

Scams Networking & Engagement Event

Wednesday 24 January 2018

Table Exercise 2: Talking Points

1. There are many reasons why people may respond to scams, can you think of any?

(A useful reference tool is the Home Instead Senior Care “Senior Fraud Protection Toolkit”)

• Addiction	• Bereavement
• Boredom	• Bullying
• Chance to win – worth a risk!	• Chosen / made to feel special
• Cognitive difficulties / impairment	• Convenience
• Disabilities	• Divorce
• Doing good for others / supporting ‘charities’	• Feeling responsible / emotionally involved
• Financial difficulties – hoping to win to reduce debts	• Financial gain / greed
• Flattered by attention	• Geographically isolated from friends / family
• Gives them something to do	• Health – mental and physical – capacity
• Health issues / unable to go out	• Lack of awareness that scams exist
• Lack of capacity - vulnerable	• Lack of being able to cope
• Lack of information / knowledge	• Lack of time / rushed / stressed
• Lack of understanding	• Loneliness
• Mental health	• Misplaced trust
• Naivety	• Need / desperation
• Not wanting to offend	• Pressured – must respond immediately
• Pride – want to organise things for themselves, not rely on others for advice	• Range of different vulnerable situations
• Socially isolated	• Sounds legitimate
• Sounds like a good deal	• Support family members if win & the potential to leave something
• Technology / maturity	• Threatened
• Too trusting and honest	• Tricked
• Under pressure / stressed	• Vulnerable
• Wanting to be socially accepted	• Wanting funds to pay for an operation

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2. What practical steps could be suggested to help victims of scams / fraud?

- Assess impact of scams (eg upon financial situation / health etc)
- Awareness raising sessions / meet others who have fallen victim too
- Bank financial support - debit and credit cards – cap limit? Change cards? Check if any direct debits have been set up or fraudulent payments made? Get 2nd signatory on account for cheques / payment authorisations?
- Befriending visits / telephone calls / accompany to clubs / garden centres etc to reduce social isolation
- Call blockers to reduce scam telephone calls
- Cold calling zones – where are they in East Sussex (Bexhill is whole zone)? Could we encourage more as they help reduce doorstep crime).
- Contact points – trusted
- Debt advice – where can they get it? Locations? Over the phone?
- Distribute information about which organisations to go to for help and advice / how to recognise a scam
- Ease of reporting (a physical location/hub) And / or clear telephone numbers eg 555 – *proposed* new bank fraud hotline), Action Fraud, Adult Social Care, Citizens Advice Consumer Service, Sussex Police etc.
- Education – scams are fraud, fraud is a crime – we should not be ignoring them. Report them to Action Fraud
- Emotional support / counselling eg Age Concern Eastbourne, others? Where? At home?
- Home safety visits from East Sussex Fire & Rescue Service / volunteer visits
- Home visits from PAs?
- Housing advice – from where? On the phone or physical locations?
- Identify level of risk
- Intervention
- Legal advice eg Hart Reade, Polegate (free half hour appointments on Wednesdays). Others?
- Mail intervention – redirect post to family member?
- Networking – better awareness of resources
- No blame
- Power of attorney
- Prevent future scams – suggestions on how to spot different types of scams
- Provide appropriate support – assessment of needs may be required
- Provide details of activities and community groups they could join in their area (may need to be accompanied first couple of times)
- Provide reassurance (they're not stupid, anyone can fall for scams)

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- Publications providing info on scams, local fraud alerts – what's available in different towns / villages, include Talking Newspapers, library newsletters etc
- Reduce stigma
- Report to Sussex Police (101, or 999 in an emergency)
- Scams advice given at specific places eg Citizens Advice – Eastbourne, Hastings, Lewes District, Rother District, Wealden). Others?
- Technical help – how to use computers / mobile phones safely
- Telephone calls from volunteers / organisations eg Silverline, others?

For support and advice on scams (eg rogue traders, romance scams, scam mail, telephone calls, text messages, emails), call Citizens Advice on **0345 40 40 506**

If you are concerned about financial abuse speak to Health and Social Care Connect on **0345 60 80 191**

For a non-emergency response (if you have been a victim of a fraud/scam), call Sussex Police on **101**

If you have been affected by crime, get emotional and practical help from Victim Support on **0808 168 9274**

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud **0300 123 2040**

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3. **What other East Sussex organisations should be encouraged to attend the next networking event?** *(Those in green below were invited / or have subsequently been contacted. However, if anyone has contact details for any of the organisations listed below, please email them and introduce them to elaine.bowdery@eastsussex.gov.uk)*

3VA
Age Concern
Alzheimer's Society
Association of Carers
Banks (local branches)
Befriending organisations
Borough councils
Care for the Carers
Carers Breaks engagement team
CCG
Chambers of Commerce
Children's Services
Churches
Citizens Advice (other districts)
Community organisations
Dementia organisations
Districts councils
Eastbourne Disability
Eastbourne Hearing Centre
Educational representation – primary – FE
Foodbanks
Friends of Eastbourne Hospital
Golden Times magazine
GP Practice Managers
Health (GPs, mental health support groups)
Home care providers / services
Home Office (fraud)
Housing associations / providers
HVA
JPK Project
Libraries
MacMillan
Magnet
Meals on wheels / food delivery companies
Media organisations
Military charities (eg SSAFA, Royal British Legion, Carer Centres, Blind Veterans)
MIND
Neighbourhood Watch schemes – different areas
Parish councils
Patient participation groups
Pharmacies / GP surgeries / hospitals

