



& our Partners,

Committed to Safeguarding Adults



# Harrow Safeguarding Adults Board (HSAB)

## Safeguarding Adults Annual Report 2019/2020 (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 13<sup>th</sup> 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 (to do with money)
- 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)

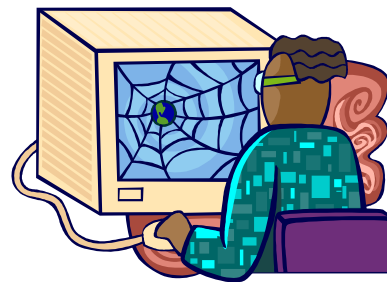
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## How do we let people know about safeguarding adults?

- 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



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Board (HSAB)**

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- 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?

- 1,119 people had some training in safeguarding adults
- some different people went to training for the first time which is good



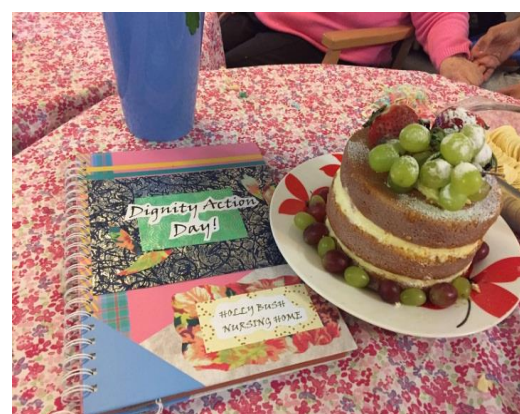
- Harrow Mencap supported younger people with a learning disability to speak to the HSAB about what they think about safeguarding



- Mind in Harrow trained 50 new volunteers about safeguarding
- Mind in Harrow supported users to speak to the HSAB about



- safeguarding people with mental health difficulties
- special events were held on Dignity Awareness Day in February 2020, especially at care homes and day centres





- Central & North West London Mental Health Trust (CNWL)

has trained 100% of staff about

“Prevent” - so people with mental

health difficulties are not targeted

by extremists and asked to join them



- the HSAB sent out a newsletter every 3 months to keep staff and volunteers up to date. Topics included: illegal car washes; Dignity Action Day 2020; self-neglect; keeping people safe from gangs



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](mailto:sue.spurlock@harrow.gov.uk)) or Seamus Doherty ([seamus.doherty@harrow.gov.uk](mailto:seamus.doherty@harrow.gov.uk)).

**Liberty Protection Safeguards: update on implementation**

On 16 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/Commons/2020-07-16/1607377>



**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 glib 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 resources 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.

- 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 2019 and March 2020 there were 873 people worried about possible abuse who contacted either the Council or the CNWL Mental Health Trust



These 873 calls are “concerns”. The HSAB is pleased that many people know who to contact if they are worried that someone may have been abused, **but** are worried that the number is less than last year.

Of the 873 people, 387 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.

## What type of abuse were people most worried about?

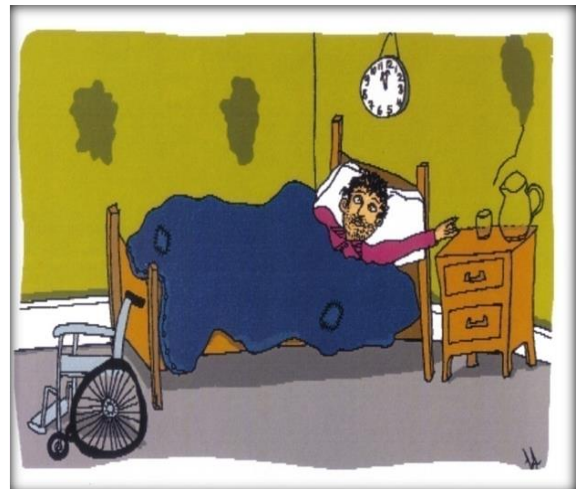


111 people were worried about financial abuse (to do with their money)

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



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



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



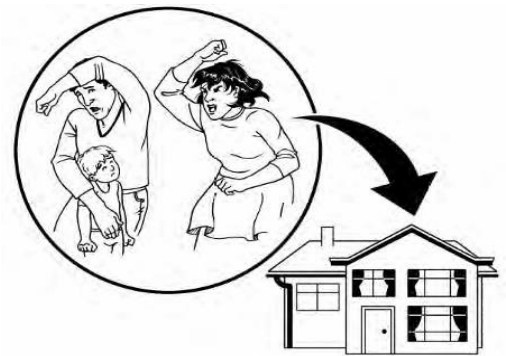
## What care and support needs did the person have who was worried about abuse?

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



## Where did the abuse happen?

- most people (554) were living in their own home



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## 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 873 people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year 1,119 people had some training about abuse and who to contact if they were worried about someone.

This is good.



Last year some different groups of people were told about how to report abuse. This is 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 people than the year before knew who to contact if they were worried that someone might have been abused. This is not so good and the HSAB will look

at what can be done to check that everyone knows what to do;



Where a crime seems to have been committed, less cases were followed up by the Police or taken to Court.

This is not so good, as many users say that they want the person who abused them to be punished;



and

Older people living in their own home are at risk from crime e.g. scams and fraud (e.g. builders tricking them out of their money at their front door).



## 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
- give more people training about domestic abuse (for example when a husband hits his wife and she can't protect herself) and how to support the adult with care/support needs
- have a joint conference with the people who protect children to talk about protecting adults with care/support needs and young people from being targeted by gangs





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

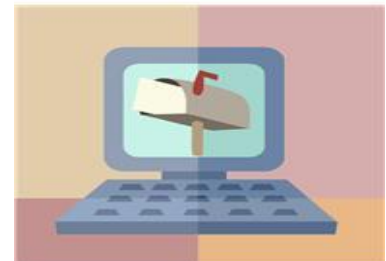
The website for information is:

[www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)



The e-mail addresses and phone numbers are:

[ahadultsservices@harrow.gov.uk](mailto: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](mailto: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)**