

Financial abuse and safeguarding vulnerable adults:

Ruth Andrews, Head of Investigations &
Safeguarding, Trading Standards

Scale of Doorstep Crime:

- ▶ **17,000** reports per year to TS.
- ▶ Estimated to be between **5 & 10%** reporting rates.
- ▶ Likely to be at least **170,000** incidents a year, possibly as many as 340,000.

Amount of financial detriment:

- ▶ Initial indications are average detriment per consumer can be estimated at **£1,000** per consumer.
- ▶ Means around **£170m (or up to £340m)** worth of consumer detriment annually.

What do we know about the victims?:

- Age
- Gender
- Housing type
- State of property / adaptations
- Loneliness and isolation
- Dementia & other health conditions
- Impact

Operation Herring:



Operation Opal:



Operation Opal:



Operation Opal:



Other forms of financial abuse:

- **Scam mail** – “Gwen”, “Elsie” & “Colin”
- **“Boiler room” / investment frauds** – “Joseph” and “John”
- Other vulnerable adults – “Oliver”
- Abuse by family members, carers and POAs – “Fred”
- **Land banking, courier frauds, romance frauds, on-line frauds**
- **Scale of the problem?**

Multi-Agency Team:

- Joint-funding
- **Partners:** Adult Services, Public Health, NY Police, City of York, Veritau
- Other partners – third sector, financial sector
- **Pursue, Prepare, Prevent, Protect**

Questions?

Ruth Andrews

01609 534855 / 07816 813418

ruth.andrews@northyorks.gov.uk