

Safer West Sussex Partnership

Digital Crime

Scrutiny Committee 18 November 2022

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



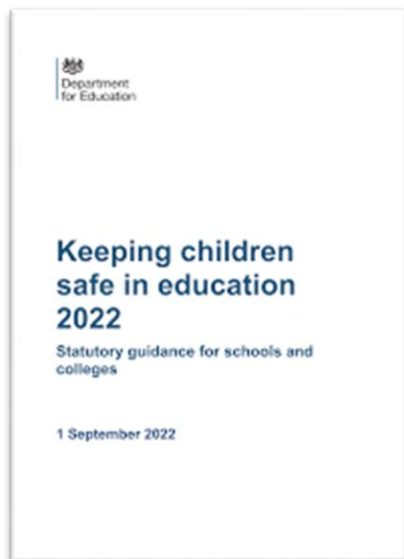
SAFER
WEST SUSSEX
PARTNERSHIP

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.

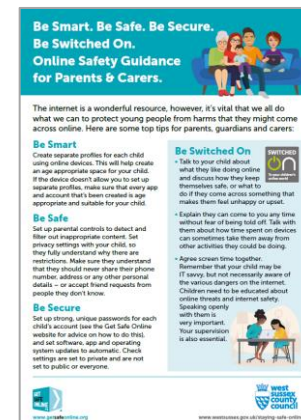
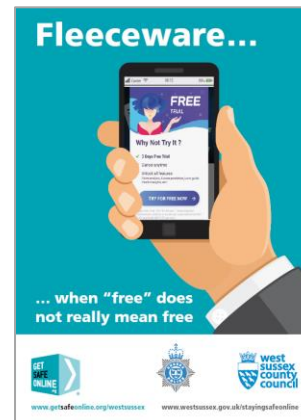
Neighbourhood Alert
Register to receive Neighbourhood Alerts.

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.

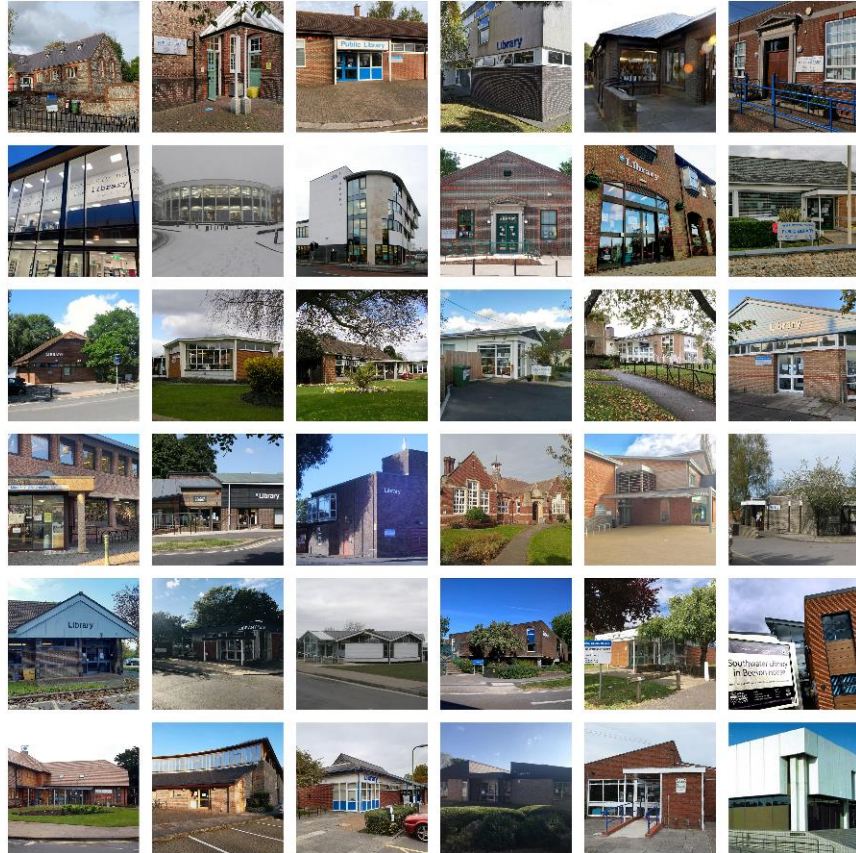
www.getsafeonline.org
www.getsafeonline.org/business



