



# East Sussex Against Scams Partnership Charter

The East Sussex Against Scams Partnership (ESASP) is a partnership of organisations committed to taking a stand against scams and aims to make East Sussex a scam-free county.

**Scams are fraud and fraud is crime.** Being a victim of this crime can have devastating impacts upon people. These crimes are targeted at people in our communities that are vulnerable for a variety of reasons, including poverty, isolation, frailty, cognitive impairment, and because they are specifically targeted.

- 53% of people aged 65+ have been targeted by scams and criminals (Action Fraud);
- Scams cost the UK between £5-10 billion each year (Annual Fraud Indicator);
- Anyone can be a scam victim, regardless of age, gender, education or economic background;
- 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 2015);
- Scams are the product of organised, predatory criminals who gain trust to exploit and steal money.

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**



## How are we going to do it?

The ESASP is united in taking a stand against scams and making East Sussex a hostile county to criminals. Join us in making a difference and commit to the Charter.

## Charter party commitment:

We will work together in partnership to raise awareness of scams. Scams are fraud, and fraud is crime. Together we will take a stand against scams by assisting people to protect themselves, helping prevent people from being targeted by criminals; and identifying and supporting any victims of scams. We are committed to the Charter's three key aims:

### 1. Raising awareness and de-stigmatising scams

- Improve public awareness of scams and increase knowledge about the steps people can take to protect themselves;
- Remove any possible stigma and embarrassment about being a victim of scams and ensure victims are supported like victims of other crimes;
- Participate in the Friends Against Scams initiative, and run awareness raising sessions  
*Please note: these 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.*
- Share consistent messaging to the public and media.

### 2. Prevention and protection

- Increase the protection that everyone, and especially people in vulnerable circumstances, should have against scams;
- Take steps to make it more difficult for people to be targeted by criminals;
- Introduce stronger barriers and safeguards on the mechanisms used by perpetrators to reach their victims.

### 3. Identification and recording

- Improve the identification of victims of scams and ensure they are offered appropriate support and access to justice;
- Introduce consistent definitions and recording of scams to aid understanding of the true scale of the impact of scams;
- Develop improved joint working and referral pathways between organisations and common support pathways for victims.

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

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