

Hampshire's

VITALSIGNS

INTERIM REPORT 2016



A report based on crime in the home against vulnerable older people

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1. Vital Signs Report 2016

Welcome to Hampshire's Vital Signs for 2016, this year's report is based on **crime against vulnerable older people** living in our communities.

Vital Signs involves working with our neighbourhoods in new kinds of discussions about the issues facing our local communities. We combine this information with national statistics, allowing us to create a clearer picture of where there is need and to direct our attention and resources to target the important issues in our communities.

Hampshire & Isle of Wight Community Foundation (HIWCF) has chosen to shine a spotlight on how changing crime is impacting on our vulnerable older people – no longer is it good enough to have a strong lock on the front door as today crime reaches directly into the home. Figures from the Office of National Statistics for the first half of 2016 indicate that fraud and computer misuse has increased sharply, accounting for 5.8 million crimes last year and in Britain people are now 20 times more likely to be robbed while sitting at their computer than being mugged while walking down the street. In comparison, Action Fraud confirmed that only 53 cases of door to door sales and bogus tradesmen offences had been reported in Hampshire during 2015 against the over 65's, indicating that perhaps this type of fraud is heavily under-reported.

Alongside changing crime there has been an increase in the number of older people using tablets, smart phones and laptops. The Office for National Statistics reported last year that 33% of older people now use the internet making it easier for them to stay in contact with their families. A recent report by Age UK found that over half of people aged 65 or above believe they have been targeted by fraudsters, and the financial loss for people aged 55 and over was likely to be nearly twice as much per scam as that for younger age groups.

These crimes can have a huge impact on our vulnerable older people's mental health and wellbeing, leaving them feeling violated and suffering a severe loss of confidence which many believe will eventually impact their lives and overall health.

In 2017 our next Vital Signs report will be a major review across themes covering work, local economy, fairness, housing and homelessness, strong communities, safety, learning, arts, culture and heritage, environment and healthy living. Here, the Foundation will be able to implement a full comparison to the initial 2014 Vital Signs report.

2. Setting the Scene

In this report we will focus on fraud against individuals in their homes – cybercrime, bank card crime, postal crime and doorstep crime.

A recent report by Age UK found that over half of people aged 65+ believe they have been targeted by fraudsters. While only one in twelve responded to the scams, 70% per cent of people (of all age groups) who responded said that they had lost money. This could mean that half a million older people have lost savings to fraudsters. The financial loss for people aged 55 and over was estimated to be nearly twice as much per scam as that for younger age groups. Many older people are on a fixed income so it is likely to be more difficult for them to replace money lost as a result of fraud. These scams therefore present a major threat to older peoples' security and overall wellbeing.

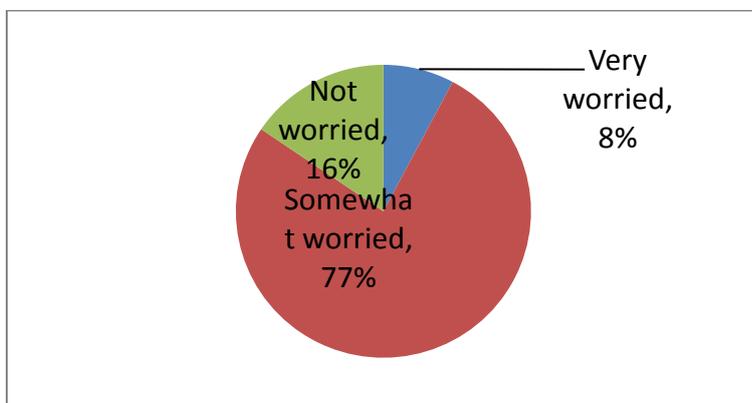
Anyone can fall victim to a scam, whatever their age or level of financial 'savvy', but older people may be particularly targeted because they are assumed to have greater financial resources than younger people and are more likely to be at home alone during the day. In addition, the recent changes to private pensions allowing people aged 55 and over to take all their pension savings in cash are likely to compound this situation. The numbers of people living with dementia and cognitive decline are also increasing, and they can present a tempting target to fraudsters.

The opportunities for fraudsters to cash-in have expanded hugely due to increased internet use and new technologies, and scams are becoming ever more sophisticated and difficult for individuals to detect or guard against.

We asked people in Hampshire about their experiences of fraud in the home, and we will outline the findings in this report.

