

Scams Networking & Engagement Event

24 January 2018



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Welcome and Introduction

Charles Sheldon

Health and Community Development Manager

Age UK East Sussex

Session 1:

Sharing information: support provided to the worst affected scams / fraud victims by statutory services



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Operation Signature

Bernadette Lawrie
Financial Abuse Safeguarding Officer



- Fraud is the fastest growing crime type
- Elderly population is increasing
- Increase in SCARFs.

Op Signature Dashboard



Report Filters

Division Selector

- Brighton and Hove
- East Sussex
- Outside Force
- Unknown
- West Sussex
- Network

Nominal Age Group

- 0-29yrs
- 30-59yrs
- 60-74yrs
- 75+yrs
- No Value

Risk Rating Selector

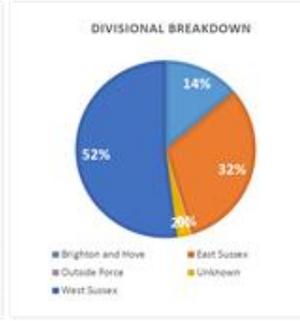
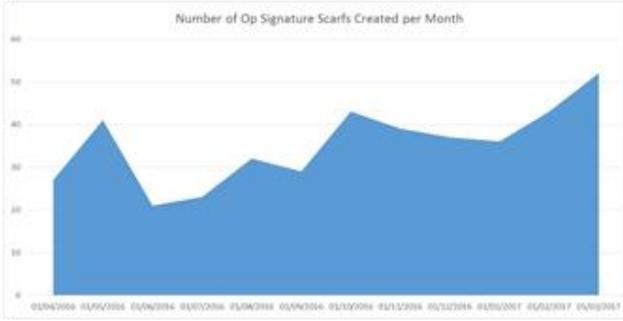
- HIGH
- MEDIUM
- STANDARD
- NOT SAMPLED

Nominal Sex Sel...

- Female
- Male
- U/R

Less Recorded Sel...

- (Blank)
- Less Recorded



Area Op Signature Reports

Brighton and Hove	58
East Sussex	134
Eastbourne	32
Hastings	22
Lewes	26
Rother	19
Worthing	35
Outside Force	1
Unknown	10
West Sussex	220
Adur and Worthing	64
Arun	59
Chichester	36
Crawley	22
Horsham	26
Mid-Sussex	33
Grand Total	423

