

# THE SENIOR CITIZEN LIAISON TEAM

## Herman Goldstein Award - Submission 2018

### **Section 1: Summary:**

**Title:** Senior Citizen Liaison Team - An alternative, volunteer-based approach to dealing with financial harm offences against the older adult population.

### **Scanning:**

Older adults are often the most vulnerable people in our communities and are frequently targeted by heartless criminals who seek to exploit the inherent fragilities associated with older age, such as ill-health and cognitive impairment, which make them particularly susceptible to fraud and deception-type offences.

A seismic increase in population longevity, coupled with a huge increase in fraud offending, fuelled by a more interconnected global communication situation, has created a 'perfect storm' for deception offences against the vulnerable, elder population.

### **Analysis:**

There are currently 10.3 million people aged 65 and over in the UK, in the next two decades, the number is set to rise by another 50 per cent.

Analysis of fraud offending against the elderly suggests it has flourished due to:

- Significant (up to 95%) underreporting by victims, so repeat victimisation is common.
- Suspects prey upon loneliness, isolation and ill-health, whilst using social-engineering techniques upon their trusting, elderly victims.
- Lack of cohesion by statutory, voluntary and law enforcement agencies to address the issue.
- Victim impact is usually very damaging, including financially, health-wise and socially, causing reluctance to report offences.

### **Response:**

The Problem Analysis Triangle was used to focus protective activities towards victims:

- A Public Presentation Team, which has delivered fraud & senior safety education advice to 100,000's of elders over the 9-years of the initiative.
- A Senior Minority Outreach Team to overcome language, cultural and social barriers to the delivery of safety services.
- Senior Siren Magazine, an elder-safety focused magazine with a readership of 250,000.
- Senior Safety Surgeries, local, 'pop-up' advice clinics for elders who may require advice on staying safe in later-life.
- [www.sclt.us](http://www.sclt.us) – a safety website, which has been specially designed for older adult navigation.

### **Assessment:**

Important to acknowledge quantitative assessment of statistics is difficult due to 95% under-reporting within this crime-type. However, the initiative has used the following assessment actions to appraise impact and effect upon target victim cohort:

- Submission of activities to national & international bodies for assessment as part of accreditation and legitimacy processes.
- Membership of research organisations, such as the IPSCJ<sup>1</sup>, which provide academic appraisal and support and provide a vehicle to share excellence with other agencies.
- Expanded initiative to 2 additional police areas with total of 600,000+ potential beneficiaries.

## **Section 2: Description:**

### **SCANNING:**

#### **The Problem:**

The world is in the midst of a unique and irreversible process of demographic transition that will result in older populations everywhere. As fertility rates decline, the proportion of persons aged 60 and over is expected to double between 2007 and 2050, and their actual number will more than triple, reaching 2 billion by 2050. In most countries, the number of those over 80 is likely to quadruple to nearly 400 million by 2050.

The ageing population is a significant social change issue facing society today. There are currently 10.3 million people aged 65 and over in the United Kingdom. This is an 80 per cent increase over the six decades since 1951, and in the next two decades, the number is set to rise by another 50 per cent. Within that, the number of people aged over 85 is set to double.

Older adults are often the most vulnerable people in our communities and are frequently targeted by heartless criminals who seek to exploit the inherent fragilities associated with older age, such as ill-health, immobility and diminished mental cognition.

With a higher than average proportion of older adults in the population<sup>2</sup> (within Somerset more than half of the population is projected to be aged 65 or older by 2033), older adult crime is having a significant impact upon the most vulnerable citizens in the community.

A survey<sup>3</sup> of people aged 65-years and over, which was conducted by the respected charity, Age UK identified that 53% of the people (aged 65yrs and above) had either been the victims of fraud or had been targeted and had failed to be deceived into parting with money. The survey also found that only approximately 5% of fraud-type deception offences against older persons were ever reported to the authorities. This being caused by a combination of;

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<sup>1</sup> Institute for Public Safety, Crime & Justice (UK) - <http://www.ipscj.org/>

<sup>2</sup> Somerset Intelligence collated by Somerset County Council [www.somersetintelligence.org.uk/older-people/](http://www.somersetintelligence.org.uk/older-people/)

<sup>3</sup> Only the tip of the iceberg: Fraud against older people – Evidence review April 2015 - <https://www.ageuk.org.uk/documents/en-gb/for-professionals/consumer-issues/age%20uk%20only%20the%20tip%20of%20the%20iceberg%20april%202015.pdf?dtrk=true>

embarrassment, intimidation, fear, coercion, concern of loss of independence, etc. from the elderly victims.

