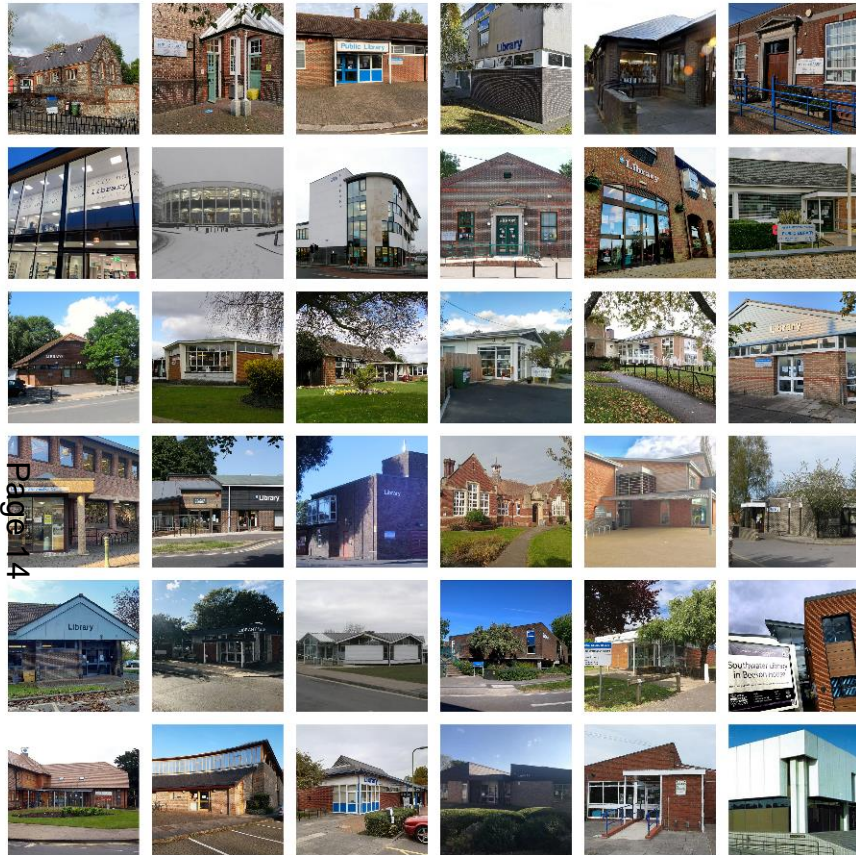
Thank you for your time.

www.getsafeonline.org
www.getsafeonline.org/business

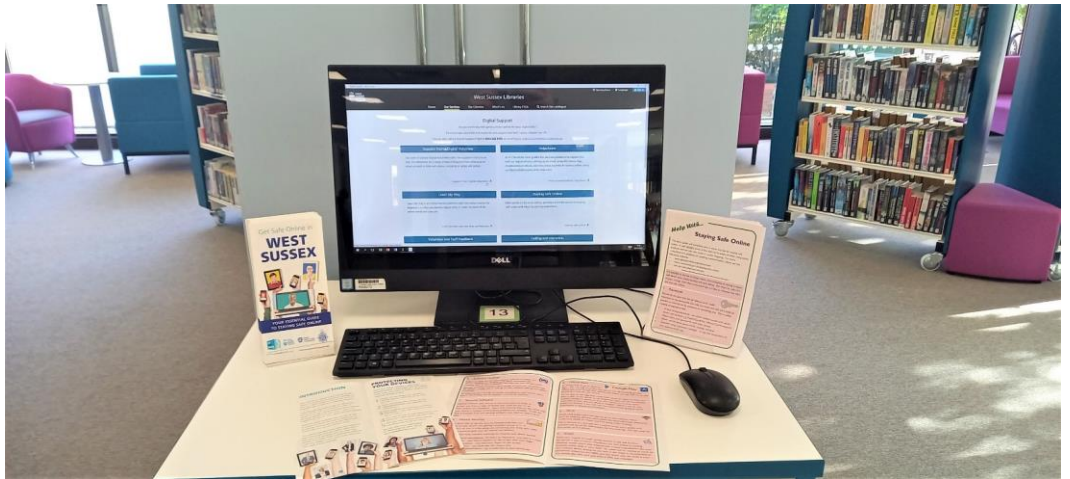
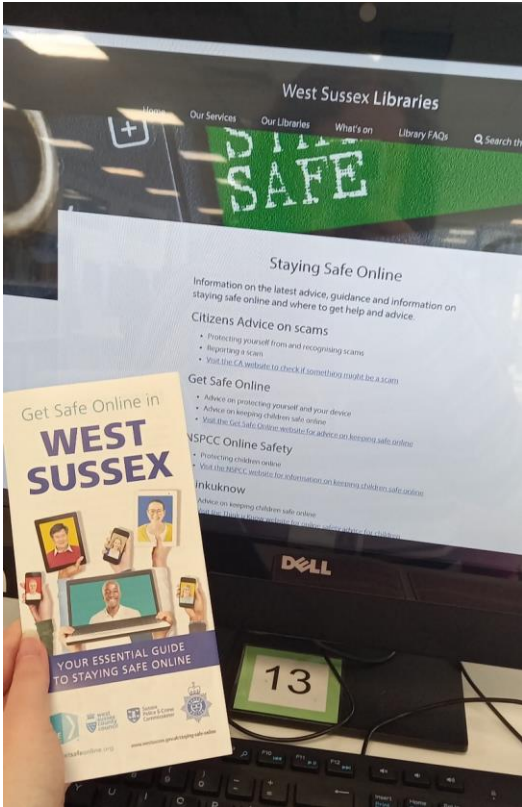
Libraries supporting residents to get online safely

