

Keeping safe from abuse during the COVID-19 Pandemic



During the Covid-19 pandemic, it remains important to **safeguard adults** with care and support needs who may be more vulnerable to **abuse and neglect**

This is a short guide about how to keep safe at home from **Rogue Traders, Scams** and support that you can access if you are experiencing **Domestic Abuse**

Rogue Traders and Scams



During the COVID-19 pandemic, it's important to know how to protect yourself against scams

Some people may take advantage of this unusual situation

Know who you're dealing with – if you need help, talk to someone you know or get in touch with organisations on the numbers below:

Most common scams	Tips to avoid being scammed
Fake products being sold online	Only purchase goods from legitimate retailers. Protect your financial information, particularly from people you don't know. Never give your bank details or PIN to a stranger
People offering to do your shopping or collect your medication (and asking for money)	If someone claims to be representing a charity etc. ask to see their identification. Be suspicious of requests for money up front
Home cleaning services that claim to remove Covid-19	Check with family or friends before accepting offers of help if you are unsure
People claiming to be healthcare workers and trying to sell you something either on the telephone or at your door	Be cautious and don't be afraid to hang-up, and do not open your door – talk through a closed window
Emails saying that you can get a refund on taxes, utilities or similar. These are usually bogus, and people are trying to get your personal bank details	Do not click on links in emails, always type e-mail addresses in rather than clicking on links. Always use trusted websites such as gov.uk or NHS.uk
New mobile phone apps that claim to give you updates on the virus, but lock your phone and demand a ransom to unlock it	Take your time and don't be rushed. Only use trusted sources

Contact information:

If you think you've been scammed, report it to

Action Fraud on 0300 123 2040 and if you need advice, call the

Citizens Advice Consumer Helpline on 0808 223 1133.

If you are in immediate danger, contact the **Police on 999**

Contact your bank if you think you have been scammed

Domestic Abuse



Does your partner or a family member
put you down? Frighten or hurt you?

Control your movements, friendships or your money?

If SO THIS IS DOMESTIC ABUSE

You can contact the specialist support services below if you want to
talk to someone, or if you are worried about someone else



Greenwich Domestic Violence and Abuse
Confidential Helpline: **020 8317 8273**

24hr National Domestic Violence and Abuse Helpline
0808 2000247

Her Centre

Tel: **0203 260 7772**, Legal Advice on **0203 096 6843** (on domestic abuse
matters) For in-person support go to the drop-in service Fridays 10am-12pm
Woolwich YMCA SE18 5QG)

Victim Support
0808 1689 111

Victim Support line 24/7
0208 801 1777

Men's advice line
0808 801 0327

National LGBT helpline
0300 330 0630

Concerned about an adult at risk of abuse?

If a person is in **immediate danger call 999** and alert the police. If you suspect a person is at risk of abuse or is being abused, **report it to the**

Contact Assessment Team.

- Phone: 020 8921 2304
- Out of hours: 020 8854 8888
- Email: aops.contact.officers@royalgreenwich.gov.uk

The Contact Assessment Team will put you in contact with the appropriate service or direct you the right organisation

The switchboard is open 24-hours a day, seven days a week. Anyone who is concerned that abuse may be taking place or feels they are subject to abuse themselves should seek help.

For more information visit our website:

<https://www.greenwichsafeguardingadults.org.uk/>

Or the council's website:

<https://www.royalgreenwich.gov.uk/>

Need help during the Covid-19 pandemic?

Residents who are self-isolating and haven't got a family member, friend or neighbour who can help can contact Royal Greenwich Community Hub who offer a range of support including

Shopping/food supplies

Medicines and prescriptions collection/delivery

Phoning for a chat

Connecting people with local groups, services and advice

Dog walking

Putting out bins

Topping up gas/electricity meters

Tel: **08004704831** (seven days a week 8:30am to 6pm)

E-mail covid19support@royalgreenwich.gov.uk

