



## World Elder Abuse Awareness Day (WEAAD) – June 15<sup>th</sup> 2020

Camden Safeguarding Adults Partnership Board (CSAPB) are supporting WEAAD by adding our voice to help raise awareness of the abuse suffered by the elderly.

Every year on June 15<sup>th</sup>, World Elder Abuse Awareness Day is commemorated around the world. In recognition of WEAAD, we have produced this newsletter with the aim of signposting to the help and information that is available on some types of abuse.

Elder abuse includes physical, emotional, or sexual harm inflicted upon an older adult, their financial exploitation, or neglect of their welfare often by people they know. Elder abuse can also occur in care and nursing homes/care facilities. Camden SAPB would like to add its voice to send out a clear message that the abuse and neglect of our older generation will not be tolerated.

We would also like to take this opportunity to remind everyone of the resources available. Please see the links throughout this newsletter to find information on how to help safeguard adults with a goal of building knowledge of adult abuse and how to prevent and stop it.

Older people deserve the same dignity and respect as people of all other age groups and we need to put this right. Abuse is a serious problem that affects the health, well-being and human rights of those affected so it is vital to raise awareness of it, preventing it whenever and wherever possible.

<https://www.camden.gov.uk/documents/20142/0/Safeguarding+Leaflet+-+Oct+2019.pdf/b14b92ac-b58e-0b9b-0c52-a156c56fea96?t=1584542297729>

CSAPB are asking people to talk to their parents and grandparents about abuse so they know what it is and are better able to protect themselves.

- **Looking after your Community** - What is Safeguarding Adults? What to do if you have a concern about someone you support or someone in your local community. Also how the local authority, health services, police and other partners work together to make sure that people are central to the process and stay in control and we all work together to achieve the desired outcome.

If you **See something, Say something**: If you are worried about an adult in Camden, please call 020 7974 4000 and select option 1, or email [adultsocialcare@camden.gov.uk](mailto:adultsocialcare@camden.gov.uk).

If you think an adult is in immediate danger you should call the police on 999 (urgent) or dial 101 (non-urgent).

Deaf or Hard of Hearing people who use British Sign Language (BSL) can contact Camden Council using our SignVideo Web Access, an online sign language interpreting service. The service is available 24 hours a day, seven days a week and will require a

webcam. <https://www.camden.gov.uk/accessibility#lvcz>

For further information about Safeguarding Adults in Camden please visit <https://www.camden.gov.uk/adult-social-care1>

- **Scams** - Trading standards regulate business, and routinely receive complaints that business are not acting fairly. Some are simple consumer disputes, whilst others are sophisticated frauds committed under the guise of being in business.

Fraudsters come in all shapes and sizes and target us over the telephone, through the internet, the post and on our doorstep. We are all targeted by scams. In 2019/20 Camden trading standards dealt with scam victims aged between 21 and 95 years old. The largest single loss identified was £87,000.

Data highlights a sustained increase in the number of victims targeted online or by telephone. Including scams relating to miracle cures, investments fraud, romance fraud, fake clairvoyants, job offer scams, bogus lottery, rogue traders and courier fraud.

Research has shown that vulnerable adults defrauded in their own home lose confidence, become more susceptible to repeat crime and are 2½ times more likely to either die or to go into residential care, than their non-defrauded older adult neighbours

These crimes remain underreported - It is estimated that 7 out of 10 people targeted by a scam do not tell anyone about it – including friends, family or enforcement agencies

Identifying scam victims can be difficult as:

- Victims may be unaware of their victim status
- Are instructed to remain quiet by the fraudulent criminals
- Feel guilt, shame or are in denial
- Fear that they will lose their social or financial independence if they tell friends or family
- Don't want to lose their 'friendship' with the criminals

Test how scam aware you are with this [quick quiz](#)

## Trading Standards Case Study - rogue trader

A resident contacted the Trading Standards service after receiving a telephone call from someone claiming to work for Camden Trading Standards who wanted to conduct a home visit.

The initial telephone conversation raised a number of concerns and a home visit was conducted that day by genuine Trading Standards officers. The resident had been cold called by a 'builder' and had agreed to some basic home repairs. The quotation quickly escalated from £7,000 to £45,000.

Unusually, no money had been paid. Using a range of soft skills, the officers were able to tease out more information from the 70-year-old victim who lives alone in the north of the borough. The builder had offered to waive the cost of building works if the victim would leave the property in their will.

Contact with the 'builder' was made immediately who was instructed not to return and not to contact the homeowner.

Over a series of visits trading standards learned that the victim had been a previous target, paying £30,000 for other repair work. Referrals are in place to partner agencies; a holistic approach is being taken to improve the health and wellbeing of the victim. A criminal investigation by Trading Standards is ongoing.

<https://www.youtube.com/watch?v=cpAEoiWIIQw&feature=youtu.be> financial safeguarding

<https://www.youtube.com/watch?v=m0J8AMxtzLk&feature=youtu.be> Telefriending

Links to further information:

<https://www.camden.gov.uk/safeguarding-adults>

<https://www.friendsagainstscams.org.uk/>  
<https://wearecitizensadvice.org.uk/4-coronavirus-scams-to-be-aware-of-f50a3e4c9d6f>

- **Domestic Abuse** - since lockdown began in March, there have been increased calls and requests for online support to statutory and voluntary services due to the increased stress from forced coexistence, economic stress and fears about the virus. In some cases though, we are aware that individuals are unable to call because their situation is complex and we all need to be vigilant and recognise when someone may not be able to access the help they require and the action to take in those situations.

