



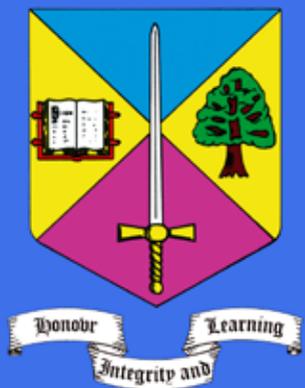
AGM

BOILER ROOM FRAUD

Presented by:

Detective Superintendent Robert Wishart
Head of the Economic Crime Unit
City of London Police

16 October 2009
Civil Service Club
London



The Professional Investigator

IPI
Runnymede Malthouse
off Hummer Road
Egham
Surrey
TW20 9BD

Tel: 0870 330 8622
Fax: 0870 3308612
Email: admin@ipi.org.uk

Ian Hopkins
Editor



Contents

[AGM ▶](#)

[Letter from the Principal ▶](#)

[New Members ▶](#)

[Annual Accounts Preview ▶](#)

[Record Breaking Fraud ▶](#)

[Continuous Professional Development ▶](#)

[The New 'Knowfraud' Concept ▶](#)

[A Mobile Phone Directory ▶](#)

Dear Member

On Monday 6th July 2009 there was a meeting at the offices of Skills for Security. The purpose of the meeting was to review the National Occupational Standards (NOS) which as the investigator sector is concerned were completed and accepted 4 years ago.

IF the SIA were to determine that Licence Applicants will have to take an Exam, the level and types of questions would be based upon National Occupational Standards, which would test and demonstrate knowledge and ability in a range of normal everyday tasks.

What is the Common NOS?

The security business sector has taken on a more professional image over the last few years. At the same time QCA and SQA asked all sectors to develop Common NOS to reduce the amount of duplicated units and to encourage transferable skills.

The Common NOS are centred on transferable skills across the Security Sector. These Common NOS will add to and provide professionalism to the current suite of technical National Occupational standards.

These Common units have been approved by the Stakeholder group which consists of each Sector Consultation Group chair.

The unit numbers and titles will be kept the same; however the format has been changed to follow the Skills for Security format.

What is a NOS?

National Occupational Standards are the specification of competence expected in work roles. They are descriptions of

continued>>

successful outcomes of workplace activities. Standards combine the knowledge, understanding and skills required to perform competently in the work environment. They are not themselves descriptions of educational or training inputs but can be used to determine these inputs.

Each standard must be capable of standing on its own to describe the competence performance of a work activity, and also of being combined with other standards to describe a larger area work activity.

Qualifications are only one use of occupational standards and it is therefore better to put to one side the notion of developing a qualification when writing the standards. However it is important to remember that standards are the benchmark of competence that people will be trained to and measured against.

Each National Occupational Standard (NOS) unit comprises:-

A workplace activity (Element of Competence)

Including

Performance + Knowledge + Range statement

To summarise:

- ✘ Standards are not qualifications
- ✘ Standards are not training schemes
- ✘ Standards are not instructions how to do something
- ✓ Standards are specifications for workplace competence
- ✓ Standards should only identify and specify the critical indicators of competence

The afternoon Session was chaired by Carolyn Davies of Skills for Security (S4S) and consisted of a “round-table” of these Investigator Delegates in attendance to run through the NOS with a particular regard to:

a) Key Purpose – the Group were to decide a short sentence which describes the Key Purpose of Private Investigation. This evoked much input!! And after some discussion the eventual decision was:

“The key purpose of Investigation is to gather analyse, and provide information and/or evidence within the requirements of the legal framework”

b) Checking the suitability of the “Common Core” Standards which applied to all NOS Sectors, and to remove any deemed as not suitable for the Investigator Sector, or to suggest new NOS that we felt were need as Common Core. (Common core in this regard means Standards against which a person can be measured to determine Competence – It has no value or relevance as a licensing criteria or Test/Exam)

c) To review the previous NOS to see whether or not, they are still “fit for purpose” A number of these NOS tended to duplicate others, or duplicated the Common Core standards, and agreement was reached (after some lively discussion) on most of these. One NOS became an Issue (Process) which could not be resolved, and it was therefore decided by S4S that this item would be adjourned for further discussion and a vote at the next Meeting.

d) The Issue over the NOS on Process being that two delegates wished to have the Process Serving NOS removed from the Investigation Suite of NOS, as they deemed that it was not a Investigators function to serve Process, nor was it specified under the PSIA as a licensable activity. It was argued that the fact that Process was not a licensable activity, it was

continued>>

nevertheless an integral part of the workload of the vast majority of Private Investigators in the UK. Further, that as part of the workload of most Investigators, it was beneficial to have a NOS against which persons could be measured as to competence. A great deal of time was spent by S4S explaining that the suite of NOS are created as a benchmark and not as a requirement for licence or indeed examination, rather as a set of standards from which an Awarding Body can select those NOS that they determine are suitable and to be required for their particular Award.

