

Self-care Information Leaflet



**NATIONAL
TRADING
STANDARDS**

Scams Team

Who and what is this leaflet for?

Being a victim of a fraud or scam can make you feel isolated, embarrassed, sad or angry. This self-care information leaflet is a tool to help you with your day to day thoughts and feelings and positively change your mindset. Your support worker will guide you through this leaflet and will leave their contact details if you require further information.

Reminder: You might not feel ready to complete this guide right now but keep it by for when you feel you are ready and if you need help, reach out to your support worker.

What do I need to do?

There is no expectation that you complete all the steps. You only need to complete as much as you want to, and it can be done in any order. The resources include:

1. **Self-care Checklist**
2. **Negative and Positive Thoughts**
3. **Diary Entry**
4. **Circle of Control Model**
5. **Triangulation**

Agree timings with your support worker

This guide should be accompanied by regular check-ins with your support worker. Timings should ideally be every six weeks but agree what works for you at your first meeting. Maintaining contact with your support worker is important to build confidence after being a victim of a crime.

Exercise 1 - Self-care Checklist

Write down every time you do something to improve your own self-care and wellbeing and describe how it made you feel. Use the below table as an example and add your own activities that improves your quality of life.

Task	Describe what you did, where you went and how it made you feel afterwards	Date completed	Will you plan to do it again next week?
<i>Example: Meet up with friends</i>	<i>I met up with my friend for a coffee. It felt nice to laugh and catch up.</i>	<i>1/1/2025</i>	<i>Yes</i>
Write down how you are feeling			
Meditate			
Go for a walk			
Try doing something creative			
Listen to an audiobook, podcast, music.			
Spend time in nature, in your garden or local park.			
Have a bath or shower			
Exercise			
Take time away from social media			
Read			
<i>Blank for you to add any other activity</i>			
<i>Blank for you to add any other activity</i>			
<i>Blank for you to add any other activity</i>			

Exercise 2 - Negative to Positive Thoughts

Write down any negative situation you come across that has impacted your wellbeing or emotions and how it made you feel, how you reacted and what the alternative thought could have been.

What was the negative situation?	
What was the negative thought?	
How does it make you feel?	
How did you react to the situation?	
What could be an alternative thought about the situation?	
How do you feel about the situation now?	
What would you say to a friend if they were feeling like you are?	
Any additional thoughts?	

Exercise 3 - Diary Entry

You can populate a diary entry each day to engage in mindfulness. You may notice a pattern of feelings emerge through capturing when you feel anxious, rushed, excited, disappointed. You can review previous weeks to see any negative emotions forming and it also can help you to see all the positive emotions more clearly.

How do you feel?

Grab a pen or pencil and jot down your feelings. Just the first things that come to mind. Try and think about how your feelings may be linked to events or communications you have had, or anticipated events or communications. It is often useful to write down our thoughts and feelings and engage in mindfulness around these, to put feelings down on paper.

DD/MM/YY

Morning

I have just woken up and I am feeling

Is how you're feeling linked with something that has happened yesterday or recently? Describe what has happened:

Is how you're feeling linked with something that is happening today or soon? Describe what has happened:

Afternoon

It's around lunchtime and I am feeling

Is how you're feeling linked with something that has happened today? Describe what has happened:

Evening

It's almost bedtime and I am feeling

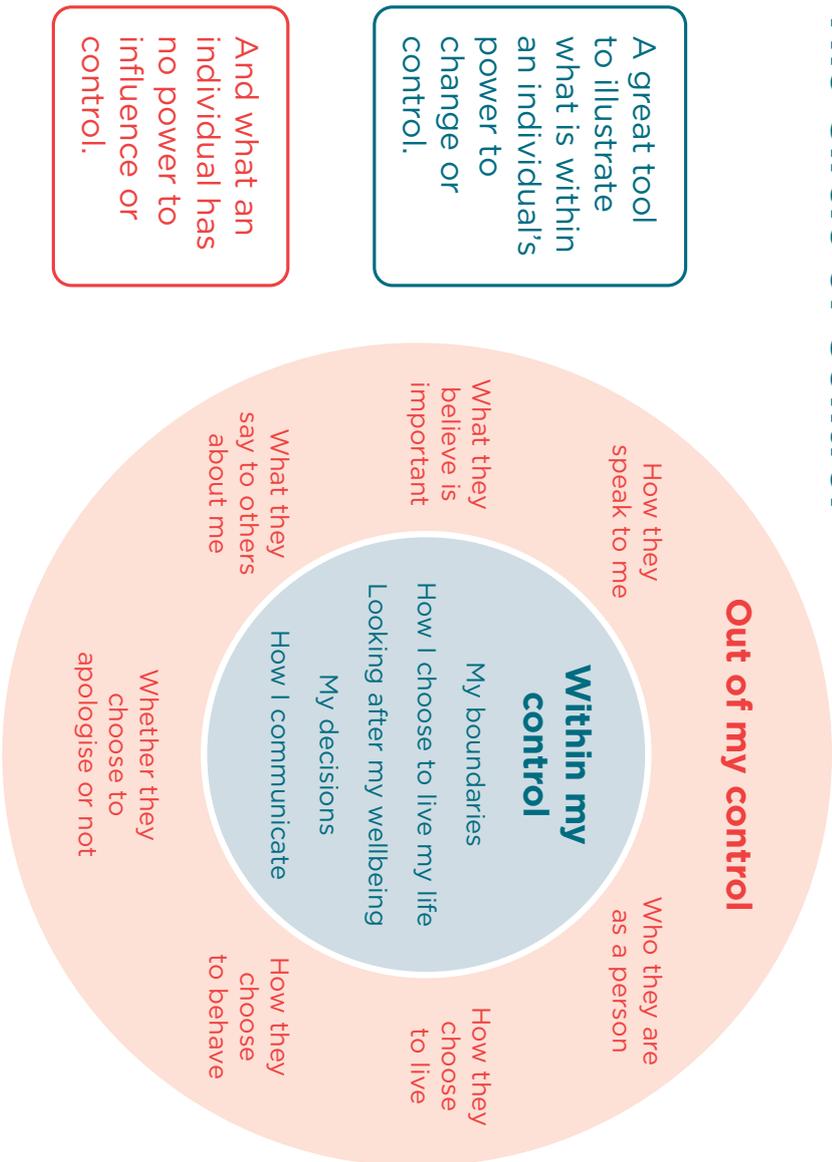
Is how you're feeling linked with something that has happened today? Describe what has happened:

Is how you're feeling linked with something that is happening tomorrow or later? Describe what has happened:

Exercise 4 - Circle of Control Model

The below Circle of Control Model is an effective visual to illustrate what is within your power to change or control and what you have no power to influence or control, which can help regulate your feelings of overwhelm and concern that you may experience. You may want to cut-out and put this in your home as a reminder of what you can control in your life and what is outside of your control.

The Circle of Control



A great tool to illustrate what is within an individual's power to change or control.

