



Appendix 1

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 add others if you consider they are more appropriate. Charter Partner commitments will be captured in individual action plans which will require 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 Charter to at least five other organisations or groups within East Sussex.
- (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, call the Citizens Advice Consumer Service on **03454 040506**

For suspected abuse, call Adult Social Care on **0345 60 80 191**

For an immediate Police response, call **999**; for a non-emergency response, call **101**

To report a fraud, or suspected fraud, 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.
- (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 businesses, organisations, groups, societies, clubs etc. within East Sussex.
- (7) Display Friends Against Scams awareness raising literature and posters in public areas, e.g. waiting rooms, receptions etc. or at meetings / events / exhibitions.
- (8) Identify potential SCAMchampions ie people 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 e.g. 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.
- (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.
- (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 e.g. 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 e.g. set up a stall at a public venue e.g. 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 (e.g. marketing, IT), or provide resources to other Charter Partners (e.g. provide meeting venues and/or refreshments, photocopying services, fund leaflets etc.).
- (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) If you have expertise in grant funding applications or access to community funding, work with other Charter Partners to create a community or county-wide initiative to continue raising awareness about scams.