

## EAST DEVON LOCALITY (COUNTY) COMMITTEE

30 March 2023

Present:-

Councillors I Chubb (Chair), J Bailey, H Gent, M Hartnell (Vice-Chair),  
S Randall Johnson, S Hughes and P Twiss

East Devon District Council

Councillor M Armstrong

Apologies:-

Councillors C Channon, I Hall, R Scott, J Trail BEM, P Hayward and M Howe

\* **8**      **Minutes**

**RESOLVED** that the Minutes of the meeting held on 12 November 2021 be signed as a correct record.

\* **9**      **Items requiring urgent attention**

There was no matter raised as a matter of urgency.

\* **10**     **Scams and Doorstep Crimes**

The Committee received a presentation by the Lead Scams Officer for the Heart of the South West Trading Standards Service (attached) which covered: common Scams; partnership agencies involved in the protection of the public, prevention, detection and prosecution of offenders; a recent case study; what is door step crime, warning signs and what Trading Standards can do.

Members in discussion with the Officer agreed that education of the public and more vulnerable groups in particular and partnership work across agencies and banks were key elements in the prevention of all types of scams.

The Chair and Members thanked the Officer for their informative and interesting presentation.

**NOTES:**

1. *Minutes should always be read in association with any Reports for a complete record.*
2. *If the meeting has been webcast, it will be available to view on the [webcasting site](#) for up to 12 months from the date of the meeting*