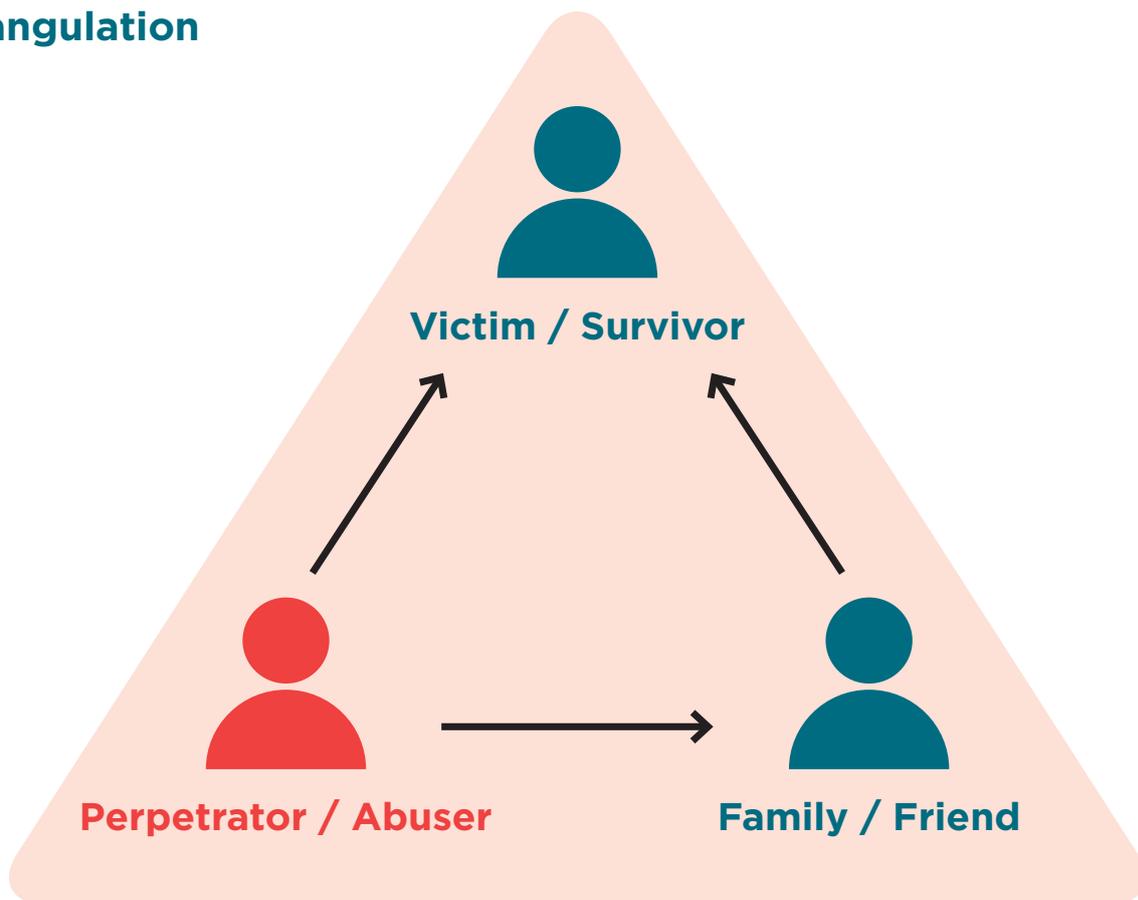
And what an individual has no power to influence or control.

This can help regulate the feelings of overwhelm and concern that many victims and survivors have about their life.

Exercise 5 - Triangulation

Triangulation is a manipulation technique that criminals use to attempt to retain power and control over you. It involves including a third party such as a family member or friend into the relationship to create confusion, insecurities and jealousy. The impact of triangulation can last a very long time and some of the effects may include feelings of isolation and self-doubt. You may want to cut-out and put this in your home as a reminder.

Triangulation



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Address underlying issues: Explore the underlying issues that might be contributing to triangulation, such as communication difficulties.

Use "I" statements: Encourage the use of "I" statements to express feelings and needs.

Reflect on the situation: Reflect on the situation and identify patterns of triangulation, promoting self-awareness and healthy communication.

Practice active listening: Pay attention to the non-verbal cues and emotions of the individuals involved.

Refer to other professionals: If the situation is complex or involves severe manipulation, speak to a professional such as therapists or your support worker.

Resources

ydom.co.uk/resources-for-everyone
www.FriendsAgainstScams.org.uk

Report and Advice

England & Wales

Report: contact **Report Fraud** on 0300 123 2040

Advice: contact **Citizens Advice** on 0808 223 1133

Scotland

Report: call **Police Scotland** on 101

Advice: contact **Advice Direct** on 0808 164 6000

Northern Ireland

Report: contact **Report Fraud** on 0300 123 2040

Advice: contact **Consumerline** on 0300 123 6262

Name: _____

Email: _____

Telephone: _____

Organisation: _____

Compiled by Dr Elisabeth Carter and Lucy Wade BA Hons.

Dr Elisabeth Carter is a criminologist and forensic linguist who conducts interdisciplinary research at the intersection of language and the law. She examines how interactional, ethical, and social drivers are manipulated by fraudsters, and the intricate balancing act between power and persuasion, credibility, and vulnerability. She is best known as the UK's foremost scholar on romance fraud, however she uses interactional methodologies to unpick persuasion and manipulation in fraudulent communications of all types.

Lucy Wade creator of ydom.co.uk and host of the Podcast, DIP in and out with Lucy CIC.

She is a Domestic Abuse Consultant, specialising in Post-Separation Abuse. Lucy has developed the Let's Talk Series, which helps organisations to begin to understand the issues and challenges faced by those experiencing domestic abuse and post-separation abuse and what organisations can do to support those around them.

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