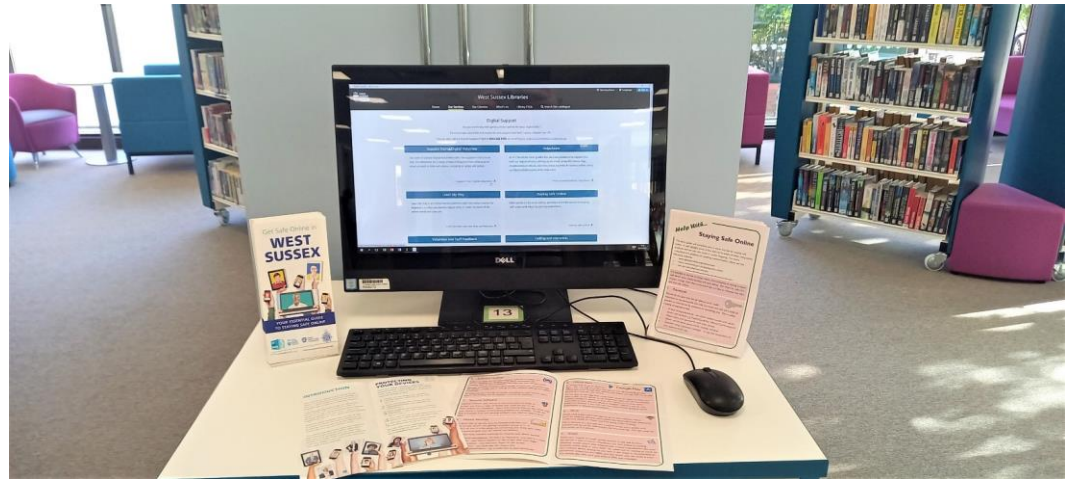
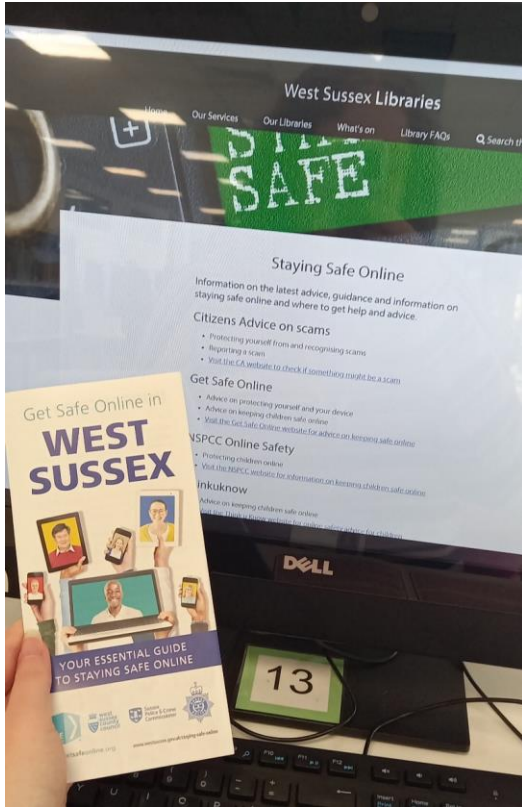
Libraries supporting residents to get online safely

