



## East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them to [Action Fraud](https://www.actionfraud.gov.uk) (Tel: 0300 123 2040)

### 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 is much appreciated!

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

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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's only a selection of different sources of information available in the public domain.



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## Who Are Our East Sussex Against Scams Partnership Charter Partners?

As at 19/12/17, there are **61** Charter Partners working to raise awareness about scams in East Sussex (see list below).

Action in rural Sussex (AirS)  
Active in Recovery (AiR)  
Age Concern Eastbourne  
Age UK East Sussex  
Association of Carers  
Care for the Carers  
Chiddingly Parish Council  
ChoicES Recruitment  
Citizens Advice East Sussex  
*(incorporating Eastbourne, Hastings, Lewes District, Rother District and Wealden)*  
Columbus Point Residents Association Eastbourne  
Crowborough Town Council  
East Dean and Friston Parish Council  
East Sussex Association of Blind and Partially Sighted People (ESAB)  
East Sussex Community Voice delivering Healthwatch East Sussex  
East Sussex County Council  
East Sussex Federation of Women's Institutes  
East Sussex Fire & Rescue Service  
East Sussex Hearing Resource Centre (ESHRC)  
East Sussex Seniors' Association (ESSA)  
Eastbourne Blind Society  
Eastbourne Dementia Action Alliance

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ECK Bookkeeping and Accounts Limited  
ESPAN (East Sussex Personal Assistants Network)  
Fairwarp Echo  
Fat Promotions Limited  
Fletching Parish Council  
Gaby Hardwicke (Hastings, Bexhill & Eastbourne)  
Hastings and Bexhill Mencap Society  
Heringtons (Battle, Bexhill, Eastbourne, Hastings & Rye)  
Home Instead Senior Care (Bexhill & Hastings)  
Home Instead Senior Care (Eastbourne & Hailsham)  
Home Works  
Know Dementia  
Mayfield & Five Ashes Parish Council  
Metro Bank (Eastbourne branch)  
National Westminster Bank plc (branches within East Sussex)  
Office of the Sussex Police & Crime Commissioner  
Polegate Town Council  
Possability People  
Radfield Home Care Hastings and Rother  
Right at Home (Eastbourne, Bexhill and Seaford)  
Rother District Council  
Rother Voluntary Action (RVA)  
Rotherfield St Martin (RSM)  
South East Water  
STEPS

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Sussex & Surrey Associations of Local Councils (SSALC)  
Sussex Armed Forces Network  
Sussex Community Development Association (SCDA)  
Sussex Neighbourhood Watch Federation  
Sussex Oakleaf  
thebestofeastbourne  
The Ivy House  
The Luxford Club  
Uckfield Town Council  
Uckfield Volunteer Centre  
Wealden Dementia Action Alliance (WDAA)  
Wealden District Council  
Welbeing  
Withyham Parish Council  
Wow Telemarketing

If you could help facilitate introductions to other groups (eg Rotary Clubs, Friendship groups, Community warden groups etc), please send the following email and copy in [elaine.bowdery@eastsussex.gov.uk](mailto:elaine.bowdery@eastsussex.gov.uk) .



East Sussex Against  
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*Please note: East Sussex County Council neither endorses nor guarantees in any way the organisations listed above. They are listed on the basis of their pledged support of the ESASP.*

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## Social Media Comms – *following the Safer East Sussex Team*

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

**Send a Friend Request to the Safer East Sussex Team on:** [https://www.facebook.com/SaferEastSussexTeam/?ref=py\\_c](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 there is space within your tweet messages, copy in [@SaferEastSx](https://twitter.com/SaferEastSx) or tag **#ESxASP**

**A suggested first comms after signing up to the Charter could be:** We're pleased to part of the East Sussex Against Scams Partnership, raising awareness about scams and protecting East Sussex residents. #ESxASP @SaferEastSx. Visit <http://tinyurl.com/yb6z9z8y>

## East Sussex 1 Space – *are you a service provider and listed as a Charter Partner?*

If so, and you have an [East Sussex 1 Space](#) entry, then the [page](#) "Tips for Choosing Providers" now links through to our list of Charter Partners. If you have also held a Friends Against Scams (FAS) awareness session and are listed then the FAS logo image can be added to your details and a 'scams' tag added to aid key word searches. This will be done upon request via [elaine.bowdery@eastsussex.gov.uk](mailto:elaine.bowdery@eastsussex.gov.uk).

Further work is being done in partnership with East Sussex 1 Space so watch this space for updates.



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## Useful Scams Contact Numbers In East Sussex - *for sharing*

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**



ESASP USEFUL SCAMS NUMBERS.JPG



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## Friends Against Scams And East Sussex Against Scams Partnership Charter Partners

To fulfil the ESASP pledge, many Charter Partners have held a Friends Against Scams (FAS) awareness session. As you may recall, this is a National Trading Standards Scams Team initiative I offer to run for new Charter Partners. It aims to protect and prevent people nationally from becoming victims of scams by empowering communities to 'Take A Stand Against Scams'.



Besides being an ESASP Charter Partner, your organisation could be a FAS organisation too, assuming you have actively promoted the FAS initiative and rolled out FAS awareness sessions throughout your business / group to make your employees and members Friends. Email [Friends.AgainstScams@eastsussex.gov.uk](mailto:Friends.AgainstScams@eastsussex.gov.uk) for further information or register your interest via their [website](https://www.friendsagainstscams.org.uk/). You should receive a FAS organisation certificate and FAS logo, and your FAS organisation status would be promoted via their social media platforms.

## Advertising Your Scams Prevention / Awareness Raising Public Events

To help maximise attendance, and avoid organising a similar event on the same day as another, then in addition to your own advertising and promotional sources you could also use 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.