Frauds of all types (doorstep, telephone, internet and mail) has a disproportionate effect upon the elderly, who have less ability to overcome the financial losses and often suffer poor health and early mortality due to becoming involved in fraudulent criminal offences.

When it comes to obtaining an accurate assessment of the extent of fraud offences within the population and specifically that which is targeted at the elderly, we find an extremely challenging situation due to the vast non-reporting of fraud offences by victims and by ongoing changes to the way that the government records fraud offences. What can be extrapolated from the Office of National Statistics, England & Wales Crime Survey (Jan 2017), is that there were 5.6-million<sup>4</sup> fraud and computer misuse offences in 2017, an increase of 8% over the previous year.

## **ANALYSIS:**

### **Problem Analysis Triangle<sup>5</sup>:**

By applying the Problem Analysis Triangle (PAT), we were able to analyse the problem of fraud victimisation of the elderly and plot our objectives to address the issue.

### **Location:**

Unlike many other offences against the person, fraud offences almost always occur in the privacy of the victim's own home, usually using a method of intimate communication (email, letter, phone, etc.) Hence it is extremely challenging to target an effective crime-prevention programme at known victims (particularly as 95% of these offences go unreported<sup>6</sup>)

Therefore, it was decided the activities of this initiative would be directed at older adults throughout the regions covered, by engaging with high-density community groups and elder gatherings to deliver the safety education package. This also included targeted delivery of the Senior Siren (safety) magazine through home-meals-delivery services and local neighbourhood-watch schemes in conjunction with our statutory and voluntary partners.

### **Suspect:**

Due to the nature of most fraud offending (doorstep crime excluded), most suspects remain remote to their victims and communication is made via telephone, email, or letter. A very high proportion of these frauds originate outside the national borders of the United Kingdom and suspects are consequently beyond the reach of traditional law enforcement.

Through this initiative, the suspect element of the PAT is addressed by way of educating the victim cohort as to the victimology commonly adopted by suspects in many fraud instances,

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<sup>4</sup> Crime Survey for England and Wales (CSEW) – Office of National Statistics 2016/17

<sup>5</sup> See Annex B for PAT visualisation image

<sup>6</sup> Only the tip of the iceberg: Fraud against older people – Evidence review April 2015

thus assisting potential victims to be prepared and to have a safety regime in place when dealing with possible frauds.

### **Victim:**

A 2015 national survey by the charity Age UK<sup>7</sup> determined that more than half (53%) of those questioned aged 65-years+ had been the victim of a fraud/scam. However, professional experience gleaned over many years of specialised law enforcement suggests that this statistic is most likely an extreme underestimation, with survey results suggesting as many as 95% of elders (and the general population) have been the victim of fraud or attempted fraud.

The financial loss for older victims was nearly twice as much per victim than those from younger age groups and it can be theorized that elder victims on a fixed income have no capacity to replace loss of funds through fraud and hence suffer more profoundly from victimisation. A study<sup>8</sup> into the impact of doorstep crime on older victims has shown that their health declines faster than non-victims of a similar age. The study also found that victims of doorstep crime are 2.4 times more likely to be in residential care two years after the burglary than their non-burgled neighbours

Nearly half (49%) of all those aged 75years+, live alone and 17% of older people have less than weekly contact with family & friends. Those more isolated residents are more vulnerable to fraud, due to their inability to discussing matters with others and seek support.

Assessment of the Fraud Problem Profile<sup>9</sup> for the Avon and Somerset Police area points to 51% of victims being female, 35% being from the 60 – 79 years of age category. Analysis of the profile further shows that the area recorded 5,273 frauds from April – Sept 2016, of which, 37% were perpetuated by means of telephone, 14% by online sales and 13% by mail. The amount lost amounted to £9.5-Million<sup>10</sup> and resulted in 0 (zero) judicial outcomes against offenders.