Op Signature Reports

423

Total Amount Lost

£9,885,579

Average Amount Lost

£23,370

Victim Gender

Female	51.5%
Male	47.3%
U/R	1.2%

Sent to Adult Social Care

46%

Risk Rating Selector

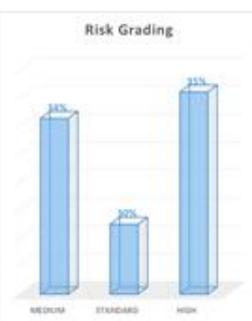
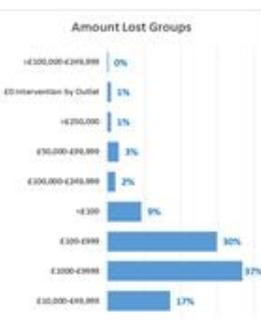
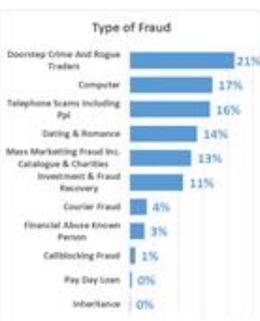
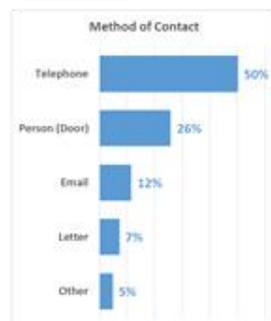
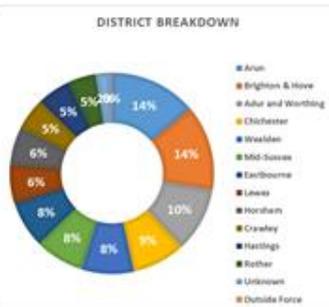
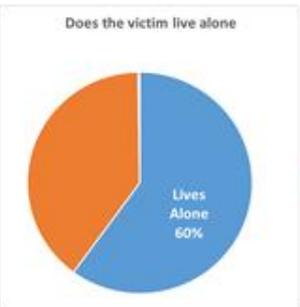
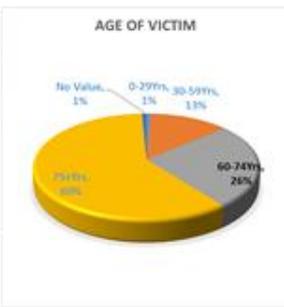
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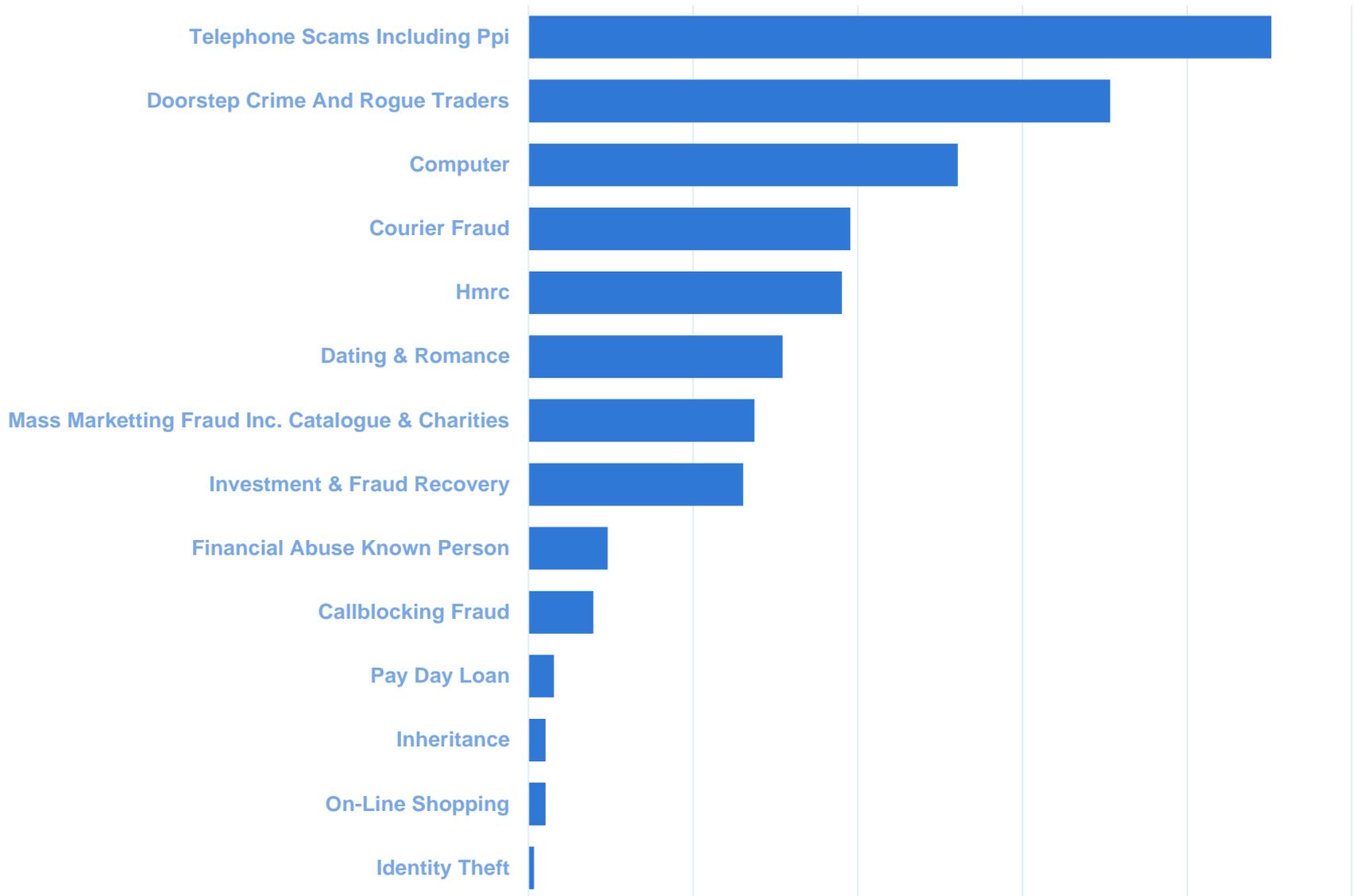
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Fraud types