\* **DENOTES DELEGATED MATTER WITH POWER TO ACT**

The Meeting started at 12.15 pm and finished at 1.04 pm

# Heart of the South West Trading Standards Service



Commissioned by Devon, Plymouth, Somerset and Torbay Councils

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## Scams and Doorstep Crime

Janet Quinn

East Devon Locality

Minute Item 10

Thursday 30th March 2023

# Common Scams



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Amazon/BT scam calls

Banking Impersonation

Royal Mail Parcel Delivery Scam

Cost of Living/Grant/Energy Scams

White Goods Insurance Scams

Romance Scams

Investment Scams including Cryptocurrency/Bitcoin

Fake Websites including gov.uk

Phishing

Clairvoyant, Lotteries and Prize Scams

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# Scam Partnership Agencies



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Police

Adult Safeguarding

National Trading Standards Scams Team

Friends Against Scams

Age UK

Action Fraud

Citizens Advice

Fire Service

Social Services

Other Charities and Community Groups

Minute Item 10

# A recent case study – Romance Scam

Trading Standards

Police

Victims Doctor

Social Worker

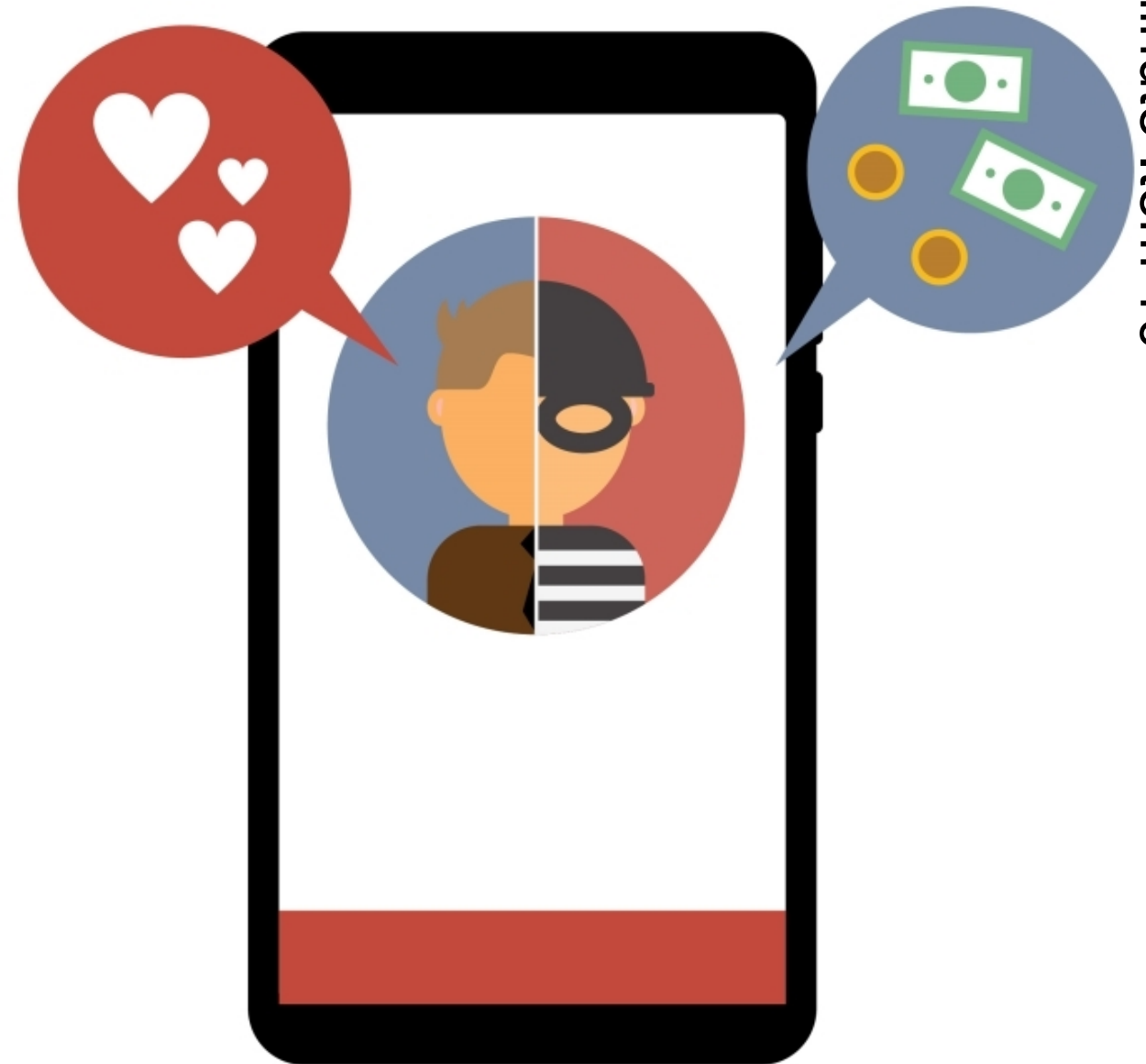
Adult Safeguarding Lead

Housing Options

DCC Legal

Victims Bank

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**In the last few months cash refunds of £25,000 have been given to 135 Devon consumers who fell foul of a scam where money was sent to a mailing house in Kansas, USA**



**We have installed video doorbells at the homes of repeat doorstep crime victims using money from Proceeds of Crime**

# What can Trading Standards Do?

- Most scams are originate from outside of the UK
- Consumer Education and Advice
- Contact Banks
- Financial Ombudsman
- Install Call blockers
- Other resources
- Referrals to other agencies



# What is Doorstep Crime?



**Offenders cold-calling consumers mostly older/vulnerable adults**

Offering property repairs; roofing, tarmac, block paving, gardening

Selling products; fish, furniture, mobility aids, security systems

Charge extortionate prices, take large deposits, charging for extra

work  
Deliberately damaging property to obtain work

Payment in cash, no paperwork

Drive consumers to the bank  
Links to distraction burglaries

# Warning Signs

- Knocking on the door without an appointment
- Starting work immediately, finding extra work, poor workmanship
- Demanding cash, aggressive behaviour
- No paperwork or cancellation rights
- Unsolicited phone call offering a 'free survey' or a 'government grant'
- Requesting payment to a random name, not the trader themselves
- Repeat visits

# What can Trading Standards Do?

- Trader Disruption
- Banking Protocol
- DSC Partnership with Police
- Prevent money being handed over/  
money refunded
- Sharing of Intelligence
- Ring Door Bells
- Successful Prosecutions

# Heart of the South West Trading Standards Service



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Thank you

Any Questions?

Radio Devon  
Tuesday Afternoons  
Guest Speaker

[www.facebook.com/  
tsconnected](https://www.facebook.com/tsconnected)

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