



Adult Safeguarding Conference November 2023

DC Rebecca Davies, Surrey Police



'BULLIES' OF WINTERBOURNE



WAYNE ROGERS, 30

SHAVEN-headed and tattooed, Wayne Rogers was unpopular with colleagues and 'feared because he held himself as the alpha worker' of Winterbourne View, according to a former staff member at the home. 'He did not appear the caring type, rather intimidating in fact,' he added. The 30-year-old, pictured, dreamt of owning his own tattoo parlour, but one former co-worker said he seemed content with his 'easy' life. 'He

said he liked the job, a senior support worker was decent. 'He seemed to carry as possible, relying on things done. Instead for patients, he ordered them along. Yesterday, his fiancée spoke from the family home, in a leasac in Bristol, a relative. 'He can't say anything can't even defend him

ALLISON DOVE, 24

RELATIVES of Allison Dove, the only female carer to be arrested in connection with the abuse, said there were 'two sides' to the story. But colleagues described Dove as 'bullying' and 'heavy handed' with patients. A former co-worker said: 'I saw her strike back when a patient would touch her.'

GRAHAM DOYLE

GRAHAM Doyle flew up at the hospital to a job as a kitchen porter after patients. A former colleague Doyle and the 'black bum' around with 'not appear to come in to care, they came in to lie. It is a place they are in control.

HORRIFIC CATALOGUE OF VIOLENCE AND ABUSE

CHILDREN who were failed by the care system should include:

A two-week-old baby who died even though her mother was well-known to social services. A child of the father by a previous partner was placed in care proceedings. Grandparents had raised concerns but this was not acted on by the mother's social worker or health visitor.

A 12-year-old girl suffered a serious sexual assault by a man known to her mother. She was not acted on by social services she wanted her mother to know so she could go to school properly but was not in circumstances where she was vulnerable to a serious sexual attack.

A 16-year-old girl was allowed to continue over two pregnancies, affecting three children who were now in care and their seven children. Nearly all the

services involved with the family 'said they were aware of the suspicions that were taking place'. They 'worked hard to be accepted by the child and to stay on the right side of them'

A disabled child wasn't being led by social workers. Parents wanted to keep her weight but it was not made easier to carry her. It took years before the child was made the subject of a child protection plan.

A baby suffered multiple fractures. Social services had 'assumed' without any evidential basis that the father was 'responsible and stabilising influence' on the mother.

A young girl was drowned in the bath. Her mother had failed to recognise the 'extent of her mother's mental ill health'

200,000 elderly are abused by partners

Campaigners call for law to protect pensioners

MORE than 200,000 British in their sixties and seventies suffered domestic abuse last year, a report said yesterday. It also found that almost a quarter of those killed in their own homes were their own partners or ex-partners. The charity said the Government has asked young carers and independent power carers and independent who support the vulnerable. It said doctors and mental health professionals should be asked to do more to look out for older people suffering from brain, at home and to ensure that their care continues in their own homes. The report, called 'The Vulnerability of Older People', was published by the National Society for Human Rights.

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NO LONGER just an old man with that walking stick who needs constant support, your neighbour might be a victim of domestic violence. The report says that 200,000 people in the UK were abused by their partners or ex-partners last year. The report also found that almost a quarter of those killed in their own homes were their own partners or ex-partners. The charity said the Government has asked young carers and independent power carers and independent who support the vulnerable. It said doctors and mental health professionals should be asked to do more to look out for older people suffering from brain, at home and to ensure that their care continues in their own homes. The report, called 'The Vulnerability of Older People', was published by the National Society for Human Rights.

Report concerning an Adult at Risk



Contact Centre and Force Control Room
The Contact Management unit provides first contact to the customer. The unit is focusing on ensuring the most appropriate response is provided, taking into account an assessment of the risk, the current priorities and the needs of the individual. There is a central contact team, managing telephone, internet, social media and email contact, plus a number of front counters.

Grade 1 (immediate response) and grade 2 (priority response)



Neighbourhood Patrol Team (NPT)
Primary evidence gathering; risk assessment; scarf completion; completes occurrence report; early arrest. Early consultation with Supervisor in relevant investigation team.



Public Protection Support Unit (PPSU)
Identify and review investigations that fall within the auspices of section 42 enquiries. Such investigations are monitored at regular intervals to ensure timely, appropriate progression and that it is allocated to the correct team.

