Report to the Havering Community Safety Partnership

20ᵗʰ July 2016

Havering Repeat Victim Project

1. Introduction

1.1 £53,000 was funded by Mayor's Office of Policing and Crime (MOPAC), received last December, to develop a project to stop repeat victimisation regarding scamming.

1.2 This project aims to reduce repeat victimisation of telephone scam and nuisance calls. Agencies will refer suitable victims to have a TrueCall secure box installed to filter and block certain phone calls.

This short report gives details of the Councils responsibility to combat repeat victimisation of those targeted by scams.

1.3 The strategic lead for this will remain with Community Safety.

2. Recommendation

2.1 That the strategy is to be amended/ agreed as appropriate.

3. Strategy

3.1 The strategy, including the action plan, has been attached as Appendix A.

3.2 In creating the strategy, the project liaises with partner agencies and established partnerships to create a referral process. This stage also established the criteria for the victims of who should be eligible for the call blocking device. Appropriate documentation was agreed.

3.3 In implementing the strategy, since the generation of referrals, call blockers have been installed on the relevant victim's telephones and are monitored once installed.

4. Progress to date

4.1 There have been 25 referrals have been made to date, referred by various different agencies. 17 have been installed and are being monitored to ensure that they are being used efficiently and effectively.

4.2 Close work has taken place with Havering Trading Standards, who is part of the Referral Process Panel; they are also a key agency when referring victims. Briefings have also taken place with agencies; Havering Adult Social Care, Tapestry, Victim Support, Citizen Advice Bureaux, Havering Association for people with Disability and the Metropolitan Police. Also, the project has been presented as the first guest speaker for the Havering Dementia Forum.

4.3 Partnership with Halifax Bank has been confirmed to take part in the project to refer victims.

Havering Repeat Victim Strategy

V0.2

Document control

Document details

Title	Havering Repeat Victim Strategy
Version number	V0.2
Status	Draft
Author	Megan Nasskau, Victim of Crime Officer Community Safety
Lead officer	
Approved by	
Review date	

Supersedes	Not Applicable
Target audience	Agencies who deal with Victims of Scams
Related to	

Version history

Version	Status	Date	Dissemination/Change
V0.1	1st draft	March 2016	
V0.2	2nd draft	July 2016	Strategy put into Corporate template

Approval history

Version	Status	Date	Approved by
V02	Draft	July 2016	To be approved by HCSP

Equality Impact Assessment record

Date	Completed by	Review date

Contents

1. Introduction

The Repeat Victim Strategy project is a concept supported by the Mayor's Office of Policing and Crime (MOPAC). The Mayor's Office implemented a plan highlighting priorities for police and crime reduction over the course of four years (2013 – 2017). Reducing repeat victimisation was a priority within this plan. This project will build on the first of Havering Council's multi-agency scheme tackling scamming; The Havering Banking Protocol. This scheme worked in partnership with agencies to protect victims against scams with regards to suspicious bank withdraws. This was done by training banking staff to be aware of suspicious situations and to report this to the police if they feel that a customer is vulnerable and at risk of being scammed. The Repeat Victim Strategy project aims to reduce repeat victimisation of the older and vulnerable members of the community and aims to prevent them from being targeted by telephone scammers. This will be done through the implementation and installation of call blocking equipment. The project has been granted £53,564 by MOPAC to implement this scheme over a year long period.

Being that fraud is such a prevalent issue affecting a vast amount of people, especially the vulnerable and elderly, it is important that the appropriate agencies are dealing with the issues and that the most effective resources are used. After research was carried out by Trading Standards, comparing two different types of call blocking devices, it was established that the TrueCall Secure device would be the most effective telephony equipment for this project.

Bringing together key agencies is vital in the prevention of repeat victimisation and is an effective way of ensuring that the most appropriate victims are offered the support that they need. Additionally, the shift in confidence for the dovetail of the agencies will ensure that the vulnerable know they have a trusted place to report to. By creating a sound referral process, we are able to help those who are truly at need for a call blocking device.