It is worth reiterating a point made by many others in the world of fraud prevention – that this crime type will not be defeated by way of law enforcement detection, due to its global nature and its intensely personal delivery (i.e. that most victims are targeted within their own homes in a manner where no other person is aware). The issue of fraud being targeted at the elderly will be best met by way of crime-prevention education, delivered directly and in a bespoke manner to the specific victim cohort, taking into account and catering for, the distinct vulnerabilities of the victim cohort (ill-health, mental cognition, etc.)

Clearly those most vulnerable within the elder community, such as those suffering cognitive impairment, such as dementia, would be rendered most at risk from deception-type

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<sup>7</sup> Only the tip of the iceberg: Fraud against older people – Evidence review April 2015

<sup>8</sup> Greater Manchester Police study:

<http://www.gmp.police.uk/content/section.html?readform&s=803408449178D82780257961003E0749>

<sup>9</sup> Fraud Profile attached in annex A

<sup>10</sup> \$13.34-million US Dollars (April 2018 exchange rate)

offending and are most likely not to report their victimisation. 1 in 6 people over the age of 80 have dementia in the UK today<sup>11</sup>.

### **Consequent General and Specific Objectives:**

The challenge for the Senior Citizen Liaison Team project was to achieve the following objectives:

- **To identify financial harm risk and vulnerability in elderly victims and potential victims.**

This involves working in close partnership with other statutory and voluntary agencies to identify victims of financial harm (fraud) and to provide educational opportunities to those deemed highly vulnerable to this crime-type activity (the elder community) and to provide safety interventions where appropriate.

- **To provide a bespoke and uniquely tailored senior safety service to the vulnerable elder community – focusing upon preventing financial harm to victims.**

To be achieved by the implementation of the SCLT Public Presentation Team to deliver local-level crime prevention interventions and quarterly publication of the Senior Siren Magazine (crime prevention and lifestyle magazine). Also promote and facilitate access to senior crime prevention advice via the SCLT website ([www.sclt.us](http://www.sclt.us)).

- **To overcome all barriers, such as language, culture, location, affluence, etc. to provide safety and support to vulnerable elders.**

To be achieved by the implementation of the Senior Minority Outreach Team to provide a highly specialised, crime prevention and victim support service to members of the many and varied, diverse communities, who may be disadvantaged in respect to engaging with traditional safety bodies, due to issues of language or culture.

### **RESPONSE:**

#### **The Initiative Delivery:**

The Senior Citizen Liaison Team (SCLT) initiative is to be an excellent example of how the statutory sector (public services), can work symbiotically with the voluntary sector (charity) to achieve significant results in respect to public safety.

The concept of the SCLT is relatively simple. This is to look at a new way of addressing a burgeoning community safety need (financial harm safety for the elderly), by being innovative and agile in the delivery of a uniquely, bespoke safety service which has been tailored for the target demographic.

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<sup>11</sup> Alzheimer's Society statistics - 2018

This model of intervention goes beyond traditional crime prevention and takes prevention to the socio-micro level. Essentially the initiative identified that elderly people are at enhanced risk of financial harm through the new wave of frauds delivered via telephone, cyber, mail and doorstep. And set about seeking a mechanism to redress the balance in the favour of the targeted community.

In addition to working symbiotically with Avon and Somerset Police (principal police partner), the leadership of the SCLT forged extremely close links with other statutory and voluntary agencies which share the same or similar community safety goals. This included members of the trustee team also holding similar, decision-making roles on such bodies as; Age UK (Charity), Gwent Association of Voluntary Agencies, South West Forum on Ageing and a host of other bodies which were able to offer shared advocacy opportunities for the elder community.

This allowed the initiative to benefit from financial grants & skills-transfer from this highly functioning cohort of allies. The SCLT has always benefited from being highly agile and adaptive and as such utilises the HR and 'back-office' functions of its larger partners (the police agencies), whilst also retaining independence in financial matters and governance as a consequence of its registered charity status.

How this works in effect is that volunteers with the SCLT all register as Police Support Volunteers and hence benefit from the full support of the police HR functions (i.e. administration of expenses, criminal records checks, etc.), whilst their volunteering activities are directed by the SCLT activity co-ordinators.

### **Public Presentation Team (PPT):**

The team engage, face-to-face with 10,000's of the senior community each year with their Public Presentation Team by giving hundreds of crime-busting presentations for seniors at community locations where older adults meet and socialise. The PPT offer a catalogue of highly professional presentations, which include audio/video content, which enthuse and engage audiences from across the wide spectrum of society, from higher-functioning older adult groups, to others who require specialist engagement, such as Alzheimer's and Stroke Groups, who's specific needs are individually catered to.

