

FENLAND COMMUNITY SAFETY STRATEGIC ASSESSMENT:

VICTIMS-SCAMS

VERSION 1.0

SEPTEMBER 2017



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Description:	The purpose of this document is to provide the Fenland Community Safety Partnership with an understanding of key community safety issues affecting the district. This is the first document that will be produced for 2016/17. The focus of this document will be looking at possibilities for reducing offending by young people in Fenland.
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CONTENTS	
CONTENTS	3
DOCUMENT STRUCTURE	4
EXECUTIVE SUMMARY	5
KEY FINDINGS	5
RECOMMENDATIONS	6
INTRODUCTION	6
BACKGROUND	7
<i>National Context</i>	7
TYPES OF SCAMS	8
SCAMS IN FENLAND	11
SCAM VICTIMS	16
PREVENTING SCAM VICTIMISATION	17
LOCAL RESPONSE TO TACKLING SCAMS	18
APPENDIX A:	21

DOCUMENT STRUCTURE

The purpose of this strategic assessment is to provide the Fenland Community Safety Partnership (FCSP) with an understanding of the crime, anti-social behaviour, and substance misuse issues affecting the district. This will enable the partnership to take action that is driven by clear evidence.

This document and previous strategic assessments can be accessed on the Cambridgeshire Insight pages here <http://www.cambridgeshireinsight.org.uk/community-safety/CSP/fenland>

DOCUMENT SCHEDULE

The partnership has a continuous assessment process that allows for strategic planning throughout the year. Whilst each document will provide an overview of the partnership's performance during the year, the aim of each document will be to gain a better understanding of key issues in the district. The continuous assessment consists of 4 parts:

Document	Key theme	Analysis & Writing	Presentation
1	Shoplifting	June and July	July 2016
2	Scams	July to September	October 2016
3	Road Safety	October to December	January 2017
4	End of Year Review	January to March	April 2017

DOCUMENT STRUCTURE

This strategic assessment document is set out in two main chapters:

- **Key Findings and Recommendations** – this section provides an executive summary of the key analytical findings and recommendations. This section also highlights any major developments that may affect activity and possible ways of working.
- **Priority Analysis** – this section provides an assessment of the district's main problems, illustrating it in terms of where and when most problems occur, the people and communities that are most vulnerable and where possible, who is responsible.

ADDITIONAL DATA

The interactive community safety atlas provides some of the main crime and disorder issues at ward level up to 2015/16. The atlas allows the user to review the data directly on the map or in a chart. It can be accessed here <http://atlas.cambridgeshire.gov.uk/Crime/atlas.html>

The Pyramid of Crime: victim offender interactive profile, is presented at district level and can be accessed here <http://atlas.cambridgeshire.gov.uk/Crime/Pyramid/html%205/atlas.html?select=12UD>. It will be updated shortly.

KEY FINDINGS

Data is very limited locally on victims of scams both in the volume affected, the methods used by perpetrators and the impacts on the victim. Both adults and children can be victims but national data indicates the average scam victims is 75 years old. Factors that influence the level of vulnerability are; being too trusting (e.g. not asking to see ID), not being tech savvy, poorer mental health (including hoarding and age-related mental poor health), and being isolated.

What is known locally though is that between January and December 2016, there was a total of 13 recorded doorstep crime recorded by the Trading Standards team in Fenland. This was just 7.8% of all recorded incidents in Cambridgeshire as a whole. The likelihood though is that the number of reported crimes is much lower than the actual volume with the reality that many victims either are too embarrassed to report that they have been scammed or not realising that they are a victim.

Also, between June 2016 and May 2017, there were 44 police recorded crimes in Fenland with a cyber marker attached which was a slight decrease on the 49 in the twelve months previous. As many victims do not report crimes to the police, these figures are likely to be lower than actual rates of crime. In the 2016 Health Related Behaviour Survey, 93% of pupils in Fenland and East Cambridgeshire responded that they have been told how to stay safe while online while 59% said they always follow the advice they have been given.

Most known doorstep crimes and referrals in Fenland are from towns, however it isn't possible to know if this is because there is a greater effort by rogue traders and scam operators in these areas, or less likelihood that victims outside these areas report.

Perpetrators of scams can target victims, including victims that reside in Fenland from anywhere in the world and tackling the perpetrating of scams can be difficult. Individuals that are scammed often experience loneliness, shame and social isolation. It is important that those agencies that work directly with the elderly and vulnerable are aware of possible scams and that those individuals are vulnerable to be targeted by scammers or rogue traders.

Cambridgeshire County Council's Community Protection Team is leading activity that will reduce these crimes and aims to increase community resilience. Through funding from Fenland Community Safety Partnership, the Community Protection Team are now in a position to provide a strong local response to tackling scams and raising scam awareness locally.

RECOMMENDATIONS

The partnership is recommended to consider the following actions;

1. Promote and distribute the information and guidance that is being commissioned on behalf of the FCSP by Cambridgeshire County Council Community Protection Team (CPT).
2. Partner agencies to ensure that their staff are aware of the scams within the Little Book of Big Scams (LBoBS), especially those working directly with residents.
3. To work with CPT to raise awareness of scams and the LBoBS through joint community engagement.
4. Explore any missing links that exist to health services, particularly mental health linked and sharing information about scams.

Through commissioned work from the CSP, the County Council Community protection team will be promoting the Cambridgeshire Little Book of Big Scams around the district to prevent victimisation. It is important that individual agencies are fully aware of the different types of scams within the Big Book of Scams and that they look for ways to promote the book which will be available through local libraries, G.P's, mobile libraries, Post Office's etc.

It is recommended that partners should communicate local events to the Community Protection team so that they are able to attend and raise awareness and target resource. The Community Protection Team have highlighted that they are able to attend relevant events to raise awareness around at agencies sharing with them specific events that they feel would be relevant would help. The district council could share their upcoming events plan, for example, but other agencies may also be able to help.