National Perspective

The Mayor's Office implemented a plan highlighting priorities for policing and crime reduction. In the plan, the Mayor outlines the aims to improve the treatment of victims and to reduce repeat victimisation. The Mayor is committed to reducing the number of repeat victims, the frequency of victimisation and to offering targeted support to repeat victims.[1] Nationally, the Mayor has stated that the Metropolitan Police Service will have a requirement to monitor incidents, identify trends and patterns of crime patterns and to implement a strategy to work with agencies to reduce repeat victimisation.[2]

The Mayor's Office for Policing and Crime also aims for:

- 20% reduction in key neighbourhood crimes
- 20% reduction in costs
- 20% increase in confidence in the Metropolitan Police

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[1] Police and Crime Plan 2013- 2016. *Mayor's Office for Policing and Crime*. (March 2013). p15

[2] Police and Crime Plan 2013- 2016. *Mayor's Office for Policing and Crime*. (March 2013). p15

This strategy aims to help with these additional objectives.

A key driver of this project is to identify individual victims, identify trends in nuisance calls and to develop and implement a strategy to aid victims. The strategy is to be proactive in preventing crimes before they can materialise, by blocking nuisance phone calls before the victim has the chance to answer the telephone.

Strategies will be implemented to reduce repeat victimisation by working with partner agencies such as Adult Social Care and Trading Standards to identify such victims and offer the necessary support.

Local Perspective

A Victim Strategy has been established and a dedicated action plan has been developed.

Aims and objectives

This strategy will enable the Havering Community Safety team to maintain a strong focus to deliver on three key areas of activity:

- Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur.
- Raise awareness of potential frauds and ensure measures are in place to prevent.
- Influence and support other agencies in the prevention of fraud across the communities and organisations.

Locally, this strategy will provide delivery to additional key areas of activity:

- Protecting older and vulnerable members of the community against the risk of scams.
- To have greater and more valid data locally, by having collated data of how many calls are received overall and what percentage are nuisance calls.

Outcomes

Overall, the outcome is to have a reduction in repeat victimisation, greater awareness of scamming and a greater amount of valid data with regards to phone scamming and nuisance calls in Havering Borough.

Additionally, the benefits we hope to achieve through the implementation and installation of this device that it reduces anxiety and stresses for the victim, carers no longer have to unravel problems caused from answering nuisance phone calls and also there is a reduced risk in falls and distraction fires, as the victim will no longer need to rush for the phone. These will all reduce the costs on public resources.

Timescales

The Repeat Victim Strategy is to be delivered over a period of a year and will be evaluated at a six month and one year timeframe.

It is aimed for 50 of the call blocking equipment to be installed by September 2016.

2. Policy

Resources

This project will require the purchase of call blocking equipment, additional equipment such as recording memory cards, internet control panel access and various training sessions provided by trueCall for installation. 'Keep calm and hang up' leaflets will also be distributed to residents as a way of bringing awareness on the dangers of and latest telephone scams.

<u>What is the trueCall device?</u>

TrueCall is a system that acts as a personal receptionist and filters calls to a resident's needs, so that they are not hassled by nuisance calls. The system works by matching calls to a list of trusted numbers, where they will automatically be put through to the resident. If a number is not on the list, they are told to enter a caller's code. On an alternative and more secure setting, only those on trusted callers list will be able to get through to the resident. This setting will be used for residents who are of a higher risk and are more vulnerable.

With other additional features, the device can also record calls and can give warnings to the resident if the phone has been left off the hook. The system can also be monitored and controlled by an internet control panel, giving carers and relatives access to take control and also view the call patterns and history.

Referral Process

The referrals will be generated using a referral form (Appendix 1) whereby agencies will provide information regarding a proposed candidate suitable for the scheme. Once the referral form has been sent back, a referral panel will evaluate the referral and agree on the appropriate action that should be taken.

The referral panel will be made up of:

- Megan Nasskau – Victim of Crime Officer, Community Safety and Development Team

- Jerry Haley – Senior Community Safety Officer, Community Safety and Development Team
- David Turner – Fair Trading Officer, Trading Standards
- Frances Smith – Community Team North Based Manager, Adult Social Care

Proposed referrals will be generated by agencies such as Adult Social Care and Trading Standards.

