

# Updates from Surrey Police

2 July 2024

Surrey Police  
Public Protection Support Unit



Surrey & Sussex  
Policing Together

# What is the PPSU?

- Public Protection Support Unit
- A team of police officers and police staff
- Force Advisors
- Review Officers
- Based at Surrey Police headquarters
- Provide advice, guidance and support
- Identify themes and trends
- Provide feedback for colleagues
- Point of contact



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# How?

- Telephone
- Email
- Review crime reports
- Safeguarding and investigation advice
- Provide inputs – online and in person
- Work closely with the Adults at Risk Team (ART)
- Organising CPD events
- Outreach work
- Attend briefings
- Policies and procedures
- Meet with partner agencies
- Mental Health Hospitals
- Attend local and national meetings and conferences
- Adult Abuse Clinics



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# The Case Study

- 21 November – reported to police
- 22 November – reviewed by PPSU
- Section 42 enquiry
- Flagged for a triage meeting with ART
- Force Advisor provided details of Age UK and Gambling Support to OIC
- Meeting held between PPSU/ART
- Led to Force Advisor arranging an input from Age UK for the ART



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# Adults at Risk Team

## Who are we?

Detective Inspector - Ross Linaker

Detective Sergeant - Jo Clarke

DC Sam Bing

DC Claire Buxton

PC Amanda Warner

PC Chay Burrows

PC Alex Ditton

PC Sarah Gladstone

## Where do we work?

- Surrey Police Headquarters – Guildford
- Agile capability to send the team where needed



# Adults at Risk Team

## What do we do?

- Investigate offences committed against vulnerable adults by reason of their vulnerability
- Support divisional investigations and other specialist commands (such as MCT)
- Share learning externally and internally
- Specialist investigation
- Partner agencies – S42 enquiry discussions (compared to S47 strategy discussions)
- Operational investigation team – includes serious sexual harm offences and deaths where allegations of ill-treatment/neglect exist
- Case file building
- Prolonged/complex investigations



# Adults at Risk Team

## Case Study – Financial Abuse

- Suspect (S) was an employee at a care home.
- S stole bank cards belonging to residents to fund their lifestyle up to value of £4k.
- ART investigated securing third party evidence such as financial transactions and witness statements.
- S admitted offences and was charged and found guilty at court and given a suspended sentence for 2 years.
  
- Another similar case whereby an agency carer funded £7k from a vulnerable victim was found guilty of fraud abuse position of trust and given a suspended sentence [Heartless carer who stole £7,000 from 'utterly vulnerable' dementia sufferer to buy petrol, groceries and Amazon Prime videos is spared prison | Daily Mail Online](#)
  
- Suspect and victim were adult son and elderly father who lived together. The suspect stole his father's money to fund his gambling leaving him in debt to around £14k. The father needed constant care and a S42 enquiry discussion with ASC assisted with plans to arrest the suspect and put carers in place. The suspect admitted the offence and because of his own vulnerabilities received help and support through police referrals. Suspect was referred to an alternative judicial pathway for treatment and intensive intervention to break the cycle (contextual safeguarding can apply to vulnerable adults as well as children).



# Adults at Risk Team

## Case Study – ill-treatment/neglect

- Whistleblower allegation of abuse within a care home setting received via ASC and a S42 discussion took place.
- Agreed for an unannounced joint visit with SW to the care home.
- ART officers were able to review documents/care records/notes and the SW was able to assess current living conditions and wellbeing of residents.
  
- Gathering evidence from many victims will be hindered by lack of capacity or being completely unaware of offences.
- In one particular case CCTV assisted in capturing ill-treatment of a resident with learning differences and this has been used to provide an Evidence Led Prosecution ( ELP - otherwise known as ‘third party prosecutions’).
  
- Another case involved a simple initial allegation of theft of belongings by a carer employed at a care home.
- Upon arrest by ART officers, a search of the suspect’s home address located items belonging to 16 other residents. The case is now in the process of seeking charges from CPS as an ELP.



- Cuckooing occurs when exploiters befriend vulnerable individuals

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- After befriendng people who are too vulnerable to realise what is going on, they invade the house and begin operating and/or abusing from property.



# IT'S EXPLOITATION!!

They turn their homes into a place to:  
Keep or Sell or Produce or 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.