The partnership should recognise the vulnerabilities to scam victimisation, notably loneliness and social isolation and support awareness of these issues. Many agencies around the table will work directly with individuals that experience these contributing factors, or know somebody else that may, and sharing information about scams, where appropriate, may be able to help avoid scam victims. Here, the partnership may want to explore any missing links to the health service, particularly mental health and scam avoidance.

INTRODUCTION

A scam is a type of fraud. Action Fraud describe fraud as being 'when trickery is used to gain a dishonest advantage, which is often financial, over another person.'¹ Whilst anybody can be a victim of a scam or fraud, those most vulnerable in the community are often targeted by scammers. According to the National Trading Standards Scams Team, there are more than 220,000 names of victims that have been shared between criminals on a 'victims list' and the average age of scam victims is 75.²

This paper will look to identify the scale of scams and other types of fraud both locally and nationally and highlight existing local interventions and make recommendations to improve local responses. There has been growing concern nationally that victims of scams and wider fraud do not always

¹ <http://www.actionfraud.police.uk/what-is-fraud>

² <https://www.cambridgescab.org.uk/news/scam-awareness-month-july-2017>

report their victimisation. This means that local agencies often only see part of the problem. This paper highlights known data of scam and fraud victims but work is required surrounding scams awareness to improve reporting and our understanding of scam victims.

Scams can be emotional as well as financial impact on victim's lives. Every year three million people fall victim to scams (losing an average of £850 each and sometimes a great deal more). As well as losing money, being taken in by a scam can be very distressing for the victim and their friends and family.

There are many types but the most common are:

- Fake lotteries
- Deceptive prize draws
- Sweepstakers
- Clairvoyants
- Computer Scams
- Romance Scams

The increasing online presence of individuals has increased the threat of scam victimisation. Scam offenders are more difficult to uncover than rogue traders as offenders can be anywhere, often abroad. Scammers contact residents in a variety of ways and the chosen method is via letter, email, internet or phone. As offenders can be anywhere in the world, it is very difficult for Community Safety Partnerships to have an impact on offending in some scam types. Here, resources should be focused on prevention through protecting the vulnerable and raising awareness amongst communities, particular in help to drive community empowerment through increased awareness.

BACKGROUND

National Context

There has been long term concern nationally that victims of scams and fraud often did not report their crimes to the police and the level of police recorded crime has historically been much lower than the reality. From October 2015, the Crime Survey of England and Wales (CSEW) began asking question specifically related to fraud, so future analysis will help to build a stronger picture of the true extent of fraud victimisation.

As the introduction of fraud statistics into the CSEW has only been introduced in the last couple of years, the statistics are classed as experimental. The key findings from these statistics show that there were an estimated 5.1 million incidents of fraud in the most recent CSEW, with 3.8 million adult victims in England and Wales.³ Within the survey, where a loss was reported, three-quarters (78%) of the victims received some form of financial compensation, and in well over half (62%) they were reimbursed in full.⁴

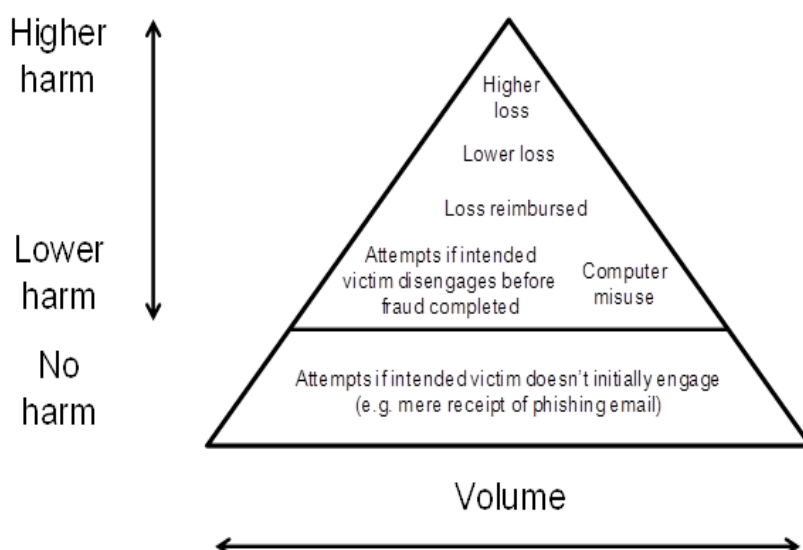
There are a number of reasons why the CSEW estimate is so much higher than the figures recorded by the police. The fact that many victims of financial fraud are reimbursed means that they are less likely to report the crime to the police or Action Fraud. The ONS also identify that those offences

³<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/overviewoffraudstatistics/yearendingmarch2016>

⁴ CSEW

reported to Action Fraud are likely to represent more serious offences where the scale of financial loss or emotional impact on the victim is greater and victims are more likely to report the offence.

Figure 1: Victimisation of Fraud- Pyramid of Volume of Offences against level of harm⁵



TYPES OF SCAMS

Mass Marketing and Mail Scams

Mass marketing scams are the most common form of scam.⁶ According to the Office of Fair Trading a mass marketing scam is a 'misleading or deceptive business practice where the person receives an unsolicited or uninvited contact (e.g. by letter, email, phone or advertisement) and false promises are made to con the victim out of money'.⁷ The National Trading Standards Scams Team works to tackle these scams at source by working with partners to tackle criminal groups based overseas and by empowering families, neighbourhoods and communities to identify and report suspected of mail fraud.

National Trading Standards report that each year, mail scams are estimated to cause between £5 billion and £10 billion worth of detriment to people across the UK.⁸ The two most common mail scams are lottery and prize draw scams, but others range from clairvoyant, debt recovery, religious, betting, catalogue and brochure to bank and building society scams.