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

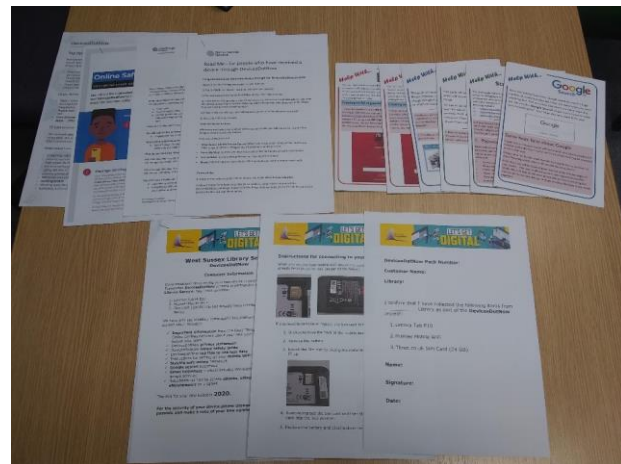


Phone  0330 222 3455
or email  library.digital.support@westsussex.gov.uk




LET'S GET **DIGITAL**

WESTSUSSEX.COUNCIL



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

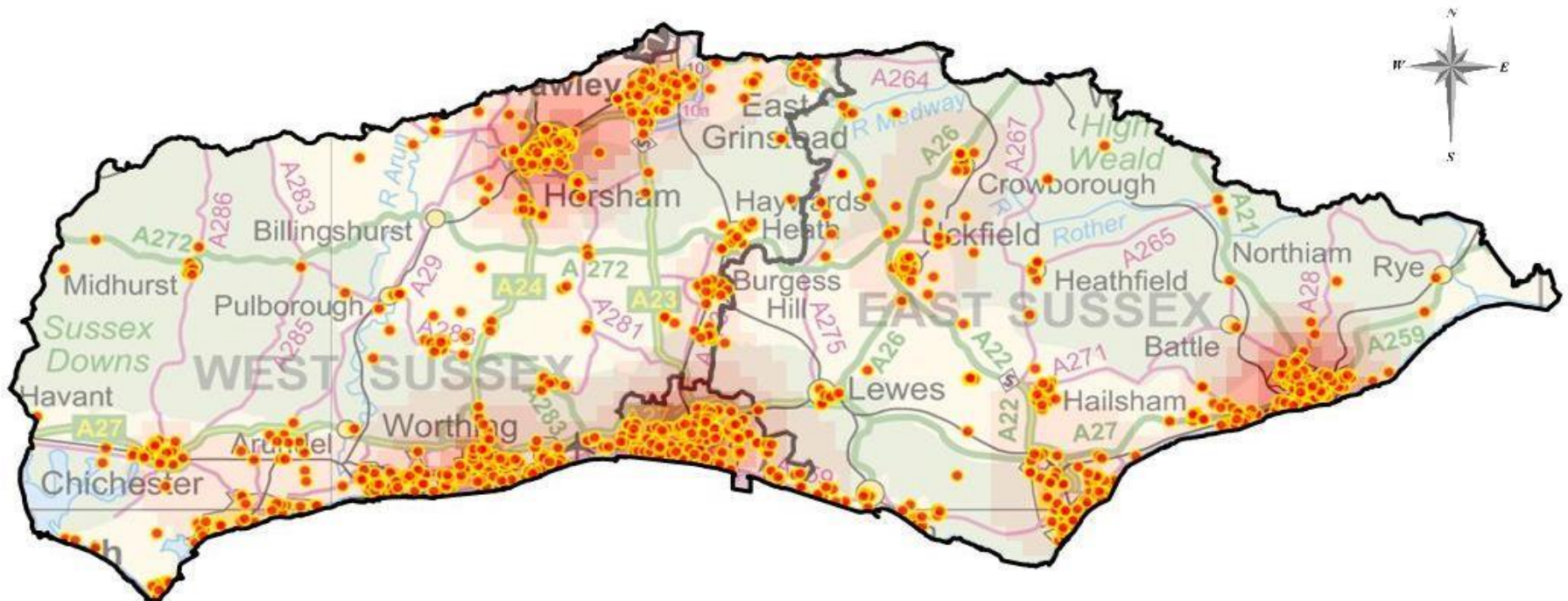
Fraud and scams are the most common and fastest-growing crime types in England and Wales with an estimated 4.5 million offences of fraud recorded last year.

- 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)



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.

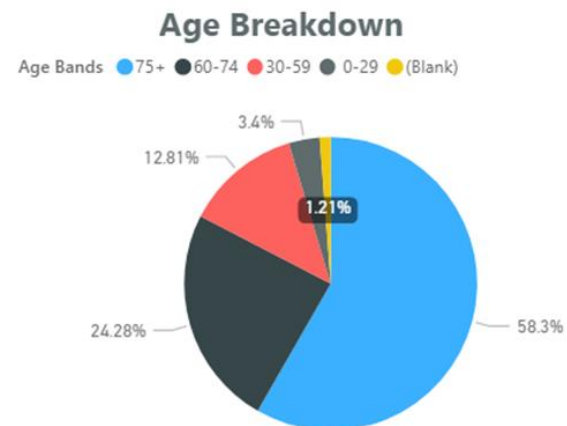
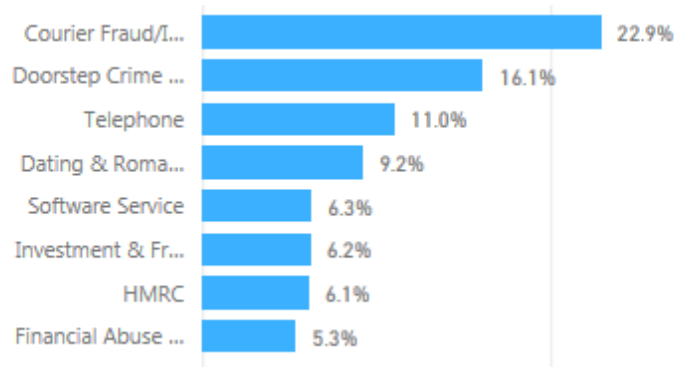
Victims are contacted by email (preferred) or post with an information pack of fraud prevention materials relevant to the fraud that has happened to them.