Criteria

The criteria are subjective, enabling the panel to gain as much information for determining the most appropriate decision. The Criteria consists of the client:

- Being a resident of London Borough of Havering
- Having previously been scammed
- A victim of nuisance calls who is vulnerable to divulge information to cold callers
- Being older and vulnerable

3. Authorisation and communication

The strategy will be authorised by the Havering Community Safety team and will work with groups through the Safer Neighbourhood Board.

The key players of this strategy are as follows:

- London Borough of Havering Council
- Havering Trading Standards
- Havering Adult Social Care
- Havering Over Fifties Forum
- Tapestry
- London Metropolitan Police

4. Implementation and Monitoring

This strategy will be implemented and monitored by the Havering Community Safety team.

Action plan

An Action Plan is included at the end of this strategy document. The Action Plan will be updated throughout the year.

5. Evaluation and Review

<u>Evaluation and review</u>

The Repeat Victim Strategy will be evaluated at 12 months. The action plan will be refreshed throughout the year.

A pre-installation survey (Appendix 4) and post-installation survey will be taken to monitor how the residents feel before the start of the project and how they feel after the project. This will be an effective way to measure the objectives.

The final strategy will be reviewed in December 2016.

Appendices

Appendix 1 Action Plan

Appendix 2 EIA

Appendix 3 Referral Form

Appendix 4 Pre-installation Survey

Appendix 5 Pre-installation Questionnaire

Appendix 6 Consent Form

Appendix 7 Weblink Instructions

Appendix 8 Installation Checklist

Appendix 1: Action Plan

Task/Action	Date	Lead	Resources Needed	Comments	Completed
Objective 1: Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur.					
1.1 Create referral, pre installation questionnaire and consent forms	Feb 2016	Megan CS			
1.2 Establish needs assessment criteria as to who will be eligible - Use referral form to decide and referrals from trading standards	April/May 2016	Jerry CS, Megan CS, David Turner Trading Standards,		Referral form has been created and sent out to relevant agencies.	
1.3 Physical and practical prevention of repeat victimisation – Set up call blocking equipment, checking caller ID, etc.	April 2016- On-going	LBH CS	264 Call blocking equipment Installers	Delivered: 10th March 2016	
1.4 Create secure database of victims with name, address, serial number, username and password	April 2016- On-going	Megan CS		Database created and updated with each new referral.	
1.5 Maintain call equipment and keep up-to-date with victims – deal with any problems that may occur	On-going	CS TrueCall		**Update July 2016:** Correspondence takes place to help with any issues victims have.	
1.6 Report any nuisance numbers/scams to trading standards if necessary	On-going	David Turner Trading Standards and LBH CS			
1.7 Install at least 50 call blockers	September 2016	Megan		3 installations – April 2016 17 installations – July 2016	
1.8 Create response process for if call recordings need to be reported	On-going				
Objective 2: Raise awareness of potential frauds and ensure measures are in place to prevent					
2.1 Raise awareness of the technology and the dangers of scams - Leaflets/ Posters - Newsletter - Alerts Havering website - Text/ Email - Newspaper - Awareness days – (CAB 'Scam Awareness Month') –	On-going		Leaflets	4 different Leaflets from trueCall (in purchased package) Sent Leaflets out to all Adult Social Care Teams - 10th February 2016	Havering website - Fraud Alerts page Keep Calm and Hang Up Leaflets

	July - Theatre (School for Scammers)					
2.2 All literature to emphasis on awareness – just hang up	On-going					