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Postal service organisations eg Royal Mail, Whistl
Regulators (eg OFCOM, telecoms suppliers etc)

Religious venues

RVA

Senior Practitioners (Adult Social Care)

Smaller organisations

St Wilfrid's Hospice

STEPS

The Samaritans

Town councils

Utility companies (*besides South East Water*)

Vets

Wellbeing – Angela Yphzantides (ESCC)

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4. What other East Sussex publications or websites could be used for scams / fraud messages?

• 3VA	• Church newsletters & emails
• Community centres	• East Sussex 1 Space
• East Sussex Better Together	• East Sussex Seniors' Association
• Eastbourne Voice	• ESASP Charter Partners newsletters
• ESCIS	• Facebook
• HVA	• Local Authorities eg Rother & Wealden My Alerts
• Local papers	• Neighbourhood Watch
• Newsletters	• Parish websites / newsletters
• PCC newsletter	• Press releases
• Public sector websites	• Rates bills
• RVA	• School websites
• Seniors Forums	• SHRA - Waterlines
• Theatres	• Twitter
• Viewpoint and other charity newsletters	• What's on magazines
• Your County	• Golden Times

5. How could we potentially help someone who has mental capacity but is making unwise decisions?

- Awareness raising / training sessions – encourage them to join one / take them with you
- Educate them – encourage informed decisions – a 'balance sheet' approach
- Empower / enable them
- Family and friends involvement – possible?
- Friends Against Scams online awareness session – run through it with them over a cup of coffee
- GP waiting rooms
- Key worker
- Mentor
- Neighbours' involvement – possible?
- Pointing out the consequences to themselves / others ie where their money is going (eg to fund organised criminal groups, often overseas)
- Raise awareness and communications
- Reassurance them – let them maintain their pride etc
- Talk to them
- Tell them about criminals who have been caught / other people who have fallen victim to scams
- Time / patience / rapport
- Trusted people / networks around them

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6. Scams awareness month is July - share ideas on how you could support the campaign or ideas for the planners to consider

- Advertising – coffee shops / lunch clubs / social clubs / local theatre programmes
- CAB – where all clients learn about scams. Locations?
- Care providers
- Chiropodists / Chiropractors etc
- Coffee morning invitations – sheltered housing / communities
- Display stands / stalls
- Facebook / Tweets – young people to inform grandparents
- Festival
- Friends Against Scams awareness sessions to be given at open days
- GP practices
- Job centres
- Libraries
- Link in with other awareness – Marie Curie
- Local news (inc TV)
- Local papers
- Locality link workers
- Newsletter – major feature
- Objects eg fridge magnets for gentle reminders about scams
- Partnership meetings
- Piggy back other large events
- Public awareness
- Quizzes
- Radio
- Residents associations - talks
- Scams awareness sessions
- School fetes
- Shops
- Social media
- Supermarkets
- Surveys for victims
- Talks eg at bandstand prior to concerts
- Targets: no of Charter Partners signed up during Scams awareness month
- Topic for each week – specific scam each week (*Citizens Advice will outline campaign*)
- Uniformity of messages (*Citizens Advice will outline campaign*)
- Village hall associations
- Working group / events
- Young people at school to pass information onto older relatives

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7. How could you help someone who is unwilling to engage with professionals and networks?

- Bank alerts / restrictions - could they be put in place?
- Buddy victim service?
- Build relationship first / general conversations
- Call blockers – for telephone scams
- Check person is comfortable discussing scams with the person – embarrassed?
- Citizens Advice – suggest they talk over with someone at a local office
- Community events – encourage to go out more, engage with people living nearby
- Find a connection / common subjects of interest first
- Find a trusted person (family / friends / neighbours) already known to the victim, with whom they already have rapport – give them the facts, they could help with messaging
- Find out the main reason why the person has responded
- Find out if possible to block the telephone service to prevent scams
- Home visits
- Keeping in contact, re-visit
- Mutual support groups – put them in touch
- Neighbourhood Watch
- Patience
- Provide evidence of different types of scams
- Recognise when someone needs assistance if they cannot explain themselves
- Staying in touch
- Strategies to win trust ie who they trust and working through that person
- Take them to a talk prior to something they would usually attend eg a theatre
- Telephone support – maybe they are lonely
- Training & skills to support the person (awareness sessions)
- Truthful and firm messages
- Try and encourage them to research scams
- Uniformed visits – status reinforces the message; people will listen
- Veteran organisations eg SSAFA, Royal British Legion, RVS, RAFA, Blind Veterans UK
- Videos (online)

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8. Where could people go (actual physical hubs / locations) to get help, information and support about scams / fraud and / or what sources of written information could be read that will direct them towards help and support?

