



Trading Standards have had a report of a particularly worrying scam caller purporting to be from the shielding team.

Across the country shielding teams are working to support our most vulnerable residents at this challenging time. It seems as though the scammers are now taking advantage of these care calls to their own ends.

The caller doesn't give a name and says he's from the shielding team before asking about the kind of IT equipment the resident has. This is not the purpose of a shielding care call.

If you receive a call like this that you are suspicious of please hang up – you can always check with the Councils Shielding Helpline on 823600 if you are at all concerned about any call that you receive. If it is a genuine care call nobody will mind and we will be grateful that you took the time to check.

If you know of somebody who is shielding please share this message with them to keep them safe from scams