The Community protection team have established the Mail Marshal scheme which encourages victims of mail scams in take on a positive role in supporting the National Trading Standard Scams

⁵ http://webarchive.nationalarchives.gov.uk/20160105191801tf_/http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/year-ending-june-2015/sty-fraud.html

⁶ <https://www.cambridgeshire.gov.uk/residents/consumer-protection/scams/>

⁷ <http://www.actionfraud.police.uk/types-of-fraud/mass-marketing-fraud>

⁸ http://www.nationaltradingstandards.uk/site_assets/files/NTS%20Consumer%20Harm%20Report%202016.pdf

Team. Mail Marshals collect, record and send their scam mail to the National Scams Team that can be then utilised as evidence in future investigative and enforcement work.

Over the last couple of years, there have been a number of examples of offenders telephoning Cambridgeshire residents, including cases of offenders pretending to from the local authority. Of the reported cases, most individuals that have been contacted are residing within the north of the county, but it is not known how many people have been targeted, or may have become actual victims. It is important to remember that whilst there are potential victims within the County, those targeting residents are likely to be highly organised and could be anywhere.

Figure 2: An example of Scam victimisation, Friends Against Scams⁹

Mr and Mrs A's story

Mr and Mrs A had been scam victims for around 20 years. Mr and Mrs A had run a successful leisure business for many years and they were financially stable. Then, around 20 years ago, the business started to fail.

Mr A;

'When the first letters came telling me I'd won large sums of money I thought it could be true and just what I needed as I'd lost so much money because of the effect on our business. I suppose the scammers caught me at a low ebb.'

When the situation was at its worst they were sending £300 in cash a week to the criminals. Over the years their son had tried to convince them that they were responding to scams and not genuine lotteries or prize draws but to no avail. The problem was so severe that their son was afraid his parents wouldn't be able to pay their household bills.

Mrs A helped Mr A reply to the letters and became heavily involved too. So much so that when Mrs A started to show signs of dementia, Mr A felt that the administration work involved with replying to scams would keep his wife's mind sharp; she continued to do this until it all got too much for her and she was no longer able to deal with it because of her condition.

When trading standards intervened Mr A realised the mail was scam mail. He took advantage of the mail redirection service so all the mail was redirected to their son.

After two weeks Mr A's son said:

'Progress has been excellent. I get all the scam mail now and have had 20 items in the past two days. Nothing reaches my parents now and for the first time in a long time I can see that there is more money going into my father's account than going out. The only money going out is to pay household bills. It's such a relief.'

It is important to note that Mr and Mrs A started to respond to scams during a period of vulnerability-the decline of their business.

Mr A's son estimates that his parents had been scammed to the tune of well over a £100,000 over the years.

Cyber Crime

Cybercrime is an umbrella term used to describe two closely linked, but distinct ranges of criminal activity¹⁰. There are numerous types of cybercrimes but the most common are with cyber-dependent or cyber-enabled.

⁹ <https://www.friendsagainstscams.org.uk/article.php?xArt=9>

¹⁰ UK Government National Cyber Strategy 2016

1. **Cyber-dependent crimes** - crimes that can be committed only through the use of Information and Communications Technology (ICT) devices, where the devices are both the tool for committing the crime, and the target of the crime (e.g. developing and propagating malware for financial gain, hacking to steal, damage, distort or destroy data and/or network or activity).
2. **Cyber-enabled crimes** - traditional crimes which can be increased in scale or reach by the use of computers, computer networks or other forms of ICT (such as cyber-enabled fraud and data theft).

Rogue Trading

As with other types of scams, rogue traders often target the elderly and most vulnerable. Rogue Trading can also be highly organised, often demanding large amounts of money by threats and intimidation.

Signs of Rogue Trading activity include:

- Cold Calling
- Befriending the homeowner
- Starting with small jobs
- Making fraudulent claims
- Returning again and again to vulnerable victims property
- Use of intimidation

Within their Consumer Harm 2016 report¹¹, the National Scams Team identified criminals committing doorstep crime offences by impersonating authorities, such as the police or council officers as an emerging issue of concern. The intention with this specific tactic is to make the criminals appear more authentic, particularly amongst those most vulnerable.

SCAMS IN FENLAND

Doorstep/Rogue Trading Data for Fenland

Between January and December 2016, there was a total of 13 recorded doorstep crime recorded by the Trading Standards team in Fenland. This was just 7.8% off all recorded incidents in Cambridgeshire as a whole. Between January 2016 and July 2017, there has been on average 1.2 doorstep crimes across the district. July 2017 had the highest number of incidents from Trading Standards with 4 crimes being recorded.

Figure 3 below offers a sample of recorded doorstep crimes by Trading Standards in Fenland. Within the recorded incidents, there are clear examples of individuals starting with small jobs, using intimidation tactics against the most vulnerable to returning again and again to vulnerable victim's property and making fraudulent claims.

¹¹http://www.nationaltradingstandards.uk/site_assets/files/NTS%20Consumer%20Harm%20Report%202016.pdf

Figure 3: Analysis of Doorstep Crimes in Fenland: A random sample of Trading Standard Reports

Four males have carried out work on the aggrieved shared driveway. They originally said it was going to cost £500 and after starting the work they have said it will actually be £7000. One of the workers said to a neighbour that if he complains they will soon come back and sort him out.

Aggrieved is 70 years old and lives alone. Cold called by a male who introduced himself as John from Fletton. Offered to cut the grass and said he was from Community Payback. Asked for £50 upfront which aggrieved paid. He returned the following day asking for a further £50 which aggrieved paid.

