



Norfolk Against Scams Partnership (NASP)

Terms of Reference

Role/purpose of the NASP Steering Group	<p>The role of the Steering Group is to set the strategic direction of the partnership and provide governance/oversight of the accountability of partners.</p> <p>Develop and promote a range of initiatives to support the key aims of the partnership.</p>
Aims and objectives of the partnership	<p>The aims and objectives of the Norfolk Against Scams Partnership (NASP) are to develop and co-ordinate a partnership of organisations committed to taking a stand against scams with the objective of making Norfolk a scam free county.</p> <p>The overall objective of the NASP is to support organisations to ensure that communities recognise scams, fraud and rogue traders and, by working together, assist people and businesses to protect themselves.</p> <p>The partnership key aims:</p> <p>1] Raising awareness of scams</p> <ul style="list-style-type: none"> • Improve public and business 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 to support partners to run awareness raising sessions; • Share consistent messaging to the public, businesses and the media.

	<p>2] Prevention and protection</p> <ul style="list-style-type: none"> • Increase the protection that everyone, and especially people in vulnerable circumstances, should have against scams; • Promote and take steps to make it more difficult for people and businesses to be targeted by criminals; • Introduce stronger barriers and safeguards to the mechanisms used by perpetrators to reach their victims. <p>3] Identification and recording</p> <ul style="list-style-type: none"> • 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 and build an intelligence picture for the county; • Develop improved joint working and referral pathways between organisations and common support pathways for victims. <p>4] Enforcement, access to justice and restoration</p> <ul style="list-style-type: none"> • Ensure appropriate remedies and ongoing support is provided to victims of scams, including appropriate financial support to those who have lost money; • Seek to support the prosecution of perpetrators and achieve justice for victims; • Enforce effective punishments and deterrents against perpetrators, including cancelling of contracts, fines and seizing of assets; • Seek to restore a sense of wellbeing and confidence to victims.
<p>Membership of the NASP Steering Group</p>	<p>NASP Steering Group members (confirmed):</p> <ul style="list-style-type: none"> • (Proposed Chair) Councillor Margaret Dewsbury, Chair of Communities Committee • Trading Standards • Norfolk Safeguarding Adults Board <p>The following are to be approached to join the NASP Steering group:</p> <ul style="list-style-type: none"> • Adult Social Care Committee Member • Lorne Green, Police & Crime Commissioner

	<ul style="list-style-type: none"> • Community Policing – Craig Miller (T/Chief Inspector Community Safety and Citizens in Policing) • Norfolk & Suffolk Victim Care • Aviva • Norfolk Chamber of Commerce • Community Action Norfolk • BBC Radio Norfolk • Norfolk Older Peoples Strategic Partnership • District Council Representative <p>The chair, in consultation with the Steering Group, may invite any other relevant organisation/partner who can support the Steering group's key aims, to join the steering group.</p>
Chair and vice chair	<ul style="list-style-type: none"> • The chair of the Steering Group will be the chair of the Communities Committee. • A vice chair is to be appointed from the core membership of the Steering Group.
Commitment of membership	All members of the Steering Group will be from a NASP partner organisation who have committed to the NASP Charter.
Decision making	The Steering Group makes decisions by consensus. It can make recommendations to individual agencies but cannot commit individual agencies to particular actions.
Business Arrangements	<ul style="list-style-type: none"> • The Steering Group will hold quarterly meetings • Additional meetings can be held as required at the discretion of the Steering Group chair • Task and finish subgroups may be set up as and when required
Key relationships	<ul style="list-style-type: none"> • Communities Committee • Adult Social Care Committee • Norfolk Safeguarding Adults Board • Norfolk Constabulary • Community Safety Partnership

Papers	<ul style="list-style-type: none"> • A standard agenda and call for additional items will be circulated to the Steering Group two weeks in advance of the meeting • A final agenda and associated papers will be circulated 7 days in advance of the meeting
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Record of meetings, actions & reports	<ul style="list-style-type: none"> • A record of all Steering Group meetings will be made, as either formal minutes or an action log; whichever is best suited to the group • Minutes and/or action log will be prepared and issued electronically within a fortnight of the date of the meeting. A copy will be shared with all Steering Group members.
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