Objective 3: Influence and support other agencies in the prevention of fraud across the communities and organisations					
3.1 Meet with Bogus Callers Working Group	Every 4 Months	LBH Trading Standards – David, Jerry	Working Group is already established.	Meeting held 27th January 2016. Meeting held 6th July 2016 – Updated members on progress of the project	
3.2 Brief LBH Adult Social Care – Barbara Nicholls	Feb 2016	CS		Thursday 4th February 2016 – interested in training carers Meetings with 7 teams. – Community Team North – 3rd March	All meetings attended.
3.3 Brief telecare manager – Claire Carter (Royal Jubilee Court)	Feb/March 2016				
3.4 Brief Councillor Dervish and Councillor Bryce Thompson (project overlaps both of their portfolios)	Feb/ March 2016			Briefing with Councillor Dervish - 26th February 2016	
3.5 Brief Police to go over guidelines – Ronan in CID	Feb/March 2016			Briefed police – 22nd April 2016	
3.6 Brief LGBT new group					
3.6 Organise training days for participating agencies/teams - who's going, where, when	April 2016	TrueCall CS	Cost for Training	5 Training sessions included in package.	
3.7 Liaise with agencies such as Age UK and Victim Support to offer victims support if they have been a target of scammers.		Megan CS, Jerry CS		Agencies briefed: Tapestry, HAD, CAB, Victim Support, Age UK 14th June 2016 – Guest Speaker at Dementia Champion Forum 16th June 2016 - Meeting with Halifax Bank. **Update July 2016:** Agreed by Head Office to be a part of the project.	All agencies briefed.

Local Objective, Objective 4: Protect the vulnerable of scams					
4.1 Encourage members of the community to report any attempts of scams, whether it was carried out or not	On-going				
4.2 Offer a translation of the service if one needs it.	On-going				

Local Objective, Objective 5: To have greater and more valid data locally – look at how many calls are nuisance and silent calls.					
5.1 Pre-installation survey – correlate information into charts to see how answers are compared	On-going	Megan CS		All pre-installation surveys are completely as a hard copy and then entered on to Survey Monkey.	14
5.2 Six month survey - To gauge how the pilot is going and what, if any changes it has made to the victim					
5.3 Call logs to show how many numbers are blocked, filtered and accepted	On-going	TrueCall	Reports from TrueCall	Call logs created as each box is installed. Reports obtained from TrueCall.	
5.4 Write Evaluation Report – summarising the full project and its findings using all data obtained throughout project.	Dec 2016	LBH - Mark or Iain, Megan			

Appendix 2: Equality Impact Assessment (EIA)

Equality Impact Assessment

(EIA)

Document control

Title of activity:	*Havering Repeat Victim Strategy*
Type of activity:	Strategy
Lead officer:	
Approved by:	
Date completed:	*July 2016*
Scheduled date for review:	

The Corporate Policy & Diversity team requires **5 working days** to provide advice on EIAs.

Did you seek advice from the Corporate Policy & Diversity team?	Yes / No
Does the EIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	Yes / No

1. Equality Impact Assessment Checklist

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the Equality Act 2010 and the Public Sector Equality Duty.

Please complete the following checklist to determine whether or not you will need to complete an EIA. Please ensure you keep this section for your audit trail. If you have any questions, please contact the Corporate Policy and Diversity Team at diversity@havering.gov.uk

About your activity

1	Title of activity	
2	Type of activity	*Is the activity a policy, strategy, procedure, project, service, initiative or other (please specify)?*
3	Scope of activity	*What is the scope and intended outcomes of the activity being assessed? Make sure you highlight any proposed changes.* *Please make sure that your description is understood by everyone, including members of the public.*
4a	Is the activity new or changing?	*If the answer to any of these questions is 'yes', please continue to step 5.*
4b	Is the activity likely to have an impact on individuals or groups?	*If the answer to all of the questions is 'no', please go to step 6.*
5	If you answered yes:	*Please complete the EIA on the next page.*

6	**If you answered no:**	*Please provide a clear and robust explanation on why your activity does not require an EIA. This is essential in case the activity is challenged under the Equality Act 2010.*
		Please keep this checklist for your audit trail.

Completed by:	*Please include your name, job title, service and directorate*
Date:	

2. Equality Impact Assessment

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the Equality Act 2010 and the Public Sector Equality Duty.

For more details on the Council's 'Fair to All' approach to equality and diversity, please visit our Equality and Diversity Intranet pages. For any additional advice, please contact diversity@havering.gov.uk

Please note the Corporate Policy & Diversity Team require **5 working days** to provide advice on Equality Impact Assessments.

Please note that EIAs are public documents and must be made available on the Council's EIA webpage.

