

**Fraud and Scams**  
**Crime and Disorder Core Priority Group**  
**31<sup>st</sup> Oct 2023 - Update**

## Objective 1

**Objective** - Work with partners to organise community events to raise awareness of digitally enabled fraud in localities where evidence suggests those are most at risk.

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Lincolnshire  
**POLICE & CRIME COMMISSIONER**  
SAFER TOGETHER



## Objective 1

### Next steps:

Need for up-to-date evidence to support activity

Potential partnership plans for community safety awareness activity in the next year – to include fraud

Prevention

Engagement/campaign materials and equipment

Focus on reducing victimisation amongst individuals who have limited access to mainstream prevention messaging – this can include those without digital skills, those with sensory impairments, those for whom English is a second language and those of whom do not have access to social media – new objective.

**Objective - Prevention of victimisation (or further victimisation) through the installation of call blockers where individual is at risk of fraud.**

True call units are proven to reduce/remove fraudulent phone calls, this in turn improves financial and wellbeing outcomes for vulnerable people. Telephone fraud has been transformed in scale by communications technology.

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80 True Call units installed within the homes of those identified as vulnerable to fraud through multi-agency working:

The total of nuisance calls blocked by the 80 units at the end of the last financial year was 9327, and the total number of scam calls blocked was 2547.

It is estimated that the wider savings to society (including healthcare and health related quality of life savings) from installing these 80 units, is £1.3 million.

The installation of the call blockers also provided the users of the blockers with significant personal benefits:

- Over 93% felt more confident answering the phone.
- Over 93% would recommend a call blocker to others.
- 90% of those asked said the unit had a positive impact on their wellbeing.

Comments from individuals confirm the benefits they experienced using the units. These include:

- *The call blocker has made me feel safer and no longer pestered by calls.*
- *I'm now able to sleep at night as was constantly being harassed by scam/cold/nuisance calls that interrupted sleep.*
- *Having the call blocker installed has been a complete positive as nothing "untoward" has occurred on the landline phone since it was installed.*
- *I've not had any unknown calls and it makes me relaxed about answering the phone.*
- *Not had one scam call, found it wonderful, taken the weight off my back.*

## Objective 3

**Objective** - Preventative activity to raise awareness of digitally enabled criminal traders regarding their evolving MO due to advances in technology (and impact of Covid restrictions).

National Trading Standards Doorstep Crime working group highlighted concern late 2021 following a report by NTS eCrime team regarding an increase of reports in relation to criminal traders utilising digital formats such as Facebook marketplace/groups and online trader platforms.

**Action:** Share with Lincolnshire residents doorstep crime (digitally enabled) campaign materials on social media pages, on suitable websites and targeted information in local publications

**BEWARE OF DOORSTEP CRIME.**

## Criminals are adapting!

- There are many websites where you can post specific jobs that they need doing in the home, such as a new driveway or roof.
- Tradespeople can quote for individual jobs through these websites.
- Rogue traders are going online to target people with fraudulent quotes, demanding money up front and then not delivering the service!

**If you're not sure, research more!**

To report a scam, contact:  
**Action Fraud on 0300 123 2040**

For advice on scams, contact:  
**Citizens Advice on 0800 223 1133**

Lincolnshire COUNTY COUNCIL  
*Working for a better future*



🔗💻 Around 38% of UK residents have used a comparison site to find a tradesperson. Many rogue traders have adapted by creating fake profiles and targeting consumers through these types of websites, instead of approaching on the doorstep. If you're not sure, research more!  
<https://www.friendsagainstscams.org.uk/doorstepcrime> #ScamAware

**BEFORE FINDING A TRADER**

**Think**

**Research**

**Compare**

💬 Many trade associations recommend obtaining at least three quotes from traders before agreeing to any work on your home. If you're being pushed to take on a trader quickly, this could be a sign that something isn't right. Check out how to find a trader – [bit.ly/41EE8xC](https://bit.ly/41EE8xC)

**Be Scam Aware**

citizens advice

#ScamAware

🔗 Planning on upgrading your house this weekend?