Russell Allen

Head of Libraries & Heritage
Friday 18 November 2022



- 36 libraries
- Open Monday – Saturday
- Free public computers
- Free Wifi
- Trained staff and volunteers





westsussex.gov.uk/libraries West Sussex Libraries @WSCCLibraries

West Sussex Libraries Remote Digital Support



The library service offers remote support for a range of basic digital needs – free of charge!

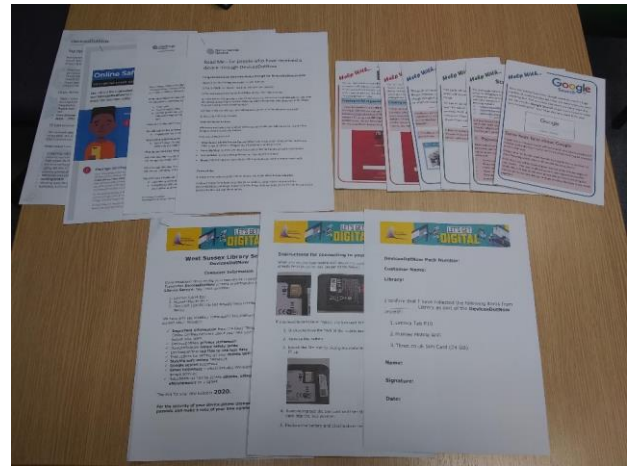
- Getting started with a new tablet, smartphone or laptop
- Staying safe online
- Using email
- Online shopping
- Downloading books & newspapers
- Joining virtual meetings
- Video calling friends & family
- Sending photos



Phone 0330 222 3455
or email library.digital.support@westsussex.gov.uk




LET'S GET DIGITAL



Helping people who are digitally excluded

Customer Case Studies

I've had a text message from my Energy company with a link...?

Is this a genuine email from my bank...?

I've made a new friend in America who needs me to send money online...?

Amazon has emailed me to say my account is £1000 overspent...?

They explain things really well and are always very patient (I'm 84!)

Customer Feedback

I learnt basic skills for using computers and I'm really happy with what I've learned

I've been given advice that boosts my confidence in ways to maintain security

The session helped me setup my iPad to access library books in a helpful, friendly way which didn't make me feel foolish!