Understanding the different needs of individuals and groups who use or deliver your service

In this section you will need to assess the impact (positive, neutral or negative) of your activity on individuals and groups with **protected characteristics** (this includes staff

delivering your activity).

Currently there are **nine** protected characteristics (previously known as 'equality groups' or 'equality strands'): age, disability, sex/gender, ethnicity/race, religion/faith, sexual orientation, gender reassignment, marriage/civil partnership, and pregnancy/ maternity/paternity.

In addition to this, you should also consider **socio-economic status** as a protected characteristic, and the impact of your activity on individuals and groups that might be disadvantaged in this regard (e.g. carers, low income households, looked after children and other vulnerable children, families and adults).

When assessing the impact, please consider and note how your activity contributes to the Council's **Public Sector Equality Duty** and its three aims to:

- eliminate discrimination, harassment and victimisation;
- advance equality of opportunity, and
- foster good relations between people with different protected characteristics.

Guidance on how to undertake an EIA for a protected characteristic can be found on the next page.

The EIA

Background/context:
This strategy will enable the Havering Community Safety team to maintain a strong focus to deliver on three key areas of activity: ■ Minimise opportunities for the individuals to commit fraud and provide an effective response when fraud does occur.   ■ Raise awareness of potential frauds and ensure measures are in place to prevent.   ■ Influence and support other agencies in the prevention of fraud across the communities and organisations.   Locally, this strategy will provide delivery to additional key areas of activity: ■ Protecting older and vulnerable members of the community against the risk of scams.   ■ To have greater and more valid data locally, by having collated data of how many calls are received overall and what percentage are nuisance calls.   *Expand box as required*

Age: Consider the full range of age groups

Please tick (✓) the relevant box:		**Overall impact:**
Positive	✓	The strategy will have positive impact on the protected characteristic of age by encouraging referrals of older people; the council will be able to ensure that the older are protected against scammers. By adopting this strategy, those who are older will have the protection of the call blocker from preventing them from being a repeat victim.
Neutral		
Negative		The strategy will identify agencies who deal with the older population to ensure that the strategy helps combat against scammers targeting the older population. *Expand box as required*

Evidence:

Havering continues to have an age profile which is older than London as a whole with a median age of 40 years, as recorded Havering has the oldest population in London.

Persons aged over 50+ make up approximately 37% of Havering's population.

It is important to note that crimes against older persons need to be seen in the context of an ageing population.

A paper commissioned by the Office of Fair Trading, researched by Exeter University established that half of those targeted by scammers fall within the category of those aged 55 and older. This report also established that 30% of those in this category fell for a second attempt to scam.

The Financial Ombudsman published statistics that showed those who are over 55+ are four times more likely to fall for scams whereby the caller imitates a position of authority such as the police. Additionally, 80% of those scammed were aged over 55.

This shows that there is a growing concern for London Borough of Havering Council to action in protecting the older population against scams.

Expand box as required

Sources used:

This is Havering demographic data 2016

- *Havering Data Intelligence Hub*
- *Office for National Statistics (ONS)*
- *Financial Ombudsman Service insight report*
- *Office of Fair Trading*

Expand box as required

Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions		
Please tick () the relevant box:		**Overall impact:**
Positive	✓	Repeat victim strategy has established that there is a need for protecting those with disabilities including mental, physical, sensory and progressive conditions. This strategy will have a positive impact on this protected characteristic as it aims to work in partnership with agencies such as Tapestry, Dementia Alliance, and Adult Social Care. By working in partnership with these agencies, it provides a service to positively impact those affected by scam telephone calls and ensures that they have a means of protection.
Neutral		
Negative		London Borough of Havering has a duty to safeguard vulnerable people under *The Care Act 2014*. The borough has a duty to highlight or refer to agencies if they feel that an adult is at risk of abuse or neglect, therefore the strategy ensures that if an adult is at risk to scams, then it offers safeguarding by installing the call blocker. According to analyses of victim impact surveys regarding door step crimes, carried out by National Tasking Group in England and Wales, National Trading Standards: - 63 per cent of victims had a physical or mobility impairment - 43 per cent had a hearing impairment - 15 per cent had a mental health condition - 14 per cent had a cognitive impairment - 35 per cent had a long standing condition. - 36 per cent had experienced the condition of depression - 9 per cent were known to be repeat victims *Expand box as required*

Evidence:

Figures indicate that nearly 3050 people living in London Borough of Havering have been diagnosed with Dementia.

