



East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them!

ESASP Scams Resource Pack

Introduction

Welcome from Elaine Bowdery, Project Officer, Safer East Sussex Team, East Sussex County Council

Thank you for supporting the East Sussex Against Scams Partnership (ESASP), a National Trading Standards Scams Team initiative, initially set up as a pilot by East Sussex Trading Standards in July 2016. The ESASP was formally launched in March 2017 and now forms one of the priorities of the East Sussex Safer Communities Partnership where the project is being developed.

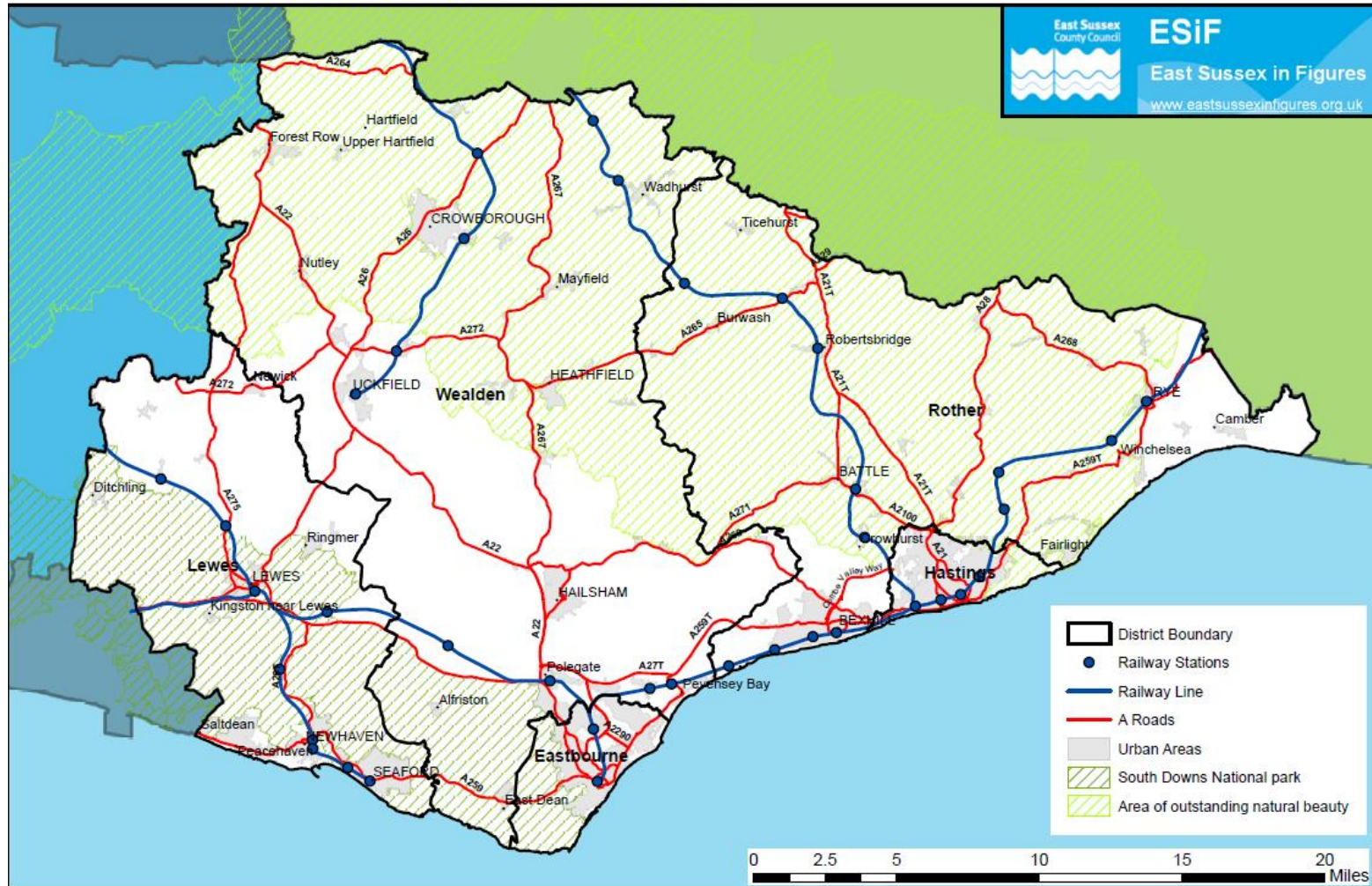
To become an ESASP Charter Partner, an organisation pledges to organise and / or support scams awareness and prevention-related activities. This pack includes some suggested activities organisations could do, subject to resources and availability but *anything* organisations can do is better than nothing and much appreciated!