Two males at property asking for £300 for clearing gutters. Males challenged by neighbour, they claimed to have done two hours work but were only there for 20 minutes. Males has spread some sand and cement on gable end and in valley as evidence of work done. Neighbours have seen the van trawl up and down the road before picking on aggrieved. Males said they would return for the money the next week. Neighbour told them not to bother as he was calling the Police. Both males then left. They have left location in a small white panel van smaller than transit connect with ladders on roof, no signwriting.

Cold called by male who offered to clean the gutters. Charged £300. Offered to build a wall for £700. Has taken the money but not built the wall. Took aggrieved to bank to get cash.

Cold called by male who offered to clean her roof and guttering. Agreed a price of £50. He asked for the payment up front. Aggrieved went to the local shop and male asked her to get him some cigarettes and take the money off of the £50 agreed. She gave him the money and he said he would return after lunch. He didn't but did return the following day. He cleaned the roof but not the guttering.

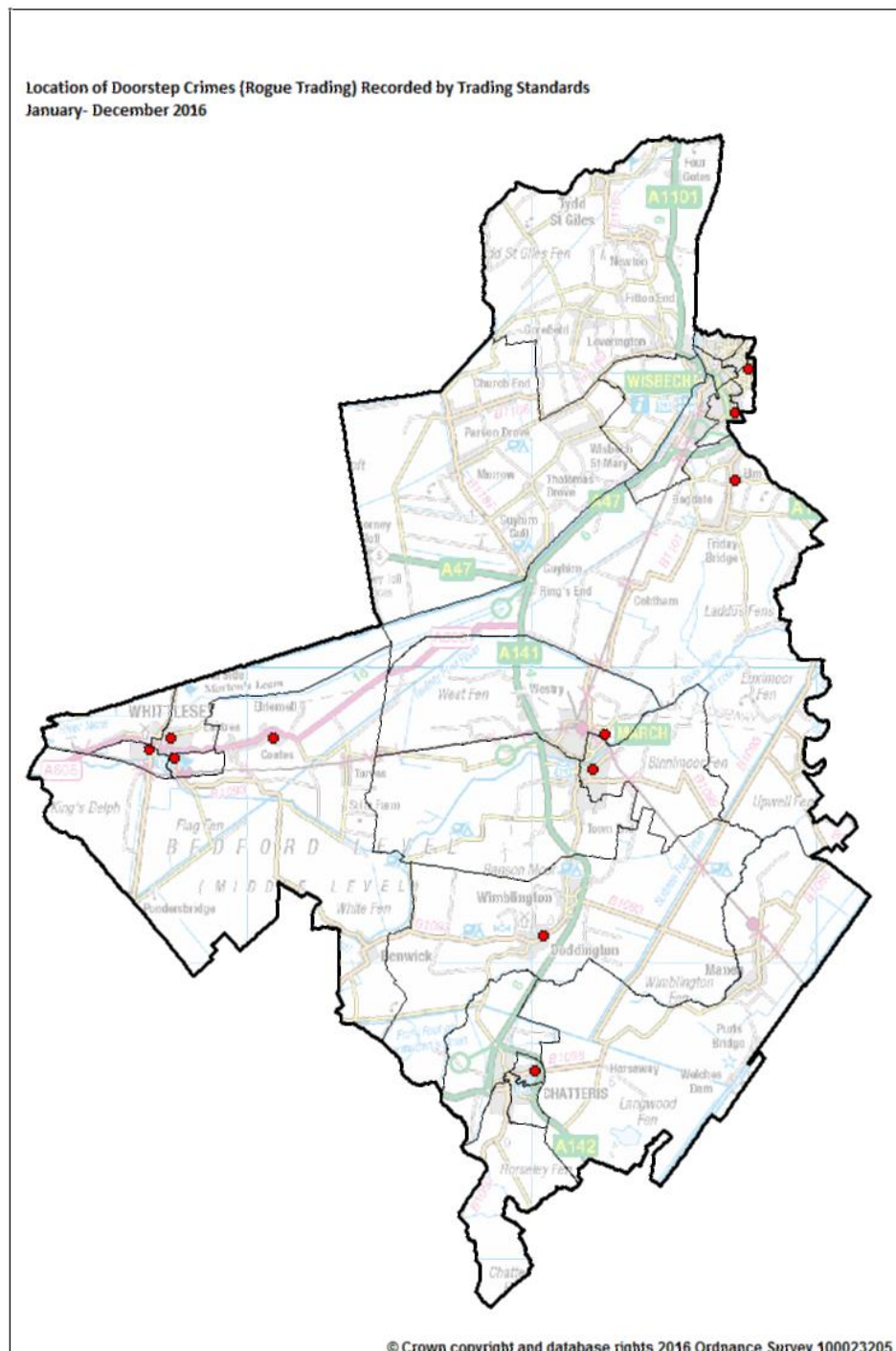
Aggrieved is 82 years old and lives alone. Over the course of a week a male has been cold calling her asking if she wants the driveway doing. He has called at 7.30pm one evening. She is scared that he is going to disturb her late at night.

Aggrieved is 85 years old and has dementia. Cold called by males asking if she wanted any gardening work doing. She said yes. They cut down a few bushes and charged her £400 which she paid in cash as she felt intimidated. They returned saying she hadn't paid them and the price was now £600, she paid them again as she hasn't remembered that she paid them a few weeks ago.

A common theme through most of the above incidents is the use of 'cold calling.' Rogue Traders usually call unannounced, they target vulnerable groups such as older people, or those with health problems such as memory loss which makes them more at risk. Often referred to as doorstep crime, those who have been approached by a rogue trader are often found to have become the victim of other crimes including distraction burglary.

Figure 4 below, offers a breakdown of all locations of all doorstep crimes (rogue trading) in Fenland throughout 2016. There were reports of doorstep crimes in Whittlesey, Chatteris, March and Wisbech.

