

Heart of the South West Trading Standards Service



Commissioned by Devon, Plymouth, Somerset and Torbay Councils

Scams and Doorstep Crime

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East Devon Locality

Thursday 30th March 2023

Common Scams



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

Scam Partnership Agencies



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

A recent case study – Romance Scam

Trading Standards

Police

Victims Doctor

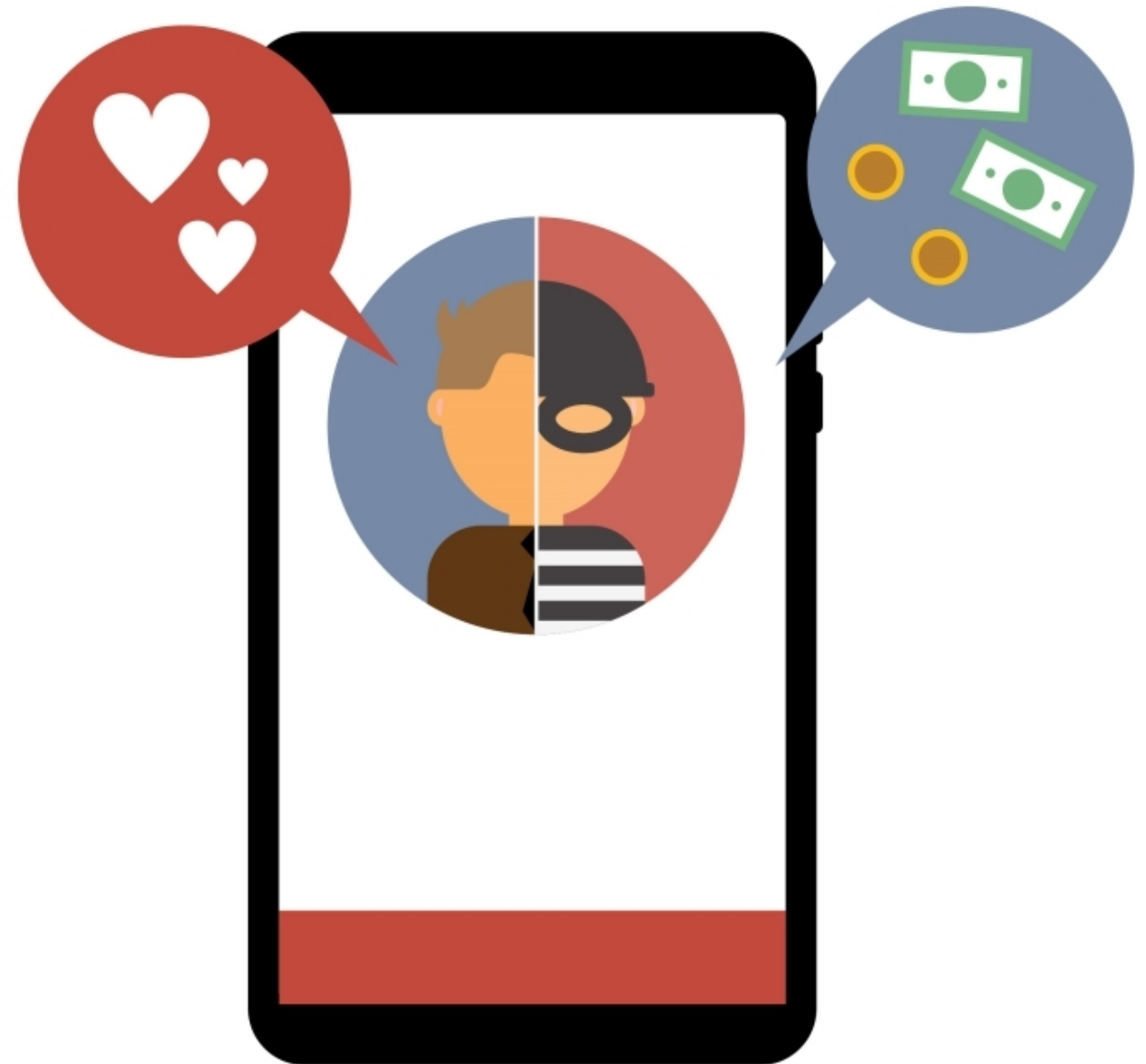
Social Worker

Adult Safeguarding Lead

Housing Options

DCC Legal

Victims Bank






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

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- 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?

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

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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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