If you are experiencing domestic abuse or feel at risk, you can access support and advice. Contact Camden Safety Net on 020 7974 2526, Monday to Friday, from 9am to 5pm, email [Camdensafetynet@camden.gov.uk](mailto:Camdensafetynet@camden.gov.uk) or visit [camden.gov.uk/domestic-violence](https://www.camden.gov.uk/domestic-violence)

In an emergency call 999, or for non-emergency matters requiring police assistance please call 101. For deaf, hard of hearing and speech impaired residents, you can send a SMS message to 999, visit [emergencysms.net](https://www.emercyncsms.net) for more information.

**Silent Solutions** is a system for victims of domestic abuse who might be afraid of further danger and escalation of harm if they are overheard when calling 999 in an emergency.

When somebody calls 999, an operator will ask which emergency service is required. If the caller is unable to audibly signal to the operator, the call will be forwarded to an operating system.

If 55 is pressed by the caller, the system will detect this. The operator will then transfer the call to the relevant police force as an emergency.

Further information is available via this link: <https://www.camden.gov.uk/domestic-abuse-and-violence-support>

- **Cuckooing**– What is Cuckooing? Cuckooing is where people move into a house having befriended an individual and then take advantage of the situation and take control of the home to operate unlawful activity; this could be to store and sell drugs or for other exploitation. The person being cuckooed may be “at risk” or “vulnerable”, lonely, isolated, drug users or living with forms of addiction, older adults, living with mental or physical health condition, learning or other disability, involved in prostitution, single parents

During the Covid 19 National Pandemic a number of people may be grateful for individuals moving in to order support and comfort, only to be taken advantage of financially using the property and/ or their finances to benefit the abuser.

The discreet location can be used to stay out of sight of the police and continue to conduct their unlawful business or they may be abusing the trust of the individual and using their finances to supplement their own money whilst living rent free.

Once the person realises they are no longer in control, the intimidation levels can escalate to include the use of threats and violence. Covid 19 threats and anxieties may be used to threaten the victim to stay within the home.

### **Spotting the signs**

There will be some of the following:

- New people in the property or visiting / parking nearby
- The helper going out frequently whilst the person inside is self-isolating and

not able to talk to anyone outside the home

- Someone moving in just before or just after lockdown who is overly protective
- An increase of anti-social behaviour near the property

Cuckooing video: <https://www.youtube.com/watch?v=6hX58oYMBKA>

- **Self Neglect** – It is really important that everyone continues to receive help and support as and when they need it. There is a concern that in some cases people are neglecting their own wellbeing as they do not want to overburden services or for fear of catching Covid 19. The role of staff and the community at this time is to support people to find safe ways to have their needs met and if they are unsure then to contact the normal routes and ask advice or contact local support groups.

For further information visit <https://www.scie.org.uk/self-neglect/at-a-glance>

- **Family Group Conferencing (FGC)** – What is it? We can all find ourselves having things to sort out, or be at points in time when decisions need to be made. Whether we are in difficult times, struggling to manage our children or other members of our family/friends or needing support with making plans, FGC can be a useful option. FGC is free and is an independent meeting organised for you with the family and friends you want to have there. It is a chance for you to take time out from busy family life, to help come up with solutions and a plan to deal with whatever is going on.

Here is a case study that shows in practical terms how FGC can be effective:

Mr X is a 77-year-old man who lives independently in a two-bedroom council flat. There are no services in place and none required.

Police attended the property after reports of an altercation between two men. The Merlin report was vague and detailed only 'possible family breakdown'.

Mr X's grandson, T, has moved in to his flat and is exhibiting threatening behaviour towards him following binge-drinking sessions. T works on temporary contracts with construction companies. He has recently been dismissed from his job as he was under the influence of alcohol at work. T drinks heavily and can be aggressive to his grandfather when under the influence.

The situation was occasional at first but recently, due to his unemployment, the situation has got to the point where Mr X has left his flat and moved in with his daughter.

Mr X's daughter K is estranged from T's father and she lives with her daughter in a nearby flat. K lives with depression and regularly attends counselling sessions.

Camden Safety Net worker raised a Safeguarding concern and attempted to get an Injunction Order to remove the grandson from Mr X's flat. This was unsuccessful.

The case was referred to Adult Social Care under Safeguarding Adults.

The Social Worker met Mr X and his daughter to discuss their concerns. The risk to Mr X if his grandson is drinking and subsequent behaviour gets out of hand were explored.

Mr X believes that when the grandson is under the influence of alcohol his unpredictable behaviour may result in physical altercation.

Mr X does not want the Police involved. He acknowledges there is some level of risk but states that he wants his grandson to have a chance and a future and not to end up with a criminal record.

Known family and network:

- Mr X
- His grandson
- His daughter (MH and Anxiety)
- His ex-son-in-law (father of grandson – not involved)
- His granddaughter
- No other connected family or friends identified.

Mr X does want to have a family group conference to move the situation forward and support his grandson to find a place of his own to live, get some support for his drinking and allow Mr X to live in his own home without feeling threatened or intimidated.

Outcome of the FGC was that the family were supported to put a plan in place to support Mr X if his grandson threatened him again in his home. A mobile phone was purchased and Mr X kept this phone secret from his grandson. Mr X's daughter was the point of contact in emergency.

When the threatening behaviour occurred again, Mr X called his daughter from his bedroom and she called the police.

Police arrived and arrested the grandson. Following a night in the cells, the grandson agreed to engage with his mother and sister to attend counselling. His estranged father came back into his life and supported him to find work.

Mr X returned to living in his own flat and felt safe to do so. Mr X appreciated having an FGC to support his family at a time of crisis in his life.

For further information visit <https://www.camden.gov.uk/family-group-conference>

Let all of us help to empower older people and our communities this World Elder Abuse Awareness Day.