Sources used:

This is Havering demographic data 2016

- *Havering Data Intelligence Hub*
- National Tasking Group Report

Sex/gender: Consider both men and women		
Please tick (✓) the relevant box:		**Overall impact:**
Positive		*There is little evidence to support the incidence of scamming across this Protected characteristic.*
Neutral		
Negative		

Evidence:

*Expand box as required

Sources used:

*Expand box as required

Ethnicity/race: Consider the impact on different ethnic groups and nationalities		
Please tick (✓) the relevant box:		**Overall impact:**
Positive		*There is little evidence to support the incidence of scamming across this Protected characteristic.*
Neutral		
Negative		*However, Havering Council will use a translation service to translate documents for BME residents who may need to access information.* **Expand box as required*
Evidence:		**Expand box as required*

Sources used:

*Expand box as required

Religion/faith: Consider people from different religions or beliefs including those with no religion or belief			

Please tick (✓) the relevant box:		**Overall impact:**
Positive	✓	*There is little evidence to support the incidence of scamming across this Protected characteristic.*
Neutral		
Negative		*Any understanding that London Borough of Havering has on this will be a positive impact on this characteristic.*
		*Expand box as required

Evidence:

A report carried out by Consumer Fraud Research Group suggested that for particular scams (especially lottery scams), those who were more religious were exposed to be more vulnerable to falling victim.

However, there is little to no evidence within London Borough of Havering to support this.

*Expand box as required

Sources used:

- *Consumer Fraud Research Group Report* -
  http://www.finrafoundation.org/web/groups/foundation/@foundation/documents/foundation/p
  118422.pdf

*Expand box as required

Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

Please tick (✓) the relevant box:		**Overall impact:**
Positive	✓	
Neutral		*There is little to no evidence to support the incidence of scamming across this Protected characteristic.*
Negative		

*Expand box as required

Evidence:

*Expand box as required

Sources used:

*Expand box as required

Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

Please tick (✓) the relevant box:		Overall impact:
Positive		
Neutral		*No evidence can be found that there are impacts of this group regarding scamming. However, the project will be presented to the Chair of Havering's new LGBT and Group in order to see if there is scope for the project to be developed in this area.*
Negative		
		Expand box as required

Evidence:

Expand box as required

Sources used:

Expand box as required

Marriage/civil partnership: Consider people in a marriage or civil partnership		
Please tick (✓) the relevant box:		**Overall impact:**
Positive		

Neutral		*There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic*
Negative		
		*Expand box as required

Evidence:

*Expand box as required

Sources used:

*Expand box as required

Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave		
Please tick (✓) the relevant box:		**Overall impact:**
Positive		
Neutral		*There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic*
Negative		
		*Expand box as required

Evidence:

*Expand box as required

Sources used:

*Expand box as required

Socio-economic status: Consider those who are from low income or financially excluded backgrounds		
Please tick (✓) the relevant box:		**Overall impact:**
Positive		*There is no evidence to support the incidence of scam telephone call crimes across this Protected characteristic*
Neutral		
Negative		**Expand box as required*
Evidence:		

Action Plan

In this section you should list the specific actions that set out how you will address any negative equality impacts you have identified in this assessment.

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
Gender Reassignment	No evidence found as to whether it is impacted.	Briefing of the project to the LGBT and Group	That a referral process is made for the LGBT group.	August/September 2016	Megan Nasskau Victim of Crime Officer CS

* You should include details of any future consultations you will undertake to mitigate negative impacts

** Monitoring: You should state how the negative impact will be monitored; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

Review

In this section you should identify how frequently the EIA will be reviewed; the date for next review; and who will be reviewing it.

