



& our Partners,

Committed to
Safeguarding Adults



Harrow Safeguarding Adults Board (HSAB)

Safeguarding Adults Annual Report 2020/2021 (easy to read version)



in partnership with:



Say **NO**
to abuse



Why do we need a report about safeguarding adults?

The Harrow Safeguarding Adults Board (HSAB) is a group of managers (from the Council, the Hospitals, the Police, care homes, care agencies and voluntary groups) that meets every 3 months to work together to try and keep people with care and support needs safe from abuse. The names below and at the bottom of the front page show how many different groups meet together at the HSAB.



This is the 14th time that the HSAB has written a report to tell everyone what was done last year and what it is going to do next year. This report also tells you about how many people were abused in a year, who was abused, where it happened, and who was the abuser.

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1. Introduction

What is “safeguarding adults”?

“Safeguarding adults” is about keeping people with a disability or mental health problem safe from abuse or harm.



It is only about people who are aged 18 years or older as there are other arrangements for protecting children.

The “Care Act” started in April 2015 and told Safeguarding Adults Boards that they must help people who have care and support needs if they can’t protect themselves because of those needs.



Care Act
2014

.....

What is abuse? Abuse can be:

- physical (hitting, pushing, slapping, punching)
- financial (for example having your money stolen)
- neglect (not being looked after properly)
- self neglect (not looking after yourself properly)
- emotional/psychological (for example being made fun of because of a disability)
- institutional (more than one person in a care home or hospital is being abused)
- sexual (being made to do something that you don't want to do – for example, kissing)
- discriminatory (for example - being made fun of because a disability makes you look different to other people)
- modern slavery (being made to work for someone against your will without pay or time off)
- domestic violence (for example – when a husband hits his wife and she can't protect herself)

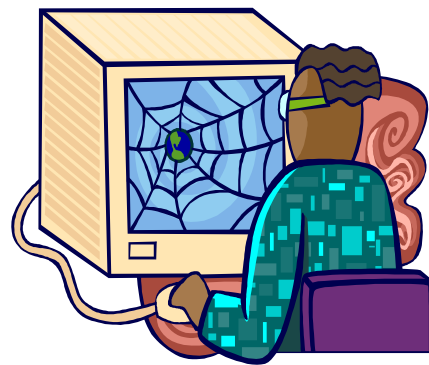
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How do we let people know about safeguarding adults?

- we have “easy to read” leaflets



- we have information on websites (the link is on the last page of this report)



- the Safeguarding Adults Team visit staff where they work to tell them what to do if they are worried that someone may have been abused



- we write in magazines, newspapers and newsletters about what the public should do if they are worried that someone may have been abused



- this report is written every year
and is easy to read



- there is information on display at hospitals, GP surgeries, care homes and local services (for example, day centres)
- we go to special days in Harrow to give out information about keeping people safe from abuse



What did we do together last year to keep people safe?

- 221 people had some training in safeguarding adults – less people than the year before because of the COVID19 lockdown



- some people went to training for the first time which is good

- Community Connex supported people with a learning disability to get their annual health check



- the Police have a new team which is working with hate crime across all communities



- the HSAB sent out a newsletter every 3 months to keep staff and volunteers up to date.



Welcome from the chair of the HSAB (Chris Miller)

Hello and welcome to the Summer edition of our Harrow Safeguarding Adults Board Newsletter. The last few months have been unprecedented and I would like to start by thanking you and your teams again for the vital work you are doing to keep our communities safe. There has been a great deal of fantastic collaborative work that is being done to support the most vulnerable people of Harrow. We are now at a time where the lockdown is easing, many of us are returning to visiting our clients/patients and so I would like to encourage you to be very alert to any neglect or abuse that may have happened in the last 4 months. In that context, in this edition of the newsletter we are covering some key topics including modern slavery; human trafficking and some useful research about scams and the power of persuasive language. As in previous newsletters we have highlighted 2 recent Safeguarding Adults Reviews (SARs) that provide learning for us all.

I hope you will all be able to take a much needed break over the summer holidays. Chris Miller
 As ever, suggestions for the newsletter can be sent to either Sue Spurlock (sue.spurlock@harrow.gov.uk) or Seamus Doherty (seamus.doherty@harrow.gov.uk).

Liberty Protection Safeguards: update on implementation

On 15 July 2020 the Government announced that the implementation of the Liberty Protection Safeguards (LPS) will be delayed and that we are now aiming for implementation in April 2022.

LPS will replace the deprivation of Liberty Safeguards (DoLS) and become the main authorisation process for a deprivation of liberty of a person who lacks the mental capacity to consent to their care and treatment arrangements.

The Government has decided that delaying the implementation of the LPS scheme is the most appropriate course of action to ensure that implementation is effective - in particular for those whose lives will be most affected. The Government will undertake a 12 week public consultation on the draft regulations and Code of Practice for LPS, allowing sufficient time for everyone that is affected to engage properly. After the Government has considered responses to the consultation, the updated Code and regulations will need to be laid in Parliament to allow for proper scrutiny.

More information is available here: <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statements/Communities2020-07-16HCWS9377>



Scams: The Power of Persuasive Language

Professor Keith Brown from the National Centre for Post-Qualifying Social Work and Professional Practice (NCPQSW) and Dr Elizabeth Carter, Senior Lecturer in Criminology and Forensic Linguist at the University of Roehampton, have written this new guidance.