Thus, I would suggest, the IPI hold a straw poll of our members so as to determine the percentage of practising Investigators who do undertake Process Service, the percentage of the Process in their Caseload, and whether or not they undertake Process, whether they consider that a determined standard for a Server is a good thing to have within the Suite of NOS for the Investigator Sector.

I would therefore ask members to answer the following five questions and send their answers to the IPI office at info@pelicanmanagement.org.uk. The questions will only take a few minutes of your time but the answers could have an enormous impact on our profession.

- 1) Do you undertake Process Serving as part of your Services?
- 2) What percentage of your Gross Sales relates to Process?
- 3) Do you agree that Process Service should be considered as part or/aligned to the investigation Sector? Yes/No
- 4) Do you agree that those who may desire to formalize their skills in a recognized Exam or Assessment should be able to do so?
- 5) Do you agree that a “Competent Professional Investigator” should understand Process Serving, whether or not undertaken?

Many thanks for anticipated replies, which will be collated and presented at the next Meeting with Skills for Security in September

Skills for Security will be canvassing on a wider basis for opinions on the NOS, and in particular to get some common agreement for the Common Core NOS.

Ian Hopkins FIPI Hon.FSyl CFE
Deputy Principal & Editor

The Institute of Professional Investigators

* * *

Annual General Meeting

to be held at the

Civil Service Club

13/15 Great Scotland Yard, London, SW1A 2HJ

nearest BR Station, Charing Cross

nearest tube station Charing Cross or Embankment

on Friday 16th October 2009

Programme

10.45 for 11.00 to 11.30

Annual General Meeting

11.30

*Detective Superintendent Robert Wishart
of the City of London's Economic Crime Department
Will speak on " Boiler Room Fraud "*

12.30

Break for pre-lunch drinks

13.00

Lunch

*(please ensure that you book well in advance for lunch,
to include pre-lunch drinks and wine at lunch, £ 60 , please telephone
the Institute's offices 0870 330 8622 or e-mail info@ipi.org.uk
there will be no charge for AGM and seminar attendance)*

AGM Documents

[Click here to Download a Booking Form](#)

[Click here to Download a Nomination Form](#)

[Click here to Download the Official Notification](#)

Robert Wishart Profile

Robert Wishart was educated at Elton Green School and the University of London. On completing his education he joined the City of London Police in 1984 where he has served continuously since.

During his service he has received a number of Commendations including two for solving major fraud cases. He has also been seconded for a period to the British Foreign Office which involved him working in the Caribbean and Miami in co-operation with the FBI. Since being appointed head of the Economic Crime Unit he has resolved a number of worldwide major fraud cases."

Institute News

Honorary Institute Fellow
Ian Johnston, CBE,
QPM, chief constable
of the British Transport
Police and who gave
a presentation in 2005
at the York AGM, has
been knighted by HM
The Queen in the 2009
Birthday Honours List for
services to the police.

Dear Members,

I am pleased to report that the Institute has made significant savings over this year and these will be reflected in the accounts to be circulated to all members prior to the Annual General Meeting on 16th October, 2009.

The Annual General Meeting is your opportunity to meet fellow members and to participate in the running of the Institute. We welcome your contribution.

We have also arranged for Detective Superintendent Robert Wishart of the City of London Police Economic Crime Unit to speak at this meeting on Boiler Room Fraud. This should be a fascinating talk. I would urge all members to attend, if at all possible. Booking forms are available for download from the IPI web site and a hard copy will also follow by post.

I look forward to seeing you there.

Nicola Amsel
Principal

New Members

The Institute would like to welcome the following new member:

Nigel Bullock	Member
Luis Alamancos Pampin	Member

Also congratulations to Jacqueline Schaffner who has been upgraded from Associate to full Member.



