

NHS Test and Trace Quarantine home visit scams

Alert 2.7

22 July 2021

Bromley Trading Standards is supporting Action Fraud in warning residents to be wary of home visits from officials claiming to be from NHS Test and Trace.

The Government carries out public health quarantine compliance checks on individuals who have a legal duty to quarantine at home for 10 days following international travel.

This means that if you are required to quarantine, you may receive a visit from someone working on behalf of NHS Test and Trace to make sure you are complying with your legal duty.

Here is a summary of the information from Action Fraud:

If you get visited:

- staff will be wearing NHS Test and Trace branded clothing
- staff will identify themselves verbally & present an ID card with information including their name, role & employer
- they will follow social distance guidance
- staff **will state your name** and ask you to confirm it. They will also ask to see your driving licence or passport to confirm your identity
- they will then ask you some questions to establish whether you are following your duty to quarantine and enable them to provide additional information, support or guidance where necessary

Test and Trace staff **will not**:

- enter your home
- ask you to provide your name – **they will already have your name** and will ask “Am I speaking to ___?” for you to confirm
- ask for your National Insurance number, telephone number or any other identifying information other than your driver’s licence or passport
- photograph your ID document
- ask for your financial details such as your bank or credit card information
- ask for money or issue a fine – only Police can issue fixed penalty notices for breaching quarantine rules

If someone visits you claiming to be from NHS Test and Trace and you do not believe they are legitimate, call 999 and ask for the police.

Other points to note are:

The NHS Test and Trace and team **will not** provide prior notification of a visit – so an email, text message or phone call suggesting that you will be visited is **not legitimate***.

If there is reason to believe you may be breaching the quarantine rules, staff may refer your case to the Police and you may receive a visit from them.

If you are not happy with the service, you can contact [NHS Test and Trace online](#) or telephone **119**.

You can read the full information about the NHS Test and Trace quarantine home visits on the Action Fraud website [Watch out for scams related to NHS Test and Trace | Action Fraud](#).

***Suspicious emails** – if you have spotted a suspicious email, forward it to the Suspicious Email Reporting Service (SERS) – report@phishing.gov.uk

***Suspicious texts** – if you've received a suspicious text message, forward it to your service provider on **7726**

If you think you have been involved in any doorstep scam:

- **Call the Police on 999 if you are in immediate danger**
- **Contact** your bank as soon as possible, especially if you have lost money or given your bank details.
- **Call** Bromley Rapid Response on **07903 852090**
- **Tell** someone you trust so they can help you to get the help you need
- **Call** Citizens Advice if you need advice and guidance **0808 223 1133**
- **Report** to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk
- **Visit** www.Bromley.gov.uk/scams - where you can sign up to receive the Trading Standards Alert direct to your inbox

Please share with family, friends, neighbours, colleagues & clients
Read it. Share it. Prevent it

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.