



Portsmouth
CITY COUNCIL

Financial Scam Smart Day

November 2018

Portsmouth Population

- In 2018, approximately 215,800 people are estimated to be resident in Portsmouth
- In 2018, approximately 140,600 people aged 18-64 years are estimated to be resident in Portsmouth (65.15% of population)
- 30,500 residents aged 65 years and over (14.13%)
 - of which approximately 4,400 are aged 85 years and over (2%)
- 171,100 people aged 18+

Source: SNPP Z1: 2016-based Subnational Population Projections. Local Authorities in England, mid-2016 to mid-2041, ONS © Crown Copyright 2018

Adult Social Care Data

- Including Continuing Health Care, Carers & Service Users:
 - 11,428 people with an open involvement with adult services
 - 6.68% of adult population
 - 2,572 people with an active package of care with adult services
 - 1.5% of adult population

Adult Social Care Data

- In 2017/18 the number of people accessing long term support aged 18-64 (excluding Continuing Health Care) was 833.
- In 2017/18 the number of people accessing long term support aged 65+ was 2212.

Source: Portsmouth City Council Adult Services Short and Long Term Support Return

Submitted by Social Worker (Safeguarding Team)

- A 91 year old gentleman unknown to adult social care had attended St Marys Walk in Health Centre for a suspected leg injury. During screening and assessment, the gentleman disclosed to the Nurse Practitioner when answering questions around his prescribed medication that he received 'postal medication'. This was an unknown method of receiving medication and disclosed further information around the strain this was having on his finances. Following a telephone call made to his GP who confirmed he was unaware of this service and a safeguarding concern was raised. Adult Safeguarding followed up this concern with a home visit to the gentleman. At the address it transpires that the gentleman was receiving what appeared to be vitamin subscription sent via royal mail and other secure and known delivery services. The gentleman appeared 'compos mentis' in meeting his care and support needs, however can be described to be vulnerable due to his naivety in having given bank details over the phone to a cold caller. He recalled receiving a phone call one day where he gave his bank details however since then was unaware of additional companies taking money out of his account. With the gentleman's consent, bank statements were reviewed and it was evident that there was four named companies that appeared to be taking money via direct debit out of his account for over a year and approximately £400 per month. As a result, the gentleman was supported to contact his bank who were unaware of this activity and requested to block these future payments. During my visit a PCSO visited, in conversation the local neighbourhood police were also aware of the recent concerns and recalled historically the gentleman being financially scammed by a builder. In discussion the gentleman told the PCSO and myself he had someone attending his home the following day to complete works on his home; specifically loft installation and had paid £2,000 in cash already with a further large sum of money to be paid the next day. It was agreed the PCSO would attend the gentleman's address the following day to ensure the legitimacy of the company. Adult Safeguarding received information via Public Protection Notice (PPN1's); a report to Adult Safeguarding from the Police raising concerns of a vulnerable adult that this cold caller did not appear legitimate in their trade. Both incidents were referred to Trading Standards to carry out further investigations.

Submitted by Social Worker (Central Team)

- I had a client that was targeted. She received a telephone call claiming to be from the Police. The caller said her bank account had been hacked and she needed to withdraw £5000 that day as a safety measure and take it home. Luckily the bank did not allow this and called the police. The police told me a number of older vulnerable adults had the same call that day, however they were unable to trace the call. The worrying thing was that the fraudster could have known where the client lived. The police recognised this and gave the client safety advice and follow up visits weekly to check on wellbeing.

Submitted by Admin Assistant (Helpdesk)

- The client's niece called to report it. Last week a man called at her aunt's house saying a tree was causing damage to neighbouring drainage and it would cost £600 to sort out. The man asked for half the money now and went in the house looking through drawers; her aunt refused to give money but said the man gave her a receipt then tore it up and was shouting at her; he then drove off (there was another man in the car).
- The aunt says she didn't give him any money. She tried reporting the incident but was on the phone for a long time but gave up as couldn't cope with the automated system (perhaps she was trying to contact Action Fraud?).
- The niece has told her aunt she is calling PCC but asked for PCC to contact her, not her aunt, as her is upset and embarrassed about the incident. The niece is concerned this pair may try and obtain money from other elderly residents.