

## Trading Standards

There is a joint working protocol between Trading Standards and Adult Safeguarding.

Trading Standards can contribute to safeguarding enquiries by:

- advising the investigation manager on criminal factors, civil law or good practice
- investigating any regulatory offence where it is determined that the client has been subject to financial abuse by a business
- supporting the client by offering practical advice and preventative measures to reduce future risk (informing the protection plan).

**Practitioner:** When an adult has fallen victim to or is targeted by rogue traders or scammers, check first whether this is a crime in progress. If so, report immediately to the police on 999 and phone Trading Standards. If there is not a crime in progress then make a referral by e-mail to Trading Standards.

The referral should include the following:

- name and address and age of the adult at risk
- date of incident taking place
- details of incident
- amount of any financial loss of client
- details of any other agencies who are involved at this time
- whether the adult at risk has consented to the referral being made or not.

**Please Note:** Do not make referrals directly to individual officers.

Any referral will receive an acknowledgement wherever possible within 12 hours of receipt. The allocated investigating officer will then contact the referring officer within 24 hours.