Such is the success of the PPT, that volunteer presenters have been asked to deliver the safety presentations throughout the UK and in Germany, Holland, and Belgium in law-enforcement conferences, as the innovative and holistic nature of the PPT concept has been extremely widely embraced. Additionally, the PPT have been invited by the Home Office to present at national events throughout the UK, to promote the initiative to other regions and encourage the cross pollination of innovation.

### **Senior Minorities Outreach Team (SMOT):**

In 2012 the SCLT further adapted to the needs of the community by establishing a Senior Minorities Outreach Team, led by volunteers with specialist skills in crossing the boundaries of language & culture, to spread the senior safety message to citizens who may not have

access to other statutory & voluntary agencies (8% of the UK population do not speak English as their main language<sup>12</sup>).

The SMOT has seen volunteers attending community events, such as annual Eid Festivals and the Annual Peace Symposia, as well as participating in cultural charity events and even having volunteers embedded at the annual 3-day Muslim 'Jalsa Salana' (Festival of Faith), where 30,000 adherents of the Ahmadiyya Muslim faith engaged with SCLT volunteers and obtained senior safety advice.

### **The Senior Siren Magazine:**

To engage with the wider senior community, the team produce a free magazine, 'The Senior Siren', which contains crime prevention & victim support information, as well as lifestyle and health advice. The magazine is delivered via a network of volunteers & partner agencies, which ensure the most vulnerable, receive their copy by hand.

The magazine has become one of the most successful magazines of its kind, and is now made available to 250,000 readers nationwide. The team website ([www.sclt.us](http://www.sclt.us)) receives thousands of weekly hits worldwide. In 2018 an audio version of the magazine will be launched for the visually impaired and those who prefer to access the content via the spoken-word method, funding has already been received and it is estimated this project will go 'live' in August.

### **Website Services:**

The SCLT operates an extensive website, [www.sclt.us](http://www.sclt.us), which has been in existence since 2010 and has continued to evolve over the last 8-years. The site contains a wide variety of safety education information, as well as being an easy portal for elders to access the suite of services offered by the initiative. The site has been specifically designed to be easy to navigate and use for the less digitally competent user and receives serves as a centre-point for users and volunteers to keep updated and aware of the activities of the charity.

### **Senior Safety Surgery:**

Additionally, Senior Safety Surgeries have been introduced in 2018 throughout the area of operations. These are essentially pop-up advice surgeries, held in local, public spaces, coffee shops and community locations, where elder citizens can consult with a trained senior safety adviser in regard to fraud prevention and other senior safety matters. Users are frequently referred to other statutory & voluntary agencies, which are able to add value to the lives of the clients. This is yet another example of the benefit of the SCLT initiative extending far beyond traditional law enforcement boundaries to the wider betterment of the community.

### **Funding:**

Coming at a time of shrinking public sector budgets, the initiative was required from its conception, to be 100% self-funding. This was achieved by the team becoming a registered charity<sup>13</sup>

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<sup>12</sup> Office of National Statistics - <http://www.bbc.co.uk/news/uk-21259401>

Initial obstacles included such basic issues as obtaining funding to resource the requirements of the project. This was overcome by recruiting a volunteer accountant to join the leadership team, who brought their professional skills to bear upon the issue. With a funding strategy in place, the initiative achieved all its financial goals by seeking corporate funding and charitable donations from appropriate, grant-funding bodies, which support safety initiatives.

To ensure the long-term financial health of the team, the funding strategy encompassed a cash-generation programme, which included selling advertising space in its highly regarded magazine, as well as charging for services, such as corporate hosting and after-dinner speaking appearances by its Public Presentation Team volunteers.

### **Initiative Identity and Reputation:**

Another issue to overcome was the establishment of recognition of the identity of the initiative and subject-matter expertise to ensure that the efforts of the team were taken seriously and trusted by the target audience and clients. This was achieved by the implementation of a carefully thought-out legitimacy strategy, to bolster the reputation of the team and promote its credentials in its area of business.