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## Pledges / Commitments Made By ESASP Charter Partners – to give you ideas

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

Held a Friends Against Scams group awareness session?	Written any newsletter articles? (please send a copy)	Shared Facebook messages and / or re-tweeted messages from the Safer East Sussex Team accounts?	Provided volunteers to help man scams-related display stands
<ul style="list-style-type: none"> <li>Action in rural Sussex (AirS)</li> <li>Age Concern Eastbourne</li> <li>Age UK East Sussex</li> <li>Care for the Carers</li> <li>Citizens Advice East Sussex volunteers</li> <li>Columbus Point Residents Association, Eastbourne</li> <li>Crowborough Town Council</li> <li>East Sussex Community Voice delivering Healthwatch East Sussex</li> <li>East Sussex Federation of Women's Institutes (various groups)</li> <li>East Sussex Fire &amp; Rescue Service volunteers</li> <li>East Sussex Personal Assistants' Network (ESPAN)</li> <li>East Sussex Seniors' Association</li> <li>Eastbourne Blind Society</li> <li>Eastbourne Dementia Action Alliance</li> <li>East Sussex County Council Library &amp; Information Service (sessions for general public)</li> <li>East Sussex County Council</li> </ul>	<ul style="list-style-type: none"> <li>Age UK East Sussex</li> <li>Eastbourne Blind Society</li> <li>East Sussex Federation of Women's Institutes</li> <li>Office of the Sussex Police &amp; Crime Commissioner</li> </ul>	<ul style="list-style-type: none"> <li>Age UK East Sussex</li> <li>East Sussex Trading Standards Service</li> <li>Office of the Sussex Police &amp; Crime Commissioner</li> <li>Possability People</li> <li>Sussex Armed Forces Network</li> <li>thebestofeastbourne</li> <li>The Ivy House</li> <li>Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>Age UK East Sussex</li> <li>Citizens Advice East Sussex</li> <li>East Sussex County Council Trading Standards Service</li> <li>Home Instead Senior Care (Bexhill &amp; Hastings)</li> <li>Office of the Sussex Police &amp; Crime Commissioner (Sussex Elders' Commission)</li> <li>Safer Communities Partnership / Safer East Sussex Team</li> <li>Sussex Neighbourhood Watch Federation</li> </ul>

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<p>Registration Service</p> <ul style="list-style-type: none"> <li>• Fletching Parish Council</li> <li>• Mayfield and Five Ashes Parish Council</li> <li>• Polegate Town Council</li> <li>• Rother District Council</li> <li>• Rotherfield St Martin (RSM)</li> <li>• STEPS</li> <li>• Sussex Armed Forces Network</li> <li>• Sussex Community Development Association (SCDA)</li> <li>• Sussex Oakleaf</li> <li>• The Ivy House</li> <li>• The Luxford Centre</li> <li>• Uckfield Volunteer Centre</li> <li>• Wealden Dementia Action Alliance</li> <li>• Wealden District Council</li> </ul>			
<p><b>Used other social media channels to share messages?</b></p>	<p><b>Displayed or handed out literature? (eg Age UK, Citizens Advice, Friends Against Scams, Neighbourhood Watch, Sussex Police etc)</b></p>	<p><b>Displayed any posters? (eg Age UK, Citizens Advice, Friends Against Scams, Neighbourhood Watch, Sussex Police etc)</b></p>	<p><b>Written / planning to write website article about scams?</b></p>
<ul style="list-style-type: none"> <li>• Office of the Sussex Police &amp; Crime Commissioner (Instagram &amp; You Tube)</li> </ul>	<ul style="list-style-type: none"> <li>• Age UK East Sussex</li> <li>• Eastbourne Blind Society</li> <li>• East Sussex County Council Registration Service</li> <li>• Fairwarp Echo</li> <li>• Office of the Sussex Police &amp; Crime Commissioner</li> <li>• Sussex Armed Forces Network</li> <li>• Uckfield Town Council</li> <li>• Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>• Age UK East Sussex</li> <li>• Eastbourne Blind Society</li> <li>• East Sussex County Council Registration Service</li> <li>• Sussex Armed Forces Network</li> <li>• Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Sussex Police &amp; Crime Commissioner</li> <li>• Wealden District Council (in hand)</li> <li>• Wow Telemarketing</li> </ul>

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<b>Displayed or handed out literature? (eg Age UK, Citizens Advice, Friends Against Scams, Neighbourhood Watch, Sussex Police etc)</b>	<b>Written intranet articles about the ESASP and what you've pledged to do?</b>	<b>Shared the Useful Scams Contact Numbers?</b>	<b>Have you held / are you planning to hold an event where a scams display stand could be provided / talk could be given?</b>
<ul style="list-style-type: none"> <li>• Age UK East Sussex</li> <li>• Eastbourne Blind Society</li> <li>• East Sussex County Council Registration Service</li> <li>• Fairwarp Echo</li> <li>• Office of the Sussex Police &amp; Crime Commissioner</li> <li>• Sussex Armed Forces Network</li> <li>• Uckfield Town Council</li> <li>• Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>• Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>• Age UK East Sussex</li> <li>• Eastbourne Blind Society</li> <li>• Wealden District Council</li> </ul>	<ul style="list-style-type: none"> <li>• Action in rural Sussex (AirS)</li> <li>• Care for the Carers</li> <li>• Eastbourne Blind Society</li> <li>• East Sussex County Council – Adult Social Care, Learning Disability Team</li> <li>• East Sussex County Council – Support with Confidence</li> <li>• East Sussex Hearing Resource Centre (ESHRC)</li> <li>• East Sussex Seniors' Association (Trading Standards display stand)</li> <li>• Know Dementia</li> <li>• Rother Voluntary Action (RVA)</li> <li>• Sussex Armed Forces Network</li> <li>• thebestofeastbourne</li> <li>• Wealden Dementia Action Alliance</li> </ul>

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<b>Added a message about scams to email footers?</b>	<b>Scamnesty</b>	<b>Introduced the ESASP / provided contacts to other organisations</b>	<b>Online advertisements on events pages for Friends Against Scams awareness sessions and/or display stands</b>
<ul style="list-style-type: none"> <li>East Sussex County Council Registration Service</li> </ul>	<ul style="list-style-type: none"> <li>East Sussex County Council Library &amp; Information Service</li> </ul>	<ul style="list-style-type: none"> <li>East Sussex County Council Registration Service</li> <li>FAT Promotions Ltd</li> <li>Sussex &amp; Surrey Associations of Local Councils (SSALC)</li> <li>Sussex Armed Forces Network</li> <li>thebestofeastbourne</li> </ul>	<ul style="list-style-type: none"> <li>ESCIS – East Sussex Community Information Service</li> <li>Friends Against Scams</li> <li>thebestofeastbourne</li> </ul>
<b>Updated organisation's East Sussex 1 Space and East Sussex Community Information Service (ESCIS) entries</b>	<b>Considering bidding for funding to raise awareness with the hard to reach and elderly veterans who could be targeted by criminal scammers</b>	<b>If stories / case studies come to light, will ask if they can be shared with other veterans to encourage them to speak up about their experiences of scams so others don't fall victim too</b>	<b>Provided local residents with fridge magnets of useful scams contact numbers</b>
<ul style="list-style-type: none"> <li>Sussex Armed Forces Network</li> </ul>	<ul style="list-style-type: none"> <li>Sussex Armed Forces Network</li> </ul>	<ul style="list-style-type: none"> <li>Sussex Armed Forces Network</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Withyham Parish Council</li> </ul>
<b>Using scams images on headed notepaper</b>	<b>Infographic</b>	<b>Other – Supported other organisations in scams-related activities</b>	<b>Other – please advise</b>
<ul style="list-style-type: none"> <li>Homeworks</li> </ul>	<ul style="list-style-type: none"> <li>Welbeing</li> </ul>	<ul style="list-style-type: none"> <li>Gaby Hardwicke (Age UK – <a href="#">Edna Johnson Wills Trust</a>)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