Not a Section 42
Investigation remains with NPT.



Section 42
Investigation allocated to Adults At Risk Team (AART)*, CID or other specialist team.



Grade 3 (response required)



Incident Review Team (IRT)
The Incident Review Team (IRT) deals with Grade 3, low threat, harm, and risk jobs. If a response is required, it will be sent to NPT.



Occurrence Management Unit (OMU)
The Occurrence Management Unit's (OMU) role is to review each crime that is reported to the force and ensure Home Office Counting Rules (HOCR) are applied.
The team then allocate all volume crime to the relevant department, investigate the crime themselves or file the crime.



*The AART is a pilot team currently being trialled; it is made up of a Detective Sergeant and 6 Constables (a mix of Police Constables and Detective Constables). The team covers the whole of Surrey and investigates Section 42 Investigations that, following a triage process, are deemed to be high risk.

The Victim's Journey

- Achieving Best Evidence
- Support
- CPS
- Court



The Code of Practice for Victims of Crime

- Minimum standard
- Rights
- Victim
- Nominated family spokesperson
- Enhanced rights



Achieving Best Evidence



- Mental disorder
- Learning disability
- Physical disability
- Statement or video-recorded evidence
- Suite or in situ





Surrey Police Video Recorded Interview Suite

Support For Victims

- Intermediaries
- Supporters
- Special Measures
- Surrey Victim and Witness Care Unit



Crown Prosecution Service

- Decides which cases are prosecuted
- Determines which charges are suitable and provide early advice to police
- Prepares cases and presents them at court
- Provides information, assistance and support to victims
- Realistic prospect of conviction



Crown Prosecution Service

- Burden of proof
- Vulnerability of victim
- Position of trust
- Prosecuting crimes against older people



Help and support is available
if you have experienced a
sexual offence.



Call Surrey Police on 101

Message us on social media: @surreypolice

Always dial **999** in an emergency.

Turn to scan QR codes

Report online:



Downloadable
support guide:



surrey.police.uk

Common Themes

Andy Smith



Themes



- Adults aren't Children
- Adult abuse does not get the same attention as Child Abuse
- Capacity (or apparent lack of) is commonly seen as the primary reason for not initiating Criminal enquiries
- There is not a lot of joined up working between Police and partner agencies

Context



- On Average the PPSU will identify 13+ occurrences that are Section 42 allegations a week.
- The majority of those identified require a joint investigation approach
- Section 42 Investigations are subject of daily triage discussion with PPSU/ART at which decisions regarding allocation and investigation are made and recorded on the occurrence.

What can be done?

- Joined up working
- Proactive work between Adult services and Police /PSPA
- Greater explanation of the victim's capacity level at time of initial discussion and not just accept the first account





Economic Crime Unit

- DI Antony Leadbeater
- DS Ben Kirby

- Surrey / Sussex Economic
Crime Unit



Economic Crime Unit

Collaborated teams under Surrey & Sussex Special Crime command

ECU Investigations: - Woking

Financial Investigators on division: at Staines, Reigate and Guildford

Team consists of Detectives, Financial Investigators and Financial Intelligence Officers

Out of hours service covered by Surrey and Sussex FI's/FIO's for high risk and threats to life.

Financial investigators can advise the OIC on POCA and financial intelligence opportunities, however they are not fraud investigators.



What is Courier Fraud?

- The Voice' uses an unregistered pre-pay mobile telephone (often referred to as a 'dirty' or 'burner' phone) to make calls to the land line of elderly and vulnerable victims. The Voice and phone generally remains in the criminals home town/city.
- The Voice normally purports to be a Police Officer, who proceeds to inform the victim of fraudulent activity on their bank account and that bank staff are involved. The Voice then requests that the victim hangs up and calls back the Police on 101/999, or their bank to verify their identity which the victims do. The offenders do not hang up at their end leaving the line open and as the victim dials the phone number they are still connected to the offenders who pretend to answer and continue with the elaborate fraud.



What is a Courier Fraud?