For further information and/or to advise updates or amendments, please contact: elaine.bowdery@eastsussex.gov.uk Tel: 01273 335670

This Resource pack collates information from communications previously shared with East Sussex Against Scams Partnership (ESASP) Charter Partners and provides an easy reference point for useful websites, contact numbers, newsletters, scams awareness events etc. It is only a selection of different sources of information that is available in the public domain.

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Contents

Social Media Comms.....	4
Useful Scams Contact Numbers in East Sussex	5
Helpful Websites.....	6
Pledges / Commitments made by ESASP Charter Partners.....	9
Media Links for sharing (<i>a selection only</i>).....	12
Recommended Newsletters & Alerts for signing up to	14
Research Articles (<i>a selection only</i>).....	15
Comms & Resources Summary (<i>a selection only</i>)	16
Key Messages & Statistics (<i>a selection only</i>)	18
Forthcoming Public Events (which include scams awareness / prevention related activities).....	20
Advertising Public Events	22
Definitions.....	22

East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them!

Social Media Comms

When you first become an ESASP Charter Partner, if your organisation uses social media, please:

Send a Friend Request to the Safer East Sussex Team on: https://www.facebook.com/SaferEastSussexTeam/?ref=py_c

And / or follow the Safer East Sussex Team on Twitter: <https://twitter.com/safereastsx?lang=en>

If space in your tweet messages, copy in [@SaferEastSx](#) and tag **#ESxASP** and **#scamaware**

A suggested first comms after signing up to the Charter could be:

"We are an East Sussex Against Scams Partnership Charter Partner #ESxASP @SaferEastSx #scamaware. Visit: <http://www.safeineastsussex.org.uk/ESASP.html>"

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Useful Scams Contact Numbers in East Sussex

For support and advice on scams (eg rogue traders, romance scams, scam mail, telephone calls, text messages, emails), call Citizens Advice 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 **0300 123 2040**

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Helpful Websites

Organisation/website link	Description
Action Fraud	To report scams (or suspected scams)
Adult Social Care	If you think you, or someone you know, is being financially abused
Action on Elder Abuse	Work to protect and prevent the abuse of vulnerable older adults and by doing so also protect other adults a risk of abuse
Age UK – Edna Johnson Wills Trust	Provides support for people who have been, or are vulnerable to being, scammed
BT Call Protect	Free service to customers to reduce number of nuisance calls (if have caller ID display)
Citizens Advice	Give help and advice, and will refer someone onwards to East Sussex Trading Standards Service if they've been a victim of a scam
East Sussex Against Scams Partnership	Provides information and resources to organisations in East Sussex wishing to take a stand against scams
East Sussex Fire & Rescue Service – Home Safety Visits	Provide responsibility to safeguard and promote the welfare of vulnerable adults (& children)
East Sussex Trading Standards Service	For general consumer advice and to complain about problems with goods and services (including doorstep sales and cold calling)

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Organisation/website link	Description
Emails – scam or phishing email?	<p>Report to Action Fraud and/or send to: NFIBPhishing@city-of-london.pnn.police.uk who will review.</p> <p>You could also report it to the internet service provider (ISP) used to send you the email. Once reported, the ISP can close the account that sent the email. Gmail has a 'Report spam' button; Hotmail has a 'Report phishing' button.</p> <p>Emails originating from organisations below: open new email, forward on suspicious email, delete original:</p> <p>Amazon: stop-spoofing@amazon.com BT: phishing@bt.com Ebay: spoof@ebay.co.uk HMRC: phishing@hmrc.gsi.gov.uk Yahoo: abuse@yahoo.com</p>
Friends Against Scams	National Trading Standards Scams Team initiative, an awareness raising initiative – free group 1 hour sessions or 20 minute online sessions
Get Safe Online	The leading source of unbiased, factual and easy-to-understand information on online safety
Mailing Preference Service (MPS)	Register to stop receiving advertising material personally addressed (from UK organisations).
Mobile phone unsolicited calls (TPS)	To stop, text TPS and email address to 85095.
National Trading Standards Scams Team	The National Trading Standards Scams Team helps tackle mass marketing scams and disrupts the operations of perpetrators behind mail scams
Office of the Sussex Police & Crime Commissioner – Sussex Elders' Commission	The Sussex Elders' Commission (SEC) is an opportunity for older residents to support, challenge and inform the work of the Sussex Police & Crime Commissioner, Katy Bourne
Premium rate phone scams – report them	Report to Action Fraud and / or talk to http://psauthority.org.uk/for-consumers