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## Upcoming Events - which include scams awareness / prevention-related activities

Please email if you wish an event to be added to the list below ([elaine.bowder@eastsussex.gov.uk](mailto:elaine.bowder@eastsussex.gov.uk)).

Upcoming Public Events					
Date	Start time	Finish time	Description	Venue	Booking details / Event info
<b>2018</b>					
Tuesday 4 January	11.00	14.30	Display stand	Barclays Bank, Hastings	
Wednesday 10 January	14.00	14.45	Friends Against Scams session	Ninfield	Via Friends Against Scams website <a href="https://www.friendsagainstscams.org.uk/session.php?xCmd=find">https://www.friendsagainstscams.org.uk/session.php?xCmd=find</a>
Thursday 11 January	11.00	14.30	Display stand	Barclays Bank, Rye	
Tuesday 23 January	09.00	16.30	Display stand	Amex Stadium, Falmer	Sussex Armed Forces Network's 'Together We CAN Make a Difference' conference
Wednesday 24 January	09.00	13.00	Scams Networking & Engagement event	Eastbourne	Invitations issued to Charter Partners – one representative per organisation
Tuesday 13 February	19.30	20.30	Friends Against Scams session	Mayfield WI Memorial Hall Court Meadow Mayfield TN20 6PJ	Via Friends Against Scams website <a href="https://www.friendsagainstscams.org.uk/session.php?xCmd=find">https://www.friendsagainstscams.org.uk/session.php?xCmd=find</a>
Thursday 15 February	11.00	11.45	Friends Against Scams session	Meeching WI Meeching Hall Fort Road Newhaven, BN9 9QE	Via Friends Against Scams website <a href="https://www.friendsagainstscams.org.uk/session.php?xCmd=find">https://www.friendsagainstscams.org.uk/session.php?xCmd=find</a>

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Upcoming Public Events					
Date	Start time	Finish time	Description	Venue	Booking details / Event info
Wednesday 21 February	11.00	11.45	Friends Against Scams session	Pevensy & Westham Care for the Carers	Currently checking whether this is a public or private event. If you wish to attend, please let me know.
Thursday 8 March	14.00	15:30	Friends Against Scams session	East Dean & Friston Community Watch event	Only open to East Dean and Friston residents – please contact me for further details if you wish to attend.
Thursday 22 March	11.00	11.45	Friends Against Scams session	Langney Care for the Carers	Currently checking whether this is a public or private event. If you wish to attend, please let me know.
Tuesday 8 May	19.00	20.00	Friends Against Scams session	Hellingly Mother's Union event	Currently checking whether this is a public or private event. If you wish to attend, please let me know.
July					Scams Awareness Month ( <i>Citizens Advice national campaign</i> )



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## Recommended Newsletters & Alerts - for you to consider signing up to

Organisation	Description	Sign Up link
Action Fraud	<b>Scam alert</b>	<a href="http://www.actionfraud.police.uk/signup">http://www.actionfraud.police.uk/signup</a>
National Trading Standards Scams Team / Friends Against Scams	<b>Scam alert</b>	<a href="https://www.friendsagainstscams.org.uk/article.php?xArt=48">https://www.friendsagainstscams.org.uk/article.php?xArt=48</a>
Safer East Sussex Team / Safer Communities Partnership	<b>E-bulletin</b> A round up of community safety initiatives (East Sussex); and <b>Newsletter</b> on specific topics relating to community safety, crime and disorder issues (ie not just scams)	<a href="http://eastsussex.us7.list-manage.com/subscribe/post?u=d1a5cc81c226a941ecd31d19f&amp;id=34d4559238">http://eastsussex.us7.list-manage.com/subscribe/post?u=d1a5cc81c226a941ecd31d19f&amp;id=34d4559238</a>
Surrey & Sussex Police / Neighbourhood Watch	<b>E-bulletin</b> "In the Know" – find out what is happening in your area (witness appeals, crime updates, crime prevention advice & news) (Surrey & Sussex)	<a href="https://www.intheknow.community/">https://www.intheknow.community/</a>
Sussex Police – Operation Signature	<b>Newsletter</b>	Email <a href="mailto:Paula.Lewis@sussex.pnn.police.uk">Paula.Lewis@sussex.pnn.police.uk</a> and ask to be added to the distribution list and/or click on link for the <a href="#">October 2017 Newsletter</a> .

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## Recent Media Links & Video Clips For Sharing Via Social Media - a selection only