‘The Voice’

- The Voice then directs the elderly victim to attend their bank to withdraw a large amount of cash without alerting the bank staff who, it is stated, are involved in the fraudulent activity. The victims are also directed to take their mobile phone which is contacted by ‘The Voice’ and kept live during the journey to and from the bank. The elderly victims often use a taxi for this journey and are directed to return home with the cash which will be collected by a Police Courier who will attend and provide a password. The elderly vulnerable victims follow the instructions and the courier who subsequently attends is of course one of the gang who collects the money and leaves.
- Victims are often repeatedly targeted and hand over cash, or items or value recently purchased (such as watches) on multiple occasions and dates. Upon realisation the victim is often left devastated.



What is a Courier Fraud? 'The Courier'

- The Organised Crime Group includes a number of Couriers whose role is to travel to the victim's town/city and attend their home address to collect the money.
- Couriers have historically travelled throughout the UK by car whilst being directed by 'The Voice'. It has now been established that Couriers also travel by train to avoid ANPR detection.
- As the train arrives at the victim's town/city, the Courier immediately hires a local taxi from the station taxi rank. The taxi is then directed to the victim's home address where it waits as the Courier collects the victim's money. The Courier then travels back to the train station by taxi and catches the next available train.



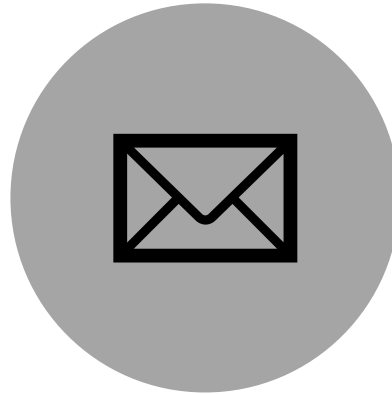
Police Response and plan to prevent Courier Fraud

- **Operation Recover** is a trigger plan response to tackle criminals involved in the offence known as Courier Fraud who utilise train travel and local Taxis. These criminal Couriers are known to use trains to travel throughout the UK where they then utilise local taxis to travel to the home address of elderly, vulnerable victims to defraud them of large amounts of cash or valuable items recently purchased as part of the fraud.
- Creation of a **High Harm Team** within ECU.
- Closer partnership working with the **SEROCU** to investigate crimes.
- Working with the **Media** and **Banks/Financial Institutions** to ensure more awareness of the crime type and to prevent losses from occurring.

Thank you for your time and attendance.



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SUSSEX / SURREY ECONOMIC
CRIME UNIT



Cuckooing

Jo Grimshaw – Surrey Police

Head of ASB, Partnerships, Youth Engagement & Tactical Advisor for Serious Violence

Prevention and Problem-Solving Team

- Cuckooing occurs when exploiters befriend vulnerable individuals
- After befriending people who are too vulnerable to realise what is going on, they invade the house and begin operating and/or abusing from property.

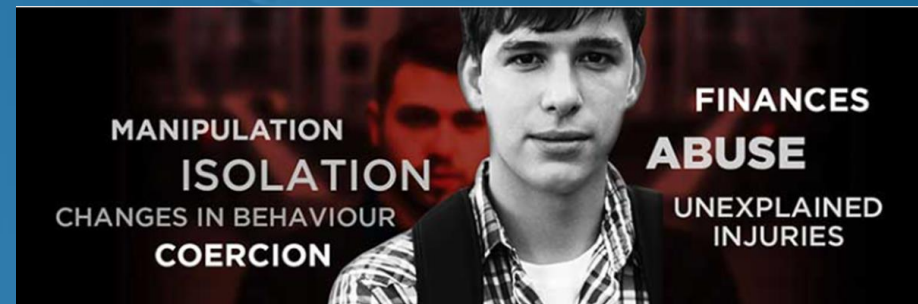


Exploitation



They turn their homes
into a place to:
Keep/Sell/Produce/Use
drugs
OR all of the above

Mate crime is a form of
crime in which a perpetrator
befriends a vulnerable
person with the intention of
then exploiting the person
financially, physically or
sexually.