Appendix 3: Referral Form

Havering
LONDON BOROUGH

Telephone Equipment Referral Form

Referring Agency Details			Date:
Name of person completing form		Agency and Job Title	
Contact details			
Clients Details			
Title and Name		Date of Birth	
Contact Details and Telephone Network		Visual or hearing/ other disabilities?	
Address			Postcode
Contact details of carer/relative to take calls from those who are not on the Trusted Callers list. *"Hello, this phone is being monitored. Please ring ___ on _____ or use the caller's code."*			
Is the Client open to Adult Social Care, if so, who is their main contact? *Note: Carer/relative will need to be present at time of installation.*			
Name and numbers for the Trusted Caller List. (i.e. relatives, carers, friends, emergency contacts, professionals who work with client)			

		33
Note: There is an option to add more at a later date.		
Requirement for call recordings? Why?		Yes / No
Intelligence and evidence gathering? Why?		Yes / No

Telecare system installed?	Yes / No	Caller ID provided from network?	Yes / No
Reason for referral and how would the client benefit from the call blocking equipment?			

Appendix 4: Pre-installation Survey

Pre-installation survey   trueCall unit

ID_____

(For client to fill out)

1. Roughly how many nuisance phone calls do you receive per week?   (Please circle)

   0 - 2   3 - 4   5 - 7   8 – 10   11 – 13   14 – 20 20+

2. Do you sometimes choose not to answer the phone because you are worried about who the caller is?

                                                                                                  YES / NO
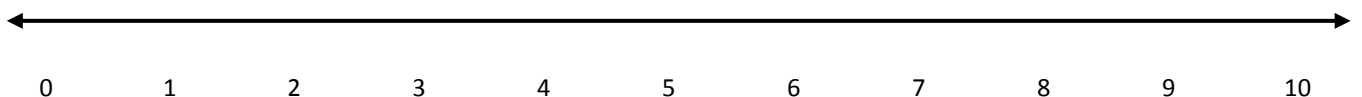
3. Have you ever lost any money to telephone scams?   YES / NO

   If you answered yes, then please give details about when this was, the type of scam and how much was lost.

4. Please circle a number on the scale to show your level of feeling for these questions.

a. How worried are you about answering the phone, or being met with a silent call when you answer?
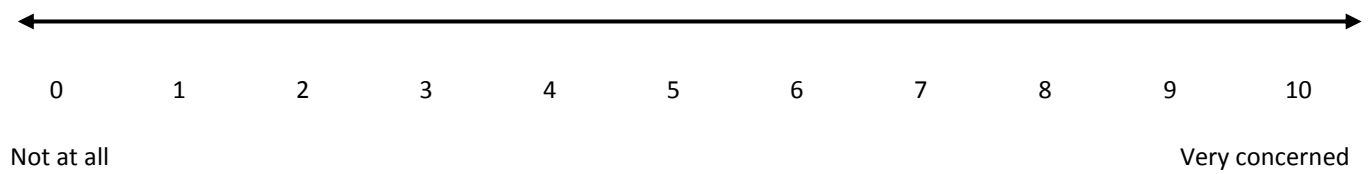
$\longleftrightarrow$

   0   1   2   3   4   5   6   7   8   9   10

Not worried   Very worried

b. Do you ever feel helpless to stop these calls?

```
←————————————————————————————————————————————→
    0      1      2      3      4      5      6      7      8      9      10
```

Totally helpless   In full control
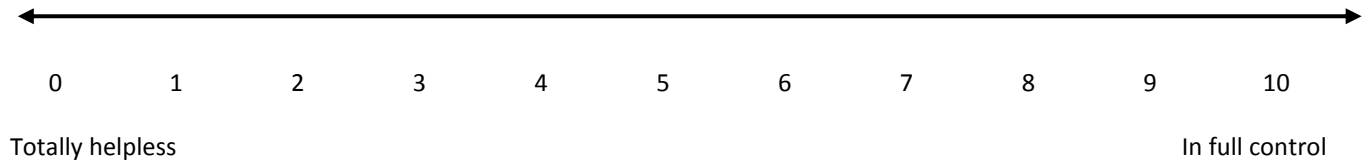
c. Are you ever concerned that you might have a fall or trip getting to the phone?

```
←————————————————————————————————————————————→
    0      1      2      3      4      5      6      7      8      9      10
```

Not at all   Very concerned

d. Are you concerned that you might lose money to a telephone scam?

```
←————————————————————————————————————————————→
    0      1      2      3      4      5      6      7      8      9      10
```

Not at all   Very worried

Thank you!