Actions to address this area included stridently promoting the successes and achievements of the initiative on a local, regional and national level. This involved nominating the team for a number of highly significant, national recognition processes. These were very successful and resulted in the Prime Minister's Big Society Award<sup>14</sup> (2013), the Queens Award for Voluntary Service<sup>15</sup> (2015) and ultimately the UN Public Service Award<sup>16</sup> (2017) - the most prestigious global recognition of excellence in public service.

These early successes showcased the work and reputation of the initiative and assisted in forming mutually beneficial relationships with partner agencies, who felt confident in working with an organisation, albeit young, but who had received high level, national recognition.

### **The Volunteers:**

The volunteers, of whom there are approximately 20; undertake every function of the delivery of the work of the SCLT. This has included the formation of a board of trustees and the establishment of the initiative as a registered UK charity. The team includes an accountant who acts as treasurer, a musician who performs the role of editor of the magazine and others with transferable skills.

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<sup>13</sup> United Kingdom Charity Commission - Registration Number: 1148383 (2012):

<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithoutPartB.aspx?RegisteredCharityNumber=1148383&SubsidiaryNumber=0>

<sup>14</sup> Prime Minister's Big Society Award: <https://www.gov.uk/government/news/bristol-police-volunteers-win-big-society-award>

<sup>15</sup> Queens Award for Voluntary Service: <http://www.sclt.us/2015-page-62-qavs/4590671184>

<sup>16</sup> UN Public Service Award:

<http://workspace.unpan.org/sites/Internet/Documents/Winners%20by%20categories%202017%20UNPSA.docx.pdf>

Every member of the team is valued and supported to gain skills and qualifications from their experience with the team. An example is the small team of volunteer presenters of the PPT. All have been mentored by an experienced presenter and have been provided with all the equipment required to deliver exceptional quality presentations. All have the opportunity to attend regular training up-skilling sessions and some volunteers have gone on to become members of the Professional Speaking Association, where the skills that they have acquired with the SCLT have been recognised with professional accreditation.

The SCLT is proud to deliver an award-winning crime-prevention and safety-education service in partnership with Avon and Somerset Constabulary, while being 100% self-funding. Interestingly, 75% of the volunteers are also serving members of the UK law enforcement community, proving that the desire to serve the most vulnerable, even when off-duty, is vocational.

## **ASSESSMENT:**

### **Formal Evaluation:**

Evaluation of the provision of services by the Senior Citizen Liaison Team (SCLT) has been ongoing and undertaken regularly as part of the routine management of the initiative. On a formal basis, this takes the form of the annual report which the SCLT is required to make to the United Kingdom Charity Commission. This in itself allows the board of trustees to undertake an assessment of the effectiveness of ongoing projects and allows for consideration around expansion of existing and the commissioning of new services.

Periodically, the SCLT submits its activities for evaluation by assessment bodies, such as the European Institute of Public Administration (EIPA) and the International Crime Prevention Centre (ICPC), who subject the SCLT initiative to peer and strategic review to assess effectiveness and value of the work undertaken. This process has led to the following outcomes:

- Membership of the International Crime Prevention Centre (2016 – Canada)
- Recipient of the Queens Award for Voluntary Service (2015)
- Recipient of the Prime Minister’s Big Society Award (2013) – awarded by David Cameron
- Recipient of the Civil Service Diversity & Equality Award (2014)
- Recipient of the Fighting Fraud Award (2013)
- 1<sup>st</sup> Place winner – United Nations Public Service Award (2017)
- Best Practice Certification – European Public-Sector Awards (2017)

The SCLT actively seeks feedback following every interaction with its client group; this includes sending feedback requests to every group that receives a senior safety presentation from the Public Presentation Team and also encouraging readers of the Senior Siren magazine to share their views on the publication and how to improve its comments for the target audience.

Within the last 12-months, the SCLT initiative has been assessed following a field visit of its operations by a public service expert (Mr Harry Scholtens), of the European Institute of

Public Administration and has also worked with Mr Alberto Mazza<sup>17</sup> of Lugano University, Switzerland, who subjected to SCLT initiative to academic rigour, as part of his thesis for his Master's Degree entitled '*Drivers of Innovation in Public Service Sustainable Development*'.

Traditionally to address a public safety/crime trend/problem, the police and their partners, would have initiated a project involving a redirection of existing or new resources to address the new theme of offending. Due to the constraining financial landscape this was impossible, so to address the situation Avon and Somerset Police took the bold step of forming a team of Police Support Volunteers (unpaid members of the public), to formulate and deliver a package of specifically themed, safety products to cater for the unique needs of the older adult community (Age 55-years+).