- April 2017 Operation Signature was presented to NPCC where it was approved as best practice for national roll out
- Implemented by 9 Police forces including Surrey, Hampshire and Dorset
- Interest received from over 25 other forces to develop processes
- Introduction of Banking protocol.

The initiative was started throughout Sussex at the start of June. In the first 5 months:

- **107** calls were received from the banks
- **5** arrests were made
- Prevented financial losses to victims :
£525,560.60
- The victim's average age: **75**

Victim Support Caseworkers

No. of Visits to Clients	1 Visit	2 Visits	3 Visits	4+ Visits	Total No of Visits
	62	24	17	6	185 visits

West Sussex	East Sussex (incl Brighton & Hove)
126	118
52%	48%

Emotional Support

Practical Support

Family/ Next of Kin Support

Onward Referral

Biggest Challenges Faced by Clients

- Social isolation/lack of family or friends or any other support networks
- The realisation that their money will not be returned to them
- Erosion of trust in people
- Self-blame for what has happened to them
- Lack of knowledge about support services
- Lack of knowledge about technology and how to stay safe on-line

Partner Agency Progress

- Trading Standards – Information Sharing Agreement with all 3 local authorities to increase sharing of intelligence and information relating to victims and suspects
- Common messaging and reporting mechanism via Action Fraud and 101 agreed as:

If you or someone you know is vulnerable and has been a victim of fraud, contact Sussex Police on 101

To report fraud or attempted fraud, visit www.actionfraud.police.uk or call 0300 123 2040

For consumer advice, or to report a concern to Trading Standards, contact the Citizens Advice consumer helpline on 03454 040506

- Development of an investigative strategy around doorstep crime to increase joint working and ensure the correct agency leads and receives support where appropriate

- 170 devices have been funded with 120 already installed across Sussex.
- These are responsible for the blocking of 43,000 nuisance and scam calls.
- These are on average blocking 99.6% of all nuisance calls that would otherwise have been taken by these victims.

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Richard Strawson
Trading Standards Manager

East Sussex
County Council



Trading Standards

Aim:

To create and maintain a safe and fair trading environment where East Sussex businesses can operate and grow and East Sussex consumers can buy goods and services with confidence.

One of our 5 key priorities:

Protecting the vulnerable – Effectively identify and support those most vulnerable to scams and other illegal trading activity, working with partners as necessary to support those who are victims and take steps to prevent further victimisation.

What this means in practice

Investigating reports to the Citizens Advice Consumer Service.

- Provide support to victims
- Raising awareness through warnings and advice
- Investigating criminality eg rogue trading

Eastbourne
Herald



News

Transport

Crime

Education

Business

Politics

Environment

Hailsham builder jailed for conning elderly victims

Responding to intelligence from the National Trading Standards Scams Team and visiting those residents



Support can include:

- Personal visits and advice
- Liaison with family members and agencies
- Call blocker devices installed
- Introduction to the Edna Johnson project
- Resolution of consumer issues
- Witness Support

Added help for all to benefit

Providing a clear source of trusted traders for home maintenance



Partnering with others

- Working with our partners in Health and Social Care to respond to Sussex Police Vulnerable Adult Reports.

These reports are triaged within the Service and feedback is given to the agencies, so there is a clear understanding of which agency has primacy and the victim's needs are understood.