Please find presented here a copy of the Institute's accounts which will be provided again with the Institute's Annual Report. Your Principal has made a brief comment on the previous page with regard to the Institute's Financial position, which has made a modest recovery from last year



Company Registration No. 1386248 (England and Wales)

THE INSTITUTE OF PROFESSIONAL INVESTIGATORS LIMITED

(A COMPANY LIMITED BY GUARANTEE)

DIRECTORS' REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2009

COMPANY INFORMATION

Directors

N H Amsel FIPI

B A Walker FIPI

I J Hopkins FIPI

D C Palmer FIPI

R E Bunting FIPI

R Hoffmann MIPI

J Beckwith MIPI

Secretary: D.J. Pryke

Company number: 1386248

Registered office

Runnymede Malthouse

Off Hummer Road

Egham

Surrey

TW20 9BD

Accountants: Howard Wilson
36 Crown Rise, Watford, Herts WD25 0NE

Bankers: Barclays Bank plc, *Chertsey*

CONTENTS

Directors' report ▶

Accountants' report ▶

Income and expenditure account ▶

Balance sheet ▶

Notes to the financial statements ▶

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2009

The directors present their report and financial statements for the year ended 31 March 2009.

Principal activities

The principal activity of the company during the year were:

1. To provide an organisation to assist, regulate or control those engaged in investigation.
2. To assist participants to improve their academic and business knowledge in investigation by provision of categories of participation based upon an examination structure.

Directors

The following directors have held office since 1 April 2008:

N H Amsel FIPI
B A Walker FIPI
M Whittington MIPI (Resigned 1 April 2009)
I J Hopkins FIPI
D C Palmer FIPI
R E Bunting FIPI
R Hoffmann MIPI
A Stephenson FIPI (Resigned 1 December 2008)
J Beckwith MIPI

Directors' responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

By order of the board

D.J. Pryke, *Secretary*

12 June 2009

**CHARTERED ACCOUNTANTS' REPORT TO THE BOARD
OF DIRECTORS ON THE UNAUDITED FINANCIAL
STATEMENTS OF THE INSTITUTE OF PROFESSIONAL
INVESTIGATORS LIMITED**

In accordance with the engagement letter dated 13 October 2004, and in order to assist you to fulfil your duties under the Companies Act 1985, we have compiled the financial statements of The Institute of Professional Investigators Limited for the year ended 31 March 2009, set out on pages 4 to 7 from the accounting records and information and explanations you have given to us.

This report is made to the Company's Board of Directors, as a body, in accordance with the terms of engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the Company's Board of Directors that we have done so, and state those matters we have agreed to state to them in this report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's Board of Directors as a body, for our work or for this report.

We have carried out this engagement in accordance with technical guidance issued by the Institute of Chartered Accountants in England and Wales and have complied with

the ethical guidance laid down by the Institute relating to members undertaking the compilation of financial statements.

You have acknowledged on the balance sheet as at 31 March 2009 your duty to ensure that the company has kept proper accounting records and to prepare financial statements that give a true and fair view under the Companies Act 1985. You consider that the company is exempt from the statutory requirement for an audit for the year.

We have not been instructed to carry out an audit of the financial statements. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial statements.

Howard Wilson
Chartered Accountants
36 Crown Rise
Watford
Herts
WD25 0NE

9 July 2009

THE INSTITUTE OF PROFESSIONAL INVESTIGATORS LIMITED
(A COMPANY LIMITED BY GUARANTEE)
INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2009

	Notes	2009 £	2008 £
Income		42,898	44,595
Administrative expenses		(36,060)	(53,914)
Other operating income		-	256
		<hr/>	<hr/>
Operating surplus/(deficit)		6,838	(9,063)
Other interest receivable and similar income	2	13	-
		<hr/>	<hr/>
Surplus/(deficit) on ordinary activities before taxation		6,851	(9,063)
Tax on ordinary activities	3	(3)	(16)
		<hr/>	<hr/>
Surplus/(deficit) for the year	6	6,848	(9,079)
		<hr/> <hr/>	<hr/> <hr/>

The income and expenditure account has been prepared on the basis that all operations are continuing operations.

There are no recognised gains and losses other than those passing through the income and expenditure account.