We've seen a rise in scammers posing as builders or home improvement companies.

Find a trader you can trust and stay #ScamAware [1](https://bit.ly/3HwySo5)  
<https://bit.ly/3HwySo5>

**Town and parish council update**  
Latest information for town and parish councils in Lincolnshire



## Objective 4

**Reduce victimisation through targeted prevention to increase awareness of digitally enabled fraud amongst those working with our most vulnerable individuals.**

FAS training now mandatory for all staff every 2 years – 1437 completions from e-learning (wider than LCC) and Scams Officer talks

Page 8 Lincs Police Fraud Protect Officer talk/event delivery – 474 professionals

Estimate = this work to raise awareness with staff has saved individuals and wider society £112,978

What's next:

Bespoke training for Adult care booked for Q4

Bespoke training for LFR advocates for Q4

### Workforce Quality and Development Team Webinar: Fraud and Scams

Webinar: Fraud and Scams – Supporting Vulnerable Victims in Lincolnshire

As part of our joint working with the Lincolnshire Safeguarding Adults Board in preventing financial abuse, Vicky Salmon Community Safety Strategy Co-ordinator (Fraud) has shared details of the following webinars particularly focused on Practitioners working with vulnerable adults. The webinars will be delivered by Scams and Fraud Intervention and Prevention colleagues specialising in this area of work.

#### Course outline:

A bespoke training opportunity for Practitioners, ideally those that have already undertaken the Friends Against Scams e-learning on Enable, to explore in more detail the experience of vulnerable victims of scams and fraud. The session will look at a range of situations in which vulnerable people have been victimised and focus on how to recognise signs in day-to-day practice. Case study examples will be considered for learners to reflect on practice and look to options for support and prevention.

#### Learning outcomes:

- Be able to recognise the signs of scams and fraud and identify the enablers of fraud.
- To learn about scams and fraud from a Lincolnshire perspective.
- To understand the impact of scams and fraud on vulnerable individuals by considering lived experience through the use of case studies.
- To understand the opportunities for support and intervention for those who have been victimised or those at risk of victimisation.

Copy and paste the links in your diary to join on the day. No booking is necessary.

Tuesday 16<sup>th</sup> January 2024 10:00-11:30 [Join here](#)

Wednesday 13<sup>th</sup> March 2024 14:00-15:30 [Join here](#)



## Objective 5

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**Reduce victimisation through targeted prevention to increase awareness of fraud amongst individuals who have limited access to mainstream prevention messaging.**

To this end the CPG identified the following as areas to focus on:

- Those without digital skills.
- Those who do not use the internet or social media platforms.
- Those for whom English is a second language.
- Those who have sensory and other impairments that may impact on receiving mainstream prevention messages.

Initial mapping has taken place to understand what existing services and opportunities are available across the county

## Community Safety – Safer Together Partnership Agreement



This is a commitment between Lincolnshire County Council and Lincolnshire Police to work in collaboration to:

- Engage with and understand our communities, to ensure we best meet their needs and provide services that are impactful and proven to work.
- Work alongside our communities, informing and empowering them to take action to protect themselves and others.
- Improve our collective communications strategy and public facing information.

Example of collaborative working:

Scams Intervention and Prevention Officer provides support to victims of scams and fraud and those at risk of these crimes - hosted by LCC Community Safety service, funded by LCC Trading Standards service, embedded in the Lincolnshire Police Prevention and Partnerships team and with close links to LCC Adults Safeguarding team.

Ability to share information - due to the agreed partnership specified officers from both partners have access to organisational databases to allow for ease of support for victims and intelligence gathering for enforcement purposes.



[Become a Friend Against Scams by completing the Online Learning course, then "Take a Stand Against Scams" \(friendsagainstscams.org.uk\)](https://www.friendsagainstscams.org.uk)

**Any questions or  
thoughts for discussion?**