

**Julie Morgan AC/AM**  
**Y Dirprwy Weinidog Iechyd a Gwasanaethau Cymdeithasol**  
**Deputy Minister for Health and Social Services**



**Llywodraeth Cymru**  
**Welsh Government**

Ein cyf/Our ref: WAQ 78407

Janet Finch-Saunders AM  
National Assembly for Wales  
Cardiff Bay  
CF99 1NA

26 June 2019

Dear Janet,

In response to your recent written assembly question referenced WAQ 78407 "What action is the Welsh Government taking to help safeguard elderly residents from financial abuse and telephone scams?" I hope the information below addresses your query.

Combating fraud, and so called scams, are matters for the Police and therefore non-devolved. Nevertheless, in the Welsh Government we are determined to do all we can to help address an issue that can have such a devastating impact on individuals caught up in such activity in Wales.

We recognise that the financial and digital inclusion of our people can help them become more aware of the threats, and increase the likelihood of them implementing some simple steps to protect themselves. In March this year, Tarian, the regional Organised Crime Unit, arranged the 'Wales Cyber Security Bus Tour', to advise people and business throughout Wales about the signs of cybercrime and the tools they need to stay safe online.

We also continue to provide funding for an additional 500 Community Support Officers who work in communities providing assistance where and when needed and regularly carry out awareness raising in communities about scams and how to stay safe.

The Social Services and Well-being (Wales) Act 2014 and its supporting guidance explicitly recognise that financial abuse is a form of abuse in whatever setting it takes place. It includes: having money or other property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

The Act introduced provisions for relevant partners to report to the local authority someone suspected to be an adult at risk of abuse or neglect. This is supplemented by a new duty on the local authority to make enquires to determine whether any action is required to safeguard people at risk.

We continue to support the work of the Older People's Commissioner for Wales who has identified 'stopping the abuse of older people' as one of her three priorities for Wales.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.