Prevention is better than cure

Promoting the national “Friends Against Scams” awareness raising scheme



Lessons learnt

- We are more effective working together
- The voluntary sector is a great asset to statutory services
- In raising the profile amongst the public we protect the larger population
- Clear, common and consistency in messaging is vital

No wrong door to reporting

- We believe that all agencies should work together to ensure that wherever help is sought or support identified, it is provided.
- It is about statutory agencies and the voluntary sector working most effectively together to support those in our communities that are at risk

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Trading Standards Manager

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Financial Abuse & Adult Safeguarding

Dan King

Safeguarding Development Team
Adult Social Care
East Sussex County Council

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Aims...



- Overview of Adult Safeguarding
- Issues relating to financial abuse including scams
- Prevention
- Raising concerns

What is adult safeguarding?



- *Safeguarding Adults can include any work or activity which aims to support to retain independence, well-being and choice and to be able to live a life that is free from abuse and neglect*

Care Act 2014

- Local authorities must make enquiries, or cause others to do so if it believes an adult is experiencing, or is at risk of abuse or neglect.
- Arrange independent advocacy.
- Co-operation between the local authorities and partner agencies.



Safeguarding Enquiries

An **enquiry** could range from a conversation with the individual to a much more formal multi-agency arrangement.

The scope of the **enquiry**, who leads it and its nature, how long it takes, will depend on the particular circumstances.

Whatever the course of subsequent action, the professional concerned should record the concern, the adult's views and wishes, any immediate action taken and the reasons for those actions.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is the approach now taken to all safeguarding work.

The key principle of MSP is to support and empower each adult to make choices and have control of their own life.

It is about seeing people as experts in their own lives and working alongside them to identify the outcomes they want

Care Act Definition

Financial abuse is:

“The unauthorised and improper use of funds, property or any resources belonging to another individual”.



Common Themes



- Coercion
- Exploitation of position of trust
- Deception
- Money redirected to others

People at risk of financial abuse

- Unable to manage their own finances or dependent on another person to manage their money
- Dependent on others for all aspects of daily living
- Socially isolated or lives alone
- Poor health
- Divorced or separated

Preventing financial abuse



- Staff education & training
- Public awareness
- Regulation
- Resilience
- Partnership working

Partnership working between Adult Social Care, Trading Standards and Police



- Focus on adults desired outcomes
- Sharing intelligence
- Consider the remedies available to the person at risk of consumer protection issues
- Practical advice and preventative measures to reduce future risk

Partnership working also includes:



Locality Link Workers (LLW)



Work with frontline health and social care professionals to better access community-based support for their clients, which includes:

- Supporting better access to the support and range of services available in the community and voluntary sector
- Working with 3VA to support the community and voluntary sector
- Linking people and groups together and creating opportunities for collaboration
- Identifying local health, care and wellbeing priorities and working with a wide range of people



SWC



East Sussex County Council accreditation scheme run in partnership between Adult Social Care and Trading Standards.

Scheme approves local providers of care and support services in the community, including Personal Assistants, offering one to one care in people's homes

The ESASP Team have recently attended the local Personal Assistant (PA) network meetings to train on SCAMS and to invite PAs to become SCAMS partners.

Details of ESASP work have also been shared with all SWC members via email.

Personal Assistants have since been able to support their clients to identify when they have been victims of scams, as well as prevent them from being future victims.



Involvement Matters Team



The **Involvement Matters Team (IMT)** are a group of self-advocates who have a learning disability and are members of the **East Sussex Learning Disability Partnership Board**



- **IMT** want to help raise awareness about scams within the learning disability community
- **IMT** are working together with the National Trading Standards Scams Team to help make their Friends Against Scams online training accessible for people with a learning disability.

For further information:

Jeanette Gallivan-Young

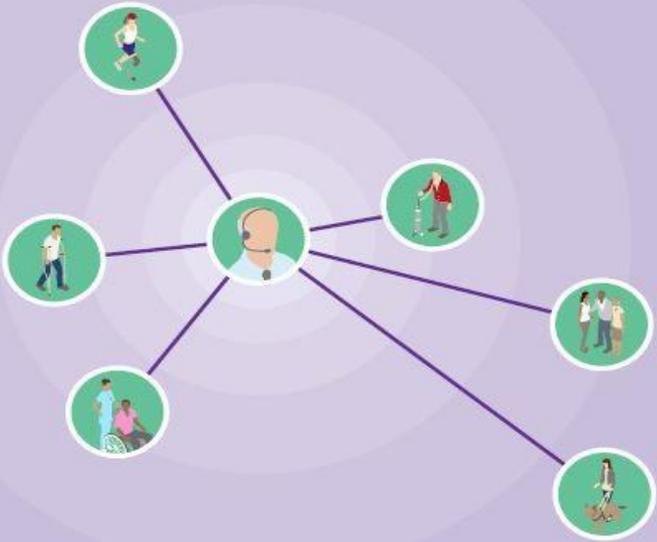
Learning Disability Involvement Officer

jeanette.gallivan-young@eastsussex.gov.uk or

ASCLD.PartnershipBoard@eastsussex.gov.uk

Raising Concerns

- Immediate risk- call emergency services 999
- Non-emergency Sussex Police 101
- Employee and employer responsibilities
- Report safeguarding concerns to Adult Social Care via Health and Social Care Connect (HSCC)



Health & Social Care
CONNECT

Phone: 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Minicom: 01323 466630
Mobile SMS text: 0779 7878 111

Health & Social Care Connect

The contact centre for adult community health and social care services in East Sussex

0345 60 80 191 (public line)

HSCC@eastsussex.gov.uk

8am – 8pm, 7 days a week, including Bank Holidays

0300 67 80 010 (professional line)

esh-tr.hsc@nhs.net (secure email)

8am – 10pm, 7 days a week, including Bank Holidays

Emergency Duty Service 01323 636 399

Questions



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Table exercise 1

**Case study examples –
volunteer facilitators from each table please!**



Refreshment break & networking



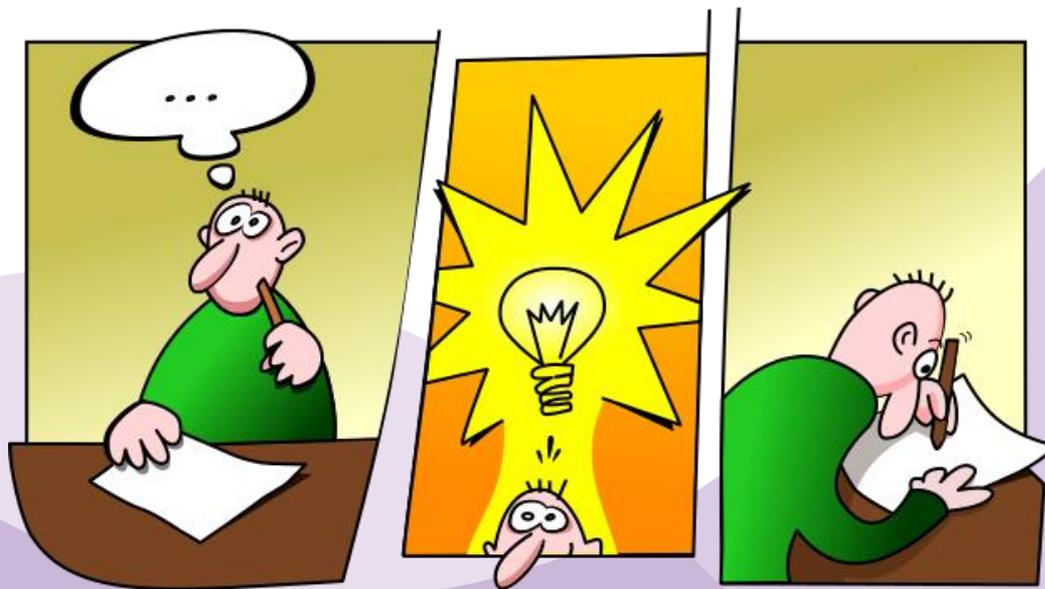
Session 2:

Sharing bright ideas and suggestions on how to help scams / fraud victims who do not meet the national eligibility criteria for statutory services support

Quiz then Table exercise 2

Bright ideas and suggestions

Volunteer facilitators from each table please!



Closing Remarks

Charles Sheldon

Health and Community Development Manager

Age UK East Sussex

Evaluation and further networking opportunities



Event closes 12.45pm