Title / Description of media links	Link
Barclays   Digital Safety TV Ad   Supercon	<a href="https://www.youtube.com/watch?v=GbThUL0aLyk&amp;hootPostID=f8c7d23a7d1a9848f59f72c1dddc31">https://www.youtube.com/watch?v=GbThUL0aLyk&amp;hootPostID=f8c7d23a7d1a9848f59f72c1dddc31</a>
Nationwide Building Society – Investment Scam (2 <sup>nd</sup> in series of five fraud awareness videos)	<a href="https://www.nationwide.co.uk/guides/news/articles/2017/10/investment-fraud-video?hootPostID=dcccf70f15015c51d8652d273fc7e24a">https://www.nationwide.co.uk/guides/news/articles/2017/10/investment-fraud-video?hootPostID=dcccf70f15015c51d8652d273fc7e24a</a>
Nationwide Building Society – Vishing Scam (1 <sup>st</sup> in series of five fraud awareness videos)	<a href="https://www.nationwide.co.uk/guides/news/articles/2017/10/vishing-fraud-video?hootPostID=0c3c64b35288c25234deb82296b4a962">https://www.nationwide.co.uk/guides/news/articles/2017/10/vishing-fraud-video?hootPostID=0c3c64b35288c25234deb82296b4a962</a>
Think Before You Click    Stay Safe Online – OSPCC’s Youth and Elders’ Commissions teamed up with Fixers to produce a video on online safety	<a href="https://www.youtube.com/watch?v=6u4HqzJIY6E&amp;feature=youtu.be">https://www.youtube.com/watch?v=6u4HqzJIY6E&amp;feature=youtu.be</a>
Which? - recording from Dorset Police shows just how convincing phone scammers can be	<a href="https://twitter.com/WhichUK/status/918144166357430274">https://twitter.com/WhichUK/status/918144166357430274</a>
CPNI UK (Centre for the Protection of National Infrastructure) - Don't take the bait-catch the phish! A helpful animation, aimed at businesses but useful for all	<a href="https://www.youtube.com/watch?v=yqON2B9-xTw&amp;hootPostID=8441d0c366196955c43c187e61c7f5bc">https://www.youtube.com/watch?v=yqON2B9-xTw&amp;hootPostID=8441d0c366196955c43c187e61c7f5bc</a>
Barclays – various digital safety TV ads	<a href="https://www.youtube.com/watch?v=w2tW50CD6Aw">https://www.youtube.com/watch?v=w2tW50CD6Aw</a> <a href="https://www.youtube.com/watch?v=vPJ6irUDmHI&amp;index=2&amp;list=PLecqH2uhOR0ZK5WFrGy30v86MzmvDvC9p">https://www.youtube.com/watch?v=vPJ6irUDmHI&amp;index=2&amp;list=PLecqH2uhOR0ZK5WFrGy30v86MzmvDvC9p</a> <a href="https://www.youtube.com/watch?v=JmUyMrUEYpo&amp;list=PLecqH2uhOR0ZK5WFrGy30v86MzmvDvC9p">https://www.youtube.com/watch?v=JmUyMrUEYpo&amp;list=PLecqH2uhOR0ZK5WFrGy30v86MzmvDvC9p</a> <a href="https://www.youtube.com/watch?v=o0K-LgBRFkY">https://www.youtube.com/watch?v=o0K-LgBRFkY</a>
Joe's story - Telephone scam: "HSBC Bank Fraud investigator"	<a href="https://www.youtube.com/watch?v=fejF6Q39o3Q">https://www.youtube.com/watch?v=fejF6Q39o3Q</a>

# East Sussex Against Scams Partnership

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Title / Description of media links	Link
Interview - Richard Strawson, East Sussex Trading Standards Service (start listening at 09.56)	<a href="http://www.bbc.co.uk/programmes/p057t91l#play">http://www.bbc.co.uk/programmes/p057t91l#play</a>
Top tips for avoiding scams	<a href="https://twitter.com/EastSussexSenio/status/874325234681352193">https://twitter.com/EastSussexSenio/status/874325234681352193</a>
Marilyn Baldwin OBE – radio interview – describing Jessica’s story and why she set up Think Jessica (her mother was a victim of scam mail)	<a href="https://twitter.com/think_jessica/status/883034418784481280?t=1&amp;cn=ZmxleGlibGVfcmVjcw%3D%3D&amp;refsrc=email&amp;iid=ce4f6189e15846e98e616253793003d4&amp;uid=153810086&amp;nid=244+272699392">https://twitter.com/think_jessica/status/883034418784481280?t=1&amp;cn=ZmxleGlibGVfcmVjcw%3D%3D&amp;refsrc=email&amp;iid=ce4f6189e15846e98e616253793003d4&amp;uid=153810086&amp;nid=244+272699392</a>
Talking about the ESASP Charter and scams generally	<a href="https://www.youtube.com/watch?v=N01dknlCoBs">https://www.youtube.com/watch?v=N01dknlCoBs</a>
The impact of cyber crime	<a href="https://www.youtube.com/watch?v=b4WBnVDPRXw">https://www.youtube.com/watch?v=b4WBnVDPRXw</a>
What is your password? Showing how easy it is to extract information from strangers	<a href="https://www.youtube.com/watch?v=opRMrEfAlil">https://www.youtube.com/watch?v=opRMrEfAlil</a>
Scammer boasting about his scam mail writing skills	<a href="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">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</a>
Sussex Police – Operation Signature Spotting the signs of fraud & scams	<a href="https://www.youtube.com/watch?v=tLP9XOfaCk&amp;feature=youtu.be">https://www.youtube.com/watch?v=tLP9XOfaCk&amp;feature=youtu.be</a>
Sussex Police – Operation Signature The Secret Crime	<a href="https://sussex.police.uk/advice/protect-yourself-and-others/fraud/operation-signature/">https://sussex.police.uk/advice/protect-yourself-and-others/fraud/operation-signature/</a>

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## Recent Comms & Resources Summary For Sharing Via Social Media - a selection only

The table below is a selection of communications shared with East Sussex Against Scams Partnership (ESASP) Charter Partners (the most recent on this page) and/or other website articles. It provides an easy reference point should organisations wish to reference any of them in their own comms. If you spot any you consider worth capturing in the Resource Pack (especially if East Sussex related), please send details to [elaine.bowdery@eastsussex.gov.uk](mailto:elaine.bowdery@eastsussex.gov.uk).

