



East Sussex Against Scams Partnership - Charter commitments

Partners pledge to undertake activities to meet their commitments under the Charter. Below is a list of suggested activities from which to choose; please suggest others if you consider they are more appropriate. Charter Partners will be asked to provide periodic progress updates. Joint working county-wide initiatives will be captured within an East Sussex Action Plan and shared with other Charter Partners.

- (1) Promote the East Sussex Against Scams Partnership and Charter to at least five other East Sussex organisations, businesses, clubs, councils, societies, voluntary groups and other partners.
- (2) Use notice boards and electronic displays to highlight updates about current scams and tips on how to avoid them. Be clear in communications that scams are fraud, and fraud is a crime.
- (3) Share the following information with everyone you talk to about scams:

For support and advice on scams (eg rogue traders, romance scams, scam mail, telephone calls, text messages, emails), call Citizens Advice Consumer Service on **0345 40 40 506**

If you are concerned about financial abuse, speak to Health and Social Care Connect on **0345 60 80 191**

For a non-emergency response (if you have been a victim of a fraud/scam), call Sussex Police on **101**

If you have been affected by crime, get emotional and practical help from Victim Support on **0808 168 9274**

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud on **0300 123 2040**

- (4) Re-tweet scam-related messages and alerts from the National Trading Standards Scams Team and other ESASP Charter Partners and/or sign up to the Action Fraud alert system and share more widely: <https://www.getsafeonline.org/news/public-urged-to-protect-themselves-against-fraud/> .
- (5) Feature ESASP/scam-related support information on the front page of your website and/or in any internal communications.
- (6) Schedule Friends Against Scams awareness raising sessions and promote to at least five other East Sussex organisations, businesses, clubs, councils, societies, voluntary groups and other partners. *Please note: Friends Against Scams sessions are complementary to East Sussex County Council safeguarding awareness and training procedures which should always be followed. If you are unclear about aspects of safeguarding in relation to these sessions, please contact Health and Social Care Connect on 0345 60 80 191 to discuss.*
- (7) Display Friends Against Scams awareness raising literature and posters in public areas, eg waiting rooms, receptions etc or at meetings/events/ exhibitions.
- (8) Identify potential SCAMchampions who could run Friends Against Scams awareness raising sessions.

- (9) Promote the issue of scams being fraud and fraud is a crime at every meeting of trustees, managers, staff, volunteers etc.
- (10) Sponsor public Friends Against Scams awareness raising sessions by providing meeting rooms;
- (11) Promote opportunities for staff to volunteer at scam-related events eg man stands, distribute leaflets, support workshops, deliver Friends Against Scams awareness raising sessions etc.
- (12) Use Twitter and Facebook as channels for instant messaging on scam issues.
- (13) Sign people up to become Mail Marshals (*only applicable to certain organisations*).
- (14) Help local councillors/community leaders set up workshops about scams which they can hold in community centres in their ward.
- (15) Send scam awareness resources to other frontline workers / staff / volunteers in the region to educate their consumers/clients about scams.
- (16) Run a simple survey or poll asking what scams people have been targeted by, giving you useful statistics to highlight priorities in your scam-fighting work. Invite people to tell their stories to warn and protect others. Alternatively, encourage people to respond to any scam-related polls or surveys sent around by other Charter Partners.
- (17) Write articles and target specialist local publications such as council newsletters, carers' magazines, housing association newsletters etc.

The following suggested activities will require input and support from other ESASP Charter Partners. The ESASP aims to draw upon shared key messages, and avoid duplication of effort by focusing resources on joint initiatives that can be supported by a range of ESASP Charter partners:

- (18) Write a press release to local media about how you are supporting the ESASP.
- (19) Contact prospective SCAMBassadors eg local MPs, celebrities highlighting the ESASP asking if they would be prepared to add their influence to support aspects of the county-wide Action Plan.
- (20) Get a slot on a local radio station highlighting scams/the ESASP.
- (21) Hold ESASP-related events eg set up a stall at a public venue eg within libraries, schools and colleges, shopping centres, sheltered housing/care homes, lunch clubs, community centres etc
- (22) Offer services or resources to support the ESASP (eg marketing, IT), or provide resources to other Charter Partners (eg provide meeting venues and/or refreshments, photocopying services, fund leaflets).
- (23) Plan and carry out a media campaign to run for the duration of the ESASP (which will become business as usual but is currently going through a pilot phase). Pick several examples of current or well-known scams and highlight them weekly by using case studies.



- (24) Hold a workshop or roundtable event with other agencies/organisations/groups to discuss how you can work better together in combating scams. Look to build a network where information can be exchanged and distributed.
- (25) Hold awareness raising sessions for different target audiences eg people with learning / sight / hearing difficulties, people living with dementia and/or mental health issues, carer and/or other support organisations, people whose first language is not English.
- (26) If you have expertise in grant funding applications or access to community funding, work with other Charter Partners to create a community/county-wide initiative to continue raising scams awareness.
- (27) Share any scam-related research articles with other Charter Partners.
- (28) If any staff or members speak other languages fluently, ask them to re-tweet social media messages so they reach wider communities within East Sussex.
- (29) If your organisation is already doing scams-prevention work nationally and locally, with offices / sites / staff / members within East Sussex, then no further commitments to the Charter would be necessary in order to become a Partner.



For further details on the Charter and how you can take a stand against scams, contact:

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