

Community Support

Helping friends, family, and neighbours stay cyber-safe.

Why It Matters

Cybercriminals often target those who are less confident online — older relatives, busy parents, or people new to technology. A calm conversation or bit of guidance from someone they trust can stop a scam before it starts.

Cyber safety grows stronger when communities look out for each other.

How to Help Others

 **Check in regularly** | Ask if they've had any strange calls, texts, or emails.

 **Explain simply** | Avoid jargon — use everyday language.

 **Share what you learn** | Pass on scam alerts and safe-use tips.

 **Be patient** | Confidence online takes time to build.

 **Encourage reporting** | Let people know it's okay to ask for help.

Building a Safer Community

 **Lead by example.** Show good habits — locking devices, using MFA, ignoring dodgy links.

 **Create conversations.** Bring cyber safety into schools, workplaces, and local groups.

 **Use official advice.** Point others to trusted sources like the NCSC or Action Fraud.

 **Stay kind.** Avoid blame — scams trick smart people every day.

 **Celebrate progress.** Every new habit is a win.

If Someone's Been Scammed

1 Stay calm and reassure them it can happen to anyone.

2 Help them act fast — contact their bank or service provider.

3 Report it together via [ActionFraud.police.uk](https://www.actionfraud.police.uk) or report@phishing.gov.uk.

4 Check their accounts and change passwords where needed.

5 Encourage recovery, not fear. Learning is part of staying safer next time.