

APPENDIX 1

PROGRESS UPDATE: Review of Fraud Awareness (Personal)

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Fraud Awareness (Personal)
Link Officer/s:	Jimmy Jones
Action Plan Agreed:	July 2021

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 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.
Responsibility:	SBC (Jimmy Jones – Trading Standards)
Date:	September 2021
Agreed Action:	Obtain from Age UK Teesside an outline of objectives, specification and costs in relation to a proposed Digital Inclusion Project in Stockton-on-Tees.
Agreed Success Measure:	Receipt of relevant information from Age UK Teesside.
Evidence of Progress (July 2022):	Contact was made with Age UK Teesside and an outline of objectives, specification and costs was obtained in relation to their Digital Inclusion Project by September 2021.
Assessment of Progress (July 2022): (include explanation if required)	1 (Fully Achieved) <i>Although assessed as 'fully achieved', the Committee asked for this to be reviewed again in the future for any changes in funding availability. This action would therefore be re-graded to 'on-track'.</i>
Evidence of Impact (July 2022):	This project was not taken forward due to a lack of available funding.
Evidence of Progress (February 2023):	In looking further into the issue of digital inclusion, it has been established that there is already provision within the Borough. Indeed Stockton-on-Tees Borough Council itself run regular awareness and tutoring sessions. These are carried out within the Computer Suites at the local libraries around the Borough. One-to-one tutoring sessions are available for PCs, laptops, smartphones and iPads including an introduction to the internet, emailing and

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	<p>basic computing. Free tablet and eReader tutoring sessions are also available and you do not need to have library membership to use the service.</p> <p>In addition, a new ‘Databank’ initiative has been launched by the Council through the Fairer Stockton-on-Tees strategic framework for tackling inequalities within the Borough. This new initiative provides free mobile data, calls and texts to vulnerable individual and texts within the Borough. Details of the scheme can be seen on the Council’s website and within this information a scams awareness message has been included, see link at:- A Fairer Stockton-on-Tees - Stockton-on-Tees Borough Council.</p> <p>This local scheme links into the National Databank which provides free data via the Good Things Foundation network of community partners, in partnership with Virgin Media, O2, Vodafone and Three.</p> <p>Within the community other bodies promote and carryout work around the issue of digital inclusion. In particular, Community Connect Stockton-on-Tees (formerly Stockton Service Navigation Project) offers one-to-one or group sessions to help local residents access local groups, activities and services within the community. This includes free sessions on how to use digital media for online shopping, Zoom, GP appointments and supporting people to register, see link:- Community Connect Stockton-on-Tees Healthwatch Stockton (healthwatchstocktonontees.co.uk)</p> <p>Information is also available to people who are already online but who want to boost their confidence. For example, please see links below from Age UK and Barclays Bank’s ‘Digital Eagles’:- Internet and technology learning for older people Age UK Digital Eagles Barclays</p>
Assessment of Progress (February 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (February 2023):	Stockton-on-Tees Borough Council is already carrying out work to address issues around digital inclusion. This work is carried out via the computer suites within the local library services and a new Databank initiative introduced through by the Fairer Stockton-on-Tees framework.

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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