The Senior Citizen Liaison Team concept is unique within the United Kingdom and Europe, namely a 100% volunteer team/charity working in strategic alliance with the police service to deliver a public safeguarding service, which has developed holistically over a 9-year period, constantly adapting to the needs and requirements of the client cohort.

Additionally, by offering the volunteering opportunity to existing staff of the parent (police organisations) as well as outside volunteers, it has had the effect of developing the skills of some staff, whilst releasing the potential of other staff members who may not have had the learning opportunity within their core roles. This has encouraged skills transfer between co-workers and also the input of outside volunteers, who cross-pollinate the police volunteer cohort with private sector skills and awareness.

### **Stakeholder involvement**

The core beneficiary demographic of the SCLT are the most vulnerable within the community, namely the elder citizens, who frequently suffer ill-health, mental capacity issues, loneliness and isolation, which affect their ability to access statutory and voluntary services.

The Senior Citizen Liaison Team has a unique position to assist in ensuring that the 'silent voices' of the elder community are heard and acted upon by other statutory and voluntary bodies. This is due to the SCLT being both registered UK charity, as well as being in strategic partnership with several police organisations (Avon & Somerset Police, Gwent Police and Dyfed-Powys Police).

### **Results:**

Crime, by its nature, is often hidden and can be inherently difficult to measure; therefore, official statistics cannot provide a full count of all crime taking place in society. We need to work on the principal that the police and other law enforcement agencies, will not be able to resolve this situation by traditional detection methods alone, but will have to embrace non-traditional innovation and educational avenues to protect the vulnerable.

The Senior Citizen Liaison Team is the only such body of volunteers operating in the UK at this time and due to their specialist awareness of deception crime and its consequences upon the elderly, they are in great demand to assist other policing organisations who are embarking upon similar ventures. This has resulted in the SCLT network now extended to

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<sup>17</sup> Link to Master's Thesis: [http://www.sclt.us/masters-thesis-link/4594266353?preview=Y;use\\_flash=1](http://www.sclt.us/masters-thesis-link/4594266353?preview=Y;use_flash=1)

neighbouring Police areas, where the expertise and skills of the volunteer team has been shared across the wider region.

Although it is notoriously difficult to quantify the success of a preventative programme, particularly within the field of fraud, which is possibly the most under-reported of all crime types, there are some undeniable facts associated with the SCLT initiative which cannot be argued. These include the remarkable achievement of establishing and maintaining a nationally recognised, charitable group, which delivers a quality, financial harm-aversion service to the elder community of South West England and South Wales, for no financial cost to its parent organisations.

Tens of thousands of vulnerable seniors have received face-to-face training and crime prevention advice from one of the team's highly trained presenters and the Senior Siren magazine has been made freely available to millions of potential readers via the printed and electronic versions ([www.sclt.us](http://www.sclt.us)), as well as tens of thousands of hard-to-reach, elder citizens, from a variety of diverse communities, who have had the opportunity to engage with SMOT volunteers in community events, religious gatherings and at annual festivals.

Whilst delivering these services, the members of the initiative have additionally used their access to vulnerable elders to advocate for improvements in their circumstances (through membership of forums and organisation) and have signposted many people to partner agencies who were able to assist in many individual situations (Quote: Mr 'K' (83-years) ~ Local Resident of Bristol ~ "Since meeting the Senior Citizen Liaison Team and being helped by them, we have received over £15,000 of help with redecorating our home and we have been on holiday to the RAF veterans home. I cannot adequately say how much thanks I have for their work").

### **Final Quote:**

European Institute of Public Administration<sup>18</sup> - *"The SCLT jumped with its activities in a black hole and lighted it up with a form of public entrepreneurship that is rare and wonderful to behold"*

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<sup>18</sup> EIPA/EPISA 2017 evaluation comments:  
[http://epsa2017.eu/files/EPISA\\_2017\\_BEST\\_PRACTICES\\_LOCAL\\_LEVEL\\_Revised.pdf](http://epsa2017.eu/files/EPISA_2017_BEST_PRACTICES_LOCAL_LEVEL_Revised.pdf)

### **Section 3: Agency & Officer Information.**

#### **Project Contact:**

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Alternate e-mail: [ashley@sclt.us](mailto:ashley@sclt.us)

Website: [www.sclt.us](http://www.sclt.us)

#### **Key Project Members:**

Detective Sergeant 3359 **Ashley Jones** (Avon & Somerset Police) – Chair of Trustee Board and Initiative Lead Police Support Volunteer

Police Constable 326 **Jon Williams** (Gwent Police). – Lead Police Support Volunteer for the Wales Region and activity coordinator for Gwent Police.

