

Digital switchover

NOTICE TO RESIDENTS



Understanding the digital switchover to avoid the risk of opportunist thieves

West Midlands Police are warning residents about the risk of falling prey to opportunist thieves.

Local officers have received reports of cunning criminals gaining access to people's homes under false pretences. Once inside offenders have stolen valuables or cash.

Police have traditionally received reports about offenders gaining access by posing as 'water board' or gas officials. However, there are new concerns about criminals claiming to be digital switchover officials.

This leaflet will help you to understand how the Digital Switchover Scheme works, so that you can avoid the risk of crime.



THIS IS THE OFFICIAL SWITCHOVER LOGO



Serving our communities,
protecting them from harm

The facts

When will the digital switchover take place?

The digital switchover will be taking place in the West Midlands from September 2011.

What is the Digital Switchover Scheme?

The Switchover Help Scheme has been created to help eligible older and disabled people switch one of their TV sets to digital.

Who operates the Help Scheme?

The Switchover Help Scheme is run by the BBC through an agreement with the Government.

Who is eligible?

People are eligible for support if:

- They are aged 75 or over, or
- They have lived in a care home for six months or more, or
- They get (or could get) Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement, or
- They are registered blind or partially sighted

What help do they get?

- A choice of easy-to-use digital equipment
- An approved installer to supply and install the equipment
- A new dish or aerial where possible, if needed
- Free aftercare for 12 months, including a free helpline

How much does it cost?

Most people will be asked to pay £40 towards the standard option of help. The service is free for people who are eligible and who also receive pension credit income support, income-based jobseeker's allowance or income-related employment and support allowance.

What to expect

- Every eligible person will get a letter from the Switchover Help Scheme in the run up to switchover. It will offer practical help to convert one TV set to digital.
- Anyone required to pay the £40 switchover fee will never be expected to pay the doorstep. Payment is only ever taken over the phone or via post.
- You will never be required to buy a separate digital aerial. If someone comes to your door claiming that you need a new aerial please be aware they may be a bogus official.
- You will not receive a visit from any representative from the Digital Switchover Scheme unless you have responded to the help scheme letter or contacted the helpline.
- The Help Scheme Switchover team will send you a letter to confirm the date they will attend your home. Therefore, if you receive an unexpected visit from anyone claiming to be a switchover representative, please do not let them in.
- The Help Scheme offers a password system so you do not need to let anyone in unless they have the password you agreed.
- All switchover representatives carry identification. Please do not be afraid to ask to see this. If they refuse or claim not to have it please ask them to call back with the correct ID.
- Switchover representatives never 'cold call'. They never turn up at your door unless this has been prearranged and confirmation of a visit has been sent.
- You can contact the Digital Switchover Help Scheme to verify the authenticity of a caller by dialling **0800 40 85 900**. If you are at all suspicious please close your door and call your local police.

If you have any concerns about anyone acting suspiciously in your neighbourhood, or if you believe a caller to be a bogus official, please contact police immediately on 0345 113 5000.

For more information about what officers are doing to keep you safe call 0345 113 500 or visit www.west-midlands.police.uk