



Denham, Gerrards Cross & Chalfonts Community Board agenda supplement

Date: Thursday 27 January 2022
Time: 6.30 pm
Venue: Virtual meeting via MS Teams.

Agenda Item	Time	Page No
6 Presentation from Trading Standards Trading Standards Officer- Pei-Ling Harper.		3 - 12
7 Verbal update on Community Safety. Community Project Manager- Chris Geen		13 - 18

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

For further information please contact: Clare Gray on , email democracy@buckinghamshire.gov.uk.

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Scam Awareness

Pei-Ling Harper and Aldo Simone
Bucks and Surrey Trading Standards



What do we do?

Buckinghamshire & Surrey
trading standards

- Prevent scams by raising awareness
- Safeguard vulnerable residents from scams
- Support scam victims
- Support Trading Standards Investigations Team
- Work in partnership with other organisations e.g. TVP



Why?

- Credit card, identity and cyber fraud £190bn per year
- Cost to businesses £140 bn per year
- Cost to public sector £31 - 48 bn per year
- Increased number of victims supported during pandemic by 26%
- Organised crime group including terrorism
- **You are 8x more likely to be scammed than to be burgled**



Latest scams

User ID ([REDACTED] @hotmail.co.uk),

Thanks again for joining Amazon-Music. Your free 12-months trial has ended, and you'll be charged £28.99/month starting today.

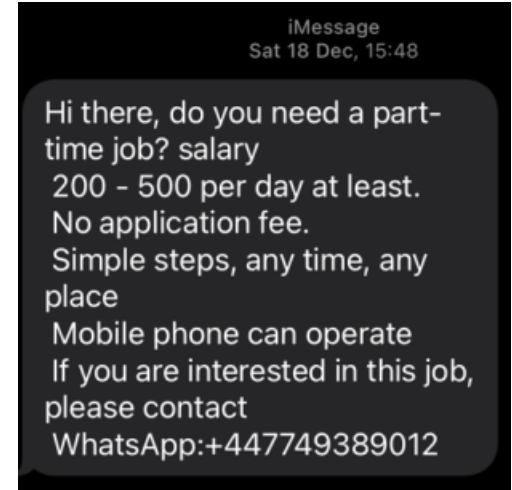
Order details

Order number: 9424171
Receipt date: 2020-07-04

Title	Price
Amazon-Music - Subscription	£25.29
Paid with: ****-****-****-****	Total £28.99 (Includes VAT £3.7)

For details about your subscription, visit Manage Subscriptions on your account.

If you do not want to continue your subscription to Amazon-Music, please go to [Subscription Cancellation & Refund](#) in your account.

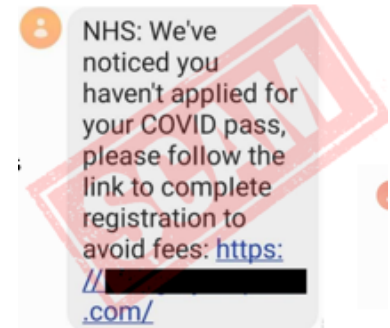
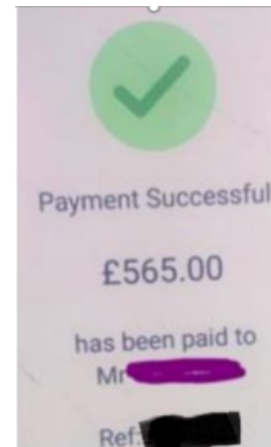


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Text Message
Today 17:16

A new device has been registered. If this was NOT done by you please visit: <https://canceldevice-verification.com> to cancel this.