BALANCE SHEET**AS AT 31 MARCH 2009**

	Notes	2009		2008	
		£	£	£	£
Current assets					
Debtors	4	8,001		20,990	
Cash at bank and in hand		14,345		10,032	
		<u>22,346</u>		<u>31,022</u>	
Creditors: amounts falling due within one year					
	5	<u>(25,575)</u>		<u>(41,099)</u>	
Total assets less current liabilities					
			<u>(3,229)</u>		<u>(10,077)</u>
Reserves					
Income and expenditure account	6		<u>(3,229)</u>		<u>(10,077)</u>
Members' funds					
	7		<u>(3,229)</u>		<u>(10,077)</u>

In preparing these financial statements:

- (a) The directors are of the opinion that the company is entitled to the exemption from audit conferred by Section 249A(1) of the Companies Act 1985;
- (b) No notice has been deposited under Section 249B(2) of the Companies Act 1985, and
- (c) The directors acknowledge their responsibilities for:
 - (i) ensuring that the company keeps accounting records which comply with Section 221 of the Companies Act 1985, and
 - (ii) preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of Section 226, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Approved by the Board and authorised for issue on 12 June 2009

N H Amsel FIPI
Director

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2009

1 Accounting policies

1.1 Accounting convention

The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2007).

1.2 Compliance with accounting standards

The financial statements are prepared in accordance with applicable United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), which have been applied consistently (except as otherwise stated).

1.3 Income

Income was derived from the company's principal activity which was carried out wholly in the UK.

1.4 Deferred taxation

Deferred taxation is provided in full in respect of taxation deferred by timing differences between the treatment of certain items for taxation and accounting purposes. The deferred tax balance has not been discounted.

1.5 Company status and members liability

The Company is a private company limited by guarantee and not having a share capital. The extent of the liability of the members of the company on a winding up is limited to a maximum of one pound each.

2 Investment income	2009	2008
	£	£
Bank interest	13	-
	<u>13</u>	<u>-</u>
	<u><u>13</u></u>	<u><u>-</u></u>
3 Taxation	2009	2008
	£	£
Domestic current year tax		
U.K. corporation tax	3	16
	<u>3</u>	<u>16</u>
Current tax charge	<u><u>3</u></u>	<u><u>16</u></u>
4 Debtors	2009	2008
	£	£
Trade debtors	7,766	20,931
Other debtors	235	59
	<u>8,001</u>	<u>20,990</u>
	<u><u>8,001</u></u>	<u><u>20,990</u></u>

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2009

5	Creditors: amounts falling due within one year	2009	2008
		£	£
	Trade creditors	683	84
	Taxation and social security	2,583	4,297
	Other creditors	22,309	36,718
		<u>25,575</u>	<u>41,099</u>
		<u><u>25,575</u></u>	<u><u>41,099</u></u>
6	Statement of movements on income and expenditure account		Income and expenditure account
			£
	Balance at 1 April 2008		(10,077)
	Surplus for the year		6,848
			<u>(3,229)</u>
			<u><u>(3,229)</u></u>
7	Reconciliation of movements in members' funds	2009	2008
		£	£
	Surplus/(Deficit) for the financial year	6,848	(9,079)
	Opening members' funds	(10,077)	(998)
		<u>(3,229)</u>	<u>(10,077)</u>
	Closing members' funds	<u><u>(3,229)</u></u>	<u><u>(10,077)</u></u>

DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2009

	2009	2008
	£	£
Income		
Subscriptions	38,184	35,412
Distance learning courses	3,250	7,250
Books, folders and leaflets	117	80
AGM income	1,347	1,523
Web enhancements/directory sites	-	330
	<hr/>	<hr/>
	42,898	44,595
Administrative expenses	<hr/> (36,060)	<hr/> (53,914)
	6,838	(9,319)
Other operating income		
Sundry income	-	256
	<hr/>	<hr/>
Operating surplus/(deficit)	6,838	(9,063)
Other interest receivable and similar income		
Bank interest received	13	-
	<hr/>	<hr/>
Surplus/(deficit) before taxation	<u>6,851</u>	<u>(9,063)</u>

Record-Breaking Fraud

An Organised Criminal Gang (OCG) operating in the UK netted \$300,000 in stolen money through an imaginative fraud that I would argue was doomed to fail.

Of course, \$300,000 isn't the record that was broken – I'm sure many of you have investigated bigger frauds.

No, in this case the records 'broken' were audio in nature. The gang, which included a DJ from London, 'cut' 19 of their own records (note my knowledge of music terminology, there) which they then uploaded for sale through i-Tunes and Amazon. (Amazon, I believe, is new to the sale of individual tracks from albums.) Having uploaded their music, they then bought the tracks back at \$10 an album. Nothing strange there until you hear that they made the purchases using stolen or

cloned credit cards. They 'sold' sufficient copies to earn the \$300k in royalties from the distributors!

