

Environmental & Public Protection Scrutiny Committee Task & Finish Group 2019/20

Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS)

Draft Planning & Scoping Document

Task & Finish Objective	To review the Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS)
Context	<ul style="list-style-type: none"> • The Environmental & Public Protection Scrutiny Committee has a key role to play in monitoring services, development of key policies and strategies, as well as identifying areas for improvement or development within their remit. • At its informal Forward Work Programme Development Session held on the 22nd February 2019, the Environmental & Public Protection Scrutiny Committee agreed in principal to undertake a review into the Carmarthenshire County Council Trading Standards initiative – The Financial Exploitation Safeguarding Scheme (FESS). • The FESS initiative fulfils a vital statutory support function for the purposes of compliance with the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations Act 2015 promoting strategies of social and economic wellbeing, reducing poverty and preventing abuse and neglect. • Trading Standards enforce a wide variety of civil and criminal legislation to combat consumer fraud and unfair commercial practices. • Operating a number of local and national financial safeguarding initiatives to address issues surrounding doorstep crime, mass mail fraud, telephone fraud and cybercrime, Trading Standards Services are recognised nationally as a specialist ‘go to’ agency for both Social Services and the Police in relation to fraud, fraud prevention, victim support, civil and criminal redress. • The findings from a recent UK wide pilot study undertaken by Carmarthenshire County Council Trading Standards and recent research undertaken by the Police Foundation, identify a number of inconsistencies in the national response to fraud and several areas for improvement. • Elected Members have raised this as a particular concern for the elderly and vulnerable residents living in Carmarthenshire.

<p>Membership</p>	<p><u>Elected Members</u></p> <ul style="list-style-type: none"> • To be agreed at the Environmental & Public Protection Scrutiny Committee scheduled to take place on 10th June 2019. • Up to 6 Elected Members appointed to reflect the political balance of the Council as whole. <p><u>Advisors / Support Officers</u></p> <ul style="list-style-type: none"> • Roger Edmunds - Consumer & Business Affairs Manager • Huw Lloyd – Lead Trading Standards Officer (Fair Trading) • Heidi Neil – Senior Consumer Protection Officer • Quita Davies – Trading Standards Officer • Andrew Passenger – Trading Standards Officer • Janine Owen – Democratic Services Officer
<p>The scope and main aims of the review</p>	<p>To explore whether the portfolio of crime prevention, victim support and education activities consolidated within the FESS initiative provides an effective strategy to help combat fraud victimisation and promotes corporate health and wellbeing objectives in the wake of the Social Services and Wellbeing Wales Act 2014 and the Wellbeing of Future Generations Act 2015.</p> <p>The aims of the review are to:</p> <ol style="list-style-type: none"> 1. Assess the current training provision, integration of services, information sharing and strategy responses of key stakeholders and to explore opportunities for improvement. 2. Explore whether current service provision is sufficiently robust, consistent, coordinated, non-duplicitous, provides measurable outcomes and presents value for money. 3. Review current prevention strategies and the levels of support provided to fraud victims. 4. Research new ways to raise the profile of the service and to attain recognition of the specialist body of skills, knowledge and support Trading Standards provide to residents of Carmarthenshire. 5. Formulate recommendations for consideration by the Executive Board.

How it will contribute to achieving corporate / community objectives and well-being objectives

Undertaking this review will coincide with the Council's Vision:- *'Life is for living, let's start, live and age well in a healthy, safe and prosperous environment'*

The review will contribute to the following Carmarthenshire's Well-being Objectives from the County Council's Corporate Strategy 2018-23

(<https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf>):

- **Start Well/Live**
 - **Wellbeing Objective 1**

Help to give every child the best start in life and improve their early life
 - Wellbeing Objective 2**

Help children live healthy lifestyles
 - Wellbeing Objective 3**

Continue to improve learner attainment for all
 - Wellbeing Objective 4**

Reduce the number of young adults that are Not in Education, Employment or Training
 - Wellbeing Objective 5**

Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty
 - Wellbeing Objective 6**

Create more jobs and growth throughout the county
 - Wellbeing Objective 8**

Help people live healthy lives (tackling risky behaviour & obesity)
- **Age Well**
 - Wellbeing Objective 9**

Support good connections with friends, family and safer communities

	<p>Wellbeing Objective 10</p> <p>Support the growing numbers of older people to maintaining dignity and independence in their later years</p> <p>Wellbeing Objective 11</p> <p>A Council wide approach to support Ageing Well in Carmarthenshire</p> <p>Wellbeing Objective 15</p> <p>Building a Better Council and Making Better Use of Resources</p>
<p>List of key stakeholders [not exhaustive]</p>	<ul style="list-style-type: none"> • Business and Consumer Affairs Department • Trading Standards • Police (Incidents recorded, feedback) • Community Councils • Trading Standards in Wales • Wales Illegal Money Lending Unit (WIMLU) • Local Authority Housing Teams • Local Authority Social Services Teams • LA Public Protection/ Enforcement Teams • LA Education Teams • Police and Crime Panel • Police and Crime Commissioner • Action Fraud – National Fraud Intelligence Bureau (NFIB) • Public/ Local / private / third sector (as identified) • Others as identified
<p>What information / documents are required to inform the work of the study? [not exhaustive]</p>	<ul style="list-style-type: none"> • Business and Consumer Affairs Business Plan • Budget • Trading Standards data • Complaints and other statistical data in relation to financial fraud • The Police Foundation • Financial Exploitation Safeguarding Scheme (FESS) • Academic Literature • Local and national policy documents.

Timescale for completion of the review

Friday, 10th June 2019

- Draft Planning & Scoping Document to E&PP Scrutiny Committee;
- Membership of Task and Finish group to be agreed.

Research and Evidence Gathering period –
June 2019 to March 2020:-

July 2019– Group Meeting 1

- Agree overall approach for the review
- Draft project plan

September 2019 – Group Meeting 2

October 2019 – Group Meeting 3

December 2019 – Group Meeting 4

February 2020 - Group Meeting 5

17th April 2020

Final Report to Committee