

Norfolk Constabulary

Operation Bodyguard

Inspector Ed Brown
Local Policing Commander



NORFOLK
CONSTABULARY

Our Priority is You



Operation Signature

Sussex Police

Hypothesis:

Vulnerable victims, particularly the elderly, are more likely to be targeted by fraud and are less able to protect themselves from becoming vulnerable victims.





- All reports of fraud are referred to Action Fraud rather than being investigated by local police
- Vulnerable victims identified by AF are referred back to local policing for follow up but these were few in numbers
- All others details of complainants were being referred back to the force for 'statistical purposes only'

Missed opportunity?

Support Victims and Reduce Vulnerability

Kings Lynn and West Norfolk

- Key element of the Police and Crime Plan is to support victims and reduce vulnerability
- To 'test' the hypothesis as part of an evidence based approach by working with vulnerable victims of fraud with a view to reduce the chances of further victimisation in the future
- To identify the most vulnerable persons from our list of 400 + AF records we receive as a county each month by comparing what we know against a range of sources for a **policing purpose**

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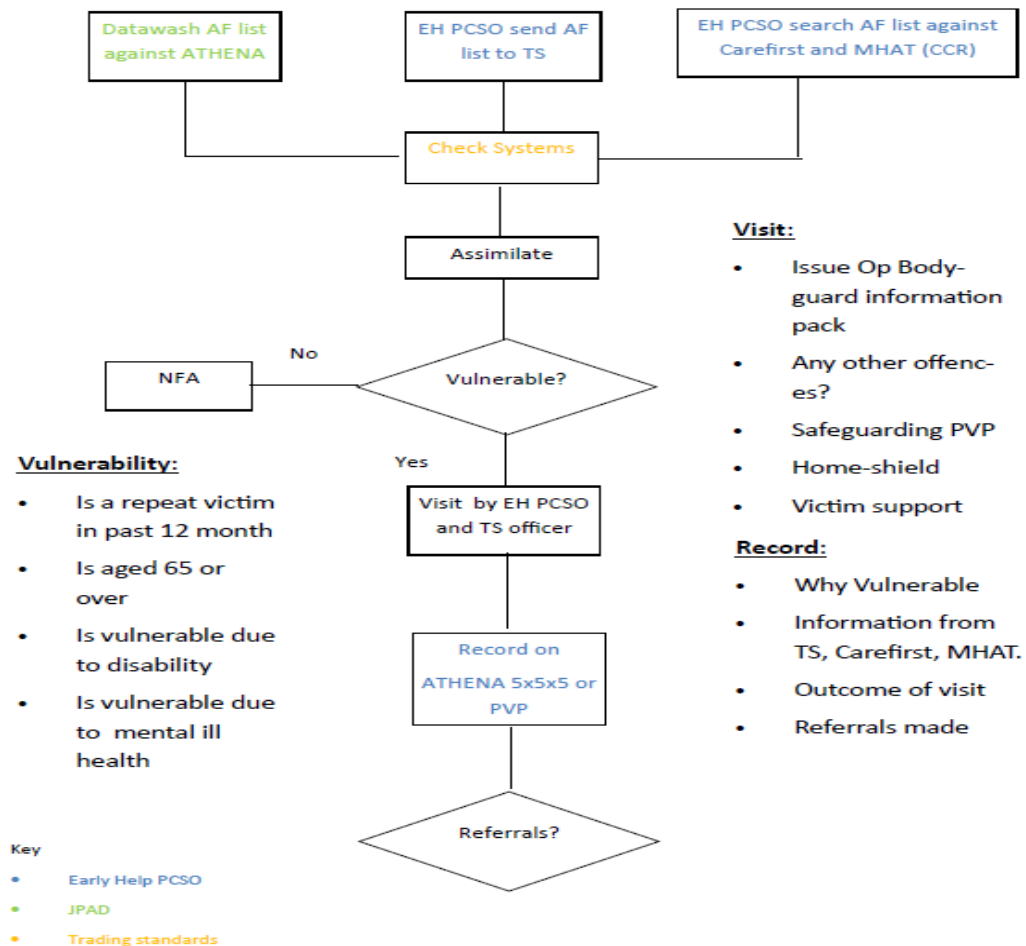
Data sources:

- **Action Fraud**
- **Athena** (repeat victim within last 12 months / 65 or over / disability / mental health)
- **Trading Standards**
- **Care First** (accessed through our embedded officer in the combined West Norfolk Help Hub)



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Case Studies:

- Barbara (70) was the victim of Facebook scam whereby she sent £3000 overseas following an online romance. She admitted to officers that she regularly handed money over at the door. SCAM alerts advice set up, Homeshield Referral completed and crime prevention advice given
- Margaret (83) had been taken advantage of financially following a bereavement with fraudsters persuading her to set up bank accounts allowing them to defraud her of tens of thousands of pounds. Following initial assessment a joint visit was undertaken with member of social services crisis team to look at mental capacity with support measures subsequently put into place to reduce victimisation.

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Future Development:

- Establishing a monthly working group consisting of police, adult social services and trading standards as part of district based help hubs
- Tracking vulnerability of persons identified for Operation Bodyguard visits
- Monthly district / county report of identified vulnerable persons based on the 4 data sets
- Further piloting in South Norfolk District
- Joint media awareness campaign around scams / fraud / vulnerability