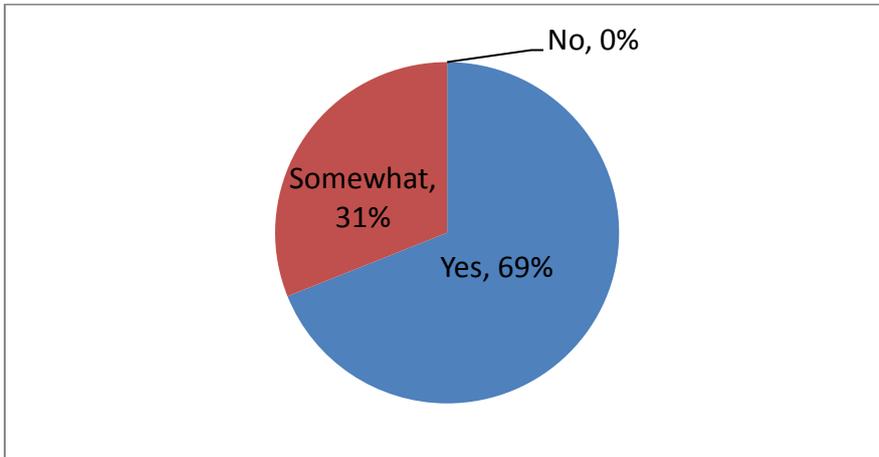
We asked our respondents "How worried are you about scamming affecting you and your household?" The majority of people (76%) aged 65 or above told us that they were "quite worried" or "a little bit worried". 16% were "not worried" while 8% were "very worried".

i) How worried are you about scamming affecting you and your household?



We also asked our respondents “Do you feel that you know how to protect yourself from fraud in the home?” The majority of people (69%) aged 65 or above told us that they felt they knew how to protect themselves from fraud in the home, while the remaining 31% felt that they knew “somewhat” how to protect themselves.

ii) **Do you feel that you know how to protect yourself from fraud in the home?**



We know we can't stop fraud in the home, but we hope this report can help to raise awareness of the problem, and contribute to reducing the negative impact on all Hampshire's citizens.

You can help us too by distributing this report to other people, getting a copy of the Big Book of Little Scams, joining or setting up a neighbourhood watch scheme, setting up a cold calling zone and looking out for elderly or vulnerable neighbours.

iii) **Information about Hampshire in relation to theme**

If Hampshire in 2016 was a village of 100 people there would be ...

*Hampshire (including Southampton, Portsmouth and Isle of Wight) currently has an estimated population of 1,952,806

People aged below 16 – **18**
People aged 16 to 54 – **51**
People aged 55 or above – **31**

Estimated number of victims of fraud in the home (adults only) – **13**
Estimated number of fraud in the home incidents reported to police - **2**

By 2035 the village would have grown to 112 people and there would be ...

People aged below 16 – **19**
People aged 16 to 54 – **51**
People aged 55 or above – **42**

Estimated number of victims of fraud in the home (adults only) – **15**
Estimated number of fraud in the home incidents reported to police - **3**

3. DOORSTEP CRIME

i) Introduction

Hampshire Constabulary uses the term “doorstep crime” to describe ‘distraction burglary’ and rogue trading. Offenders knock on the door and distract the resident in order to gain entry and steal items. They may pretend they’ve lost a pet, or may claim to be from a council, utility supplier or even the police. Rogue traders may come to your door selling goods or services that are not delivered, are very poor value, or you don’t need. You may feel pressurised to accept and you may get billed for work you didn’t want or didn’t agree to.

Often this type of crime is particularly targeted at older and/or vulnerable adults, and can involve repeat offending against the same person.

ii) Statistics

Unfortunately there are few reliable statistics on the incidence of doorstep crime as it is not registered as a separate crime category, and reporting rates are extremely low. Many people are either unaware that they have been defrauded; are too embarrassed to report it to the authorities; or just chalk it up to experience.

However, research by National Trading Standards estimates that there are at least 169,000 incidents of doorstep crime in England and Wales each year, with average losses per incident of £1,000.

- 85% of victims were aged 65 or above
- 62% of victims live alone
- 33% had experienced a bereavement in the past two years

This suggests that in Hampshire this year there are likely to be:

- approximately 6,000 incidents of doorstep crime
- financial losses in excess of £5.5 million
- almost 5,000 victims aged 65 or above
- over 3,000 victims who live alone
- almost 2,000 victims who will have experienced a recent bereavement.