On the face of it, they appeared doomed to fail. Many sellers and financial institutions now have means by which they can identify strange purchasing patterns, and while some 'records' were quite possibly sold legitimately – and there was apparently some interest from the music industry – when card providers noticed how all their clients seemed to have an unhealthy interest in one group's album it no doubt made them wonder why. Once suspicion was piqued, the trail led straight back to the fraudsters.

While you cannot ever respect criminality, it is sometimes amusing to note how imaginative fraudsters can get!

Source: Times On Line newspaper
www.timesonline.co.uk 11/6/09.)



Continuous Professional Development

The Institute's Bye-laws include a requirement that Members and Fellows maintain a CPD regimen, intended to ensure that, as professionals, we keep up our 'currency' with developments in law, forensics, procedures and practices. In truth, it must be said that enforcement of this requirement has been lacking. This has been down to the Institute's inability to consistently create a profit-making seminar programme (or even a break-even version) since the effective programme of four seminars that took place in 2004.

However, our inability to produce our own programme should not be seen as an excuse to avoid our own professional development. Maintaining your own marketability as a professional investigator is your responsibility, and while the IPI is happy to help you in that process, it is not the Institute's responsibility that you get working!

May I encourage you to seek out training in your sector of operations, or in management or training skills, so that you can continue to be a representation of what the Institute wants to

be – a place where true professionalism can develop and like-minded people can work together for the betterment of our industry.

The IPI is willing to keep records of your achievements, and to publicise them when you see fit. The only condition is that you seek reputable training from reputable trainers, and that the final 'say' in what is acceptable to the Institute remains ours! I have started keeping records since the 2008 AGM, where 35 people were given 10 points of the Bye-Laws required 25 per three year period.

And don't forget that the achievement of Fellowship through submission of a Thesis on an investigation subject not only raises your standing in the profession, it is also a reflection of your currency and, accordingly, will also result in CPD points being awarded (15, in accordance with the Bye-Law). If you present the thesis at an Institute event, e.g. the AGM, you would get the required 25 easily!

Other professions have CPD requirements, and I see no reason why our should be any different. Once the records start to 'gel', Members will be pursued to see

what CPD they are or are not doing, and persuaded to get some done!

Watch this space.

David Palmer FIPI F.Inst.L.Ex

The NFRC and NFIB – the new 'KNOWFRAUD' Concept

Further to the report from the Daily Mail summarised in the Spring edition of the journal, David Palmer was present at the National Fraud Reporting Centre and National Fraud Intelligence Bureau 'launch' briefing at the National Police Improvement Agency site at Ryton-on-Dunsmore, near Coventry, in July 2009.

In a three-day event, investigators from the police service, financial institutions, Consumer Direct, the Fraud Prosecution Service and academia all provided input into the future of these two new fraud-fighting bodies. The objective of the seminar was part briefing, part workshop on how the new internet based fraud-reporting system and intelligence dissemination process was to work. Speakers were present not just from UK organisation, but the FBI and the RCMP as well. It transpired that both these respected law enforcement agencies (LEAs) had been obtaining intelligence and accepting fraud reports through internet based systems since 2000, and as such the UK system is going to benefit from their experiences.

In a nutshell, in the future it is intended that all fraud crimes will be reported NOT to the police,

but through an internet site called KNOWFRAUD, the brand for the new facility. (Yes, they did explain the brand. I shan't!) Victims will be instructed to report frauds using an extensive and detailed website, or through a call-centre facility. The only frauds that will be directly dealt with by police will be 'make-offs', and crimes where immediate action is required, e.g. where OAPs are expecting a tarmacer to call back for their £15,000 the next day, or where urgency is required to secure and preserve evidence. All other frauds not coming under the 'urgent/nasty' heading will go to the NFRC, including credit card and e-bay frauds.

The NFIBRC will then collate reports with a view to identifying the best LEA to deal with a fraud. Hitherto, eBay and boiler-room fraud victims all over the UK would report their crimes locally, and as such collating evidence would routinely take place miles away from where the evidence was, i.e. the suspect's base of operations. From next year, the NFIB will be collating information and sending it to the force where the suspect is, so that they can deal with it. This will include spotting commonality between frauds reported far and wide – in an eBay case, where 40 people across

the UK report an email address used to defraud them NFIB will identify the user and send the 'bundle' to 'his' force area. (This is a summary – there are other criteria which apply in certain circumstances, but the intention is to make fraud crime-reporting SUSPECT-focused, rather than VICTIM focused as it is now.)

