

SCAMS & VULNERABILITY

COVID-19 has been accompanied by a surge in scams, with new attempts to dupe the public emerging every day. Everyone is potentially vulnerable to these scams – and with more of us spending money online than before, trading standards has a vital role to play in victim interventions, destigmatising victimhood and bringing those responsible to justice.

36M 

UK adults have been targeted by a scammer since January 2021

33% 


surge in scams between April 2020 and April 2021*

60% 

increase in scams via telephone calls*

54% 

of scams related to bogus delivery notifications

41% 

of scams involved fake government communications

667% 

rise in scams via unsolicited emails**

Source: Citizens Advice; * Which? **January-May 2021 vs. 2020



In
2019/20



£1.9M

HAS BEEN GAINED FOR VICTIMS THROUGH TRADING STANDARDS ADVICE AND INTERVENTION



£3.5M

WAS AWARDED TO VICTIMS BY THE COURTS DUE TO ACTION BY TRADING STANDARDS



£5.7M

WAS PREVENTED FROM BEING HANDED OVER TO CRIMINALS



£22.7M

WAS SAVED THROUGH WORK TO DISRUPT MASS MARKETING FRAUD MAILINGS



£400M

IN CONSUMER DETRIMENT WAS PREVENTED BY TRADING STANDARDS INTERVENTION



£12.8M

WAS ORDERED TO BE REPAID FROM PROCEEDS OF CRIME



21,000

VICTIMS WERE SUPPORTED BY TRADING STANDARDS