East Sussex Against Scams Partnership

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Organisation/website link	Description
Royal Mail	Opt out of receiving unaddressed junk mail (mail addressed to The Occupier will still be delivered). Lasts 2 years.
Royal Mail – mail redirection	Get mail redirected – may be especially worth considering if someone living with dementia gets distressed or responds to the amount of scam mail being received
Royal Mail – received written correspondence from fraudsters?	Forward to Royal Mail with covering letter to: Freepost Scam Mail, PO Box 797, Exeter, EX1 9UN or email scam.mail@royalmail.com or call 0345 611 3413
Sussex Neighbourhood Watch Federation	Whilst combating crime remains their core aim, they also help out in other important ways that help protect our communities, such as during and after emergencies
Sussex Police	Fraud – where to report; advice and support
Sussex Police – Operation Signature	Identifies and supports vulnerable victims of fraud within Sussex Recommended reading: The Little Book of Big Scams
Take Five	A new awareness campaign led by FFA UK and its members with partners Cifas and City of London Police) urges you to stop and consider whether the situation is genuine – to stop and think if what you're being told really makes sense
Think Jessica	Shares knowledge about the impact of mail scams
Telephone Preference Service (TPS)	Free opt out service, reduce number of unsolicited sales or marketing calls.
Victim Support	Get emotional and practical help if you have been a victim of a scam

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Pledges / Commitments made by ESASP Charter Partners

If your organisation's details are not yet listed, please contact elaine.bowdery@eastsussex.gov.uk – make your activities count!

Held / planning to hold a Friends Against Scams group awareness session?	Suggested / will suggest people do the 20 minute online Friends Against Scams awareness session?	Posted Facebook messages and / or tweets?	Provided volunteers to help man display stands
<ul style="list-style-type: none"> • Action in rural Sussex (AirS) • Age Concern Eastbourne • Age UK East Sussex • Care for the Carers • Citizens Advice East Sussex volunteers • Crowborough Town Council • East Sussex Community Voice delivering Healthwatch East Sussex • East Sussex Federation of Women's Institutes (various groups) • East Sussex Fire & Rescue Service volunteers • East Sussex Personal Assistants' Network (ESPAN) • East Sussex Seniors' Association • Eastbourne Blind Society • Eastbourne Dementia Action Alliance • East Sussex County Council Library & Information Service (sessions for general public) • East Sussex County Council Registration Service • Fletching Parish Council • Mayfield and Five Ashes Parish 	<ul style="list-style-type: none"> • Eastbourne Blind Society • East Sussex County Council Registration Service • Wealden District Council 	<ul style="list-style-type: none"> • Age UK East Sussex • East Sussex Trading Standards Service • Office of the Sussex Police & Crime Commissioner • Wealden District Council 	<ul style="list-style-type: none"> • Age UK East Sussex • Citizens Advice East Sussex • East Sussex County Council Trading Standards Service • Home Instead Senior Care (Bexhill & Hastings) • Office of the Sussex Police & Crime Commissioner (Sussex Elders' Commission) • Safer Communities Partnership / Safer East Sussex Team • Sussex Neighbourhood Watch Federation