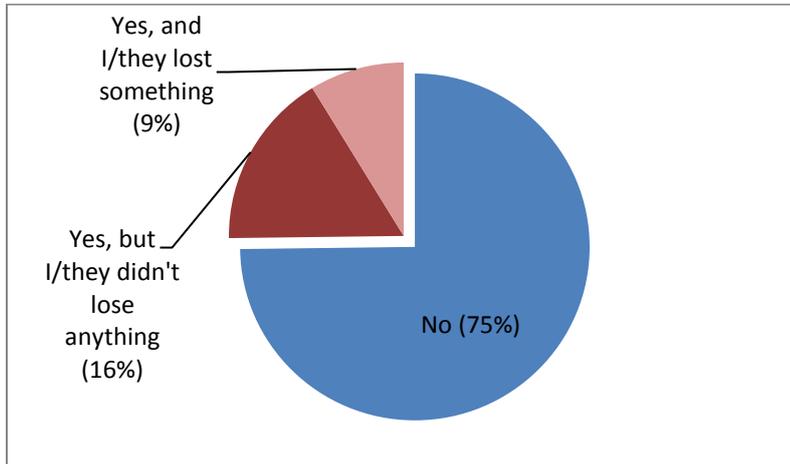
iii) Community Voice

25% of our Hampshire respondents told us that they (or a friend/relative aged 65+) had been targeted by a door to door scammer, and that 9% of people had lost something as a result. This suggests that over 175,000 Hampshire residents have incurred a loss as a result of doorstep crime¹. This figure is much higher than the statistic quoted above of 6,000 projected incidents during 2015, indicating that doorstep crime in Hampshire is much higher than

¹ Time period not specified

perceived, with the issue remaining well and truly under the radar, which is likely due to major under reporting of such incidents.

iv) **Have you, or a friend/relative aged 65+ ever been targeted by a door to door scammer?**



v) **Stories from our Hampshire residents...**

“A salesman knocked on my elderly Dad's door and told him he was entitled to free lagging in the roof... My dad and husband cleared the attic and waited all day, they tried to contact the company, but there was no answer. We phoned Trading Standards who asked if he had signed anything. Dad told them he signed the agreement form for them to come back. He was then told this is a way the company get the funding from government without having to do anything, once they have a signature they can claim the funding. It was a common thing happening at that time. Luckily only my Dad's pride was battered and we didn't lose out financially, but this is still a scam”.

“My elderly mother refused a doorstep approach to change electricity supplier. The rep told her she was stupid and the supply was switched anyway (found out on receipt of bill). I followed up with company ... fake signature, employee already left, switched back and paid small amount of compensation. It shook my mum's confidence and made her doubt herself and she asked me to handle all paperwork after that. She was deliberately targeted as a soft touch as they knew her age from the electoral register”.

“My parents had an extension to the front of the house done by not very nice builder who threatened my mum. They have also bought solar panels and then had some form of special waterproof wash put onto the roof of their house via another cold caller. The solar panels didn't work in the first year, apparently they do now but not how they expected. My partner is a roofer and there was no need for any special wash to be put on their roof. Parents think they are doing the right thing and will not be told otherwise. It is a huge anxiety to myself as my parents appear to be spending thousands on non-required (or could be obtained a lot cheaper) items. However, this is how life was back in their day - that is how people got work and most were decent and honest...”

“I always say that we rent our house if someone tries to cold sell us anything at the door”.

“I use a No cold caller’s sign”.

“I am involved in our local Neighbourhood Watch scheme and we are able to email members with information highlighting any scams in the locality sent to us via local police or Trading Standards”.

“Neighbourhood watch is good at providing information on new scams”.

“I am pleased that there are many warnings of the scams that are happening so we can be aware of them”.

vi) Our survey respondents told us how they would feel safer:

- “It would be good to have a single phone number so that one can report any fraud or attempted fraud”
- “All residential areas should be made no cold-call zones”
- “Better information – maybe reminders for people re: what to look out for e.g. fridge magnet or similar”
- “It would be good to have more communication of common fraud activities and who to report them to”
- “Just to be kept up to date on the latest fraud techniques – Money Box on Radio 4 is very good”
- “Perhaps a leaflet posing questions which could be referred to if ever in doubt. I think this would be particularly beneficial for elderly, more confused people”.
- “Perhaps some sort of alert system as to who is operating in the area”.
- “There should be better promotion of the national Consumer Service advice line to homes, particularly to older people”.
- “Some information on what to perhaps do or say in the circumstances?”
- “Could HIWCF link in with the Village Agent scheme to both get more volunteers and support courses/literature/Ninja sessions for oldies? What about funding a local edition of the Met booklet?”
- “It would be helpful to have definitive advice on the rules regarding door to door selling or representations”.
- “The difficulty in finding these people and bringing them to justice encourages more to attempt it. The public need to feel that if they report something it will be taken seriously as a crime and pursued”.

vii) Helpful Advice:

- Door-to-door sales are normally uninvited. But, they MUST leave if asked to.
- Do not agree to offers or deals straight away. Insist on time to obtain independent/legal advice before making a decision.
- Do not hand over money or sign anything until a credential check on the company has been carried out.

4. BANK CARD CRIME

i) Introduction

Banking and payment card scams often involve **using your credit or debit card details** to make purchases over the phone or internet, or cloning your card.

ii) Statistics

Official figures² indicate that over two million people in England and Wales were the victim of bank or credit account fraud during the year ending March 2016. This suggests that almost **70,000** Hampshire residents were victims of such fraud in 2015/16 – around 4.5% of the adult (age 16+) population.

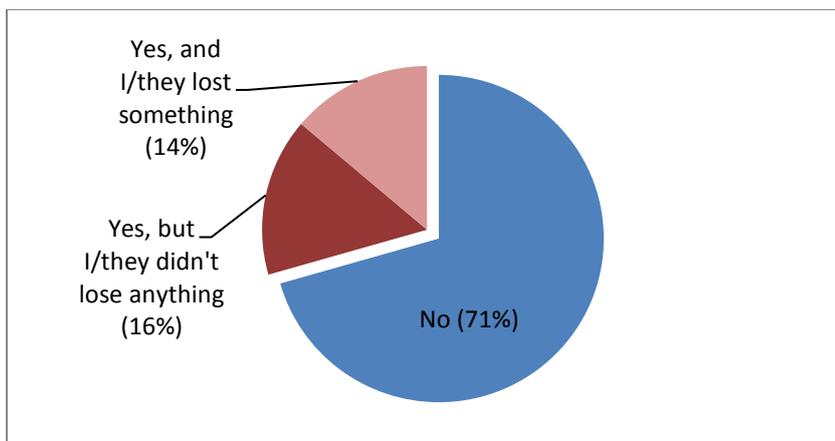
Figures from Financial Fraud Action UK indicate that financial fraud losses reached £755 million in 2015, with banks managing to prevent £7 in every £10 of fraud taking place. The figures for the first half of 2016 are showing a 53% increase compared to the same period in 2015, as criminals resort to ever more sophisticated tactics to steal people's money.

The majority of victims either received full reimbursement or did not incur a financial loss; however, almost **8,000** Hampshire residents are likely to have incurred a financial loss for which they were not fully reimbursed.

iii) Community Voice

Our community respondents told us that 29% of them had been targeted by a banking or payment card fraud. If we use these figures, it would suggest that over **273,000** Hampshire residents have incurred losses³ (not necessarily financial) as a result of banking card fraud.

iv) Have you, or a friend/relative aged 65+ ever been targeted by a BANKING CARD scammer?



² New experimental statistics from the Crime Survey of England and Wales (CSEW) March 2016

³ Time period not specified

v) Stories from our Hampshire residents...

“My Santander card has been cloned twice in the past year even though it has never been out of my sight. Santander detected the first one and I saw three unauthorised transactions and called their fraud department. In both cases the bank stopped the card, sent me a new one and refunded the money. I was sorry to get no feedback on any investigation because it would be helpful to know how it was done”. (Male aged 65+)

“Card ID copied, card cancelled, got refunded but I was abroad so was left without credit card, cash etc., very traumatic”. (Female aged 65+)

“About 4 weeks ago my bank alerted me by text to unusual activity on my current account. My card had been used to pay for something on the continent. I responded immediately (thank goodness!) and the activity was put on hold. I went in to the Halifax in Alton and the staff helped me by calling their Fraud Dept. The card had been used for 3 more transactions, fortunately Halifax blocked them as I had confirmed that I had not made the transactions. I was told by the Manager there that card cloning is very easy now! The exercise cost me nothing but was distressing”. (Female aged 65+)

