

# Older Persons Scams Awareness & Aftercare Project

31

Scams reported  
directly to Age UK  
Cheshire East...

...including

from 16  
volunteers

Information  
shared on  
romance,  
postal and  
phone scams

Scam information  
issued to over  
3,300  
older people  
each month...

Through 3  
monthly Scams  
Awareness  
Update bulletins

61 community  
posters & 93  
social media  
posts

Raising awareness  
of more than  
19 types  
of scams

5

Scams awareness sessions delivered on Zoom  
or face-to-face

11

Older people supported one-to-one to prevent  
being scammed

93%

Older people reported improved  
scams awareness

2<sup>nd</sup> Quarter Fast Facts July-Sept. 2020

# Older Persons Scams Awareness & Aftercare Project

Already, we have come to the end of the second quarter of this project, run by Age UK Cheshire East in partnership with Cheshire East Council (CEC) Trading Standards. Funded by the National Lottery Community Fund and the Garfield Weston Foundation, the project continues to empower older people to spot, avoid and report scams, and provide much needed support to victims of fraud.

The project continues to be successful, despite the impact of ongoing COVID-19 restrictions.

## Successes

- ▶ Providing scams awareness information to over 3,300 older people every month through our scams awareness update bulletin and awareness sessions.
- ▶ One-to-one support delivered to older people to combat the reasons for being vulnerable to scams, and to prevent them being scammed in the future.
- ▶ Continued partnership working with CEC Trading Standards Team, CEC Adult Safeguarding, Cheshire Police, CEC Community Safety Partnership, CEC Connected Communities, and town and parish councils.
- ▶ Building partnerships with banks and third sector organisations to raise awareness of the project's services and recruit volunteers to the project.
- ▶ Police & Crime Commissioner's Safer Communities funding for printed materials so the project's messages can reach even more older people.

## Challenges

- ▶ Delivering scams awareness sessions when interest groups are not meeting and groups have minimal online access.
- ▶ Supporting aftercare clients to reengage with their community when groups are not meeting and clients have no or minimal online access.
- ▶ Volunteer recruitment in Knutsford, Congleton, Wilmslow and Poynton, to be our 'eyes and ears' by feeding recent scams and local intelligence to the project.

## How MPs and Councillors can support the project

- ▶ Continue to promote the project through the media and link older people, and practitioners supporting older people, to the project.
- ▶ Be our 'eyes and ears' in local wards, alerting the project to any scams and acting as a conduit between the project and those who may have been scammed.
- ▶ Support community facilities and transport which can offer a lifeline to older people, especially those who have been victims of fraud.

For more information about the project visit the [Age UK Cheshire East website](#) or contact the project manager on 07932 999902 or at [sally.wilson@ageukce.org](mailto:sally.wilson@ageukce.org)