- Awareness of local fraud (personal) issues / concerns (e.g. particular types, victim demographics, problems reporting it or in sourcing victim support).

Scams have always been prevalent at targeting older vulnerable adults. A lot of financial fraud takes place within a family i.e. son/daughter steals from parents who are too afraid to tell anyone, quite often leading to domestic abuse issues. Amazon online and telephone calls, BT calls and HMRC scams are currently doing the rounds.

- Any Age UK initiatives to make the public aware of how to report fraud (personal)?

Scams and fraud | Money Matters | Age UK

- Partnership-working with other stakeholders (e.g. Police, victim support groups, Local Authority) around this issue.

Locally, we work with Victim Care and Support to identify those at risk. We also have good links with the Police and Neighbourhood Watch and the Tees Safeguarding Forum.

- How does Age UK highlight this issue and help in reducing the risk of people becoming a victim of fraud (personal) (e.g. anti-fraud campaigns / messages)?

Age UK Teesside post regular information regarding scams and awareness raising. We also have talks delivered to our social groups on a regular basis.

- Any comments on the local support mechanisms in place for fraud (personal) victims?

I believe current local support mechanisms are good but we need to continue to raise awareness within the community and encourage older people to report incidents.

- Impact of COVID-19 on local cases / types?

Doorstep, telephone and emails scams have increased during the Covid pandemic as many have been pushed into poverty and homelessness

- Anything else you feel is relevant in relation to this scrutiny topic (linked to the key lines of enquiry on page 2 of the attached scope)?

Whilst it is generally thought that older people don't use the internet, this is a myth. We know that a lot of older people are quite computer savvy and in a lot of cases if they aren't it is because of lack of opportunity to learn or have the correct equipment. Age UK Teesside runs 2 very successful digital projects in Middlesbrough and Redcar and Cleveland which enables older people to learn about devices, support in setting up and learning how to use the internet to help reduce isolation, which often leads to ill health and unnecessary visits to GP'S and emergency departments of hospitals. Part of the project is around cyber-crime, how to use their information safely and how to identify a scam email etc.

Teesside Age UK
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