“I consider myself to have above average awareness of scams but as I get older I'm concerned that I will become more vulnerable. Last year I received a very plausible call purporting to come from my bank about a potentially fraudulent withdrawal. I forgot to wait before dialling my bank and only when I started going through what I thought was my bank's security procedure did I suspect fraud. I then made a genuine call to my bank who confirmed that my security had not been compromised”. (Male aged 65+)

vi) Our survey respondents told us how they would feel safer:

“Banks, insurance companies and the like could do more to track down fraudsters and publicise their successes”

“Would like to have to confirm directly to my bank any transaction that would take my current account into debt or my credit card to exceed my credit limit, before the transaction goes through”

“It would be good if victims got feedback on any investigation so they know how it [the fraud] was done”.

vii) Helpful Advice:

- Check statements regularly, including low value transactions.
- Dispose of statements or slips which contain card details carefully and securely by tearing or shredding.
- Never share PIN with *anyone*. Banks or the police will *never* ask for it.

5. POSTAL CRIME

i) Introduction

Mass marketing scammers send out letters to try to trick you into **parting with money** or **providing your bank or personal details** in the belief that you will win a prize of some sort. They might say that you have won a lottery or been chosen at random. Fraudsters may use commercially available data to tailor the first contact to the person's circumstances or interests.

If you respond once, you may be inundated with scam mail. Your name and address may be included on what's known as a 'Sucker's List' and you may receive large amounts of mail on a daily basis.

ii) Statistics

There is a paucity of statistics about mass marketing scams, but it appears that this kind of postal fraud is frequently targeted at older people. Research by the Office of Fair Trading found that chronic scam victims are typically older, socially isolated and/or in declining mental health. Research by Portsmouth University identified a range of impacts on people's lives as a result of these scams, including severe psychological and/or mental health problems, damage to relationships, and fear of threats or violence from fraudsters.

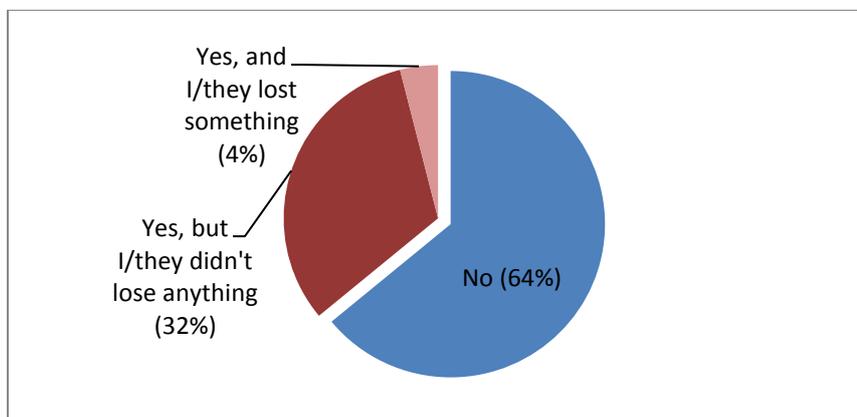
The National Fraud Authority estimates that mass marketing fraud equates to a financial loss of over £3.5 billion per year. And it is estimated that older consumers (aged 55+) lose an average amount of £1,261 per scam - almost double the loss per scam for younger people.

iii) Community Voice

36% of our community respondents told us that they or a friend/relative over age 65 had been targeted by this kind of scam.

Most respondents said that they had just not responded to the scam mail, but 4% of respondents said that they had incurred a loss.

iv) Have you, or a friend/relative aged 65+ ever been targeted by a mass marketing scammer?



v) Stories from our Hampshire residents...

“Fortunately the elderly person showed the letter to a younger relative just as she was about to send off a cheque”.

“My elderly Mum fell prey to all the marketing scams that come about through filling in competitions and the kind of mail that claims that you've definitely won something. My sister and I were alerted to this by seeing all the junk mail she was getting and by the local post mistress who was worried about Mum sending postal orders off to random places. She was then getting parcels with rubbish jewellery, soaps etc. We tried to get the junk mail targeting stopped and talked to the post man to see if he could stop delivering it (he couldn't). We believe Mum lost several thousand pounds in this way. It caused great anxiety both for my Mum, who believed it if a letter came saying she had to do something, and for myself and my sister trying to support her to remain living independently”.

