

## Agenda Item

### Crime and Disorder Select Committee

14<sup>th</sup> January 2021

## SCRUTINY REVIEW OF FRAUD AWARENESS (PERSONAL)

### Summary

This first evidence-gathering session for the Fraud Awareness (Personal) review is scheduled to receive contributions from representatives of the Local Authority (Trading Standards and Adult Safeguarding), Citizens Advice (Stockton and District Advice and Information Service) and Age UK.

### Detail

1. The Committee will consider separate reports from the Council's Trading Standards and Adult Safeguarding teams reflecting on their involvement and experience in this scrutiny topic. Responses to the following elements contained within the agreed scope for this review have been requested:
  - What is the current status / situation with Action Fraud from the perspective of the Council?
  - How do the Council make the public aware of how to report fraud (personal)?
  - Cases of fraud (personal) locally (e.g. any data on prevalence / demographics / types, what your department encounters, case studies (anonymised))
  - Partnership-working with other stakeholders (e.g. internally with other Council departments, Police, victim support) around this issue.
  - How does the Council highlight this issue and help in reducing the risk of people becoming a victim of fraud (personal) (e.g. anti-fraud campaigns / messages, examples of best practice from other Local Authorities in tackling this)?
  - Any Council-specific support mechanisms in place for fraud (personal) victims?
  - Impact of COVID-19 on local cases / types?
2. The General Manager of Stockton and District Advice and Information Service (SDAIS) will be in attendance to provide a response to the above questions from their organisation's perspective.
3. Similarly, the Chief Executive of Teesside Age UK will be reporting to the Committee on cases of fraud that impact upon older local residents, as well as their work in helping to reduce the risk of people becoming victims.
4. A copy of the agreed scope and plan for this review is included for information.

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