Comms Description	Originator	Link
Cyber Security Advice Installing the latest software updates	Action Fraud	<a href="https://www.actionfraudalert.co.uk/da/198328/Cyber_Security_Advice_Installing_the_latest_software_updates.html">https://www.actionfraudalert.co.uk/da/198328/Cyber_Security_Advice_Installing_the_latest_software_updates.html</a>
Action Fraud launches 24/7 helpline to combat cyber-attacks against businesses, charities and organisations	Action Fraud	<a href="https://www.actionfraud.police.uk/news-action-fraud-launches-24-7-helpline-to-combat-cyber-attacks-dec17">https://www.actionfraud.police.uk/news-action-fraud-launches-24-7-helpline-to-combat-cyber-attacks-dec17</a>
November and December are the busiest online shopping months of the year. They're also the busiest time for online fraudsters	Get Safe Online	<a href="https://www.getsafeonline.org/christmas2017/">https://www.getsafeonline.org/christmas2017/</a>
Warning after two Brighton pensioners conned by fake police officers	The Argus	<a href="http://www.theargus.co.uk/news/15780819.Warning_after_two_Brighton_pensioners_conned_by_fake_police_officers/?ref=twtr&amp;hootPostID=31848d627e3aa24b2ecb696887f0209e">http://www.theargus.co.uk/news/15780819.Warning_after_two_Brighton_pensioners_conned_by_fake_police_officers/?ref=twtr&amp;hootPostID=31848d627e3aa24b2ecb696887f0209e</a>
Sussex Police – November 2017 fraud newsletter	Sussex Police – Operation Signature	<a href="https://sussex.police.uk/media/3473/fraud-newsletter-november-2017.pdf">https://sussex.police.uk/media/3473/fraud-newsletter-november-2017.pdf</a> (the December 2017 newsletter should be uploaded shortly)
Beware of fraudsters who claim they recover money you've lost via Western Union	Action Fraud	<a href="https://www.actionfraud.police.uk/news/beware-of-fraudsters-who-claim-they-recover-money-you-have-lost-via-western-union-dec17">https://www.actionfraud.police.uk/news/beware-of-fraudsters-who-claim-they-recover-money-you-have-lost-via-western-union-dec17</a>
Lost money to a scam involving a Western Union wire transfer? You can now claim a refund from the US	MoneySavingExpert.com	<a href="https://www.moneysavingexpert.com/news/protect/2017/11/lost-money-to-a-scam-involving-western-union-wire-transfer-you-can-now-claim-a-refund-from-the-us?hootPostID=c2a551b578509159bb89d937ee24454e">https://www.moneysavingexpert.com/news/protect/2017/11/lost-money-to-a-scam-involving-western-union-wire-transfer-you-can-now-claim-a-refund-from-the-us?hootPostID=c2a551b578509159bb89d937ee24454e</a>

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Comms Description	Originator	Link
Farmers Grant Fraud Alert - Payment Diversion Fraud	Action Fraud	<a href="https://www.actionfraudalert.co.uk/da/201079/Farmers_Grant_Fraud_Alert.html">https://www.actionfraudalert.co.uk/da/201079/Farmers_Grant_Fraud_Alert.html</a>
Victim speaks out as Sussex Police reveal rise in romance fraud	Office of the Sussex Police & Crime Commissioner	<a href="https://www.sussex-pcc.gov.uk/about/news/victim-speaks-out-as-sussex-police-reveal-rise-in-romance-fraud">https://www.sussex-pcc.gov.uk/about/news/victim-speaks-out-as-sussex-police-reveal-rise-in-romance-fraud</a>
Fraudsters offering fake Government grants	Action Fraud	<a href="https://www.actionfraud.police.uk/news/fraudsters-offering-fake-government-grants-dec17">https://www.actionfraud.police.uk/news/fraudsters-offering-fake-government-grants-dec17</a>
Sussex police officer given national award for work in protecting vulnerable people	Sussex Police	<a href="https://sussex.police.uk/news/sussex-police-officer-given-national-award-for-work-in-protecting-vulnerable-people/">https://sussex.police.uk/news/sussex-police-officer-given-national-award-for-work-in-protecting-vulnerable-people/</a>
Online shopping and auction fraud	Action Fraud	<a href="https://www.actionfraud.police.uk/fraud-az-online-shopping-fraud">https://www.actionfraud.police.uk/fraud-az-online-shopping-fraud</a>
It's the thought that counts: Buyers urged to think as Christmas shopping fraud reports rise	Action Fraud	<a href="https://www.actionfraud.police.uk/christmas">https://www.actionfraud.police.uk/christmas</a>
Learn how to identify legitimate emails from the iTunes Store	Apple / iTunes	<a href="https://support.apple.com/en-gb/HT201679?hootPostID=ac92ce176d3f2f6d70c1b55e6535144b">https://support.apple.com/en-gb/HT201679?hootPostID=ac92ce176d3f2f6d70c1b55e6535144b</a>
Cyber security guidance for business	Gov.UK	<a href="https://www.gov.uk/government/collections/cyber-security-guidance-for-business">https://www.gov.uk/government/collections/cyber-security-guidance-for-business</a>
Employment fraud alert	Action Fraud (National Fraud Intelligence Bureau)	<a href="https://www.actionfraudalert.co.uk/da/198175/Employment%20Fraud%20Alert.html">https://www.actionfraudalert.co.uk/da/198175/Employment%20Fraud%20Alert.html</a>
Dial 555 for bank fraud: Police plan new hotline modelled on 999 emergency number for victims to call if they fear they have been scammed	Mail Online	<a href="http://www.dailymail.co.uk/news/article-4994764/Police-plan-new-hotline-modelled-999-emergency-number.html">http://www.dailymail.co.uk/news/article-4994764/Police-plan-new-hotline-modelled-999-emergency-number.html</a>
Cyber Crime & Fraud - Nearly Half of All Crimes This Year	Tech UK	<a href="http://www.techuk.org/insights/news/item/11566-cyber-crime-fraud-nearly-half-of-all-crimes-this-year">http://www.techuk.org/insights/news/item/11566-cyber-crime-fraud-nearly-half-of-all-crimes-this-year</a>