“My wife's elderly step-father was 'suckered' into parting with money on many occasions, convinced that he had been successful in a lottery-type draw. Not reported, but I wrote a strongly-worded letter which eventually stopped the rot. Much anxiety was caused to wife's mother, whilst her husband took a lot of convincing that all was not as it should be!”

“Our elderly 87 year old mother receives scam post. She must have filled something in at some stage because she gets loads. So we have to keep an eye on her and keep reminding her not to do anything. Sometimes she puts all the post in the reply paid envelope and sends it back. We have to hope that that is all she does because she is very independent and keeps everything close to her chest”.

“We didn't report it. It caused great anxiety. We attempted to reduce repetition by returning all post to sender marked 'deceased' to get the name removed from their mailing lists”.

vi) Our survey respondents told us how they would feel safer:

“Companies should be prohibited from selling their contacts database to others”.

vii) Helpful Advice:

- There are no guaranteed ‘get-rich-quick’ schemes.
- You cannot win money or a prize in a lottery if you have not entered it.
- You will never have to pay a fee to claim a legitimate prize.

6. CYBER-CRIME

i) Introduction

New types of cyber-crime (on-line fraud) in the home are constantly arising and evolving, with investment fraud, courier fraud, identity fraud, e-mail fraud, and romance fraud becoming increasingly common.

ii) Statistics

It is estimated that cyber-crime against individuals in the UK causes losses of around £21 billion per year. The Crime Survey for England and Wales estimates that almost 3 million people in England and Wales fell victim to cybercrime in the year ending 2016.

This suggests that around **85,000** Hampshire residents were victims of such crime in 2015/16 – almost 6% of our adult population. During 2015/16, over **24,000** people in Hampshire are likely to have incurred losses that were not fully reimbursed.

iii) Community Voice

8% of respondents said that they had suffered losses as a result of identity theft (misusing an individual's personal details in order to commit crime) which is often cited as Britain's fastest growing crime. This indicates that it is not yet a huge issue in our county.

3% of our Hampshire respondents reported that they had incurred a loss as a result of investment fraud, the selling of bogus investments that fraudsters claim will provide an excellent return on investment.

1% of our Hampshire respondents had incurred losses as a result of courier fraud. This is when scammers telephone people saying that they are from the bank, police etc. and dupe the person into revealing their pin number and handing over their card.

4% of respondents had suffered losses as a result of e-mail scams, for example e-mails that appear to come from a friend's account saying she has been mugged and needs money to get home. Many respondents had fallen victim to scammers posing as IT companies saying that their computer was infected with a virus.

3% of our respondents had incurred losses as a result of romance scams. These scammers lower your defences by building an online relationship with you. Many people, both men and women have lost huge amounts of money to online dating scammers.

iv) Our Hampshire residents said:

"Bank account targeted and several thousand pounds taken but spotted quickly by bank and reimbursed". (Male over 65)

"Various phone calls and very many phishing emails. All have been well advertised in the anti-scam sites on line". (Male over 65)

“The first time I sent a separate email to purported sender and queried it. Since then, have learnt to recognise them”. (Female over 65)

“Alleged Microsoft engineer, completely wiped my system”. (Female over 65)

“Didn't lose money but left feeling bitter and angry. Lost faith in trusting anyone again” (Female over 65)

“A friend suffered from identity fraud, this was quickly discovered, and the banks and building society acted very quickly, she lost nothing through this except it affected her mentally for a long time losing her trust in people”. (Female over 65)

“Fraudster claimed to be from my phone/ISP, he said my PC needed de-bugging etc. and he was on the phone/mobile/PC screen for 5.5 hrs and I lost £5,000 which the bank have refunded but on a temporary basis”. (Female age 65+)

“My mother had an email supposedly from a friend asking to put some money into her account because she was stranded abroad. My mother was worried that it was genuine but did not send anything. She did not report it to the police. It did cause her a lot of anxiety until we were able to put her mind at rest that it was a scam”.

“My elderly uncle received an email from a financial organisation, claiming he had money lying in a dormant account and he had to release it quickly or lose it. He started filling in account details to release the funds but got suspicious at the last moment when they asked for his banking password and didn't continue”.

“My friend's father - he didn't want to believe it was a scam despite family telling him. Had sent some money, but not sure how much”.

“He was duped even to the point of going to the airport to meet a plane, having purchased the ticket”. (Male aged 65+)

“I paid out money to a woman for a flight who never arrived and was also scammed by a Ghanaian woman to help her. Now I buy the airfare ticket if I meet someone. No did not report it. I did not feel anxiety just felt a fool” (Male aged 65+).

