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.

36 W W UK adults have been targeted by a scammer since January 2021

33% surge in scams between April 2020 and April 2021*

increase in scams via telephone calls*

54% of scams related to bogus delivery notifications

of scams involved fake government communications

667% cise in scams via unsolicited emails**

Chartered Trading Standards Institute

Source: Citizens Advice; * Which? **January-May 2021 vs. 2020 PROPERLY RESOURCED TRADING STANDARDS **RAISING** AWARENESS. **INVESTIGATING AND** PROSECUTING SCAMS **DESTIGMATISING VICTIMHOOD TO BE ABLE TO SUPPORT SCAM** OF PEOPLE AGED **VICTIMS THIS IS OVER 65 BELIEVE** WHAT WE NEED THEY HAVE BEEN **TARGETED BY MORE EFFECTIVE FRAUDSTERS FEWER SCAMS** INTERVENTIONS AND SUPPORT FOR VICTIMS Source: Age UK **SAFER PUBLIC**

^{ln} 2019/20



£3.5M

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



£1.9M

HAS BEEN GAINED FOR VICTIMS THROUGH TRADING STANDARDS ADVICE AND INTERVENTION



£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