



The voice of technology
enabled care

GUIDANCE

Identifying and dealing with scam calls

A woman with dark hair, wearing a black headset with a microphone, is looking down at a computer screen. She is wearing a dark blue sweater over a white collared shirt. The background is a bright, out-of-focus office environment.

TSA are currently supporting the National Trading Standards Scam team with their current investigation into potential scams targeting vulnerable and elderly individuals.

Following a recent increase in reports of scammers targeting TEC service users, we have put together some helpful guidance on the types of scams currently circulating, the techniques and tactics for dealing with them, and how TSA can help.

Types of scams to be aware of and examples:

An individual receiving a phone call that resembles one of the below;

- i) Their current telecare service has ceased trading and they are contacting them today to change over their provider
- ii) They can provide a better service than their current provider and they should swap over as they have better deals etc

Techniques/ tactics to deal with scams

- Share any potential scam concern to TSA to make aware.
- Report any scams to the National Trading Standards Scams Team -
scamsteamadmin@surreycc.gov.uk
FriendsAgainstScams@surrey.gov.uk
- Advise the individual or their next of kin/ power of attorney to contact Trading Standards through Citizens Advice in the area of the alleged offence. TSA or the telecare service can not make reports on behalf of anyone else - they will only accept the claim from the individual directly -
<https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>
- Purchase a phone blocker to block unwanted sales & scam calls. There are many different versions that can be purchased online
- Register to The Telephone preference service (TPS), which is the UK's only official 'Do not call' register for landline and mobile numbers. It allows people and businesses to opt out of unsolicited live sales and marketing calls - <https://www.tpsonline.org.uk/>
- Share report to local press to help raise awareness and push out across the local area

What can TSA do?

- Provide support and guidance to any individuals that fall victim to a scam by sharing the information within this guidance and all relevant useful links to help report the scam to the appropriate authorities.
- Share out any scam alerts across our website/ social media pages to raise awareness across the sector.
- If the scammers are pretending to be one of our members, we will make contact with your organisation and help to address the issue.
- Any member organisation that we believe has acted in an unethical manner shall be expelled from membership.

Useful links & contacts

- Trading standards - <https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>
- National Trading Standards Scam Team -
scamsteamadmin@surreycc.gov.uk
FriendsAgainstScams@surrey.gov.uk
- The Telephone Preference Service -
<https://www.tpsonline.org.uk/>



For further support, please visit www.tsa-voice.org.uk

or call **01625 520 320**

TSA