

Scam and fraud resource sheet

Staying Safe Online Team

We are an integral part of the Community Safety & Wellbeing Team at West Sussex County Council.

Our role is to raise online safety awareness amongst residents and partners across the county.

This resource sheet has links to documents, videos, and partner websites to help communities across West Sussex stay safe when they're online.

What exactly are scams and frauds?

Scams and frauds are on the rise and nationally account for almost 50% of reports to the police each year.

Often targeting those most vulnerable in our communities, scammers will contact us by phone, computer, post, and even our front door.

The majority of scams pressure us to make a quick, one-off decision to part with our money or personal details for a promise of a service or product that does not exist.

Staying Safe Online

To sign up to our Staying Safe Online eNewsletter, visit the West Sussex County Council [email alert](#) page.

Follow us on Twitter & Facebook by searching @WSxSafeOnline

For information, and to find out about local events, training, and further support, visit our [Staying Safe Online webpages](#).

Important links



[Action Fraud](#) is the UK's national reporting centre for fraud & cybercrime.



[Friends Against Scams](#) is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims.



[Take Five](#) is a website where you can test your knowledge on scams and frauds.



[Citizens Advice](#) is an independent organisation offering confidential information and advice.



[Operation Signature](#) is a Sussex Police campaign to identify and support vulnerable victims of fraud.

Video resources

The [Archie Hicks video](#) is a reconstruction of an actual call demonstrating some of the tactics scammers employ when contacting us.

[Scams – The Secret Crime](#)

This eight-minute video gives an overview of current scams and frauds.

[Courier Fraud video](#)

Our team have recorded a 41-minute YouTube video explaining courier fraud.

Don't have time to watch the full video? Then watch our condensed [seven-minute version](#).



Numbers to remember

You can make a non-emergency report to the police by calling **101** or **999** in an emergency.

Call **159** to verify that a call from a bank or building society is genuine and forward unwanted or suspected scam messages to **7726** or **SPAM**.