

## Promote fact checking

There are false stories designed to scare people or provoke panic. These include made up stories around the cause of the virus and articles about the virus being the end of the world. Although they can on the surface appear harmless they can increase anxiety, cause an upsurge in intolerance towards some minority groups, and lead to harassment or racist behaviour.

You can help counter this by suggesting that people use a fact checking website. There are many websites where you can check whether something you've seen online is real eg fullfact.org. You must never share medical advice, or offer medical opinions.

A short hint is to encourage people to 'THINK'. Is it True, Helpful, Inspiring, Necessary, and is it Kind?

## Raise concerns

If you're worried about someone you're helping, you might need to share their information, but you should only do that if you think they are in danger or pose a danger to other people. In this case, you can call your local council's adult services department, or children's department depending on the age of the person concerning you. They will talk through your concerns with you.

**The support you are offering to your community is inspiring, but remember to take care of your own wellbeing too. Be kind to yourself, connect with your own support network, and take time to recharge.**

**Contact your local Victim Support:**

**Supportline: 08 08 16 89 111**  
**FREE CONFIDENTIAL INDEPENDENT**





# VICTIM SUPPORT

## Coronavirus: Scammers and fraudsters

Advice for community groups



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



VictimSupport



@VictimSupport



victimsupport\_uk

## Coronavirus: Scammers and fraudsters

The unprecedented situation we've found ourselves in with the spread of coronavirus has seen amazing people, just like you, offering to support the most vulnerable people in your community.

However, not everyone is like you. Sadly, we've already seen some people use this uncertain and really difficult time to exploit others. It's likely that we will continue to see this over the next few months.

We've put some tips together to help keep you safe, and also to protect those you're helping.





# Tips to protect you and those you're helping

## Shopping for others

There are many people in our communities who aren't able to get out to the shops, or to get their medication, and it's really important that people like you are there to help them. Below are some tips that you will need to consider when shopping for others:

### Agree a maximum budget

When you're agreeing to shop for someone please discuss their budget, and agree a maximum amount that you will spend. Ideally don't make purchases larger than £30 for any one person.

### Purchase the items before asking for payment

It's best to purchase the items yourself, and then to show a receipt before asking for money from people in self-isolation.

### Never accept their credit/debit cards

Please do not ever accept credit/debit cards from those asking for help. If the person you're helping can't get access to any cash, please consider helping them explore other options such as home delivery.

## Look after personal information

Be extremely careful with any personal information which is shared with you or which you encourage others to share about themselves. This includes:

### Keeping information confidential

Through your support you may find out personal details, or a person's vulnerability might be shared with you when you're given tasks. It's vital that you keep that information confidential.

### Not recommending methods that may highlight a person's vulnerability publicly

Some community groups are using methods such as red and green cards in windows. A red card signals that someone needs help or assistance. Although these are well intentioned they can advertise a person's vulnerability to anyone who passes. We therefore do not recommend that these are used.