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



Looking to the future

- 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



www.westsussex.gov.uk

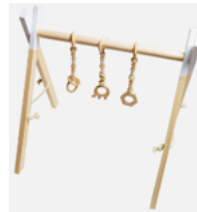
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Areas of concern

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

Unsafe Products sold online

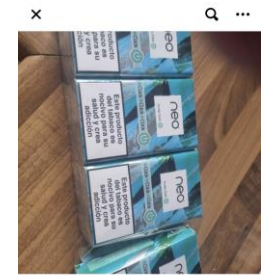
- Button Batteries
- Electrical products
- Toys
- Baby Products
- Chainsaw disc



Online Sales of illicit tobacco



- Disguised social media advertising – “Christmas Tree sticks”



Neo artic click

£15

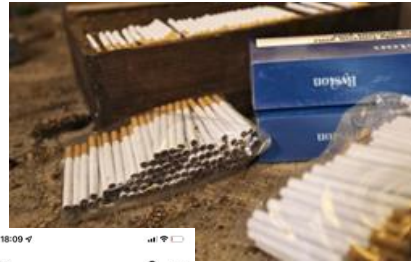
Saved by 7 other shoppers

Message Seller



Restricted Products online

- Alcohol
- Tobacco
- Vapes
- Fireworks
- Knives



Coulerful sticks
£10 · In stock
Door drop-off

[Message Seller](#)

Alert Save Share Send Offer

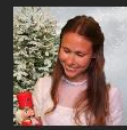


West Sussex Trading Standards and Sussex Police find prohibited knives for sale to UK customers on online marketplaces

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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

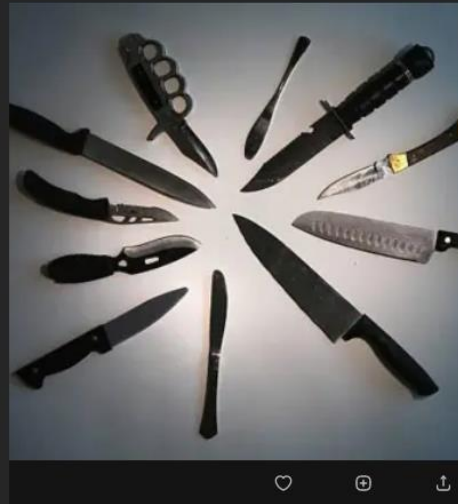


EFL club casting eyes over West Ham coach for managerial vacancy
Football League World - Ben Wignall



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

Related storyboards

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- In Honor of Iran's Women

Scams – websites, social media



 shared a link.
Admin · 34 mins

<https://www.ebay.co.uk/.../WW2-BRITISH-ARMY-DI>



Subscriptions



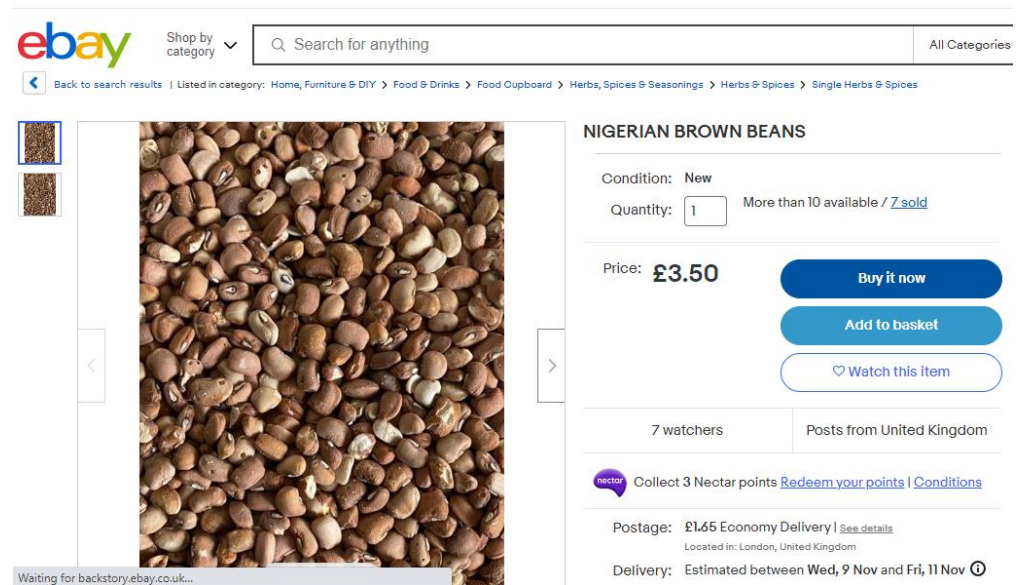


**This is just
some of
the scam
mail
removed
from one
consumers
home**

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 image shows a large quantity of brown beans. The listing details include: Condition: New; Quantity: 1 (with a note 'More than 10 available / 7 sold'); Price: £3.50; Action buttons: 'Buy it now', 'Add to basket', and 'Watch this item'; 7 watchers; Posts from United Kingdom; Nectar points: Collect 3 Nectar points (with links to 'Redeem your points' and 'Conditions'); Postage: £1.65 Economy Delivery (with a link to 'See details'); Location: London, United Kingdom; Delivery: Estimated between Wed, 9 Nov and Fri, 11 Nov.

CBD products

- Banned cannabinoids
- 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/>