

Prevention of victimisation (or further victimisation) through the installation of call blockers where individual is at risk of fraud. True call units are proven to reduce/remove fraudulent phones calls, this in turn improves financial and wellbeing outcomes for vulnerable people. Telephone fraud has been transformed in scale by communications technology.



Lincolnshire  
POLICE



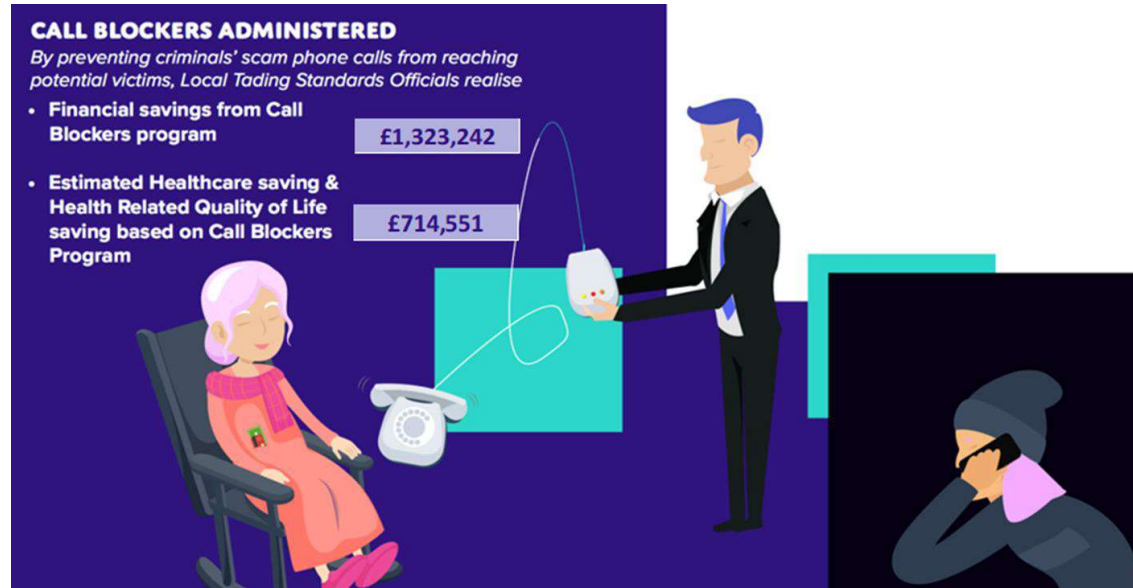
Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*

#ScamAware

[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

Installation of **80** (in financial year 22/23) True Call units within the homes of those identified as vulnerable to fraud through multi-agency working by Lincs Police Fraud Protect team and Lincs Scams Intervention and Prevention Officer.

NTS Optimity estimated savings based on installation of 80 (from both partners) call blockers:



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Feedback:

97% Confident in answering the telephone after installation

Impact on scam and nuisance calls – only 2 individuals felt there was no change or had received a scam call in the last 7 days

97% would recommend a call blocker to others

90% improved wellbeing since installation

*Happy that only genuine callers can now get through and it has stopped the nuisance calls.*

*Its been really good – excellent – as far as phone calls go we don't get scam ones now, its brilliant, thank you.*



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# **Victim experience**

## **Call Blockers**

**Feedback from LCC Scams Intervention and  
Prevention Officer – Andrew Turner**



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# **Victim experience**

## **Romance Fraud**

**Feedback from LCC Scams Intervention and  
Prevention Officer – Andrew Turner**



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# Could your organisation be more involved in scams awareness?

Find out about becoming  
a FAS organisation:

[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)



**NATIONAL  
TRADING  
STANDARDS**

Scams Team



**#ScamAware**

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