Q&A - Clarity Questions



Fraud – Op Signature

PC Bernadette Lawrie BEM



National & Local overview

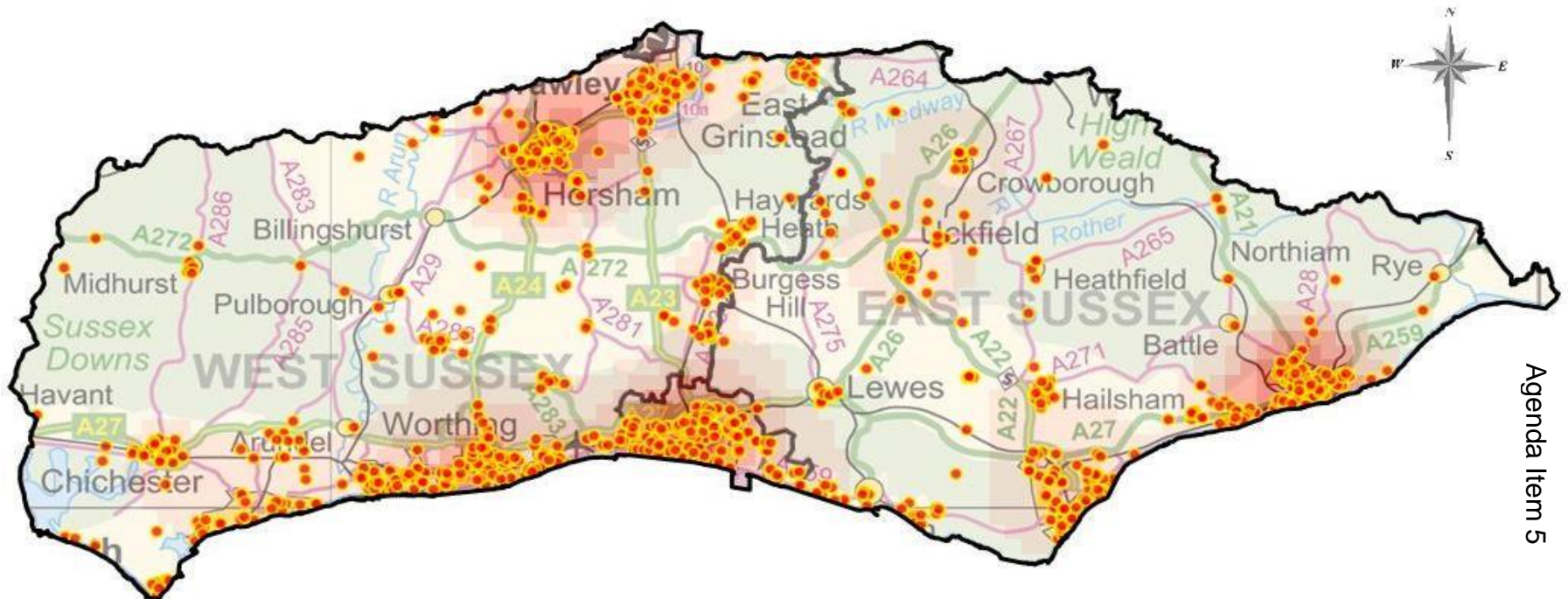
Fraud and scams are the most common and fastest-growing crime types in England and Wales with an estimated 4.5 million offences of fraud recorded last year.

- Almost half of all reported crime is fraud
- 80% is unreported
- It is estimated that the cost of Fraud nationally could be as high as £190 billion per year
- 86% of fraud nationally is facilitated by the use of digital technology, such as the internet and can be committed from anywhere in the world.
- Fraud is a crime often happening behind closed doors, via telephone and online contact, meaning policing needs to rely on the public and partner agencies, including the banking sector, to identify victims and report on their behalf.

Sussex Fraud Profile

Sussex Monthly figures (average) :

- 824 Frauds reported to Action Fraud
- 261 Operation Signature (vulnerable victims)
- 563 Volunteer Fraud Prevention Programme (individuals & organisations)



Agenda Item 5

Operation Signature – Vulnerable victims of fraud

What is Operation Signature ?

A standardised internal Police process to identify, protect and support vulnerable victims of fraud – introduced in Sussex in 2014

Vulnerability is treated as a Call for service, for the purposes of Action Fraud reporting

Information sources include Partner referrals, Banking protocol, victims, 3rd parties and Action Fraud

How is vulnerability identified ?

