

Multi Agency Quality Assurance Audit: Adults experiencing SCAMS February 2019

Organisations that audited their involvement with the four adults were: Adult Social Care, GPs, Sirona, Trading Standards, Police



Marilyn, age 99 (died March 18) lived independently with support from daughter. Unknown caller requested £20 for TV Guide subscription. Caller returned and asked for £40 for guttering cleaning. Marilyn died before statement could be taken but multiple victims identified and prosecution proceeding.

The audit of 7th February 2019 reviewed the records of four adults who have experienced scamming. The aim of the audit was to ascertain whether there were good multi-agency standards for managing cases and whether organisations have implemented a robust and consistent response in line with statutory and good practice guidance, SGSAB policies and procedures and the six key principles underpinning all adult safeguarding work. The adults involved were contacted for their views where possible and included in the audit.



Michael: age 22 has a learning disability. Lives with his mother. He gave £465 to a woman he met online who Michael said was his girlfriend. The woman blocked him online when he told her he had no more money.



Meg: age 57 receives mental health support and lives with her daughter who is a care leaver. History of scams, current safeguarding surrounds Meg believing she is an army wife having 'married' a man in Nigeria she met online and is giving him money. Trading Standards identify this as a 'romance scam'



Morgan: age 53 receives mental health support for schizophrenia. Morgan told his social worker he had received letters from a clairvoyant asking for money and he had sent some. He has also been contacted by a fibre optic phone company asking him for iTunes vouchers. This was identified by care agency supporting him.



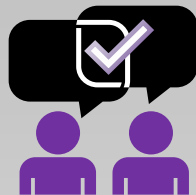
Findings

- Good Multi Agency working between Trading Standards and the police identified with prosecution pending
- Good communication between agencies and the family
- Documenting of the first look at referrals by the access team needs to be improved, this work has already begun
- Educate and disrupt process for 'romance scams' as identifying perpetrators very difficult
- AWP & GP need to provide information for the audit
- Signposting by professionals to trading standards to help educate individuals who have been victims of a scam
- Letters from clairvoyants are only sent to people who are on scammer's distribution lists (also known as a suckers list)
- Professionals are not always making a referral to Trading Standards when a scam is identified
- Early intervention to address scams are effective
- Evidence of making safeguarding personal



The SGSAB website has information and leaflets to download about Crime, Fraud and SCAMs

[Click this box to see this information](#)



You should seek advice from Trading Standards if you or someone you are working with has been targeted by a SCAM of any kind

The information on the website gives some information about different types of SCAMs and how to seek help

[Click on this box to get straight to the information online in South Gloucestershire](#)