Frauds will be reported to the NFRC not only by individuals at their computers, or at computers provided or utilised in police stations, but also by the financial institutions (banks, FSA, CIFAS), Consumer Direct, and trade bodies where members advise that body of developing trends in their individual industries.

The whole project will require a change in the way fraud crime is recorded by the Home Office. It will be piloted by West Midlands Police from October, and by April 2010 will be rolled out nationally.

Incidentally, you may be amused to hear that immediately the creation of "KnowFraud" was publicised, an enterprising entrepreneur opened a website by that name, and charged people for fraud advice which, after an expensive phone call, resulted in the advice 'call the police'. They have been suitably advised.....

A Mobile Telephone Directory – At Last?



On the Times on-line website (www.timesonline.co.uk) dated the 9th of June 2008, there was an interesting article about a 'new' telephone directory service for mobile telephones. In a nutshell, Connectivity.com, which appears on brief research to be an Orange Telecoms company, has created its own database of mobile telephone numbers based on market research databases. In other words, those of us who happily entered our mobile telephone numbers onto one of the many contact forms we encounter during our hectic lives will have also provided those details for sale to a research company who passed them on, etc.

Initially there was concern that this breached several Acts and Codes of Practice, and that we would all be suddenly subjected to unwanted intrusion. Would people be able to access our personal details if we had their number? What about our children and their telephones – would they be vulnerable? What about the option of being 'ex-directory' – was it available?

The Times article disclosed that the Office for the Information Commissioner had been consulted about the facility, and had made representations to the company (in other words, told them what

they'd best do to avoid trouble), and that these should (shall) be in place before they went live in mid-June.

As I understand it, the system would be that an enquirer would contact Connectivity for a number, using details they would already have. Connectivity would then ring the subscriber, presumably without telling the enquirer what that number was, and then put said subscriber through if permission was granted. The company has indicated that if (on the first call) the subscriber is happy to continue, they would effectively allow that process to be repeated when anyone enquired as to their number. However, if they express that they would not take such calls, then there would be no further calls from Connectivity. This process was the result of a rethink of their initial plan, which was to contact EVERYONE on their database and ask them if they wanted IN. Bit of a mammoth task, I am sure you'd agree, so the current plan seems sensible.

In other words, it does not seem to be a case of asking for a number for David Palmer and then having it to hand. It's a case of finding out IF David Palmer has a number, and being put

through without being told what that number is. In theory, at least.

In truth, therefore, it appears that safeguards exist to make people accessible but in a controlled way. You CAN tell the subscriber to remove you from their database if you are on it – the only way to find out is if you are called, or to make an enquiry about yourself, of course! This would take a month, apparently, and you MUST tell them about any of your children's numbers if you want them removed.

On the other hand of course, you may want your mobile number to be available, in which case Orange customers can specifically ask for their numbers to be entered in the BT directory. Just call Orange customer services to get in within 7 days (of your call, I presume).

From an investigator's perspective, access to that database will still be through a Production Order or other, legally complicated but supportable routes. Asking an operator for details to which you are not entitled will still be illegal.

For more details, go to <http://www2.orange.co.uk/servlet/Satellite?pagename=OUKPersonal&c=OUKService&cid=1096023563750&t=Service>, or www.118000.com.uk.

[Times article](#)

Commentary

I was intrigued by the concerns raised, about “Big Brother and all that”. In a world of Facebook and other social networking sites, and in a world where Skype users can utilise communications services to facilitate fraud, why does ‘the Man’ make it so hard for legally-motivated investigators to find out what is available at the touch of a button?

For people to be worried that their numbers might become public knowledge, while the same people (and it usually IS the same people) show their bums on Facebook, seems bit hypocritical.

Tangentially, defence lawyers are now wise to Facebook and will trawl through to find witnesses, complainants and investigators doing or saying something stupid in an effort to undermine their testimony. Take G20 – a police officer’s entry was used as ‘evidence’ of intent to assault someone (anyone), and as a result he may lose his or her job, if that hasn’t happened already. Bear that in mind if you are daft enough to use those social networking sites for an reason at all. And that advice goes to your families and friends,

too – they can provide damning evidence of your indiscretions (and telephone data), too.

Still - sooner or later, the good guys will be allowed to use all the facilities that the bad guys have.

I hope.

David Palmer FIPI

(with thanks to Nicola Amsel and the Board for their input)

The Professional Investigator

Institute of Professional Investigators
Runnymede Malthouse
off Hummer Road
Egham
Surrey
TW20 9BD

Tel: 0870 330 8622
Fax: 0870 3308612
Email: admin@ipi.org.uk