

**APPENDIX 1**  
**ACTION PLAN: Review of Fraud Awareness (Personal)**

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	Representation is made to Action Fraud encouraging the sharing of relevant fraud information with the Local Authority (reflective of this review and in support of the National Trading Standards position).	<p>Prepare background information and first draft of letter to Action Fraud</p> <p>Seek Lead Member approval from Cllr Steve Nelson - Cabinet Member for Access, Communities &amp; Community Safety</p> <p>Final draft of letter to be approved by Lead Member and sent to Action Fraud</p>	<p>Complete preparation and first draft of letter</p> <p>Obtain Lead Member approval</p> <p>Approved letter signed by Lead Member and sent to Action Fraud</p>	<p>Jimmy Jones TS Manager</p> <p>Jimmy Jones TS Manager</p> <p>Jimmy Jones TS Manager</p>	<p>Sept 2021</p> <p>Oct 2021</p> <p>Nov 2021</p>
2	Cleveland Police consider the existing resources it has in place to tackle fraud, with a view to facilitating the disruption and prevention of fraud being committed in the first place, in addition to the investigation and prosecution of such crime.	<p>The force has finite resources and has no plans at present to increase dedicated fraud investigation officers. In the last year however, it has trained additional officer posted on other teams in fraud and has recently trained a number of civilian investigators in fraud investigation. This will greatly increase the capacity to deal with fraud investigations. As part of our Raising Investigatory Standards programme, we have produced advice for officers on fraud investigation and hold drop-in sessions where officers can seek advice from an experienced fraud investigator in order to improve the standards of fraud investigation across the force.</p>	<p>Increase in the number of fraud investigations with a positive outcome and a reduction in fraud victims, especially repeat victims.</p> <p>Enhanced support for the public who are victims of fraud.</p>	Det Insp Jim Forster – Economic Crime Unit	<p>March 2022</p> <p>Ongoing</p>

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3	Cleveland Police maximise the Neighbourhood Policing model to aid in identifying and supporting vulnerable residents, providing regular updates on the latest fraud-related activity and how residents can protect themselves (e.g. utilising the new Office of the Police and Crime Commissioner (OPCC) for Cleveland monthly e-newsletter).	Each month the Neighbourhood police teams receive details of all vulnerable and repeat fraud victims on their area in order to support them and hopefully prevent future victims. VCAS work together with ourselves and support the victims. We have a dedicated Protect officer based within the Cyber Unit who has now commenced a regular webinar for businesses, schools and community groups giving advice on fraud, cyber-crime and online safety. This remit will hopefully grow as time progresses.	Enhanced support for victims of crime.  Better sharing of fraud prevention advice to a wider audience enabling people to take steps to identify a scam and protect themselves.	Det Insp Jim Forster – Economic Crime Unit	Ongoing  March 2022
4	All local partners continue sharing and disseminating key anti-fraud messages, emerging threats, reporting mechanisms and existing fraud-related resources via all available platforms (not just online).	All local partners are committed to sharing and disseminating key anti-fraud messages and information via existing established networks.  Engage with key partners on the Safer Stockton Partnership to encourage a more joined up approach	Better sharing of fraud prevention advice to a wider audience enabling people to take steps to identify a scam and protect themselves.  Increased awareness of key messages on fraud and scams prevention amongst relevant local agencies	Jimmy Jones TS Manager  Craig Willows Community Services Manager	March 2022  Sept 2021
5	Stockton-on-Tees Borough Council includes a regular fraud-related feature in Stockton News which details the latest scams, reinforces reporting routes, and, where possible, highlights the prevalence	Stockton-on-Tees Borough Council is committed to publicising important Trading Standards messages in Stockton News, including key messages on scams awareness and wider fraud protection issues for all	Better sharing of fraud prevention advice to a wider audience enabling people to take steps to identify a scam and protect themselves.	Jimmy Jones TS Manager	Ongoing  <b>Recommendation complete</b>

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	of fraud against particular age-groups, including those under 40 years-old.	age groups, including those under 40 years of age.			
6	Relevant data and key messages for young people around fraud crime be shared with the Council's Bright Minds Big Futures (BMBF) initiative to facilitate strengthened awareness-raising with that specific demographic.	Contact Jane Webb (Community Engagement Manager) to facilitate effective engagement with the Council's BMBF initiative to promote fraud awareness messages amongst young people	Active engagement with the BMBF initiative around scams awareness and fraud prevention advice for young people to help them identify a scam and take steps to protect themselves	Jimmy Jones TS Manager	March 2022
7	The feasibility of supporting Age UK Teesside to extend its provision of digital projects (enabling older people to learn about devices / how to use the internet) in Middlesbrough / Redcar and Cleveland to Stockton-on-Tees is further explored.	Obtain from Age UK Teesside an outline of objectives, specification and costs in relation to a proposed Digital Inclusion Project in Stockton-on-Tees	Receipt of relevant information from Age UK Teesside	Jimmy Jones TS Manager	Sept 2021