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<ul style="list-style-type: none"> Council • Polegate Town Council • Rother District Council • Rotherfield St Martin (RSM) • STEPS • Sussex Community Development Association (SCDA) • The Ivy House • The Luxford Centre • Wealden Dementia Action Alliance • Wealden District Council 			
<p>Used other social media channels to share messages?</p>	<p>Displayed or handed out literature? (eg Age UK, Citizens Advice, Friends Against Scams, Neighbourhood Watch, Sussex Police etc)</p>	<p>Displayed any posters? (eg Age UK, Citizens Advice, Friends Against Scams, Neighbourhood Watch, Sussex Police etc)</p>	<p>Written / planning to write website article about scams?</p>
<ul style="list-style-type: none"> • Office of the Sussex Police & Crime Commissioner (Instagram & You Tube) 	<ul style="list-style-type: none"> • Age UK East Sussex • Eastbourne Blind Society • East Sussex County Council Registration Service • Fairwarp Echo • Office of the Sussex Police & Crime Commissioner • Uckfield Town Council • Wealden District Council 	<ul style="list-style-type: none"> • Age UK East Sussex • Eastbourne Blind Society • East Sussex County Council Registration Service • Wealden District Council 	<ul style="list-style-type: none"> • Office of the Sussex Police & Crime Commissioner • Wealden District Council (in hand) • Wow Telemarketing
<p>Written any newsletter articles? (please send a copy to elaine.bowdery@eastsussex.gov.uk)</p>	<p>Written intranet articles about the ESASP and what you've pledged to do?</p>	<p>Shared the Useful Scams Contact Numbers?</p>	<p>Have you held / are you planning to hold an event where a scams display stand could be provided / talk could be given?</p>
<ul style="list-style-type: none"> • Age UK East Sussex • East Sussex Federation of Women's Institutes 	<ul style="list-style-type: none"> • Wealden District Council 	<ul style="list-style-type: none"> • Age UK East Sussex • Eastbourne Blind Society • Wealden District Council 	<ul style="list-style-type: none"> • Care for the Carers • East Sussex County Council – Adult Social Care, Learning

East Sussex Against Scams Partnership

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<ul style="list-style-type: none"> Office of the Sussex Police & Crime Commissioner 			<ul style="list-style-type: none"> Disability Team East Sussex County Council – Support with Confidence Know Dementia Rother Voluntary Action (RVA) thebestofeastbourne Wealden Dementia Action Alliance
Added a message about scams on email footers?	Scamnesty	Introduced the ESASP / provided contacts to other organisations	Other
<ul style="list-style-type: none"> East Sussex County Council Registration Service 	<ul style="list-style-type: none"> East Sussex County Council Library & Information Service 	<ul style="list-style-type: none"> East Sussex County Council Registration Service FAT Promotions Ltd Sussex & Surrey Associations of Local Councils (SSALC) thebestofeastbourne 	<ul style="list-style-type: none">
Other	Other	Other	Other
<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	

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Media Links for sharing *(a selection only)*

Title / Description	Link
Joe's story - Telephone scam: "HSBC Bank Fraud investigator"	https://www.youtube.com/watch?v=fejF6Q39o3Q
Interview - Richard Strawson, East Sussex Trading Standards Service <i>(start listening at 09.56)</i>	http://www.bbc.co.uk/programmes/p057t91l#play
Top tips for avoiding scams	https://twitter.com/EastSussexSenio/status/874325234681352193
Marilyn Baldwin OBE – radio interview – describing Jessica's story and why she set up Think Jessica (her mother was a victim of scam mail)	https://twitter.com/think_jessica/status/883034418784481280?t=1&cn=ZmxleGlibGVfcmVjcw%3D%3D&refsrc=email&iid=ce4f6189e15846e98e616253793003d4&uid=153810086&nid=244+272699392
Talking about the ESASP Charter and scams generally	https://www.youtube.com/watch?v=N01dknlCoBs
The impact of cyber crime	https://www.youtube.com/watch?v=b4WBnVDPRXw
What is your password? Showing how easy it is to extract information from strangers	https://www.youtube.com/watch?v=opRMrEfAlil
Scammer boasting about his scam mail writing skills	http://www.dailymail.co.uk/news/article-3829728/I-m-passionate-selling-s-people-don-t-need-champagne-lobster-idyllic-ski-resort-postal-fraud-mafia-boast-rip-elderly-help-Royal-Mail.html
Sussex Police – Operation Signature Spotting the signs of fraud & scams	https://www.youtube.com/watch?v=tLP9XOfFaCk&feature=youtu.be

East Sussex Against Scams Partnership

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Title / Description	Link
Sussex Police – Operation Signature The Secret Crime	https://sussex.police.uk/advice/protect-yourself-and-others/fraud/operation-signature/

East Sussex Against Scams Partnership

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Recommended Newsletters & Alerts for signing up to

Organisation	Description	Sign Up link
Action Fraud	Scam alert	http://www.actionfraud.police.uk/signup
National Trading Standards Scams Team / Friends Against Scams	Scam alert	https://www.friendsagainstscams.org.uk/article.php?xArt=48
Safer East Sussex Team / Safer Communities Partnership	E-bulletin A round up of community safety initiatives (East Sussex); and Newsletter on specific topics relating to community safety, crime and disorder issues (ie not just scams)	http://eastsussex.us7.list-manage.com/subscribe/post?u=d1a5cc81c226a941ecd31d19f&id=34d4559238
Surrey & Sussex Police / Neighbourhood Watch	E-bulletin "In the Know" – find out what is happening in your area (witness appeals, crime updates, crime prevention advice & news) (Surrey & Sussex)	https://www.intheknow.community/
Sussex Police – Operation Signature	Newsletter	[to be added]

East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them!