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Comms Description	Originator	Link
Fake modelling jobs advertised online and through social media	Action Fraud	<a href="https://www.actionfraud.police.uk/news/fake-modelling-jobs-advertised-online-and-through-social-media-nov17">https://www.actionfraud.police.uk/news/fake-modelling-jobs-advertised-online-and-through-social-media-nov17</a>
Widow sent thousands to fake army major in 'romance fraud'	BBC News	<a href="http://www.bbc.co.uk/news/av/uk-england-sussex-41778571/widow-sent-thousands-to-fake-army-major-in-romance-fraud">http://www.bbc.co.uk/news/av/uk-england-sussex-41778571/widow-sent-thousands-to-fake-army-major-in-romance-fraud</a>
Call blockers for people living with dementia	Friends Against Scams	<a href="https://www.friendsagainstscams.org.uk/callblocker">https://www.friendsagainstscams.org.uk/callblocker</a>
How to REALLY beat the cold callers: 12 tips to stop the menace of unwanted calls, texts and emails	This is Money	<a href="http://www.thisismoney.co.uk/money/guides/article-5003621/A-guide-fight-illegal-phone-calls.html?hootPostID=bd2fecc94c91664bc6c2f413ca7671c5">http://www.thisismoney.co.uk/money/guides/article-5003621/A-guide-fight-illegal-phone-calls.html?hootPostID=bd2fecc94c91664bc6c2f413ca7671c5</a>
Scam baiter: Why I risk death threats to expose online cons	BBC News	<a href="http://www.bbc.co.uk/news/technology-41518352">http://www.bbc.co.uk/news/technology-41518352</a>
Duped mum warns over fake caravan holiday scam	BBC News	<a href="http://www.bbc.co.uk/news/uk-scotland-41510920">http://www.bbc.co.uk/news/uk-scotland-41510920</a>
Alert: PPI fraudsters claiming to be from the FCA	Action Fraud	<a href="https://www.actionfraud.police.uk/news/alert-ppi-fraudsters-claiming-to-be-from-the-fca-oct17">https://www.actionfraud.police.uk/news/alert-ppi-fraudsters-claiming-to-be-from-the-fca-oct17</a>
Avoiding Amazon-related phishing scams One of the latest promises \$50 for writing a review	Consumer Affairs	<a href="https://www.consumeraffairs.com/news/avoiding-amazon-related-phishing-scams-090517.html?mc_cid=bdd1075ef4&amp;mc_eid=aabfbd23f7">https://www.consumeraffairs.com/news/avoiding-amazon-related-phishing-scams-090517.html?mc_cid=bdd1075ef4&amp;mc_eid=aabfbd23f7</a>
Scam alert: Equifax data breach	Financial Fraud UK	<a href="https://www.financialfraudaction.org.uk/news/2017/09/08/scam-alert-equifax-data-breach/">https://www.financialfraudaction.org.uk/news/2017/09/08/scam-alert-equifax-data-breach/</a>
Rogue traders jailed for garden fraud in Westham near Pevensey	Eastbourne Herald	<a href="http://www.eastbourneherald.co.uk/news/rogue-traders-jailed-for-garden-fraud-in-westham-near-pevensey-1-8107088">http://www.eastbourneherald.co.uk/news/rogue-traders-jailed-for-garden-fraud-in-westham-near-pevensey-1-8107088</a>
Bank staff trained to spot cash scams as they take place	BBC	<a href="http://www.bbc.co.uk/news/business-39166130">http://www.bbc.co.uk/news/business-39166130</a>
Bexhill cold calling zone	Bexhill Observer	<a href="http://www.bexhillobserver.net/news/whole-of-bexhill-now-a-no-cold-calling-zone-1-8097798">http://www.bexhillobserver.net/news/whole-of-bexhill-now-a-no-cold-calling-zone-1-8097798</a>
Tough new measures to protect savers from pension scams	Gov.UK	<a href="https://www.gov.uk/government/news/tough-new-measures-to-protect-savers-from-pension-scams">https://www.gov.uk/government/news/tough-new-measures-to-protect-savers-from-pension-scams</a>

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Comms Description	Originator	Link
Pension websites that carry anti-scam messaging could be fraudsters in disguise	Action Fraud	<a href="http://www.actionfraud.police.uk/news/pension-websites-that-carry-anti-scam-messaging-could-be-fraudsters-in-disguise-sept17">http://www.actionfraud.police.uk/news/pension-websites-that-carry-anti-scam-messaging-could-be-fraudsters-in-disguise-sept17</a>
Rise in reports of student loan scam email	Action Fraud	<a href="http://www.actionfraud.police.uk/news/rise-in-reports-of-student-loan-scam-email-sep17">http://www.actionfraud.police.uk/news/rise-in-reports-of-student-loan-scam-email-sep17</a>
Warning about 'Vodafone' scam emails	Get Safe Online	<a href="https://www.getsafeonline.org/news/warning-about-vodafone-scam-emails/">https://www.getsafeonline.org/news/warning-about-vodafone-scam-emails/</a>
Big increase in identity fraud reported	Get Safe Online	<a href="https://www.getsafeonline.org/news/big-increase-in-identity-fraud-reported/">https://www.getsafeonline.org/news/big-increase-in-identity-fraud-reported/</a>
Victim of doorstep crime discusses the impact it had..... (Muriel's story)	Police Scotland	<a href="https://www.youtube.com/watch?v=doczPoJvtKE">https://www.youtube.com/watch?v=doczPoJvtKE</a>
CeX - 2 million customer details compromised	Action Fraud	<a href="http://www.actionfraud.police.uk/news/2-million-cex-customer-details-compromised-aug17">http://www.actionfraud.police.uk/news/2-million-cex-customer-details-compromised-aug17</a>
The murky world of Facebook raffles	BBC	<a href="http://www.bbc.co.uk/news/uk-41124992">http://www.bbc.co.uk/news/uk-41124992</a>
Mental Capacity Act (MCA): Respecting the right to make 'unwise' decisions	Social Care Institute for Excellence	<a href="https://www.scie.org.uk/publications/mca/decision-making/unwise-decisions.asp">https://www.scie.org.uk/publications/mca/decision-making/unwise-decisions.asp</a>
More fake Lloyds Bank Important – Protected Documents malspam delivering Trickbot banking Trojan	My Online Security	<a href="https://myonlinesecurity.co.uk/more-fake-lloyds-bank-important-protected-documents-malspam-delivering-trickbot-banking-trojan/">https://myonlinesecurity.co.uk/more-fake-lloyds-bank-important-protected-documents-malspam-delivering-trickbot-banking-trojan/</a>
Sharp rise in reports of council tax rebate fraudsters at work	Wired Gov	<a href="https://www.wired-gov.net/wg/news.nsf/articles/Sharp+rise+in+reports+of+council+tax+rebate+fraudsters+at+work+31072017134800">https://www.wired-gov.net/wg/news.nsf/articles/Sharp+rise+in+reports+of+council+tax+rebate+fraudsters+at+work+31072017134800</a>
Two scams a day reported to councils fighting fraudsters	Local Government Association	<a href="https://www.local.gov.uk/about/news/two-scams-day-reported-councils-fighting-fraudsters">https://www.local.gov.uk/about/news/two-scams-day-reported-councils-fighting-fraudsters</a>
Helping young people become scam aware	RBS	<a href="http://www.rbs.com/news/2017/07/helping-young-people-become-scam-aware-.html">http://www.rbs.com/news/2017/07/helping-young-people-become-scam-aware-.html</a>