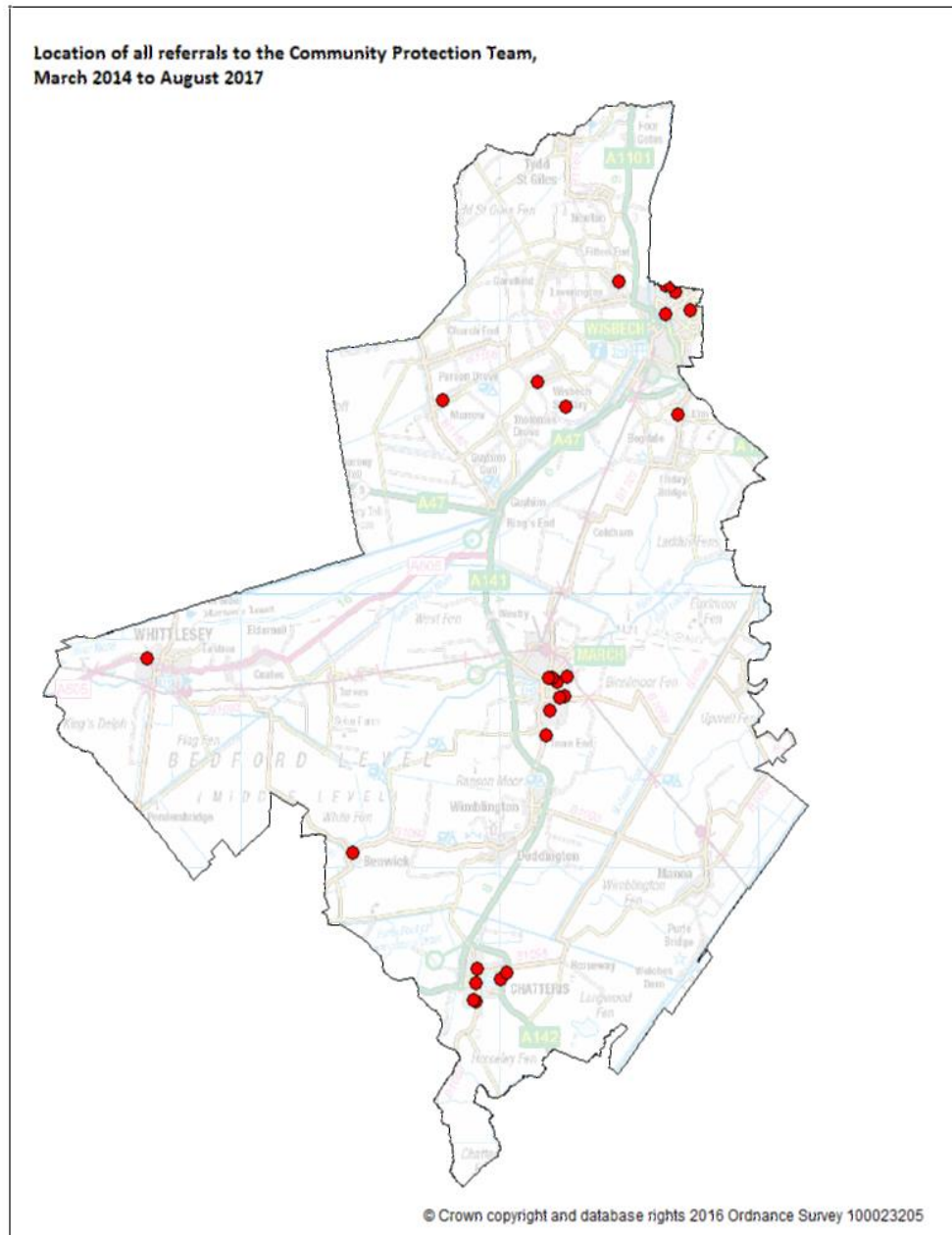
Figure 4: A map showing the location of doorstep crimes (rogue trading) recorded by Trading Standards, 2016



Mass Marketing and Mail Scams

The county council Community Protection Team regularly receive reports of and respond to individuals that are responding to mail scams and seeing their scammers as their 'friend' because the scammers regularly contact them and befriend them. The majority of the referrals received by the Community Protection Team are from National Trading Standards Scams Team but a small number

Figure 5: The location of all individuals referred to the Community Protecting Team (March 2014-August 2017)