Appendix 5: Pre-Installation Questionnaire

TrueCall Pre Installation Questionnaire

YOU <u>MUST</u> HAVE CALLER I.D. SET UP ON YOUR TELEPHONE LINE

- Has caller I.D been activated on the line from the network?

- Is the recipient registered with the Telephone Preference Service (TPS)?

- Who is the phone provider, e.g. Sky, BT, Virgin?

- How many <u>phone sockets</u> have a telephone plugged into them? Phone Sockets look like these.

- Is there a Telecare/Pendant Alarm fitted? This will be plugged into the phone socket and usually looks like this.

  If so what type of alarm is fitted?

  Make:

  Model:

- You will need a list of all trusted telephone numbers (Friends, Carers, Family, Doctor)
- Before installation we will provide you with a Username and Password for the website https://www.truecallcontrol.co.uk/ where you will input these numbers onto a "Trusted Caller List".

<u>Please mention anything else that may be relevant, Thanks!</u>

Appendix 6: Consent Form

Consent Form for Installation

Recipient Name	
Address	
Post Code	

Telephone No.		Date of Birth	
Device Serial No.		Installation Date	
User Name		Password	

Loan of Device Terms

I acknowledge that a device has been installed in my home and is supplied by London Borough of Havering Council on an 8 week loan basis, free of charge. On expiry of the 8 weeks, the loan period may be extended without notice, again free of charge. Should London Borough of Havering Council decide to remove the device I will be given a minimum of 14 days' notice.

Should the device no longer be required, it should be returned to Megan Nasskau at London Borough of Havering Council, Town Hall, Main Road, RM1 3BD. Or contact 01708 431751.

I understand that London Borough of Havering Council may remotely monitor the calls I make and receive in order to identify the calling pattern of nuisance callers. London Borough of Havering Council may wish to pass information about nuisance callers to the Police or other Regulators to help protect me from nuisance calls. I hereby agree that my anonymous call records can be forwarded to the Information Commissioner or other Regulators.

Recipient's Signature _____

Witness' Signature _____

Appendix 7: Weblink Instructions

TrueCall Web Instructions

- www.truecallcontrol.co.uk
- Enter User Name and Password (on front of user manual)
- Click on Phone Numbers List
- Add New
- Enter number including area code (no spaces)
- Enter Name e.g. Joe Bloggs (friend) or Doctors surgery
- Click on drop down menu at list and select 'Trusted Caller'
- Save
- Review all numbers and make sure they are correct.
- Log out

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- Add New
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- Save
- Review all numbers and make sure they are correct.
- Log out

Appendix 8: Installation Checklist

a. Arrange Installation date ☐

b. Carer and relative present ☐

c. List of phone numbers, or ensure phonebook present ☐

d. Check caller-ID service is on ☐

e. Register truecall prior to installation - *make username + password – record it for each referral* ☐

f. Complete consent form ☐

g. Complete pre-installation survey ☐

h. Identify best location for truecall (main phone) ☐

i. Check caller id is being received before installing – *ring 100 for network* ☐

j. Carry out voicemail test ☐

k. Install box (truecall immediately after phone) ☐

l. Perform weblink (press button) ☐

m. Make any necessary changes – *add to call list, change callers code etc.* ☐

n. Record any personal requirements – *always for trusted option* ☐

o. Test truecall with residents phone – *dial as trusted caller, then with 141* ☐

p. Test pendent alarm system – *ensure control centre rings back and their call gets through* ☐

q. Demonstrate system to resident ☐

r. Give username and password to relative/carer ☐

s. Perform weblink (press button) ☐

t. Keep records - *Residents name, Resident's phone number, trueCall unit ID, Username/Password* ☐

u. If need help- call Amit on 0208 940 4111 ☐

- Phone does not work with BT2000 – Ring Amit they will send BT 2200