“My elderly auntie's friend asked my aunt for a loan, in order to pay for a visa for his Nigerian girlfriend. The money was transferred to the account but the girlfriend did not exist”.

v) Our survey respondents told us how they would feel safer:

“There should be a better and easier system for multiple passwords: I have maybe 60 websites requiring passwords”.

“Better security from Internet providers. Put a stop to telephone scammers claiming computer has a virus”.

“Central contact in order to discuss the situation”.

“I think I should shred everything but do not have a shredder. That would be my request, some form of help preventing identity fraud”.

“Information from providers that state exactly what to do if I am concerned whether something is genuine or not”.

“It would help if there were top 10 rules for dealing with these types of threats and risk mitigation actions that can be taken”.

“Simple training courses, talks for senior clubs on these issues. New generation of older people like me now competent with IT but not necessarily alert to the latest scams”.

“A one page quick guide with useful contact details, to put on the notice board for everyone in the home to see”.

“A local edition of the Metropolitan Police [Little Book of Big Scams] book”.

“Perhaps use Village Agents in rural communities to help educate and support older more vulnerable people”.

vi) Helpful Advice:

- Never send money or give bank or details to anyone you do not know or trust. This includes sending money abroad and used methods of payment that you are not comfortable with.
- Log directly onto a website that you are interested in rather than clicking on links provided in an e-mail.
- Always remember that scammers are cunning and clever. They know how to manipulate you to produce the response they want.

7. Hampshire's Key Vital Signs Statistics

i) Arts, Culture & Heritage

Hampshire has a wealth of amenities which attracts tourism worth over £3 billion annually to the Hampshire economy. Each year Hampshire is visited by 4.3 million staying visitors and a further 37 million day visitors.

ii) Education and Learning

6% of the working age population of Hampshire have no qualifications. However, 66% of school pupils achieved 5+ (A-C) GCSE's in 2015 with East Hampshire (75%), Hart (75%), Eastleigh (74%) and Fareham (72%) achieving results greatly above the national average of 64%.

iii) Environment

Hampshire is in the top ten of the largest counties by land area, covering approximately 1,400 square miles. 85% of Hampshire is defined as rural and over one third of the county's area is within national parks or areas of outstanding natural beauty.

iv) Fairness and Equality

Within Hampshire, there are significant inequalities both between and within districts. Portsmouth and Southampton are somewhat more deprived than the national average while Hart and Fareham are significantly less deprived. *Within* districts there are also significant inequalities. Unsurprisingly, Southampton and Portsmouth have the largest range of deprivation, but significant ranges of deprivation also exist within Winchester, Eastleigh, Fareham, Havant and Rushmoor.

v) Healthy Living

Across the sub-region, average life expectancy at birth is higher than the national average, though Portsmouth, Gosport and Southampton all fall below the national average. Obesity levels are in line with the national average of 23%, however obesity levels in Gosport (29%) and Havant (27%) are substantially higher. Estimated smoking rates across the sub-region are slightly lower than the national average, but rates in Portsmouth are significantly higher.

vi) Housing and Homelessness

Overall, Hampshire (1.7 per 1,000 households) has a much lower level of homelessness than the national average (2 per 1,000 households). However, Portsmouth appears in the highest quintile for homelessness (6 per 1,000), while Gosport (3 per 1,000) and Rushmoor (3 per 1,000) appear in the fourth quintile nationally. Average house prices in Hampshire are 4% higher than the national average, with areas such as Winchester, Hart and East Hampshire being considerably higher (+62%, +39% and +36% respectively).

vii) Local Economy

In Hampshire, 79% of the resident working age population is economically active, above both the South East (77%) and national averages (74%). Employment rates are increasing across the sub-region as a whole most noticeably in Southampton and Hart, but have decreased substantially in Gosport. Business survival rates at 24 months (77%) are higher than the

national average (74%), with rates in Eastleigh (80%), Basingstoke & Deane (80%), and New Forest (81%) being highest.

viii) Safety

Criminal offences across the sub-region over the past year are broadly in line with national averages. Offending is lower than average in Hart, East Hampshire and Fareham; while it is higher than average in Southampton, Portsmouth and Gosport.

ix) Strong Communities

Hampshire and the Isle of Wight has a strong voluntary sector, with over 5,000 registered charities operating in the area. There are likely to be at least another 5,000 voluntary organisations that are not registered.

