

Digital switchover scams

What is the digital switchover?

Between now and 2025 most telephone providers will be moving their customers from old analogue landlines over to new upgraded landline services using digital technology.

This means services that rely on the old landline system, such as home phones and healthcare devices, will be switched over.

Further information can be found on the Local Government Association's Digital Switchover Hub:

<https://bit.ly/46cNYJA>.



How to report digital switchover scam concerns

Encourage residents to report any scams or fraudulent activity to Action Fraud on 0300 123 2040 or via their website: www.actionfraud.police.uk.

Refer residents who may be vulnerable to being a victim of fraud to 101 or email operation.signature@sussex.pnn.police.uk.

The county council's staying safe online webpage hosts online safety resources and information about events that can support residents and their families with online scams. Visit www.westsussex.gov.uk/staying-safe-online to find out more.

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The transition from analogue to digital technologies has created new opportunities for criminals to target vulnerable residents.

Criminals may use phishing emails, fake websites, or phone calls to trick residents into providing personal information, such as bank account details or passwords.

If you become aware of a resident who you believe has been the victim of fraud or a scam related to the digital switchover, you should treat it as a safeguarding concern.

Ensure you advise residents, their next of kin or power of attorney to contact their bank immediately if their bank account was used in a scam, as banks may be able to take action to help them.

