



Enfield Safeguarding Adults Board

Financial planning – preventing abuse and fraud

It is important to plan your finances and arrange who will look after your money, possessions or property on your behalf when you are no longer able to. It ensures control will go to the person you choose and helps reduce the risk of financial abuse to you.

Financial planning

Planning a will ensures that you have choice and control about what will happen to your assets once the time comes.

When writing your will, there are several things you should consider, including:

- ▶ contacting a solicitor or someone to help with writing your will
- ▶ making a list of your assets
- ▶ who to appoint as your executor
- ▶ how you want your estate to be divided.

For further advice contact your local **Citizens Advice Bureau** or visit www.citizensadvice.org.uk

For information on how a person without mental capacity can make a will and how someone can apply to execute wills, contact the Office of the Public Guardian on

☎ **0845 330 2900** or visit www.publicguardian.gov.uk

Make sure people you trust know what you want in the future should you become physically or mentally frail.

Write down where you might wish to live if you cannot stay in your own home.

Arrange to pay your bills by Direct Debit or standing order to make sure they get paid on time and reduce the risk of debt if you forget to pay. This can then continue if you find it difficult to get out and about.

Make arrangements for someone you trust to look after your financial affairs if you become unable to do this for yourself.

You must do this while you are still well enough to make your own decisions.

You can arrange for this by:

- ▶ appointing a **Power of Attorney** to someone you trust who can legally manage your finances on your behalf – contact the Office of the Public Guardian or a solicitor for more information.
- ▶ appointing someone to manage your benefits on your behalf.

For more information about legal arrangements for managing your finances, contact **Age UK** on ☎ **0800 169 6565** or visit **www.ageuk.org.uk**

Preventing fraud

We are all potential victims of scams. Scam artists are becoming more sophisticated and succeed by:

- ▶ catching you unprepared on your doorstep, on the phone, by email, post or just outside
- ▶ appearing pleasant, well spoken, kind and want you to think they are your friend
- ▶ being persuasive and persistent
- ▶ pressuring you into making a decision
- ▶ asking you to give or send money before you receive anything promised.

They may offer you something for nothing or it may be too tempting to ignore, such as a way to earn easy money. Scam artists may ask you not to tell anyone about the deal.

Don't send money or give out any personal details to anyone until you have checked that they are genuine. Always talk to a professional, family member or friend if you are unsure.

Crime prevention tips from the police:

- ▶ treat all callers as bogus until you are sure that they are genuine
- ▶ fraudsters are very convincing and are skilled in persuasion
- ▶ you cannot win a prize in a competition you have not entered
- ▶ only send money to a person you know and trust
- ▶ if it appears too good to be true then it usually is.

For more information on fraud and scams visit

the **Office of Fair Trading** website **www.offt.gov.uk**

Dealing with doorstep callers – don't be deceived at the door. Doorstep callers:

- ▶ usually "cold call", i.e. knock at your door without invitation
- ▶ persuade you to have work done that is not necessary, e.g. driveways, roof work, gutters and fascias, or general garden work
- ▶ will often say they are only working in the area for the day
- ▶ may say they want more money, giving you poor reasons why
- ▶ won't give you a "cooling off" period, which you are legally entitled to.

Remember:

- ▶ never rush to part with your money
- ▶ always use a reputable trader and get three quotes for the work
- ▶ say "no thank you" and close the door.

If any of the above has happened to you or if you would like further advice please call Consumer Direct on ☎ **08454 04 05 06**.

Reporting financial abuse

If you are worried that your money is being misused, or think that someone you know is being taken advantage of, please tell someone. You will be listened to and your concerns will be taken seriously.

You can report abuse to the **Enfield Adult Abuse Line** on ☎ **020 8379 5212**.

You can also report fraud to the **Enfield Council's Fraud Hotline** on ☎ **020 8379 4683**.

For more information on Safeguarding Adults in Enfield visit **www.enfield.gov.uk/keep-safe**

If you require this factsheet in another language or format, please contact Adult Social Care on ☎ **020 8379 1001**.

We want to hear from you if you have a comment, compliment or complaint. Please contact us on the above number, pick up a leaflet at a council building or visit **www.enfield.gov.uk**