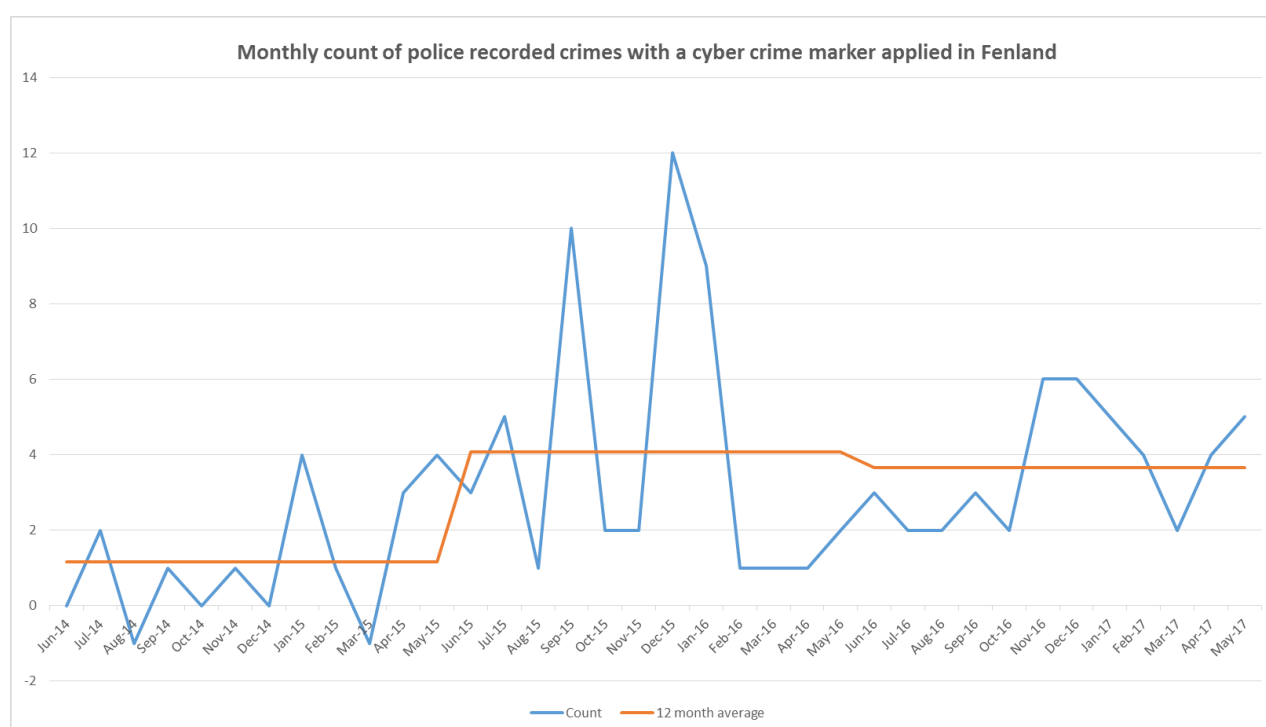
Whilst the location of potential scams victims does not offer insight into offenders, who, as mentioned, could be operating from anywhere in the world, it does highlight that there are residents all across the district that are being targeted by scams. As with the number of recorded doorstep crimes, referrals to the community protection team have come from across all over the district over recent years with particularly concentrations in Chatteris, Wisbech and March. Note that most

known crimes and referrals centre on townships, however it isn't possible to know if this is because there is a greater effort by rogue traders and scam operators in these areas, or less likelihood that victims outside these areas report.

Cyber Crimes in Fenland

Between June 2016 and May 2017, there were 44 police recorded crimes in Fenland with a cyber marker attached which was a slight decrease on the 49 in the twelve months previous (49). As many victims do not report crimes to the police, these figures are likely to be lower than actual rates of crime.

Figure 6: Police recorded crimes with a cyber marker applied, January 2014-May 2017



Cambridgeshire Constabulary only began applying a cyber-crime marker to crimes in early 2014 so longer term analysis is not possible. As Figure 6 above shows, the monthly count of crimes in Fenland with a marker applied is low, with only one month in the two years seeing more than 10 offences.

Cyber Crime, Fraud and Young People

The 2016 Health Related Behaviour Survey found that 92% of year 8 and year 8 pupils in Fenland and East Cambridgeshire responded that they have access to the internet outside of school lessons with 60% responding that they spent at least 3 hours using the internet on the day before the survey. Clearly, there is a large proportion of young people in Fenland regularly using the internet and exposed to possible scams. Within the survey, 93% of pupils responded that they have been told how to stay safe while online while 59% said they always follow the advice they have been given.

In order to prevent online scam victimisation it is important that young people understand the principles of staying safe online. Within Fenland and East Cambridgeshire, 28% of pupils responded

that they have found school lessons about personal safety 'quite' or 'very' useful. This was lower than the proportion of pupils that gave this response in 2014 (36%) while 17% (12% in 2014) have found them 'not at all' useful and 23% (17% in 2014) couldn't remember any.

SCAM VICTIMS

Financial scamming is a problem that can affect everyone but certain groups within our communities are more vulnerable to becoming a victim of a scam. There are¹²:

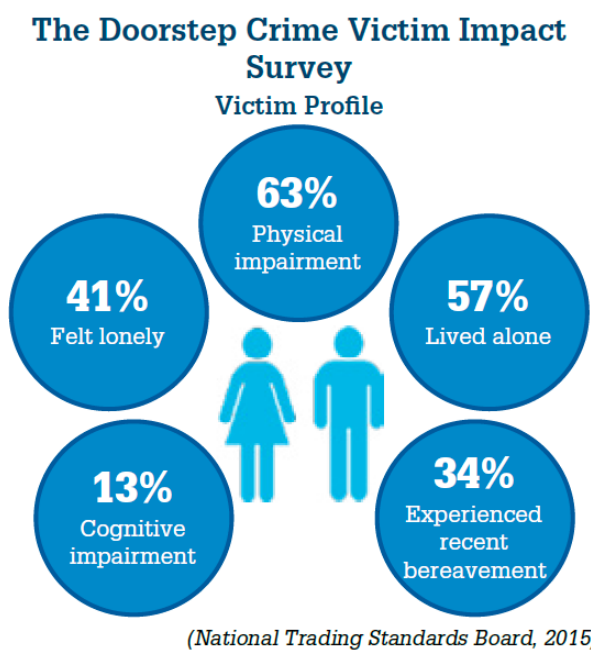
- **Older people** who are targeted more often by certain scams such as doorstep, mail, telephone and investment scams. Older people who have no other form of social support are more likely to listen to a sales pitch. This type of contact is more likely to expose older people to scammers.
- **Socially isolated individuals** as they are often invisible to local services and their involvement in scams may remain hidden. Loneliness amongst those that are socially isolated may encourage someone to respond favourably to an approach from a scammer.
- **Those with Dementia and cognitive impairment** may lack financial literacy skills and judgement meaning that they may be targeted by scammers. Dementia causes a fluctuation of mental capacity, which can make it difficult for people to understand risk and apply caution to decision making. This makes people with dementia at increased risk of responding to a scam.

