



**MIDLANDS FRAUD FORUM**  
Bringing the public & private sectors together

**Masterclass**  
**Thursday 24 September 2020**  
**9am**

**Policing Fraud – An Update**  
**Online pre-recorded webinar**

**A link will be sent to those registered on this date to watch at a time suitable to you.**

**AGENDA**

5 mins	<b>Welcome &amp; introduction</b>
15 mins	<b>Kloe Burrows – Fraud &amp; Cyber Protect Coordinator WMP</b> <ul style="list-style-type: none"><li>- The role of the Protect Team within WMP</li><li>- Current fraud and cybercrime trends</li><li>- Protect advice and relevant resources</li></ul>
10 mins	<b>Catherine Dell- Economic Crime Unit Victim Care Team WMP</b> <ul style="list-style-type: none"><li>- Who are the Victim Care Team and what services are offered</li></ul>
45 mins	<b>Wayne Haynes – Regional Fraud Development Officer, ROCUWM</b> <ul style="list-style-type: none"><li>- The role of the Regional Fraud Development Officer (RFDO)</li><li>- Update on the national focus on fraud deriving from the HMICFRS 'Time to Choose' report</li><li>- Action Fraud &amp; NFIB – a refresh on what they do</li><li>- The PCC Fraud Board – An Introduction</li></ul>
5 mins	<b>Close</b>
<b>A Q&amp;A clinic will be available via telephone/email if anyone has specific queries/concerns subsequently.</b>	

**SPEAKERS**

**Kloe Burrows, West Midlands Police ECU**

Kloe is the Fraud & Cyber Protect Coordinator and Economic Crime Victim Care Unit Supervisor for West Midlands Police. Her main vision is to protect those at risk of fraud and cybercrime by delivering efficient, flexible and relevant protect advice to constantly evolving threats and trends. She has previously worked for Barclays Bank as a Fraud Investigator for 2 years and then previous to this was at University studying BSc Forensic Investigations for 3 years in which she covered numerous modules such as Fraud, Policing and Forensic Science. Fraud is forever growing and changing which is why the role is so challenging but also very rewarding.

## **Catherine Dell, West Midlands Police EVCU**

Catherine is the Fraud Victim Care officer for West Midlands Police. She has served in the Police for 17 years. Catherine has spent the last 10 years within the Economic Crime Unit, investigating Fraud and has a good grounding of all types of scams. Her main vision is to protect the most vulnerable victims of Fraud in our communities. Catherine ensures that all the appropriate safeguarding is in place to prevent our most vulnerable being repeat victims of Fraud. Catherine's role is to liaise with various agencies to encourage a multi-agency approach to supporting our vulnerable victims.

## **Wayne Haynes, Regional Fraud Development Officer, ROCUWM**

Wayne retired as a Detective Sergeant in 2018 after 27 years' service of which 10 were purely in the fraud arena. His qualifications & experience in Counter Fraud & Anti-Money Laundering as well as holding a degree in Counter Fraud made him an ideal candidate to be part of the HMICFRS Thematic Review into policing fraud, the outcome of which led to the 'Time to Choose' document. His current role of Regional Fraud Development Officer allows him to be instrumental in driving the changes needed in policing fraud today.

### **REGISTRATION/APPLICATION FORM**

The Master Class is **free** for Midlands Fraud Forum members, or a substitute colleague from their organisation.

**Non-members** can attend at a cost of £60.00 which includes attendance at any other master class during the next year (excluding the annual conference)

Registration for this event can now be made on the website using the link below:

<https://midlandsfraudforum.wildapricot.org/event-3972950>

For non-members or replacement colleagues please complete the details below and return it to Jo Buckley at [info@midlandsfraudforum.co.uk](mailto:info@midlandsfraudforum.co.uk) or telephone 07804 694094

- ☐ I am unable to attend but would like a replacement from my company to attend, please see details below.
- ☐ Yes, I'd like to attend the Masterclass but I am not a member of Midlands Fraud Forum.
- ☐ I enclose a cheque for £60 payable to Midlands Fraud Forum.
- ☐ Please send me an invoice to the address below.

Please complete the details below using capitals throughout.

Members name \_\_\_\_\_

Attendee name \_\_\_\_\_

Job Title \_\_\_\_\_ Company \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email \_\_\_\_\_

**Please Note:** Your attendance at this event qualifies as an hourly equivalent of your CPD requirement provided your non accredited course allowance has not already been met. Please ensure you sign the attendance register.