“I WAS ATTACKED AT KNIFE POINT”

“AS A RESULT, I GOT MY FIRST CRIMINAL RECORD AT THE AGE OF 66”

“THE ONLY PLACE I COULD SLEEP IN MY OWN HOME WAS THE KITCHEN FLOOR”

“THE ONLY WAY I COULD SEE OUT WAS TO TRY TO KILL MYSELF”

“I WAS FORCED TO STAY IN MY ROOM WHILE THEY WERE HERE”

“MY CONTACT DETAILS WERE SOLD TO SOMEONE IN PRISON FOR SPICE”

“HE WAS ONLY ABOUT 17YRS OLD BUT HE PUT A BIG KNIFE ON THE TABLE SO I KNEW I HAD TO DO AS HE SAID”

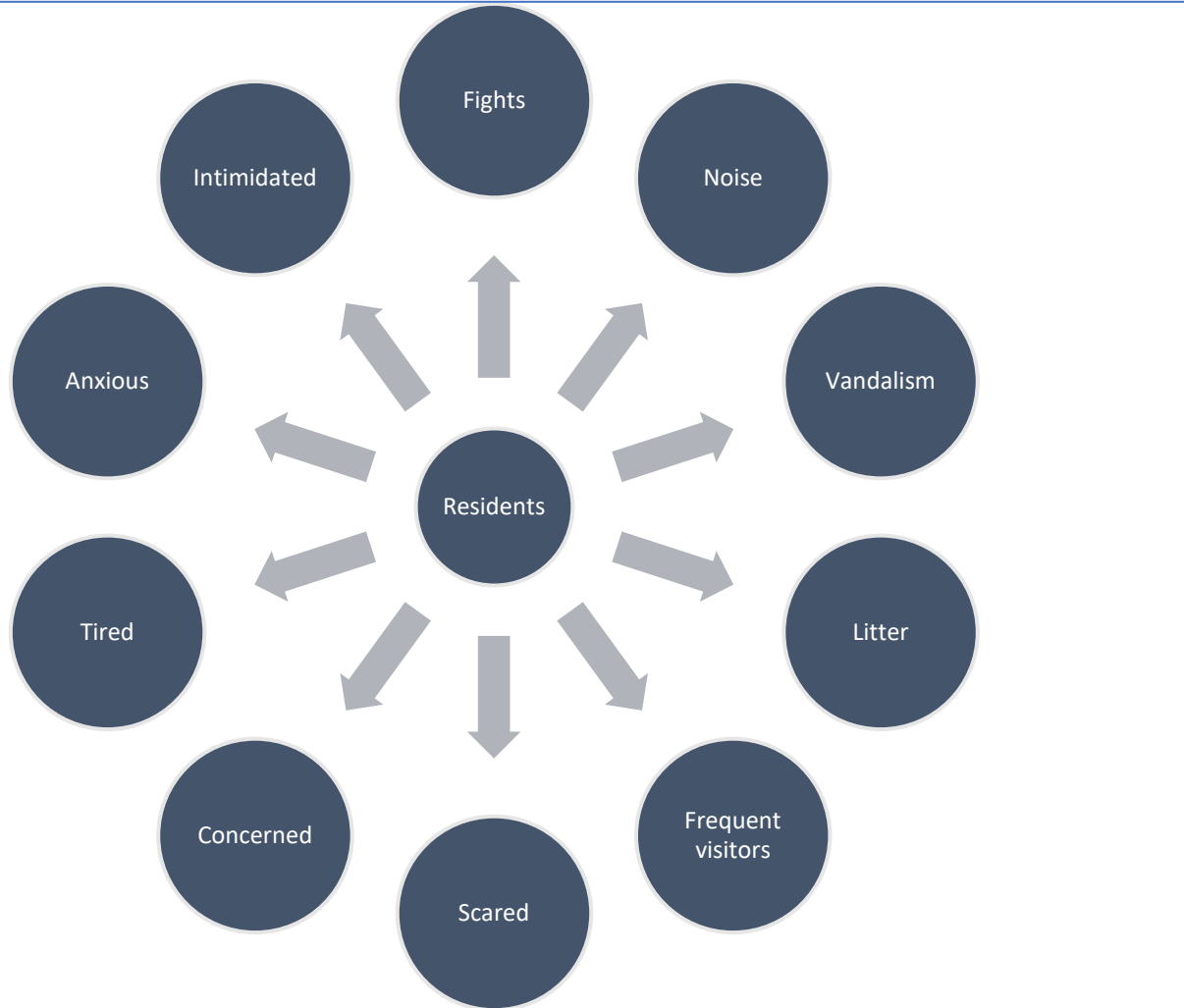
“I CAME HOME TO FIND A DRUG PRODUCTION LINE IN MY KITCHEN”