x) Work

Average earnings are £510 per week which is in line with the national average but below the South East average of £529. The sub-region has a greater proportion of people working in elementary occupations such as cleaning or shelf stacking (13%) and skilled trades (12%) than the national or South East average; and fewer people working in management (9%) and professional occupations (18%).

xi) Approximate analysis of grant making in 2015 by Vital Signs main themes

Vital Signs Themes	£ Grants distributed by theme 2015
Arts, Culture & Heritage	10,532
Environment	25,560
Fairness & Equality	165,951
Well Being & Health	201,247
Housing & Homelessness	20,269
Learning	149,835
Local Economy/Work	30,142
Safety	113,360
Strong Communities	175,116

8. If you would like to get involved...

HIWCF changes peoples' lives for the better. We help to build stronger, safer communities by encouraging local giving to target need and deprivation. We enable individuals, families and companies to support their local community in a rewarding and cost effective way.

By giving to your community you will enrich the lives of local people for generations to come.

i) Volunteering

Find out how to volunteer in your local community and give your time to help those in need. There are many different reasons for wanting to be more active in your community: to help others, to overcome a loss, to learn something new, or to meet new people.

ii) Alternative ways to support your community or a good cause...

If you want to help your local community but don't have lots of spare time to help run a charity or to volunteer, you could consider setting up a fund with the Community Foundation.

The Community Foundation can help you to:

- Work out how your local community needs support
- Identify local groups that are already meeting these needs
- Decide how to use donations most effectively
- Provide personalised grant-making solutions

iii) Free Cyber-Crime Workshop

Attend this free Cyber-Crime Workshop for charities on 10th November 2016, to be held from 9.30am until 12 noon at YMCA, St John's House, The Broadway, Winchester, Hampshire, SO23 9BE. Please come and join the High Sheriff of Hampshire, Action Hampshire, HIWCF, Fixers, Vermont Systems, Hampshire Constabulary and Southampton University to find out how to protect your organisation with top tips from experts, including a real case study, cyber issues from a young person's perspective, practical tips to avoid cyber-crime, introduction to Cyber Essentials with HIWCF grants for Cyber Essentials. To register please go to <http://actionhampshire.org/news/is-your-charity-safe>

iv) Contact details for the Hampshire and Isle of Wight Community Foundation:

Address: Hampshire and Isle of Wight Community Foundation, Dame Mary Fagan House, Chineham Court, Lutyens Close, Basingstoke, Hampshire, RG24 8AG.

Main Telephone: 01256 776101

Email: marketing@hantscf.org.uk

Website: www.hantscf.org.uk

9. Methodology, Contacts and Source Links

<http://www.hantscf.org.uk/community/vital-signs.aspx>

Data provided in this report has been sourced through the Office for National Statistics, other government sources, Place-analytics, Age UK or our own community survey. All information is considered accurate as of September 2016.

Our community survey was carried out in June/July 2016 via a SurveyMonkey on-line questionnaire. Our grateful thanks go to all those who completed the survey, which provided a wealth of information on the community's opinions, values and priorities in relation to fraud in the home. The survey was fully completed by 377 respondents:

- 67 men aged under 65
- 189 women aged under 65
- 65 men aged 65+
- 55 women aged 65+

The information included here should be considered a broad overview and a snapshot in time. If you have any queries or believe that any information in this report is incorrect, please contact marketing@hantscf.org.uk.

Let's spark discussion, encourage connections and inspire action".

If you would like to know more about Vital Signs, please contact HIWCF on marketing@hantscf.org.uk

Data sources and links:

Age UK report: "Only the tip of the iceberg: Fraud against older people"

http://www.ageuk.org.uk/documents/age_uk_only_the_tip_of_the_iceberg_april_2015.pdf?dtrk=true

Office for National Statistics: Estimates from Crime Survey for England and Wales (CSEW) on fraud and computer misuse.

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesexperimentaltables>

Metropolitan Police: "The Little Book of Big Scams"

http://www.met.police.uk/docs/little_book_scam.pdf

Cabinet Office: "The Cost of Cyber Crime"

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/60943/the-cost-of-cyber-crime-full-report.pdf

This report has been written and researched by Kirsty Rawlinson of Action Hampshire partnership with HIWCF and may not be produced in whole or part without the permission of the copyright owners.

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