- Contact handlers Question set
- Vulnerability parameters & key word processes

“A person may be considered vulnerable if they are permanently or temporarily unable to care for or protect themselves against harm or exploitation.” Definition agreed by the NVFWG, 2017

- All victims of Romance Fraud are treated as vulnerable



Operation Signature victim process

- Uniformed officer attendance (PC, PCSO, SC)
- Fraud reporting (Action Fraud and NICHE)
- Victim risk assessed for vulnerability (Op Signature SCARF)
- Adult Safeguarding referral (VAAR) where necessary
- Safeguarding measures implemented e.g trueCall , bank notification, next of kin contact (including victims in denial)
- Task to Supervisor for review re: investigative lines of enquiry
- Vulnerable Fraud Caseworkers - Undertake secondary visits to those deemed as medium / high risk. Provide ongoing support, both practical and emotional including with next of kin
- Signposting and referrals for ongoing support to partner services and voluntary agencies – Befriending services, Age UK etc.

Volunteer Fraud Prevention Programme (VFPP)

A team of volunteers have been recruited to contact all victims of fraud (who are not visited by Police under Op Signature), to provide preventative advice and tailored information, as well as access to local fraud prevention events and webinars.

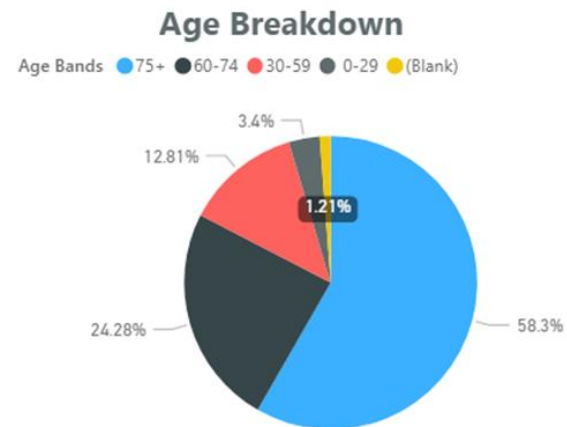
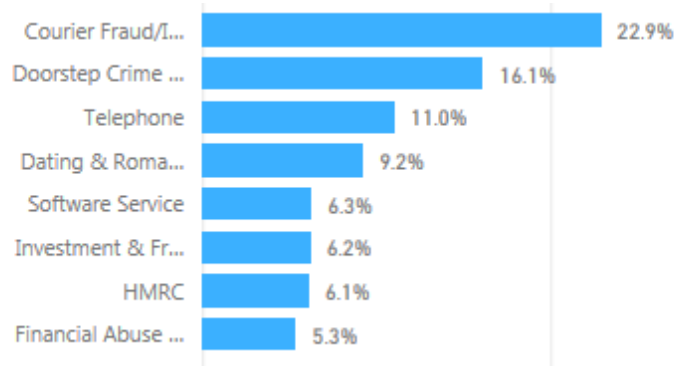
Victims are contacted by email (preferred) or post with an information pack of fraud prevention materials relevant to the fraud that has happened to them.

The VFPP process in Sussex is currently being evaluated and results received from a victim satisfaction survey confirm that it is working well.

- 93% of victims said the Fraud prevention package from VFPP was easy to understand
- 69% of victims said the Fraud prevention package from VFPP was relevant to their needs
- 75% of victims said the Fraud prevention package from VFPP was useful
- 64% of VFPP victim users have talked to family and friends about the risks of fraud or cyber-crime after receiving support

Fraud Dashboard – Power BI

- Sussex Police have developed a Dashboard using Power BI to identify live-time trends, hotspots and provide analytical reports and intelligence assessments using data from Action fraud and Op Signature.
- Provides an all-encompassing fraud profiling mechanism for Sussex and Surrey Police
- This dashboard provides Police with an updated victim profile and crime mapping data which can be used to inform preventative and disruption opportunities
- The data is refreshed weekly, providing live time profiling to assist local teams with hot spotting and targeting specific demographics with activity and messaging
- Quarterly report produced by analysts and shared with Partners via PTTCG



