

FraudWatch

Update 3

Phase 3 – Quarter three



By Community VISION
A merger of ERVAS & VANL

October to
December 2024
Project Update
By Community VISION CIO

Introduction

Fraud comes in many different forms, and absolutely anyone can become a victim. Fraudsters aim to trick individuals into giving away cash, bank details or other personal information; this is done by them contacting thousands of random people.

As part of the FraudWatch project, we aim to encourage charity staff, as well as the wider public to take 5 and think ‘could this be fraud?’.

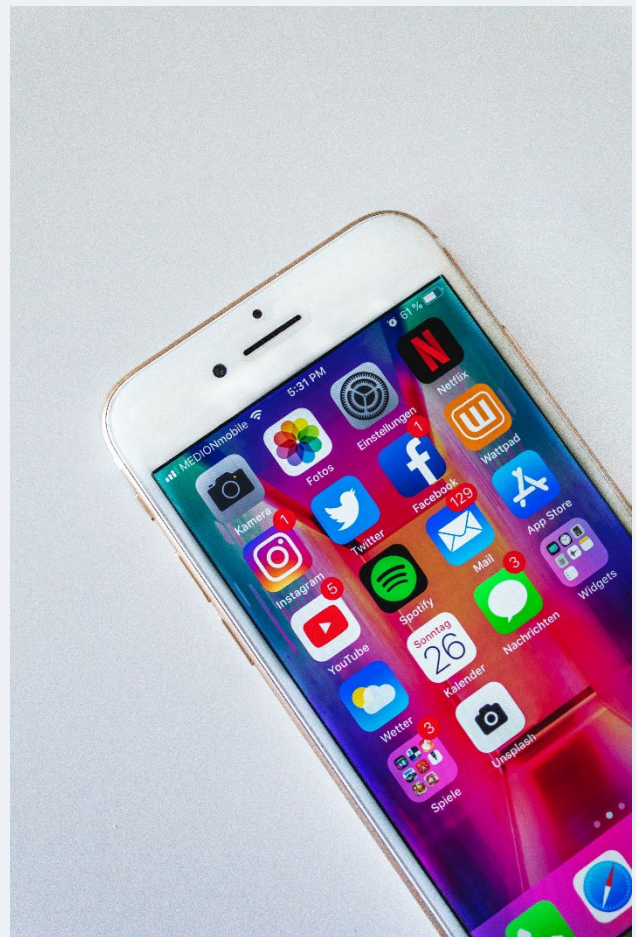
We do this in the following ways:

Raising Awareness: We provide fraud and cyber awareness workshops and webinars that are open to anyone looking to increase their knowledge on the subject.

In addition to this, we also provide regular updates through our Facebook and Twitter accounts as well as maintaining regular listings within the Community VISION monthly e-Bulletin.

Reporting & Alerts: We provide support to victims to report an incident, and this support includes directing the victims to the most appropriate reporting channels.

Victim Advocacy: We provide support to victims to ensure that they are receiving the best possible service from the police and other agencies.



Project Impact & Outcomes

During this quarter between **October and December 2024**, we have delivered **5** fraud and cyber awareness events engaging with **72** individuals. Overall the project has engaged with **558** individuals in this quarter.

The individuals taking part in these events have been both a mix of professionals from a range of sectors including voluntary and community groups, faith groups, the education sector, the public and private sectors as well as the wider public.

These events have included a mix of online webinars and face to face training workshops and Keeping People Safe Roadshows, including delivering session to a number of community groups where these have been requested, or a need has been identified. We have also held 4 drop-in sessions at Melton 2 within the Force Control Room to allow call takers the opportunity to ask questions and speak to us about Fraud and Cybercrime.

During Quarter 3 (October - December 2024) of the 558 individuals engaged, **486** were victims that we have supported to make reports to Action Fraud. Please see the below tables for a breakdown:

Area	# Victims
East Riding of Yorkshire	160
Hull	152
North Lincolnshire	71
North East Lincolnshire	74
Out of Area (local suspect)	29

Area/Age	12 u	13-17	18-34	35-54	55-74	75+	NS
East Riding of Yorkshire	0	0	41	36	46	33	4
Hull	0	0	38	55	31	27	1
North Lincolnshire	0	0	22	16	17	16	0
North East Lincolnshire	0	0	24	18	21	7	4
Out of Area (local suspect)	0	1	6	8	8	6	0
Total	0	1	131	133	123	89	9

Area/Gender	Male	Female	Not Stated
East Riding of Yorkshire	76	81	3
Hull	65	87	0
North Lincolnshire	32	39	0
North East Lincolnshire	40	34	0
Out of Area (local suspect)	14	12	3
Total	227	253	6

As a result of our support, individuals have stated that they would be contacting/using or keeping up to date with the work of the following organisations:

Victim Support	100%
Action Fraud	100%
Humberside Police	100%
7726 (Ofcom)	51%
SERS (Phishing Reporting)	64%
National Cyber Security Centre	39%
Their Bank	87%
None	3%

Additional Project Outcomes

Trigger Fraud Alert Stats

During quarter three we have issued 5 Trigger Fraud alerts, these were alerts 18, 19, 20, 21 and 22.