Research Articles (*a selection only*)

Will be updated periodically: please suggest additions

Title/description	Link
Chartered Trading Standards Institute (CTSI) – Stand against Scams (<i>various data and key messages</i>)(Undated)	https://www.tradingstandards.uk/media/documents/policy/research/stand-against-scams-final-9.pdf
Research Reveals That 93% of Brits Cannot Spot Online Scams (July 2017)	http://www.techuk.org/insights/news/item/11009-research-reveals-that-93-of-brits-cannot-spot-online-scams
Financial fraud data for 2016 published (March 2017)	https://www.financialfraudaction.org.uk/news/2017/03/30/financial-fraud-data-for-2016-published/
A third of over 75s targeted by investment scams, as FCA urges consumers to take the time to check (December 2016)	https://www.fca.org.uk/news/press-releases/third-over-75s-targeted-investment-scams-fca-urges-consumers-take-time-check
Scams can have a devastating impact on older people's health (September 2015)	https://www.theguardian.com/society/2015/sep/08/scams-on-older-people-affect-mental-health
Age UK – Only the tip of the iceberg: Fraud against Older People (April 2015)	http://www.ageuk.org.uk/documents/en-gb/for-professionals/consumer-issues/age%20uk%20only%20the%20tip%20of%20the%20iceberg%20april%202015.pdf?dtrk=true
The psychology of the online dating romance scam (April 2012)	https://www2.le.ac.uk/departments/media/people/monica-whitty/Whitty_romance_scam_report.pdf
Why people fall for scams (May 2009)	http://psychology.exeter.ac.uk/latestnews/researchnews/title_6401_en.html

East Sussex Against Scams Partnership

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Comms & Resources Summary (a selection only)

The table below is a round-up of recent information from communications shared with East Sussex Against Scams Partnership (ESASP) Charter Partners. It provides an easy reference point should organisations wish to reference any of them in their own comms. They are just a selection; if you spot any you consider worth sharing with other Charter Partners (especially if East Sussex related), please send details to Elaine Bowdery at elaine.bowdery@eastsussex.gov.uk.

Email date	Description	Originator	Type	Link
n/a	April 2017: Press release about the ESASP Charter	East Sussex County Council	Press release	https://news.eastsussex.gov.uk/2017/04/03/call-for-businesses-and-groups-to-join-the-fight-against-scams/
04.8.17	Friends Against Scams article on East Sussex SCAMchampion	National Trading Standards Scams Team	Website article	https://www.friendsagainstscams.org.uk/article.php?xArt=291&jssCart=c731bec70d53a18ca20ec96a4ecfb9d6
04.8.17	Free call blockers for people living with dementia	National Trading Standards Scams Team	Website article	http://www.dementiaaction.org.uk/news/24342_free_call_blockers_for_people_living_with_dementia
04.8.17	Rogue trader jailed – criminals are being convicted of scams	Friends Against Scams	Website article	https://www.friendsagainstscams.org.uk/article.php?xArt=288
04.8.17	Courier cash fraud warning	Sussex Police	Website article	https://sussex.police.uk/news/ovingdean-couple-duped-into-courier-cash-fraud/
04.8.17	Lou Baxter's guest blog about scams	RBS	Blog	http://www.rbs.com/news/2017/07/guest-blog--who-is-most-susceptible-to-scams-.html
04.8.17	Fraudsters taking advantage of people in vulnerable circumstances (Grenfell Fire tragedy)	Action Fraud	Website article	http://www.actionfraud.police.uk/news/fraudsters-targeting-victims-grenfell-fire-tragedy-aug17