- A Neighbourhood Policing toolkit has been developed, specific for fraud, to target prevention activity and identify opportunities for awareness raising, providing a range of tactical options.
- Monthly fraud newsletter containing emerging frauds distributed online via 'in the know' and in partnership with Neighbourhood Watch
- Ongoing partnership work with WSCC and Get Safe Online around Digital Access, Inclusion and Safety Strategy initiatives for the community
- Contribution to recent Romance fraud webinar

Overview of tackling digital crime from a Trading Standards perspective

Peter Aston & Richard Sargeant

Team Managers
18 November 2022

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Areas of concern

- Product Safety
- Tobacco
- Restricted Products & Underage sales
- Scams – websites, social media
- Food
- Gatwick Meet & Greet

Unsafe Products sold online

- Button Batteries
- Electrical products
- Toys
- Baby Products
- Chainsaw disc



Online Sales of illicit tobacco

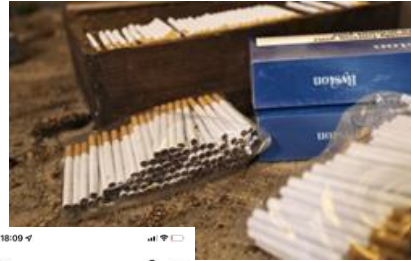


- Disguised social media advertising – “Christmas Tree sticks”



Restricted Products online

- Alcohol
- Tobacco
- Vapes
- Fireworks
- Knives



Coulerful sticks
£10 · In stock
Door drop-off

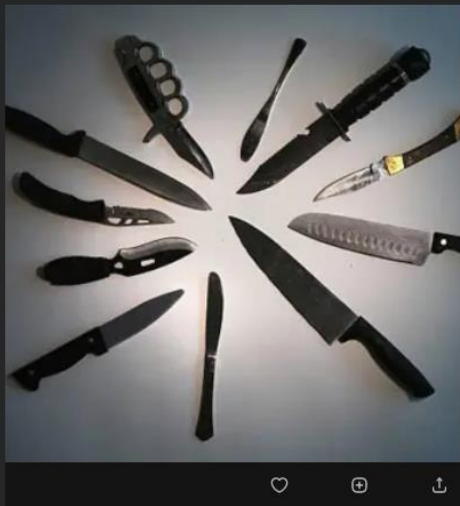
[Message Seller](#)

Alert Save Share Send Offer

Seller information [Seller Details](#)



West Sussex Trading Standards and Sussex Police find prohibited knives for sale to UK customers on online marketplaces



sussexexpress.co.uk - Matt Pole • 173d

Sixteen banned knives, including swords, a blowpipe and flick knives were found on global online marketplaces. Eleven of the sellers were based in the ...

[Read more on sussexexpress.co.uk](#)

More stories from #West Sussex



UK weather: Alert Issued for heavy rain as Met Office warns floods possible

The Independent - Thomas Kingsley



West Sussex dates as Nutcracker tale goes on tour for Christmas

sussexexpress.co.uk - Phil Hewitt



EFL club casting eyes over West Ham coach for managerial vacancy

Football League World - Ben Wignall



Missing mother, 18, and her one-year-old daughter are both found safe after going missing on Thursday

dailymail.co.uk - Elena Salvoni

[See more](#)