Research suggests that those individuals that do not have a social support network can find it difficult to talk to others about their finances or about scam offers.¹³ This means that they may be less aware of good practice in avoiding scams and about popular scams that may be taking place in the area. There may be fewer opportunities for others to identify or intercept scams for people who are isolated. Figure 7, below shows the results of a survey released by the National Trading Standards Board in 2015. This highlights that around 57% of victims of doorstep crimes lived alone whilst 41% felt lonely. Of the respondents, 63% suffered from physical impairment.

¹² Financial Scamming: Our campaign and research to date, The National Centre for Post-Qualifying Social Work and Professional Practice and The Chartered Trading Standards Institute, <https://www.tradingstandards.uk/media/documents/policy/research/scam-booklet-final-draft.pdf>

¹³ Financial Scamming: Our campaign and research to date, The National Centre for Post-Qualifying Social Work and Professional Practice and The Chartered Trading Standards Institute, <https://www.tradingstandards.uk/media/documents/policy/research/scam-booklet-final-draft.pdf>

Figure 7: Victim Profile of Doorstep Crimes, 2015¹⁴



The partnership should be aware of these factors that can contribute to increasing an individual's vulnerability.

PREVENTING SCAM VICTIMISATION

Fraud Offences should be reported to Action Fraud, the national reporting centre for fraud and cybercrime. One possible reason for low levels of scam reporting is that victims do not always know where to report the crimes. The partnership could support victims here by raising awareness of how to appropriate report scams and fraud.

Get Safe Online is an online resource aimed at providing practical advice on how to protect yourself, your computers and mobiles device and your business against fraud, identity theft, viruses and many other problems encountered online. Get Safe Online have supported local events in Cambridge City and South Cambridgeshire to advise local communities and business about taking basic precautions and preventing online scam and fraud victimisation.

With more and more young people active online, it is important that relevant awareness raising around online safety. Young people and young adults are often the first port of call for other family members when they need IT help and this should be seen as an opportunity is raising awareness across households. The partnership could work with local schools to further promote online dangers and how to take basic precautions to protect their safety online. Similarly, the partnership should

¹⁴ Financial Scamming: Our campaign and research to date, The National Centre for Post-Qualifying Social Work and Professional Practice and The Chartered Trading Standards Institute, <https://www.tradingstandards.uk/media/documents/policy/research/scam-booklet-final-draft.pdf>

look for ways to work with community to help parents understand online dangers amongst young people and make sure that they are protected.

Similarly, organised scammers often target those most vulnerable. The partnership should look to promote awareness so that communities can be empowered to spot signs that an individual is a victim of targeted scams such as mail scams. It is often those most vulnerable that become trapped in a cycle of responding to scams. The county council's Adult Safeguarding Team as additional support may be available.

LOCAL RESPONSE TO TACKLING SCAMS

Fenland Community Safety have already begun to develop ways of tackling Scams locally. The partners have agreed to fund the production of around 4,000 copies of Little Book of Big Scams and also the delivery of community awareness events. Much of this work will be delivered by the Community Protection team within the county council but there is scope for partners to support this work.

The main aims within the Community Protection Team are:

- Increase awareness of Scams
- Protect the most vulnerable
- Raise awareness of where to report Scams and reduce stigmas around victimisation

The Community Protection Team receive referrals via reports from the National Scams Team, and sometimes receive referrals from agencies such as the police and Age UK. On referral, the Community Protecting team will then contact the individual within 28 days with advice and guidance.

An officer is supporting a Wisbech resident who is a referred victim of financial scam. The priority referral was received from the National Trading Standards Scams Team following their investigation into a nationally active scammer.

The National Scams Team also offer call blocking devices to the most vulnerable to prevent Telephone Scams. These can be installed free of charge. Through the devices, it is possible to see how many times an individual scammer has been targeted by telephone scammers.

Cambridgeshire Little Book of Big Scams

Cambridgeshire County Council have produced a 'Little Book of Big Scams' which is a short guide to common scams, signs of scams and how to avoid becoming a victim. The aim of the book is to offer a general guide to many of the scams currently operating in the UK and to improve awareness for individuals to protect themselves and others within the community. This is a fully established products and the partnership could support this by promoting it.

The partnership have agreed to fund the production of around 4,000 copies of this book. These will be available across the district in 22 post offices, mobile libraries, 4 static libraries and 1 micro library, 12 G.P's, Circle Housing, Age UK Volunteers and 44 library at home customers.

There have been two local conferences delivered in Cambridgeshire around cybercrime and online safety delivered by Cambridge Community Safety partnership and the Office of Police and Crime Commissioner.

Scams Awareness Month

July 2017 was scams awareness month. Throughout the month, the county council's Community Protection Team carried out a lot of targeted work to raise awareness of Scams including talks around the county including some in Fenland.

Scams Aware

Training sessions have been delivered in March library, Wisbech library, Wisbech Age UK day centres and Libraries Home Service (March). Attendees included library staff, volunteers, library service users (all age), Age UK day centre service users, staff and volunteers, carers and older/vulnerable people. The role of the wider community in supporting the more vulnerable is a key element of the awareness raising and prevention agenda

Good Neighbour Schemes

Three 'Good Neighbour' schemes have recently been developed in Whittlesey and the volunteer coordinators will keep a regular eye on more vulnerable neighbours to ensure they know how to keep themselves safe at home, can access local support and advice when needed and have a friendly face in their community who will keep in touch. A council run No Cold Calling Zone (Rogue Trader prevention initiative) in the area will now also be managed by a local resident.