East Sussex Against Scams Partnership

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Email date	Description	Originator	Type	Link
28.7.17	Investigation reveals tens of thousands of Sussex residents victim of cybercrime	Eastbourne Herald	Website article	http://www.eastbourneherald.co.uk/news/crime/exclusive-investigation-reveals-tens-of-thousands-of-sussex-residents-victim-of-cybercrime-1-8068741
28.7.17	Scams in East Sussex with Richard Strawson, Trading Standards <i>(start playing from 09.56)</i>	BBC Radio Sussex	Radio interview	http://www.bbc.co.uk/programmes/p057t91l#play
28.7.17	The latest fraud & cyber alerts to watch out for from Action Fraud	Action Fraud	Website article	http://www.actionfraud.police.uk/news/-the-latest-fraud-and-cyber-alerts-to-watch-out-for-jul17
28.7.17	Residents warned about fraudulent callers	Sussex Police	Website article	https://sussex.police.uk/news/residents-warned-of-fraudulent-callers/
28.7.17	Fraudulent HMRC and Metropolitan Police calls	Sussex Police	Website article	http://www.ruralalert.co.uk/da/186758/Eastbourne_Weekly_News_-_28_July_2017.html

East Sussex Against Scams Partnership

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Key Messages & Statistics (a selection only)

Key messages:

- Scams are fraud and fraud is a crime – don't ignore them, report them
- Anyone can be a scam victim, regardless of age, gender, education or economic background
- Scams are the product of organised, predatory criminals who gain trust to exploit and steal money

Source	Date	Description
Action Fraud	2016	Total losses through boiler room and share sale fraud were shown to be £1.3 billion in 2014/2015
Age UK	2015	3.2 million people per year fall victim to a scam
Age UK	2015	Scam victims might not always admit (or be aware) that they are a victim of a scam. Only 5% of victims report the crime**
Age UK	October 2016	More than 5 million people a year in the UK are victims of scams, and one in ten people have fallen victim to financial scams losing hundreds or even thousands of pounds http://www.ageuk.org.uk/money-matters/consumer-advice/support-for-scam-victims/support-for-victims/
Age UK	April 2015	53% of people aged 65+ have been targeted by scams and criminals**
Alzheimer's Society	2011	62% of carers said the person they care for had been approached by cold callers, or doorstep sales people
Alzheimer's Society	2011	70% of carers said that nuisance telephone cold callers routinely targeted the person they care for
Alzheimer's Society	2014	Dementia currently costs the UK £26.3 billion a year
Alzheimer's Society	2016	1 in every 14 of the population aged 65 years and over have Dementia
Citizens Advice	2015	2 in 5 of all postal scams are lotteries or prize draws

East Sussex Against Scams Partnership

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Source	Date	Description
FFA UK & UK banks – new national campaign 'Take Five'	20 September 2016	Financial fraud incidents up 53 per cent in first half of 2016. More than 1 million incidents of financial fraud occurred in the first six months of 2016, according to official figures released by Financial Fraud Action UK (FFA UK) today (20th September 2016). Representing a 53 per cent increase compared to the same period last year, this means an incident happened in the UK every 15 seconds between January and June 2016. https://takefive-stopfraud.org.uk/resources/press-releases/
Financial Fraud Action	2014	58% of people received suspect calls, an increase from 41% the previous year
Financial Fraud Action	2014	£23.9 million lost to vishing in one year, which is up £7 million in one year
ICSA	2016	Cyber security: 65% of large UK businesses have been hit by a cyber breach or attack in the past year
ICSA	2016	Cyber security: £300 billion - estimated annual cost of cyber attacks worldwide
ICSA	2016	Cyber security: £1.5 trillion – the projected annual cost of cyber attacks in 2019
ICSA	2016	Cyber security: 68% of funds lost as a result of a cyber attack are unrecoverable
ICSA	2016	Cyber security: 59% of employees steal proprietary corporate data when they leave
ICSA	2016	Cyber security: £169 million – the number of personal records exposed in 2015
ICSA	2016	Cyber security: £29 billion – the estimated financial damage caused by the MyDoom computer virus since 2004
ICSA	2016	Cyber security: 38% - the increase in cyber security incidents since 2014-15
National Fraud Authority - Annual Fraud Indicator	June 2013	Scams cost the UK between £5-10 billion each year**
National Trading Standards	2015	The average confirmed victim age based on 'suckers list' intelligence was 75
National Trading Standards	2015	It is estimated that prize draw scams cost the UK public £60 million per year
National Trading Standards Board	2015	Doorstep Scams in England (2014-2015) "Reporting levels of doorstep crime are believed to be between 1% - 10%" a. Reported Doorstep Scam Victims 17,264 b. Estimated expenditure on doorstep crimes £22.1 million
National Trading Standards Board	2015	There were 17,264 reports of doorstep crime in 2014/15, but this could be as low as 1% of cases
National Trading Standards Board	2015	65% of doorstep scam victims were aged 75 and over
National Trading Standards Scams Team	2016	The estimated average detriment to victims of mail scams is £1,012.