Safeguard against scams

Buckinghamshire & Surrey
trading standards



1 Never disclose
security details

2 Don't assume
everyone is genuine

3 Don't be rushed

4 Listen to your instincts

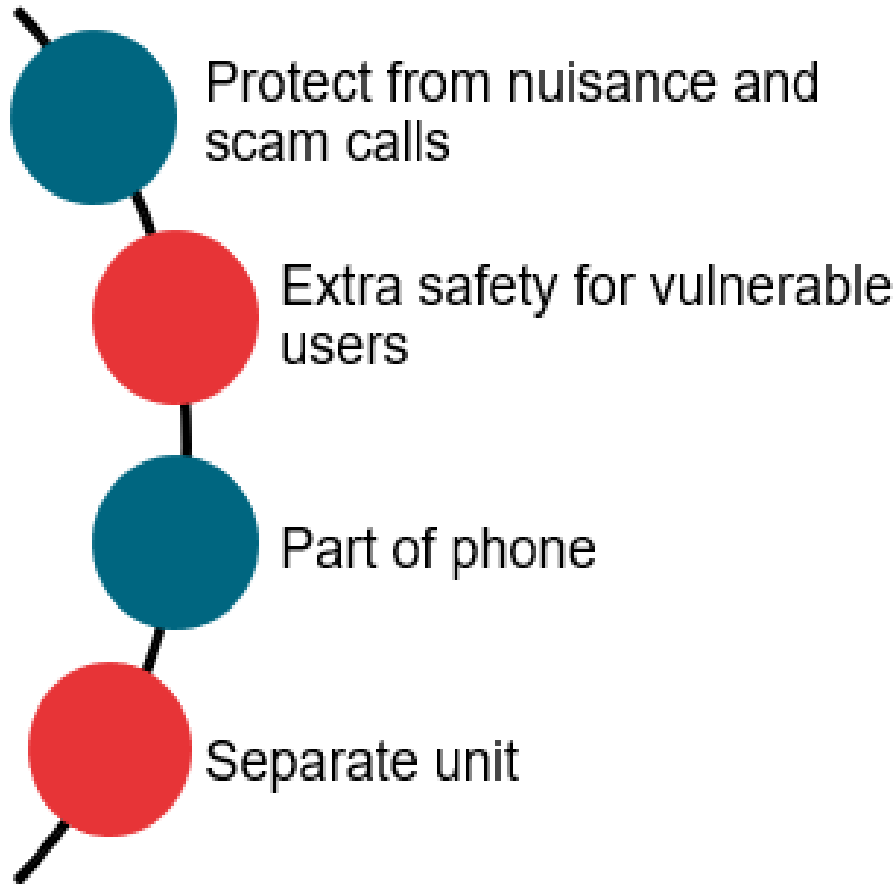
5 Stay in control



TrueCall

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trueCall
STOPS NUISANCE CALLS

Are you worried about nuisance phone calls?

Many of these calls are scams that aim to con people out of money. Unfortunately they're on the increase but a trueCall device will block nuisance and unwanted calls



Doorbell Camera

- Average loss before camera installed £18,300 (highest loss £234,650)
- Average age recipient 75 years old (youngest 27 yrs, oldest 101 yrs)
- Improvement in wellbeing by 18.3%
- 60% increase in confidence in answering the door
- Cost benefit ratio – every £1 spent, saves £39
- Funding potential



Sticker packs



**Any questions?
Any help required?
Can you help us?**



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Communnity Safety Team

CST Team Leader Chris Geen

chris.geen@buckinghamshire.gov.uk



Role of Community Safety Service

- Tackle ASB and Community Safety issues utilising LA Powers and utilising a problem solving multi-agency & co-production partnership approach. Support (CSP) Safer Buckinghamshire Partners. (Join the dots between our partner agencies e.g. Police, Education, Health)
- Work Themes:
 - Community Engagement (Trust, Confidence, Resilience)
 - Reduce Crime, Safer Streets
 - Support Victims of Crime
 - Modern Slavery and Exploitation
 - Domestic Abuse (Domestic Abuse Bill)
 - Safeguard Vulnerable people and intervene early e.g. Young people to Crime (Safer Bucks Plan BP Priority 2) and divert people to positive activities
 - Prevent (Preventing Terrorism) Channel Safeguarding
 - Serious Violence and Organised Crime (Preparing LA for new Statutory SV Duty)

Your CST Team

- Manager Sarah McBrearty (Strategic Delivery)
- Team Leader **Chris Geen** (Operational Delivery)
chris.geen@buckinghamshire.gov
- Rachel Robinson CSO (Aylesbury)
- Gemma Brooks CSO (Wycombe)
- Hayley Casey CSO (C&SB)
- Eve Chason (P/T C&SB)
- Alys Ord SVSO (Bucks)

Your ASB Team

- Manager Abdul Rahim (Strategic Delivery)
- Chris Oliver Team Leader (Operational Delivery)
- Andy Smith (North)
- Gavin Christie (South)

- CCTV lead Abdul Rahim

Keeping Communities and Safeguarding People in Buckinghamshire

“Its all of our Responsibility”

Any Q’s

Thank You For Listening

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