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Comms Description	Originator	Link
Different ways to contact Sussex Police – in your local areas	Sussex Police	<a href="https://www.sussex.police.uk/">https://www.sussex.police.uk/</a> and enter details in “Find your local policing team” box at top of page
A selection of short videos about getting safe on line	Get Safe Online	<a href="https://www.getsafeonline.org/video/">https://www.getsafeonline.org/video/</a>
Be aware of scams involving iTunes Gift Cards	Apple	<a href="https://support.apple.com/en-gb/itunes-gift-card-scams">https://support.apple.com/en-gb/itunes-gift-card-scams</a>
Misleading missed delivery cards posted through letterboxes	Action Fraud	<a href="http://www.actionfraud.police.uk/news/misleading-missed-delivery-cards-posted-through-letterboxes-aug17">http://www.actionfraud.police.uk/news/misleading-missed-delivery-cards-posted-through-letterboxes-aug17</a>
Report suspicious emails / websites / phishing	Government	<a href="https://www.gov.uk/report-suspicious-emails-websites-phishing">https://www.gov.uk/report-suspicious-emails-websites-phishing</a>
Friends Against Scams article on East Sussex SCAMchampion	National Trading Standards Scams Team	<a href="https://www.friendsagainstscams.org.uk/article.php?xArt=291&amp;jssCart=c731bec70d53a18ca20ec96a4ecfb9d6">https://www.friendsagainstscams.org.uk/article.php?xArt=291&amp;jssCart=c731bec70d53a18ca20ec96a4ecfb9d6</a>
Free call blockers for people living with dementia	National Trading Standards Scams Team	<a href="http://www.dementiaaction.org.uk/news/24342_free_call_blockers_for_people_living_with_dementia">http://www.dementiaaction.org.uk/news/24342_free_call_blockers_for_people_living_with_dementia</a>
Rogue trader jailed – criminals are being convicted of scams	Friends Against Scams	<a href="https://www.friendsagainstscams.org.uk/article.php?xArt=288">https://www.friendsagainstscams.org.uk/article.php?xArt=288</a>
Courier cash fraud warning	Sussex Police	<a href="https://sussex.police.uk/news/ovingdean-couple-duped-into-courier-cash-fraud/">https://sussex.police.uk/news/ovingdean-couple-duped-into-courier-cash-fraud/</a>
Lou Baxter's guest blog about scams	RBS	<a href="http://www.rbs.com/news/2017/07/quest-blog--who-is-most-susceptible-to-scams-.html">http://www.rbs.com/news/2017/07/quest-blog--who-is-most-susceptible-to-scams-.html</a>
Fraudsters taking advantage of people in vulnerable circumstances (Grenfell Fire tragedy)	Action Fraud	<a href="http://www.actionfraud.police.uk/news/fraudsters-targeting-victims-grenfell-fire-tragedy-aug17">http://www.actionfraud.police.uk/news/fraudsters-targeting-victims-grenfell-fire-tragedy-aug17</a>

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Comms Description	Originator	Link
Investigation reveals tens of thousands of Sussex residents victim of cybercrime	Eastbourne Herald	<a href="http://www.eastbourneherald.co.uk/news/crime/exclusive-investigation-reveals-tens-of-thousands-of-sussex-residents-victim-of-cybercrime-1-8068741">http://www.eastbourneherald.co.uk/news/crime/exclusive-investigation-reveals-tens-of-thousands-of-sussex-residents-victim-of-cybercrime-1-8068741</a>
Scams in East Sussex with Richard Strawson, Trading Standards (start playing from 09.56)	BBC Radio Sussex	<a href="http://www.bbc.co.uk/programmes/p057t91l#play">http://www.bbc.co.uk/programmes/p057t91l#play</a>
The latest fraud & cyber alerts to watch out for from Action Fraud	Action Fraud	<a href="http://www.actionfraud.police.uk/news/-the-latest-fraud-and-cyber-alerts-to-watch-out-for-jul17">http://www.actionfraud.police.uk/news/-the-latest-fraud-and-cyber-alerts-to-watch-out-for-jul17</a>
Residents warned about fraudulent callers	Sussex Police	<a href="https://sussex.police.uk/news/residents-warned-of-fraudulent-callers/">https://sussex.police.uk/news/residents-warned-of-fraudulent-callers/</a>
Fraudulent HMRC and Metropolitan Police calls	Sussex Police	<a href="http://www.ruralalert.co.uk/da/186758/Eastbourne_Weekly_News_-_28_July_2017.html">http://www.ruralalert.co.uk/da/186758/Eastbourne_Weekly_News_-_28_July_2017.html</a>
April 2017: Press release about the ESASP Charter	East Sussex County Council	<a href="https://news.eastsussex.gov.uk/2017/04/03/call-for-businesses-and-groups-to-join-the-fight-against-scams/">https://news.eastsussex.gov.uk/2017/04/03/call-for-businesses-and-groups-to-join-the-fight-against-scams/</a>

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## Helpful Websites For Organisations & Individuals - *a selection only*

Organisation / website links	Description
<a href="#">Action Fraud</a>	To report scams (or suspected scams)
<a href="#">Adult Social Care</a>	If you think you, or someone you know, is being financially abused
<a href="#">Action on Elder Abuse</a>	Work to protect and prevent the abuse of vulnerable older adults and by doing so also protect other adults a risk of abuse
<a href="#">Age UK – Edna Johnson Wills Trust</a>	Provides support for people who have been, or are vulnerable to being, scammed
<a href="#">BT Call Protect</a>	Free service to customers to reduce number of nuisance calls (if have caller ID display)
<a href="#">Centre for the Protection of National Infrastructure</a>	The government authority for protective security advice to the UK national infrastructure. Role is to protect national security by helping to reduce the vulnerability of the national infrastructure to terrorism and other threats
<a href="#">Citizens Advice</a>	Give help and advice, and will refer someone onwards to East Sussex Trading Standards Service if they've been a victim of a scam
<a href="#">Cyber Streetwise</a>	Report provides advice and tips for small businesses to improve their online security
<a href="#">East Sussex Against Scams Partnership</a>	Provides information and resources to organisations in East Sussex wishing to take a stand against scams
<a href="#">East Sussex Fire &amp; Rescue Service – Home Safety Visits</a>	Provide responsibility to safeguard and promote the welfare of vulnerable adults (& children)

# East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them to [Action Fraud \(Tel: 0300 123 2040\)](#)

Organisation / website links	Description
<a href="#">East Sussex Trading Standards Service</a>	For general consumer advice and to complain about problems with goods and services (including doorstep sales and cold calling)
<a href="#">Emails – scam or phishing email?</a>	<p>Report to <a href="#">Action Fraud</a> and/or send to: <b>NFIBPhishing@city-of-london.pnn.police.uk</b> 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><b>Amazon:</b> stop-spoofing@amazon.com  <b>BT:</b> phishing@bt.com  <b>Ebay:</b> spoof@ebay.co.uk  <b>HMRC:</b> phishing@hmrc.gsi.gov.uk  <b>Microsoft:</b> <a href="#">To report a technical support scam</a>  <b>Yahoo:</b> abuse@yahoo.com</p>
<a href="#">Friends Against Scams</a>	National Trading Standards Scams Team initiative, an awareness raising initiative – free group 1 hour sessions or 20 minute online sessions
<a href="#">Get Safe Online</a>	The leading source of unbiased, factual and easy-to-understand information on online safety
<a href="#">Mailing Preference Service (MPS)</a>	Register to stop receiving advertising material personally addressed (from UK organisations).
<a href="#">Metropolitan Police</a>	The Little Book of Cyber Scams

