



## Scams Networking & Engagement Event – Speaker Biographies

### **Charles Sheldon - Health and Community Development Manager, Age UK East Sussex**

For the last 30 years I have worked in various managerial roles within the voluntary sector. This has included Tomorrow's People (employability charity), CXK (training and employment) and for the last 5 years, Age UK East Sussex (AUKES).

During my time at AUKES I have been the Health and Community Development Manager. This has involved me running a range of contracts including our hospital discharge services, healthy living clubs, foot care services and our scams support contract. All our work is aimed at improving the quality of life for older people living in East Sussex.



### **PC Bernadette Lawrie - Financial Abuse Safeguarding Officer, Operation Signature - – Protecting vulnerable victims of fraud**

Bernadette joined Sussex Police 15½ years ago and has worked in a variety of roles including training as a Detective, prior to becoming the force's first Financial Abuse Safeguarding Officer working within the Economic Crime Unit.

In November 2010 she visited a chronic victim of mass marketing fraud, aged 94, who had lost over £100,000. Bernadette identified that Sussex Police had no processes in place to protect such victims from repeat targeting and there was a significant lack of awareness and understanding of the crime type or victim profile both locally and across the UK.

Bernadette campaigned to introduce a standardised process to identify, support and protect vulnerable victims of fraud. This process, known as Operation Signature has now been successfully implemented across Sussex and neighbouring Police forces.

In April 2017 Operation Signature was approved by the National Police Chiefs Council as best practice and is now being implemented by forces across the country. Bernadette continues to expand Operation Signature both locally and nationally by working with key stakeholders and financial institutions to better protect and safeguard vulnerable victims of fraud.



## **Richard Strawson - Team Manager, Trading Standards**

After spending 3 years at Coutts Bank, Richard joined the London Borough of Bexley where he trained and qualified as a Trading Standards Officer. He then moved to Kent County Council Trading Standards and was involved in the early days of intelligence led enforcement and the challenges of foot and mouth, the fuel crisis and other investigative work.

After 17 years of service to Kent Richard left in 2015 to join the National Trading Standards Scams Team as Project Lead for Doorstep Crime, spearheading the development and UK wide implementation of a Banking Protocol, working in collaboration with the police to support victims of fraud identified by bank staff. He moved to his current role of Trading Standards Team Manager for East Sussex Trading Standards in May 2017 and is responsible for the delivery of the full range of Trading Standards work, including scams prevention.



## **Dan King - Safeguarding Coordinator Safeguarding Development Team**

I have been a qualified social worker since 1997 and have worked with adults with care and support needs, in Surrey, London, Kent and West Sussex

I joined East Sussex County Council in 2007 and currently work as a Safeguarding Co-ordinator within the Safeguarding Development Team. This team provides a quality assurance function to promote best practice within adult safeguarding. My role includes delivering safeguarding training, project management and participating in safeguarding awareness campaigns.

I have written guidance to support best practice for Adult Social Care staff around financial abuse including scams. I have been part of an exchange project with Trading Standards to promote partnership working around how to support and protect adults at risk from scams and doorstep crime. I have also been part of financial abuse and scams awareness campaigns with the Police and Trading Standards.