

We are aware that a number of vulnerable people across the UK have been the victim of scams specifically connected to Covid – 19. Some of these include;

- Offering to pick up food and medicine, taking money but not returning with the goods
- Gaining access to debit/credit cards and pins
- Selling counterfeit and ineffective PPE
- Pretending to be from the Government offering tax refunds

There is also a reported increase in cold calling. At this time, when people are self-isolating and may live alone, the problem can increase. As we look towards having more community and volunteer support over the next few weeks, it is important that we are able to advise vulnerable people we support how to be vigilant to increased risk of scams. When you are visiting or supporting people who may be vulnerable to scams, it would be helpful to remind them on ways they can look out for risk signs.

There is some helpful and practical advice available online such as;

[Age UK](#)

[Citizen's Advice](#)

Some key things to look out for are:

- Being asked to transfer money quickly
- Being asked to pay for something in an unusual way, e.g. vouchers or money transfer service
- Being unexpectedly contacted by someone you don't know
- You have been asked for personal information like passwords and pins
- Be cautious letting strangers into your home

Should you suspect someone you support has been scammed, it is suggested that the police are contacted on 101 unless the situation is urgent or serious where the police should be contacted on 999.