East Sussex Against Scams Partnership

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Forthcoming Public Events (which include scams awareness / prevention related activities)

Please email Elaine Bowdery if you wish to add to the list of events below (elaine.bowdery@eastsussex.gov.uk)

Date	Start time	Finish time	Description	Venue	Booking details / Event info
2017					
Tuesday 15 August	10.00	16.00	Display stand: <i>invited by Rother Voluntary Action (RVA)</i>	Bexhill Gala Egerton Park 45 Egerton Road Bexhill-on-Sea TN39 3HN	https://www.facebook.com/events/1577161445631326
Wednesday 16 August	14.15	15.30	Friends Against Scams awareness session	The Luxford Centre Library Way Uckfield TN22 1AR	Dee Maltby dmmaltby@talktalk.net Tel: 01825 764584
Saturday 2 September	11.30	12.30	Friends Against Scams awareness session	The Ivy House 19 Hartfield Road Eastbourne BN21 2AR	Juliet Jacobs care@ivyhouse-dementiacare.com Tel: 01323 431801
Thursday 21 September	09.30	10.30	Friends Against Scams awareness session	Sussex Community Development Association Prospects House 7-9 George Street Hailsham BN27 1AD	Via Friends Against Scams website https://www.friendsagainstscams.org.uk/session.php?xCmd=find
Thursday 21 September	14.00	15.00	Friends Against Scams awareness session	Sussex Community Development Association Prospects House 7-9 George Street Hailsham BN27 1AD	Via Friends Against Scams website https://www.friendsagainstscams.org.uk/session.php?xCmd=find

East Sussex Against Scams Partnership

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Date	Start time	Finish time	Description	Venue	Booking details / Event info
Thursday 28 September	10.00	16.00	Display stand – East Sussex Trading Standards	The Good Life Show for the over 50s International Lawn Tennis Centre Eastbourne BN21 4JJ	http://www.esf-online.org/events.html#gls
Wednesday 11 October <i>(all ESASP Charter Partners invited)</i>	tbc	tbc	Scams Networking & Engagement event	tbc	Elaine Bowdery elaine.bowdery@eastsussex.gov.uk Tel: 01273 335670
Thursday 12 October	tbc	tbc	Friends Against Scams awareness session	tbc	Being organised by Eastbourne Dementia Action Alliance <i>(details to follow)</i>
Tuesday 24 October	10.00	11.15	Friends Against Scams awareness session	Wealden	Being organised by Action in rural Sussex <i>(details to follow)</i>
Wednesday 25 October	10.30	16.30	Display stand	The Big Gig Sussex Coast College Station Approach Hastings TN34 1BA	An event for people with a learning disability, family and friends, providers and anyone else with a connection or interest in LD https://www.escis.org.uk/events/big-gig-theres-ld/
2018					
July					Scams Awareness Month (Citizens Advice national campaign)

East Sussex Against Scams Partnership

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Advertising Public Events

To help maximise attendance, in addition to your own advertising and promotional sources you could also consider using the following:

1. **ESCIS (East Sussex Community Information Service)** ie <https://www.escis.org.uk/events-2/>
2. **thebestofeastbourne** ie <https://www.thebestof.co.uk/local/eastbourne/events/> (*not just Eastbourne, surrounding areas too*)
3. **Friends Against Scams** awareness sessions can be placed on the FAS website, see <https://www.friendsagainstscams.org.uk/session.php?xCmd=find>

Please advise any other sites you use so they can be added to this resource list to assist other ESASP Charter Partners. However, sometimes nothing can beat good old-fashioned leg work and taking details around to local banks, libraries, community centres and village halls, supermarkets etc.

Definitions

- **Twishing**: the act of sending a message to a Twitter user in an attempt to obtain his or her name and password
- **Phishing, vishing and smishing**: any website, online service, phone call or text message that poses as a company or brand you recognise. Any contact like this is designed to convince you to hand over valuable personal details or your money, or download something that infects your computer.