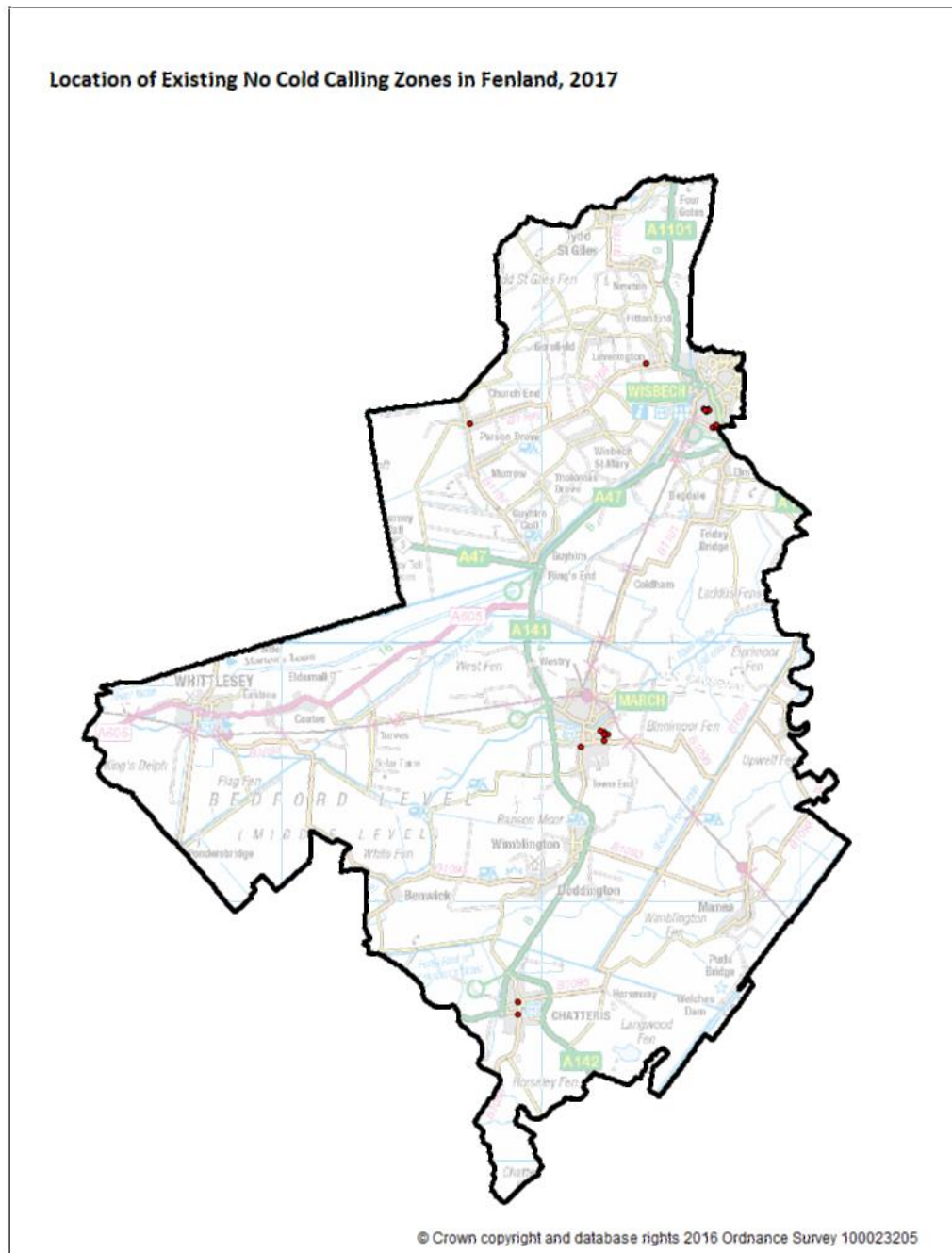
Fire Service Safe and Well Visits

One of the main services provided within Cambridgeshire Fire and Rescue Service's Safe and Well visits is to support crime reduction by providing advice to the elderly and most vulnerable on how to make their home more secure whilst giving advice to make them less vulnerable to scams or fraud.

No Cold Calling Zones

There are now over 100 No Cold Calling Zones with a local volunteer coordinator in Cambridgeshire and this number is steadily rising. The most effective No Cold Calling Zones are those where there is a local coordinator to look after the zone – making sure all new residents know about the zone and have copies of the leaflets, posters and stickers to help their understanding and their confidence to say 'no' to anyone knocking at their door. The local coordinator can be the person to go to if someone suspects a scam or wants a bit of info about who to contact for different matters relating to scams and rogue trading.

Figure 8: Location of existing No Cold Calling Zones in Fenland.



It should be noted that there are currently no NCCZ in or around Whittlesey where there has been reports of doorstep scams but as previously mentioned, the county council community protection team have worked with a community volunteer in Whittlesey to set up their own 'Good Neighbours stop Rogue Traders' as a locally preferred approach to preventing rogue trading in the area and a council run No Cold Calling Zone (Rogue Trader prevention initiative) in the area will now also be managed by a local resident.

APPENDIX A:

Action Fraud, Mass Marketing Scams, <http://www.actionfraud.police.uk/types-of-fraud/mass-marketing-fraud>

Cambridgeshire County Council, <https://www.cambridgeshire.gov.uk/residents/consumer-protection/scams/>

Friends Against Scams, <https://www.friendsagainstscams.org.uk/article.php?xArt=9>

Crime Survey of England and Wales, CSEW

http://webarchive.nationalarchives.gov.uk/20160105191801tf_/http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/year-ending-june-2015/sty-fraud.html

Office of National Statistics, Fraud Statistics,

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/overviewoffraudstatistics/yearendingmarch2016>

National Trading Standards, 2016 Consumer Harm Report,

http://www.nationaltradingstandards.uk/site_assets/files/NTS%20Consumer%20Harm%20Report%202016.pdf

The National Centre for Post-Qualifying Social Work and Professional Practice and The Chartered Trading Standards Institute,

Financial Scamming: Our campaign and research to date,

<https://www.tradingstandards.uk/media/documents/policy/research/scam-booklet-final-draft.pdf>

UK Government National Cyber Strategy, 2016