

# Safeguarding Adults

## News

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## Spotlight on... Multi-agency Cuckooing guidance

The RWSAB has developed with colleagues in housing, community safety and police a [multi-agency guidance on Cuckooing](#).

The guidance aims to provide information on how to identify signs of cuckooing and how to support people of all ages, 18 and over, who are at risk of cuckooing and may need statutory safeguarding.

This guidance is intended for all staff within the London Borough of Richmond upon Thames and London Borough of Wandsworth, commissioners, health workers, housing staff, providers and contractors commissioned on behalf of the councils, and other partner agencies on the Richmond and Wandsworth Safeguarding Adults Board (RWSAB), such as the London Fire Brigade and voluntary sector agencies.

This guidance also aims to support partners to deal with cases involving cuckooing and be aware of other organisations or departments they may need to contact. This can include Adult Social Care, MASH, housing, community safety, mental health teams, and Police.

### Important upcoming dates for the diary

1<sup>st</sup> July 2024 – Wandsworth Strategic Safeguarding Partnership Group, in-person in Professional Development Centre, Wandsworth

2<sup>nd</sup> July 2024 – Richmond Strategic Safeguarding Partnership Group, in-person in York House, Twickenham

### Stop Loan Sharks

Stop Loan Sharks is an organisation which investigates and prosecutes illegal money lenders and provides support for borrowers in the UK. They are leading a campaign around National Stop Loan Shark Week, running from the 13<sup>th</sup> to 19<sup>th</sup> May 2024.

The campaign is about there being 'No Blame, No Shame' for anyone who has borrowed from a loan shark. From research, it is evident many borrowers do not try to find help until 2 years after they first take out a loan from an illegal money lender.

The social media toolkit includes posts, videos, and a blog. You can download the campaign from their website - [Social Media Toolkit Home page - Stop Loan Sharks](#)

## Fraud Advice

(article from the Richmond Cyber Crime Summary)

### Online Shopping and Auction Sites

Online shopping can save you time, effort and money. Millions of people use websites such as eBay and AutoTrader to buy new or secondhand goods for competitive prices. These sites give you the opportunity to purchase a huge choice of goods from all over the world. However, among the genuine buyers and sellers on these sites, there are criminals who use the anonymity of the internet to offer goods for sale they do not have or are fake.

In the majority of transactions, the buyer and seller never meet. Which means when making a purchase or sale on a website, you are reliant on the security measures of the site. Fraudsters will advertise an item for sale, frequently at a bargain price compared to other listings of a similar type. They may have pictures of the item so it appears to be a genuine sale.

A favoured tactic is to encourage buyers to move away from the website to complete the transaction, and the criminal may offer a further discount if you do so. Many websites offer users the opportunity to pay via a recognised, secure third party payment service, such as PayPal, Android Pay or Apple Pay. Read the website's advice and stick to it. Fraudsters might be insistent you pay via bank transfer instead. By communicating and paying away from the website, contrary to their policies, you risk losing any protection you had.

Criminals may also email or contact you if you have 'bid' on an item but not been successful in winning the auction. They will claim that the winning bidder pulled out or didn't have the funds and offer you the chance to buy the item. Once you agree, they will either provide bank details or even insist payment is made via a third-party payment service for mutual protection. Once you agree, they 'arrange' this. You then receive a very legitimate looking email which appears to be from the website or a third-party payment service directing you how to make the payment. Some are very sophisticated, even having 'Live Chat' functions that you can use to speak to a sales advisor! Unfortunately, you will again be communicating to the fraudster, so beware!

In both these scenarios, once the payment is made, the 'seller' won't send the item. They'll either not reply to you or make excuses as to why they haven't sent the goods. If they do send the item, they'll send counterfeit goods instead of the genuine items advertised. Again, you may struggle to receive any compensation or resolution to this problem from the legitimate website, as it could be against their policies.

Fraudsters also use e-commerce websites to pose as 'buyers.' If you have an item for sale, they may contact you and arrange to purchase this. It is common for criminals to fake a confirmation that payment has been made. Before posting any item, log in to your account via your normal method (not a link on the email received) and check that you have received the money. You must also be careful what address you send items to. Fraudsters may ask you to send items to a different address. They may claim they need it sent to their work address or to a friend or family member. If you send the item to an address other than the one registered on the user account, you may not be provided any protection from the website or payment service.

### How to protect yourself?

- ❖ Stay on site!
- ❖ Be wary of offers that look too good to be true.
- ❖ Read the consumer advice on any website you are using to make a purchase. Use the recommended payment method, or you may not be refunded for any losses to fraud.
- ❖ Research the seller/buyer and any of their bidding history.
- ❖ Don't be convinced by pictures, they may have been taken from somewhere else on the internet. You can check photos using a reverse image search on the internet through websites like [www.tineye.com](http://www.tineye.com) or <https://reverse.photos/>
- ❖ Be suspicious of any requests to pay by bank transfer or virtual currency instead of the websites recommended payment methods.

- ❖ Never buy a vehicle without seeing it in person. Ask to see the relevant documentation for the vehicle to ensure the seller has ownership.
- ❖ If you are selling online, be wary of any emails stating funds have been sent. Always log in to your account via your normal route (not via link in email) to check.
- ❖ Watch our video on Online Shopping Fraud at [www.met.police.uk/littlemedia](http://www.met.police.uk/littlemedia)

**REMEMBER** – Stay on site.

**CAUTION** – Be wary of paying by bank transfer or virtual currency.

**THINK** – Why is this item so cheap? Is it a scam?

Community Safety are holding a free learning event for frontline professionals in Richmond borough which will be delivered by SignHealth to raise awareness of Domestic abuse in the Deaf community, explore barriers to assessing support, best practices around supporting Deaf people and what support SignHealth can offer to survivors.



Domestic abuse survivors can have numerous barriers to accessing support and survivors who are Deaf and /or have disabilities are 2 to 4 times more likely to experience domestic violence and abuse than hearing or able-bodied people.

SignHealth service is the first and only one of its kind in the UK. This specialist service provides advice and support for Deaf adults and young people experiencing domestic abuse or sexual violence.

To sign up, please visit here [Eventbrite](#) – Thursday, 16<sup>th</sup> May- 10am - 12pm

The event will be held on Zoom, and the link will be emailed to you.

## Update from SAB Executive

The SAB Executive met in March 2024 and is meeting in May 2024. We heard update on the quality of Health and Social Care providers in the two Boroughs from CQC, which proved a very good picture overall, with some providers requiring improvement being closely monitored by ICB and Local Authority Quality Assurance. The Executive signed off the 2024/29 Vision and Strategic Plan, and the 2024/25 Business Plan.

### Quality and Improvement Sub-group



The Quality and Improvement Sub-group is meeting in May 2024 to discuss the year-end safeguarding performance data and the SAB Business Plan for 2024/25.

### Safeguarding Adult Review (SAR) Sub-group



The SAR Sub-group met in February and April 2024. It discussed one new referral, for which more information was needed before a recommendation could be made.

You can access via the website the [Published reports](#) and [7-minute briefings](#) for all SARs.

## Richmond and Wandsworth Community Forums



The Richmond Community Forum met in March 2024 and the Wandsworth Community Forum is due to meet in May 2024. They discussed the Sexual and Reproductive Health needs assessment and consulted on the 2025 strategy, and discussed the Borough-based Performance Dashboard and the actions on the RWSAB Business Plan for 2024/25.