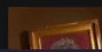
Related storyboards



Did Dorothy Kilgallen's Probe of JFK's



Recession odds are up to 65% here's how



Sunday Reads for November 13 2022



In Honor of Iran's Women

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ArjoOrderItem 5

Scams – websites, social media



 shared a link.
Admin · 34 mins
<https://www.ebay.co.uk/.../WW2-BRITISH-ARMY-DI>



Agenda Item 5

Subscriptions



Agenda Item 5

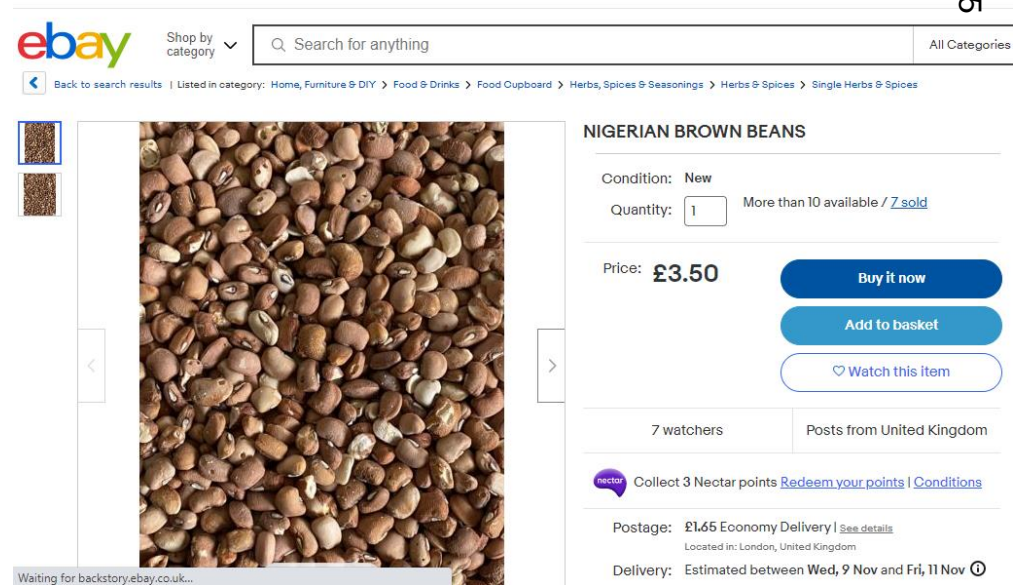


**This is just
some of
the scam
mail
removed
from one
consumer's
home**

Food

Online platforms –

- Challenges of regulating food sellers on platforms like Amazon, Ebay, Instagram
- Often not based in the UK, or not registered as they should be
- Importing direct from 3rd countries with no knowledge of their responsibilities and record keeping often weak, if any.



The screenshot shows an eBay product listing for 'NIGERIAN BROWN BEANS'. The page includes the eBay logo, a search bar, and navigation links. The product title is 'NIGERIAN BROWN BEANS'. The condition is listed as 'New'. The quantity is set to 1, with a note that more than 10 are available and 7 have been sold. The price is £3.50. There are three buttons: 'Buy it now', 'Add to basket', and 'Watch this item'. Below the buttons, it shows '7 watchers' and 'Posts from United Kingdom'. There is a Nectar points offer: 'Collect 3 Nectar points Redeem your points | Conditions'. The postage is £1.65 Economy Delivery, located in London, United Kingdom. The delivery is estimated between Wednesday, 9 Nov and Friday, 11 Nov.

CBD products

- Banned cannaboids
- Removed from website



Gatwick Meet and Greet

- National media coverage
- Website claims e.g. CCTV, secure compound, close to airport
- Often cheapest prices
- Reality is different



Gatwick Meet & Greet



Report

- <https://www.westsussex.gov.uk/business-and-consumers/trading-standards-information-for-consumers/report-an-incident-or-issue-to-trading-standards/>

Speed Limit Policy Review

Chris Stark & Andy Ekinsmyth

18 November 2022

Road Safety Strategy Review

- Executive Task and Finish Group established early 2022
- Key tasks:
 - To review the Road Safety Strategy in the light of persistently high number of KSIs reported in the County Plan
 - To consider what actions can be taken to reduce KSIs to meet the County Plan target.
 - To consider any associated policy documents – e.g. speed limit policy
 - To determine how the requirements of the recently adopted West Sussex Transport Plan and changes to the Highway Code are supported
 - To consider how we work with key partners e.g. Sussex Police

Speed Limit Policy – Why Review?

- A potential review of the speed limit policy was discussed and agreed as required at the County Council Meeting in December 2021
- Speed management is a key part of police enforcement and associated engineering and behavioural change programmes aimed at improving safety on our roads
- The national Active Travel agenda promotes increased levels of cycling and walking for shorter journeys.
- National changes to the Highway Code
- A key deliverable in the approved West Sussex Transport Plan