Alert #18 – Parking Ticket Fraud – this alert related to text messages being sent to victims relating to a fake parking ticket payment that was due to various local authorities.

Alert #19 – Ticket Fraud – this alert related to the sale of fake Coldplay tickets being advertised online via social media.

Alert #20 – Bank Phone Fraud – this alert related to fraudsters contacting victims claiming to be their bank, encouraging them to transfer money into another account.

Alert #21 – Befriending / Romance Fraud – this alert provided an overview of befriending and romance fraud due to a number of incidents reported in this

quarter. The alert highlighted the safe use of the internet when meeting people online.

Alert #22 – Impersonation Fraud – this alert related to the impersonation of East Riding Council trading standards officers. The fraudsters were contacting victims claiming to work for trading standards / CTSI claiming that they can help the victim recover lost money for a fee.

All of the alerts can be found on the FraudWatch website here:
<https://www.fraudwatch.org.uk/category/trigger-fraud-alert/>.

The below chart shows a breakdown of the emails sent and interactions with the messages using data supplied by the My Community Alert system.

Alert #	Emails Sent	Link Visits	Replies	Interactions
#18	48789	670	15	37 👍 -2 🗨️
#19	48763	181	1	14 👍 -1 🗨️
#20	6520	49	0	7 👍 0 🗨️
#21	48760	231	2	18 👍 -2 🗨️
#22	13024	174	2	13 👍 0 🗨️

Bogus / Door to Door Traders Leaflet and Social Media Campaign

As part of the project, we have designed and developed a new Bogus / Door to Door Traders Leaflet and Social Media Campaign in response to the number of calls we have received relating to this.

The issue: - The suspect would attend the victims property and attempt to sell them goods or services that they do not need, want or require. The victims would then agree to the work being completed or buy the items and the traders would either provide products that are not fit for purpose or provide a poor level of service / poor quality work, or they would not complete the work. Often victims would contact the police in the first instance, and on some occasions the police would not be the most appropriate authority, so victims may have been directed to Trading Standards / Citizens Advice.

The result: - As a result of this, we have worked with the Economic Crime Unit to develop a dedicated fraud leaflet and follow up social media campaign graphics that could be provided to victims and shared by key partners that the most relevant information and reporting mechanisms relating to doorstep crime. This leaflet has now been provided to a number of victims and is also available on the FraudWatch website here:

<https://www.fraudwatch.org.uk/types-of-scams/doorstep-crime/>.

Reporting Fraud Leaflet

In response to requests from various policing teams including front counter staff, we have produced a new reporting fraud leaflet to outline each of the possible ways that victims can report fraud to the police in our area and other relevant agencies.

This leaflet has been issued to all police station front counter staff teams and is also available to download on our website here:

<https://www.fraudwatch.org.uk/download/reporting-fraud-leaflet/>.

Keeping People Safe Roadshows

As part of the project we have also piloted a number of Keeping People Safe Roadshows across the East Riding area to try and reach more individuals to encourage them to report and be aware of fraud. During this quarter we have held these events in Bridlington and Withernsea and have plans to host these events in Goole, Pocklington and Beverley in quarter 4.

As a result of the Bridlington Roadshow, we were able to speak with one victim that attended seeking support. This victim lost £6,300 as a result of purchasing a holiday on eBay that was not real. As a result of our work with the victim, we were able to support her to share her story with BBC News, and now she is engaging publicly about her story to prevent others becoming victim of ticket fraud. As a result of our support and working with the BBC, we are really pleased to share that the victim was fully refunded the £6,300.

This victim's story can be found here:

<https://www.bbc.co.uk/news/articles/cz7wxwpjqp40>. this was also broadcast on BBC Look North and has featured on a number of radio interviews too. Gill E also has plans to film a separate story with BBC Morning Live in the coming weeks.

Future Plans

New Guide to Fraud Prevention and Guide to Online Fraud Prevention Resources

We are currently in the process of developing two additional leaflets to highlight the wide range of fraud prevention resources that are available.

These leaflets will signpost to a wide range of resources and organisations that are available to protect victims from fraud. They raise awareness of tools such as call blockers, 159, My Community Alert, CIFAS ID Protection, Ask Silver as well as provide contact details for key agencies that can provide support or guidance relating to fraud.

We aim to launch these leaflets during quarter 4.

FraudWatch is a project of Community VISION CIO

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