Police Community Support Officer 8044 **Lee Garrett** (Dyfed-Powys Police) – Lead Police Support Volunteer and coordinator for Dyfed-Powys Police.

Police Constable 4098 **Roger Ibrahim** (Avon & Somerset Police). - Lead Police Support Volunteer for the Senior Minority Outreach Team.

Mrs. **Rachael Jones** (Fellow of the Association of Chartered Certified Accountants) – Treasurer & Charity Trustee of the Senior Citizen Liaison Team Charity

# FRAUD PROFILE



REPORTED VOLUMES & LOSSES

**5,273**  
TOTAL CRIMES REPORTED  
APR TO SEP 2016



**£9.5M**  
TOTAL VICTIM LOSSES  
APR TO SEP 2016



**47%**  
OF REPORTS WERE FROM BUSINESSES

**50%**  
OF REPORTS WERE FROM INDIVIDUALS

TOP 3 FRAUDS

BY VOLUME

**1** > **1,114**  
CHEQUE, PLASTIC CARD AND ONLINE BANK ACCOUNTS (NOT PSP)

**2** > **758**  
APPLICATION FRAUD (EXCLUDING MORTGAGES)

**3** > **510**  
COMPUTER SOFTWARE SERVICE FRAUD

BY LOSS

**1** > **£1.4M**  
MANDATE FRAUD

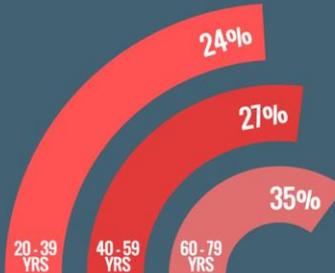
**2** > **£820K**  
OTHER FINANCIAL INVESTMENT

**3** > **£655K**  
FRAUD BY ABUSE OF POSITION OF TRUST

Loss figures of £1m and over, as well as the category 'None of the above', have been excluded. The loss figures have been rounded to the nearest thousand.

NOTABLE VICTIMOLOGY

**51%**  
% OF THE TOTAL LOSS FIGURE  
OF VICTIMS WERE FEMALE



CRIME REFERRALS

**353**

CRIME REFERRALS

**0**

JUDICIAL OUTCOMES

**0%**

JUDICIAL OUTCOMES

ENABLERS



**37%**  
PHONE



**14%**  
ONLINE SALES



**13%**  
EMAIL

NOT PROTECTIVELY MARKED

## Annex B

## Annex C

### Selected testimonial comments:

Sir Mark Sedwill (UK National Security Adviser) ~ Conferring the Fighting Fraud Award upon the SCLT in London 2013) ~ ***“What really strikes you about the SCLT, is that fact that so much has been achieved by people who take pride in volunteering in their own communities”***

Prime Minister David Cameron said - upon awarding the SCLT initiative his Big Society Award in 2013 – ***“The police do a fantastic job keeping people safe but unfortunately tackling crimes like distraction burglaries relies on people having the information and confidence to keep themselves safe. It is great to see officers and volunteers giving up their own time to help raise awareness among older, vulnerable people in the local community to prevent them from becoming victims”***

European Institute of Public Administration – Evaluation comments for the European Public Sector Awards 2017 (SCLT selected as finalist): ***“A fine example of a voluntary initiative supported by many stakeholders. The topic - crime prevention for the elderly - is highly relevant. The SCLT jumped with its activities in a black hole and lighted it up with a form of public entrepreneurship that is rare and wonderful to behold”***

**Annex C: United Nations Public Service Awards 2017 (The Hague - 550 nominations from 62 countries)**

Ashley Jones & Rachael Jones receive the United Nations Public Service Award 1<sup>st</sup> Place trophy from Mr Thomas Gass, UN Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs  
<https://flic.kr/p/VtxBRG> - (Link to HD image)