Speed Limit Policy Summary of Changes

Criteria	2010 Policy	2022 Revision
Average speed data	Required to undertake a speed limit assessment and used to determine a speed limit.	Required in the assessment of a speed limit and used to ascertain whether speed reduction measures may be required to ensure compliance with the average speed criteria.
Average speed criteria	Thresholds based on Circular Roads 1/13 . 20 = 24 30 = 32 40 = 42 50 = 52 60 = 62	Threshold relaxed to allow for a higher speed without the need for additional engineering measures. 20 = 26 30 = 35 40 = 46 50 = 57 Note: no 60mph threshold as only used on dual carriageways and as part of a road safety intervention.
Frontage Development	Extents of property / frontage development used to determine the appropriate speed limit. A village is defined as needing minimum 20 properties / accesses.	There is no longer a requirement for frontage development in determining a speed limit. A village is now defined as "A group of houses and associated buildings with at least one community facility or meeting place focal point such as a church, public house, shop, community hall or green".
Vulnerable road users	Where there is significant risk to VRUs, may influence the speed limit assessment where the speed criterion is met but frontage development criterion is not.	The primary focus for assessing a speed limit is on "Functional Hierarchy" and the way the road is used by a mix of vulnerable road users, used to determine the most suitable speed limit for the road, subject to a speed assessment and need for additional engineering measures.

Speed Limit Policy Summary of Changes 2



Criteria	2010 Policy	2022 Revision
Road Traffic Collisions	Routes with a high incidence of injury collisions assessed and prioritised for lower speed limits as required.	Will need to be factored into every speed limit assessment and consideration given to additional measures where deemed high risk.
Route Length	Recommended minimum length of 600 metres, absolute minimum of 400m.	Recommended minimum length of 600 metres, reduced to 400m when used as a buffer or in a compact village. An absolute minimum of 300m in exceptional circumstances with approval.
Speed reducing engineering measures	Required where speed criterion is not met, to help reduce average speeds.	May be required dependent on average speeds but essential where the road is identified as high risk.
Schools	N/A	Introduces guidance on the opportunity to install a 20mph speed limit outside schools where appropriate to do so.
Quiet Ways	N/A	Allows an option for lower speed limits on rural roads defined as "Quiet Ways".
Existing Infrastructure	Only undertaken as part of future maintenance – often forgotten.	Where a speed limit is reduced existing highway infrastructure must be reviewed and modified to suit the lower speed limit (and included in the delivery of the speed limit).
Exceptions	Rarely applied. Requires Cabinet Member for H&T approval.	Provides the opportunity to discuss and agree speed limits and additional measures (as appropriate) where the speed criteria may not be met.

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Forward Plan Summary

New decision

Decision Maker	Subject Matter	Date
Cabinet Member for Highways and Transport	Funding for the installation of Electric Vehicle Chargepoints	December 2022

Cabinet Member for Highways and Transport

Funding for the installation of Electric Vehicle Chargepoints	
<p>In December 2019, the County Council published its Electric Vehicle (EV) Strategy outlining its ambitions for supporting electric vehicle adoption across the county. Subsequently, the County Council, Arun District Council, Adur and Worthing Councils, Crawley Borough Council, Horsham District Council and Mid Sussex District Council appointed a chargepoint operator (Connected Kerb) to install and operate EV chargepoints on a 100% concession basis.</p> <p>Funding has now been secured, up to £1.8million, from the On-Street Residential Chargepoint Scheme of the Office of Zero Emission Vehicles (OZEV) to deliver up to 550 chargepoints across West Sussex. The grant contributes up to 60% of the installation costs, with the remaining 40% of installation costs being funded by Connected Kerb. The chargepoints will be installed on-street (subject to the Traffic Regulation Order process) and within district/borough council car parks.</p> <p>The Cabinet Member for Highways and Transport will be asked to approve the capital programme allocation for the transfer of the funds to Connected Kerb for the purpose of installing EV chargepoints in West Sussex.</p>	
Decision by	Councillor Joy Dennis
Date added	15 November 2022
Month	December 2022
Consultation/ Representations	<p>No consultees currently identified</p> <p>Representations concerning this proposed decision can be made to the decision maker, via the report author, by the beginning of the month in which the decision is due to be taken.</p>
Background documents (via website)	None
Author	Charlie Allen Tel: 033 022 29303
Contact	Judith Shore Tel: 033 022 26052

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