“THEY CLIMBED IN THROUGH THE BACK GARDEN, WOULD OPEN THE WINDOW, CLIMB IN AND THEN LET OTHERS IN THROUGH THE FRONT DOOR”

“I NEEDED THE SUPPORT WHEN IT WAS HAPPENING, NOT AFTERWARDS”

“I COULD HAVE LOST MY ACCOMMODATION BECAUSE OF MY SON”

Community Experience



ASB Crime and Policing Act 2014

Community Protection Notice

- Prohibits a person or company from doing something or requires them to do something Satisfied on reasonable grounds
- Detrimental effect on the quality of life for others
- Persistent or continuing nature
- Unreasonable conduct

Allows you to keep the offenders away from an address or location

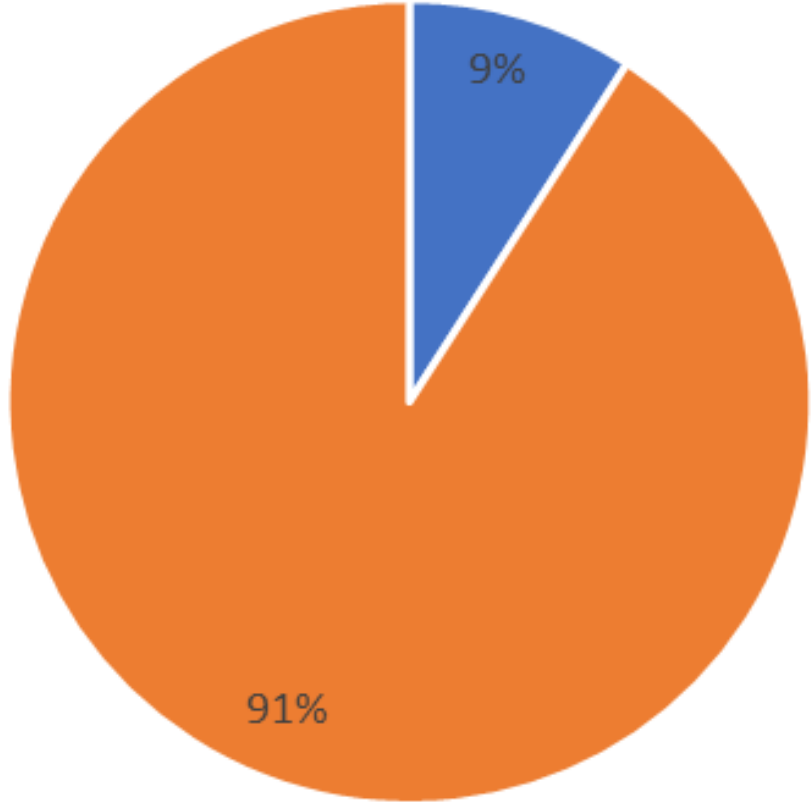
ASB Crime and Policing Act 2014

Closure Order

- A person has engaged or is likely to engage in disorderly, offensive or criminal **behaviour on the premise**
- That the use of the premise has resulted or is likely to result in serious nuisance **to members of the public**
- That there has been or is likely to be disorder near those premises **associated with the use of those premises**



Order is necessary to prevent future behaviour



■ Full ■ Partial

2023

PROVIDING SUPPORT FOR VULNERABLE ADULTS AFFECTED BY CUCKOOING

SPECIALIST OUTREACH TEAM

- Supporting people to live safer lives
- Increasing community safety
- Financial savings for the police and our community



Prevention – Working with Partners

Top indicators for someone to be a potential victim of cuckooing (updated to include all the clients to date)

| Issue | No of clients with issue | % of caseload with issue |
|---|--------------------------|--------------------------|
| Substance misuse | 192 | 80% |
| Social isolation | 184 | 76% |
| Poor or sporadic engagement with services | 183 | 76% |
| Closure order or ABC being considered | 173 | 72% |
| No communication with client | 171 | 71% |
| Reports from neighbours (ASB behaviour or concerns) | 160 | 66% |
| Tenancy Support needed | 150 | 62% |
| History of homelessness | 136 | 56% |
| Diagnosed Mental health | 130 | 54% |
| Does not meet criteria for CMHRS | 99 | 41% |
| Priority debts such as rent, council tax | 94 | 39% |
| Property in disrepair | 73 | 30% |

