

Response to Request for Information

Reference FOI 002557
Date 19 July 2018

Strategy to Tackle Scams

Request:

1. How many potential fraud victims have been referred to your trading standards department over the past two years?
For the period 1 July 16 – 26 July 18
National Scam Referrals = 99
Police Referrals = 21
Other Agency Referrals = 9
Citizen Advice Consumer Service referrals = 87

2. How many of these potential victims have been visited by a representative of the trading standards department?
For the period 1 July 16 – 26 July 18
National Scam Referrals = 26*
Police Referrals = 9*
Other Agency Referrals = 5*
Citizen Advice Consumer Service referrals = 4*

*victims were also contacted by telephone and letter, see below:

NTS Scams Hub - In the first instance, letters are sent requesting contact to be made with the named officer. If no response is received, a subsequent letter is sent, then the referral is recorded as non-engagement.

Police referrals – in addition to the 9 visited, 12 were contacted by telephone and advice given.

Other agency referrals – in addition to the 5 visited, 4 were contacted by telephone and advice given.

CACS referrals – in addition to the 4 visited, 52 were contacted by telephone and advice given.

3. What kind of support is offered to people who have been targeted by fraudsters? I.e. collection and disposal of scam mail, provision of call blockers etc.
Collection & disposal of scam mail

[NOT PROTECTIVELY MARKED]

Offer/provision of call blockers

Advice on preventative measures to avoid being repeatedly targeted

Signposting to third party agencies

Negotiating & obtaining redress

Participating in the NTS Friends Against Scams awareness campaign

Post scams advice, alerts on social media