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Organisation / website links	Description
<a href="#">Mobile phone unsolicited calls (TPS)</a>	To stop, text TPS and email address to 85095.
<a href="#">National Trading Standards Scams Team</a>	The National Trading Standards Scams Team helps tackle mass marketing scams and disrupts the operations of perpetrators behind mail scams
<a href="#">Neighbourhood Watch</a>	"Our News" – online e-newsletter (monthly)
<a href="#">Office of the Sussex Police &amp; Crime Commissioner – Sussex Elders' Commission</a>	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
<a href="#">Premium rate phone scams – report them</a>	Report to Action Fraud and / or talk to <a href="http://psauthority.org.uk/for-consumers">http://psauthority.org.uk/for-consumers</a>
<a href="#">Royal Mail</a>	Opt out of receiving unaddressed junk mail (mail addressed to The Occupier will still be delivered). Lasts 2 years.
<a href="#">Royal Mail – mail redirection</a>	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
<a href="#">Royal Mail – received written correspondence from fraudsters?</a>	Forward to Royal Mail with covering letter to: Freepost Scam Mail, PO Box 797, Exeter, EX1 9UN or email <a href="mailto:scam.mail@royalmail.com">scam.mail@royalmail.com</a> or call 0345 611 3413
<a href="#">Sussex Neighbourhood Watch Federation</a>	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
<a href="#">Sussex Police</a>	Fraud – where to report; advice and support
<a href="#">Sussex Police – Operation Signature</a>	Identifies and supports vulnerable victims of fraud within Sussex Recommended reading: <a href="#">The Little Book of Big Scams</a>

# East Sussex Against Scams Partnership

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Organisation / website links	Description
<a href="#">Take Five</a>	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
<a href="#">Think Jessica</a>	Shares knowledge about the impact of mail scams
<a href="#">Telephone Preference Service (TPS)</a>	Free opt out service, reduce number of unsolicited sales or marketing calls.
<a href="#">Victim Support</a>	Get emotional and practical help if you have been a victim of a scam

# East Sussex Against Scams Partnership

Scams are fraud, and fraud is a crime... Don't ignore them, report them to [Action Fraud \(Tel: 0300 123 2040\)](#)

## Key Messages & Statistics For Use in Articles & Social Media - a selection only

- Scams are fraud and fraud is a crime – don't ignore them, report them to Action Fraud
- 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

Sources for key messages & statistics	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 <a href="http://www.ageuk.org.uk/money-matters/consumer-advice/support-for-scam-victims/support-for-victims/">http://www.ageuk.org.uk/money-matters/consumer-advice/support-for-scam-victims/support-for-victims/</a>
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 cared 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



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Sources for key messages & statistics	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. <a href="https://takefive-stopfraud.org.uk/resources/press-releases/">https://takefive-stopfraud.org.uk/resources/press-releases/</a>
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	<b>Cyber security:</b> 65% of large UK businesses have been hit by a cyber breach or attack in the past year
ICSA	2016	<b>Cyber security:</b> £300 billion - estimated annual cost of cyber-attacks worldwide
ICSA	2016	<b>Cyber security:</b> £1.5 trillion – the projected annual cost of cyber-attacks in 2019
ICSA	2016	<b>Cyber security:</b> 68% of funds lost as a result of a cyber-attack are unrecoverable
ICSA	2016	<b>Cyber security:</b> 59% of employees steal proprietary corporate data when they leave
ICSA	2016	<b>Cyber security:</b> £169 million – the number of personal records exposed in 2015
ICSA	2016	<b>Cyber security:</b> £29 billion – the estimated financial damage caused by the MyDoom computer virus since 2004
ICSA	2016	<b>Cyber security:</b> 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

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Sources for key messages & statistics	Date	Description
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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## Research Articles For Use In 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)	<a href="https://www.tradingstandards.uk/media/documents/policy/research/stand-against-scams-final-9.pdf">https://www.tradingstandards.uk/media/documents/policy/research/stand-against-scams-final-9.pdf</a>
Research Reveals That 93% of Brits Cannot Spot Online Scams (July 2017)	<a href="http://www.techuk.org/insights/news/item/11009-research-reveals-that-93-of-brits-cannot-spot-online-scams">http://www.techuk.org/insights/news/item/11009-research-reveals-that-93-of-brits-cannot-spot-online-scams</a>
Financial fraud data for 2016 published (March 2017)	<a href="https://www.financialfraudaction.org.uk/news/2017/03/30/financial-fraud-data-for-2016-published/">https://www.financialfraudaction.org.uk/news/2017/03/30/financial-fraud-data-for-2016-published/</a>
A third of over 75s targeted by investment scams, as FCA urges consumers to take the time to check (December 2016)	<a href="https://www.fca.org.uk/news/press-releases/third-over-75s-targeted-investment-scams-fca-urges-consumers-take-time-check">https://www.fca.org.uk/news/press-releases/third-over-75s-targeted-investment-scams-fca-urges-consumers-take-time-check</a>
Scams can have a devastating impact on older people's health (September 2015)	<a href="https://www.theguardian.com/society/2015/sep/08/scams-on-older-people-affect-mental-health">https://www.theguardian.com/society/2015/sep/08/scams-on-older-people-affect-mental-health</a>
Age UK – Only the tip of the iceberg: Fraud against Older People (April 2015)	<a href="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">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</a>
The psychology of the online dating romance scam (April 2012)	<a href="https://www2.le.ac.uk/departments/media/people/monica-whitty/Whitty_romance_scam_report.pdf">https://www2.le.ac.uk/departments/media/people/monica-whitty/Whitty_romance_scam_report.pdf</a>
Why people fall for scams (May 2009)	<a href="http://psychology.exeter.ac.uk/latestnews/researchnews/title_6401_en.html">http://psychology.exeter.ac.uk/latestnews/researchnews/title_6401_en.html</a>

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## Scams-Related Definitions & Useful Glossary

- [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.
- For a fuller list, visit <https://www.ncsc.gov.uk/glossary>