

Dear,

Thank you for your recent Freedom of Information Request.

I am now able to provide you with the information supplied by the relevant department, as follows:

1. *How many potential fraud victims have been referred to your trading standards department over the past two years?*

“Fraud”- we are interpreting this as relating to our proactive work to protect victims of scams (including doorstep crime). During the period 1 July 2016 to 1 July 2018 we had **1163** potential victims of scams (including doorstep crime) reported to us.

2. *How many of these potential victims have been visited by a representative of the trading standards department?*

We are unable to report on the figure for “visits” due to the way we code this work on our database, as we only use a broader code of contact with consumer. We assess each case on its merits and in some cases a telephone call in the first instance can be deemed appropriate (which would be followed up by a visit if needed after that initial assessment). In total we have had **548** interventions with potential victims of scams (including doorstep crime) during the period 1 July 2016 to 1 July 2018. NB/ A number (150+) of the 1163 referrals, that came into the Service during the latter months of the two year period, are still pending an intervention. This relates to the scam victim data referred to us from the National Scam s Team. Also the 1163 figure contains a large number of complaints from the Citizens Advice Consumer Service that are notified to us for our information/intelligence rather than referred through for intervention.

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.*

Support offered is tailored to the individual and is not limited to but can include:

- Advice and support with dealing with unwanted calls
- Support in installing / setting up suitable call blocking services or devices
- Support with dealing with post
- Referrals to any suitable agency / organisation for support with issues outside of our remit, e.g. Fire Service, Alzheimer’s Society, Veterans Gateway.
- Support and advice in dealing with callers at the door.
- Liaising with care agency, social workers and other professionals as relevant to the situation.
- Support with cancelling bank card
- Practical suggestions to reduce social isolation.
- Practical suggestions to help reduce the financial loss further.

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil-democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscgov.uk quoting the reference number above.