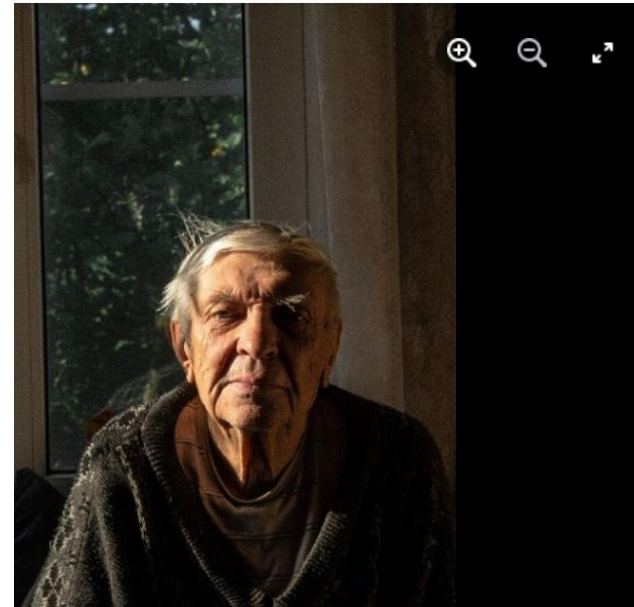
| | Number this quarter | Number to date |
|--|---------------------|----------------|
| County lines only | 2 | 9 |
| Local dealers/users only | 5 | 107 |
| County lines and local dealers/users | 1 | 76 |
| Family members/ close friend | 2 | 10 |
| Family member/close friend and county lines | 1 | 2 |
| Family member/close friend and local dealers | 2 | 17 |
| Family/close friend and county lines and local | 2 | 2 |
| Unconfirmed/unknown | 1 | 18 |

Working with Housing Providers



- Raven HA checked their housing stock against the Top 10 Indicators
- 50 properties had joint visits
- 3 Properties required Closure Orders
- 1 emergency move out of County
- 10 identified as “at risk”
- Gas Safe Check

Raising Awareness



Surrey Police
15 June 2020 · 🌐



'Cuckooing' is when a drug dealer or gang take over someone's home in order to use it as a base for drug dealing. Vulnerable people, such as the elderly, are specifically targeted and exploited. It sounds awful, but we even know of cases where relatives have taken over their elderly family's home, either through manipulation and control or because health reasons, like being hard-of-hearing, meant they weren't aware of criminal activity.

Some signs that 'cuckooing' may be goi... [See more](#)

👍🙄🙄 109

13 comments 119 shares

👍 Like

💬 Comment

➦ Share



Are you aware of cuckooing?

What is cuckooing?

Cuckooing is a practice where people take over a vulnerable person's home and use the property to facilitate exploitation. It takes the name from cuckoos who take over the nests of other birds.

The most common form of cuckooing is where drug dealers take over a person's home and use it to store or distribute drugs.

Cuckooed residents are victims of crime. Closure Orders, which prohibits anyone from entering the property, apart from the resident, their immediate family, and support workers can be carried out by police to ensure that these vulnerable people are safeguarded.

Closure Orders also help to deter any criminal activity or anti-social behaviour, which has a detrimental effect on the wider community and can make local residents' lives a misery.

What do we need from you?

We need members of the community to be vigilant and look out for their neighbours who may be vulnerable.

Those whose homes are most vulnerable include older people, those with mental health problems, drug users or those living in poverty. Please report to police if you think the activity at a vulnerable persons address is suspicious.

Cuckooing

Could you be at risk?



Office of the Police and Crime Commissioner for Surrey



We're here today to tackle Anti-Social Behaviour and Drug Related Harm

Report if you notice:

- Lots of visitors coming and going
- People exchanging small packets
- Vulnerable neighbours suddenly having people living at their address
- Increase in anti-social behaviour / litter
- Signs of drug use

 Report online at surrey.police.uk/reportcrime

 Call us on 101 (or 999 in an emergency)

 Call Crimestoppers anonymously 0800 555 111

What still needs to be done?





Thank you for
your time.