## Community Harm

*We now have a WhatsApp group so we can go as a group to put the bins out*

*I am now fearful to walk around locally on my own*

*I turn the lights off in the evening*

*I sometimes sleep in my car because the noise is too much*

*I am now taking anti depressants as I'm so fed up*

*I have been in trouble at work about my poor performance but it's because I can't sleep at night due to the ASB*

*I don't let my children use the local park anymore*





**“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”**

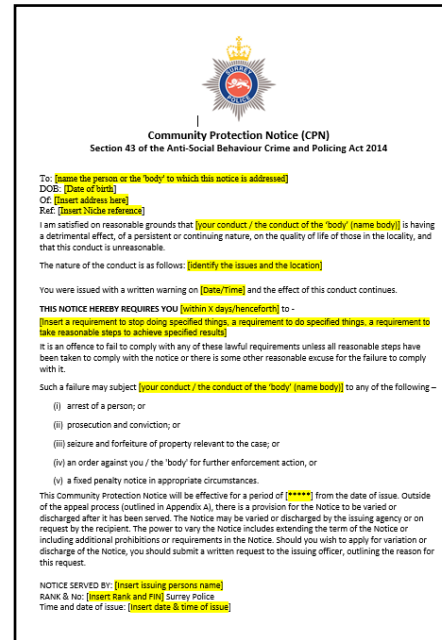
**“I COULD HAVE LOST MY ACCOMMODATION BECAUSE OF MY SON”**



# 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





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

## ASB Crime and Policing Act 2014 Closure Order



## ***Professional curiosity – signs to look out for***

Someone who is **known to drink** and **does not make use of their bedroom** as they sleep on their sofa.

**Rooms that have locks on them/ Additional mattresses or sleeping bags at the address**  
Someone who is **suddenly unable to manage their finances** and **reliant on foodbanks**, needs support to buy new clothes, gets into debt and is **unable to afford to pay their bills**.

Talk about a **new friend who is helping them**.

**Cancelling home visits** or has a **'friend' who helps** them get to appointments.

**Other people answering their phone** as they have **'borrowed' it** or **'happen to be sitting next to it'**.

**Litter and Rubbish accumulation/ Increased evidence of take away cartoons or boxes**

**Increased calls about Anti Social Behaviour**

# Cuckooing Risk Indicators

The below statistics show a breakdown of indicators our cuckoo clients presented in 2024



72% substance use



68% reports from neighbours (ASB behaviour or concerns)



31% were in debt with their rent and council tax



57% needed tenancy support



72% closure order or ABC



58% were socially isolated



30% properties in disrepair



71% sporadic engagement with services



44% history of homelessness



57% mental health diagnosis



38% did not meet the criteria for CMHRS\*





VULNERABLE  
ADULTS AFFECTED  
BY CUCKOOING

# Catalyst Specialist Project Team

# SPECIALIST

OUTREACH

# TEAM

Supporting people to live safer lives



“You saw me as a victim and made me feel visible, it gave me a way out with support, it helped me to build up my self-worth, get the support I needed and improve my quality of life.”

“I didn’t need prison and you saw I was vulnerable, you made me feel safe by not allowing anyone in my property. This was the start of feeling safe.”

“I allowed what I thought was my friend in my property, never did I consent to them taking over my property and being a prisoner in my own home. I’ve never felt so sacred and powerless. The police saw this and got me the help I needed. I never heard of cuckooing and never thought my so called friend could be my nightmare.”

“I was scared when the police came in, terrified what would happen, I’ve been living under threat for such a long time. The Police saw me as vulnerable a lens that no one else could see. This gave me hope.”

“The Police said there was a team named the specialist outreach team who can follow up with support. This helped me cope with the trauma, look at the risk, help reduce then through practical and psychological support. I’ve been given a second chance to live, free from harm.”



# How to refer

- ▶ **Call a member of the team to find out more and make a referral**
- ▶ **Refer sooner rather than later** – clients may be less willing to engage with services if they feel the issue has been resolved with a partial closure. This does not help their resilience for the future.

## Specialist Project Team contact details

- ▶ **Karen** 07584 689517 [karen.jones@catalystsupport.org.uk](mailto:karen.jones@catalystsupport.org.uk)
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