The publication shows how criminals use language in subtle and powerful ways to scam people out of money. It highlights how, far from the popular idea of the glibble or vulnerable person 'falling for a scam', the reality is that scammers are highly skilled manipulators of language that use techniques designed to make people feel at ease and disguise any cause for concern.

This booklet will show some of the ways in which scammers use the reassurance of familiarity, our normal instincts to protect, and isolation from support to draw people in and justify their behaviour. They exploit all types of situations, including panic, uncertainty and isolation relating to COVID-19.

Topics included: “drink wise, age well”; scams; COVID19 vaccination guides

- the local Police told the Safeguarding Adults teams every time they found a person that they were worried about



- local NHS hospitals made sure that all their staff have had up to date safeguarding adults training and that their patients know how to report a concern



- a lot of information was collected from the people who called because they were worried that someone may have been abused.



This information is called “**statistics**”

2. Statistics (numbers)

How many people were worried about being abused?

Between April 2020 and March 2021 there were 2,261 people worried about possible abuse who contacted either the Council or the CNWL Mental Health Trust



These 2,261 calls are “concerns”. The HSAB is pleased that so many people knew who to contact if they were worried that someone may have been abused.

Of the 2,261 people, 596 needed someone to look into their problems more carefully.

This is called “making enquiries”.



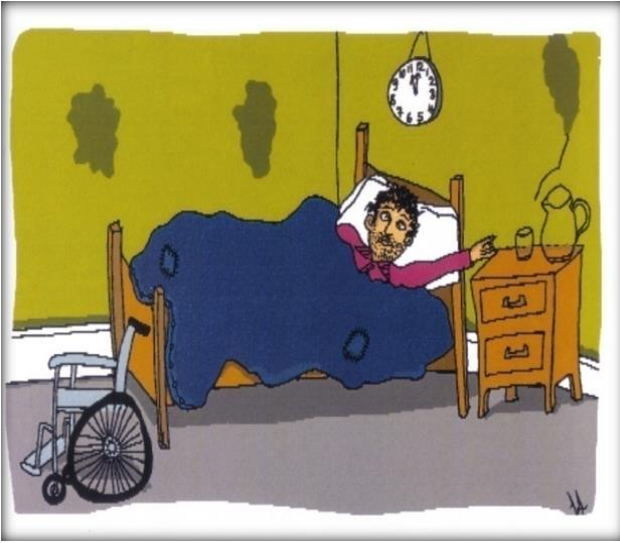
Who was most worried about abuse?

More women were worried about possible abuse than men.



The numbers show that people from across all the different communities in Harrow made contact about abuse last year. But less people from the Asian community made contact and Black people were less likely to have their concerns looked into further. The HSAB is worried about this and will look at it in more detail this year.

What type of abuse were people most worried about?



The biggest number (185 people) were worried about neglect (not being looked after properly by someone else – for example a care worker)



119 people were worried about financial abuse (for example having their money stolen)

101 people were worried about physical abuse (hitting, pushing, slapping, punching)



100 people were worried about emotional/psychological abuse (for example – being made fun of because of their disability)



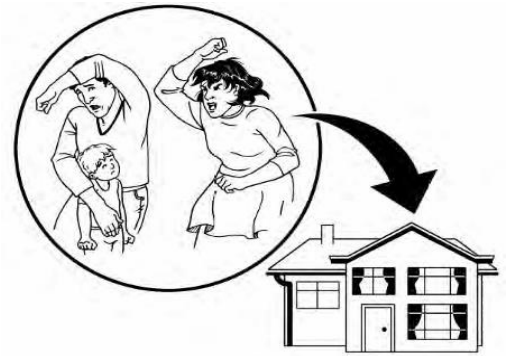
What care and support needs did the person have who was worried about abuse?

- the highest number of people were over 65 years of age (older people)



Where did the abuse happen?

- most people (364) were living in their own home



Who was the person who caused the harm?

- the highest number were family, including husband/wife or partner



What did all the information tell us?

Last year 2,621 people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year only 221 people had some training about abuse and who to contact if they were worried about someone.

This was because of the COVID 19 lockdown, but is not so good.



Last year there were concerns from lots of different communities in Harrow. This is good because the HSAB organisations have been working hard to be sure that everyone knows how to recognise abuse and how to report it.



But

Less Asian people than white people reported their concerns. And less Black people had their concerns looked at in more detail. This is not so good and the HSAB will look at what can be done to check that everyone knows what to do.



What is the HSAB going to do next?

- more work on doorstep crime; scams and fraud for everyone, but especially older people living in their own home
- make sure that in every possible case where a crime seems to have been committed (e.g. financial abuse is the same as theft), victims who want to report it to the Police are supported to do so
- monitor the numbers of actual annual health checks carried out by GPs for people with a learning disability
- have a joint conference with the people who protect children to talk about keeping adults with care and support needs safe from on-line risks (for example being scammed on their computer)



Who to contact if you are worried that someone is being abused

The website for information is:

www.harrow.gov.uk/safeguardingadults



The e-mail addresses and phone numbers are:

ahadultsservices@harrow.gov.uk



(for older people and adults with a disability/learning disability)

Tel: 020 8901 2680 (Access Harrow “golden” number)



cnw-tr.SPA@nhs.net

(for people over 18 years with a mental health difficulty)

Tel: 0800 023 4650 (CNWL single point of access)



“Harrow is a place where adults at risk from harm are safe and empowered to make their own decisions and where safeguarding is everyone’s business” (HSAB Vision)