- Adult & Social Care offices?
- Age Concern
- Age UK (*part of the Edna Johnson Wills Trust service*)
- Backs of tickets
- Banks
- Bus advertising eg Stagecoach
- Car stickers
- Carer organisations
- Charities
- Charity shops
- Churches and vicars
- Citizens Advice offices – locations?
- Community fire stations – locations?
- Community hubs / groups – locations?
- Conference centres
- Family, friends and neighbours
- Festival
- GP practices
- Housing departments
- Job centres
- Libraries
- Local markets – food & others
- Making Every Contact count (Community health pharmacy)
- Police stations
- Public interest places – beaches, lifeboat stations
- Public services
- Residents Associations
- Scams awareness sessions
- Schools
- Supermarkets – including their publications
- The Samaritans
- Tourist information centres
- Town / district / borough / parish council offices
- Translators
- Voluntary organisations

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9. How could you help someone who is unwilling to recognise the risk of scams but is actually being exploited?

- Ask why they are doing it?
- Assess their independence
- Assess their capacity issues – evaluate their mental capacity
- Case studies – show them stories written by other victims in similar circumstances
- Financial notification eg banks – set up alerts to trusted family members
- Police DVDs for people to watch in their own time
- Raise awareness
- See also 7 above

10. What other key messages could we use in our comms?

- Children – relaying information to older relatives
- Don't suffer in silence. The Police, Trading Standards are there to help, not judge you
- Everyone could be scammed – all age groups
- Identity – who are you really talking to (dating)
- It is a crime / level of crime
- Looking out for others / community engagement
- Money leaving the country, less spending in local communities
- Nothing to be ashamed about
- Organised criminals are behind scams / fraud
- Peer-to-peer advertising
- Personal aspect – “Mrs Smith from Bognor...”
- Power of the message – impactful / clear
- Re-inforce education
- Scale and scope of scams / fraud
- Terrorism, drugs trafficking, modern slavery are all funded by scams / fraud
- You are a victim. Scams are crimes. You haven't done anything wrong.

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11. What else could we be doing as a partnership to prevent victims of scams / fraud?

- Advertise on buses: scams are fraud, fraud is a crime
- Focus on how to prevent scams eg TrueCall devices, what to look out for (educate)
- Funding of preventative measures
- Increase resilience
- Keep talking to as many people as possible
- Links maintained with victims so don't fall for another scam
- More partners involved – greater reach
- Seizing of criminal assets
- Talks at care homes, residents organisations, groups where older people are members
- Use local TV and radio more
- Use tweets to inform of latest scams (*FYI: the Safer East Sussex Team usually tweet or post Facebook scams / fraud messages daily – are you following them? The East Sussex Against Scams Partnership Scams Resource Pack also has a number of suggested options to follow eg sign up for Sussex Police Operation Signature newsletters, In the Know alerts, Friends Against Scams messages – please have a look at the [webpage](#) for the latest version*).

12. Are there any gaps we haven't covered?

- E-CINS – police and local authority use this to share info. Need more info and organisations to share and join
- Education is key
- Get whole of Sussex organisations involved, not just East Sussex
- More targeted resources for different groups who many need additional support eg veterans, people living with health conditions eg dementia, stroke, learning disabilities, mental health, substance misuse problems, partially or non-sighted, hard of hearing, other health conditions
- Support for friends and family – how to respond / help

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13. Thinking of where you live, what types of activities are available in the voluntary / non statutory sector to support / prevent scam victims who may be living with dementia, learning disabilities, mental health issues?

(Note: specific details required of organisations who provide services and in which areas including contact names should be emailed to elaine.bowdery@eastsussex.gov.uk). The idea is to ensure, for example, that all these details are captured on the East Sussex Community Information Service (ESCIS) and East Sussex 1 Space websites so information is easily searchable by people looking to support scams / fraud victims)

- Care organisations / providers
- Churches – offer awareness sessions
- Citizens Advice
- Community transport
- County / districts
- DAA
- Dementia Friends
- ESASP Charter Partners
- GPs
- Home Works
- Hospital / GPs (Screens)
- Hospitals
- Learning Disability Partnership Board
- Local businesses
- Lunch clubs – offer awareness sessions
- Lunch clubs / Childcare centres / Nurseries / Drop in centres / Day care
- Matthew 25 churches
- Meal services
- Mobile library
- Neighbourhood Watch schemes
- OTs – visiting healthcare staff
- Stations / bus stations
- STEPS
- Support groups
- Support groups run by Age UK / Age Concern / Dementia Friends
- Taxis
- Vetted support & accommodation – SAILS – share info
- Your County newsletter

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14. What types of services / support could be provided to scam victims who rarely leave their homes? *(please record organisations who provide services and in which areas)*

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- Befriending / welfare visits / calls
- Care agencies
- Local radio features etc
- Statutory authorities support
- Talking Newspapers
- Training / awareness essential – part of procurement services

**Thank you so much to everyone who participated in the
Scams Networking & Engagement event –
we work best when we work together in partnership**

