

SCAM AWARENESS PROJECT



Rationale for Scam Awareness Project

A pilot project ran in 2018-2019. Age UK's Scams Prevention and Victim Support programme aimed to help older people increase their knowledge and confidence to recognise and deal with attempted scams and reduce the number of people becoming victims or repeat victims.

Support:

1. Scams awareness talks for community groups and multi-organisation events.
2. One-to-one awareness raising sessions for vulnerable older people, usually in their home.
3. One-to-one support for older victims over a number of home visits

The importance of local relationship

A critical factor in the success of the pilot was the relationships local Age UKs developed with other local community organisations. Local Age UKs identified organisations with the greatest potential for joint working, helping tap into different expertise and resources. They included banks, community organisations, Trading Standards and the Metropolitan Police. These organisations provided intelligence about current scams taking place locally which delivery staff could then highlight during the awareness sessions and on their websites.

Information Programme:

Age UK Barnet no longer run a scams awareness programme. However, we maintain pages on our website with scams awareness contact information and latest scams.

Local police teams organise information events at community organisations.

<https://www.friendsagainstscams.org.uk/elearning/NeighbourhoodWatch>

Police Community Officer (PCO) organise information events.

10 Golden Rules

1. Be suspicious of all 'too good to be true' offers and deals. There are no guaranteed get-rich-quick schemes.
2. Don't agree to offers or deals immediately. Insist on time to get independent or legal advice before making a decision.
3. Don't hand over money or sign anything until you've checked someone's credentials and their company's.
4. Never send money to anyone you don't know or trust, whether in the UK or abroad, or use methods of payment you're not comfortable with.
5. Never give banking or personal details to anyone you don't know or trust. This information is valuable so make sure you protect it.
6. Always log on to a website directly rather than clicking on links in an email.
7. Don't just rely on glowing testimonials. Find solid, independent evidence of a company's success. "Paid Review Fraud"
8. Always get independent or legal advice if an offer involves money, time or commitment.
9. If you spot a scam or have been scammed, report it and get help. Contact Action Fraud on 0300 123 2040 or at Action Fraud. Call us on 101 if you know the suspect or they're still in the area.
10. Don't be embarrassed about reporting a scam. Because the scammers are cunning and clever there's no shame in being deceived. By reporting it, you'll make it more difficult for them to deceive others. Get help or report a scam

Reporting a Scam

Report crime by calling 101 or in an emergency call 999.

Remember, you can also report crime online on our website: <https://www.met.police.uk/>
Trading Standards [Barnet online:](https://www.barnet.gov.uk)
www.barnet.gov.uk
www.re-ltd.co.uk

Financial Conduct Authority 0800 111 6768
Action Fraud:

<https://www.actionfraudalert.co.uk/Contact>

Information sources:

Becoming a Scam Marshall
Scam Marshall Newsletter
Newsletter concentrates on a particular scam each month.

7 Minute Briefing

What the project achieved in Barnet

Level 1

number of events	27
number of attendees	615

Level 2

number of clients	110
-------------------	-----

Level 3

Actual number of sessions	34
No of True Call Blockers	4
No of Scam Marshalls	3
££ saved/recouped for clients	£10,600

Get help and report a scam.

Keep your eye on news, websites, local papers & TV (Rip Off Britain)
Remember that if you're a victim of a scam or an attempted scam, however minor, there may be hundreds or thousands of others in a similar position. Your information may form part of one big jigsaw and be vital to completing the picture

Telephone nuisance calls seem to have surged in Barnet recently. Call blocking units via Call.BlockerProject@surrecc.gov.uk