



& our Partners,

Committed to
Safeguarding Adults



Harrow Safeguarding Adults Board (HSAB)

Safeguarding Adults Annual Report 2017/2018 (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 11th 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.



It also changed some of the words in “safeguarding adults work” and this report uses the new ones.

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What is abuse? Abuse can be:

- physical (hitting, pushing, slapping, punching)
- financial (to do with your money)
- neglect (not being looked after properly)
- self neglect (not looking after yourself properly)
- emotional/psychological (for example – being made fun of because of your disability)
- institutional (more than one person in a care home 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 your 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)

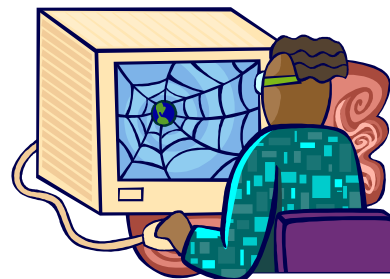
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How do we let people know about safeguarding adults?

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

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

- 1,263 people had some training in safeguarding adults
- a lot of different people went to training for the first time which is good



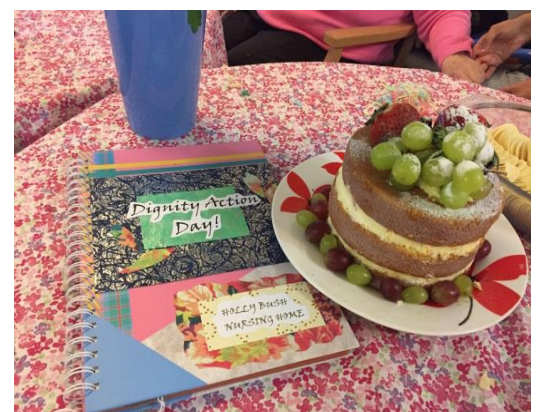
- Harrow Mencap set up and gave learning disability awareness training in local schools



- Mind in Harrow's education course promoted the Police's "little book of big scams" section about on-line scams



- Mind in Harrow gave new user friendly information about safeguarding and Prevent to over 200 people with mental health needs
- special events were held on Dignity Awareness Day in February 2018, especially at care homes and day centres



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

had more training for staff

about “modern day slavery”



- last year the HSAB did more work on “Making Safeguarding Personal” and most people interviewed by an independent social worker said they felt more in control of what happens

- the HSAB sent out a newsletter every 3 months to keep staff and volunteers up to date. Topics included: scams Dignity Action Day 2018; fire safety; sexual exploitation (taking advantage of someone); financial abuse (e.g. theft)



- 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 2017 and March 2018 there were 1,467 people worried about possible abuse who contacted either the Council or the CNWL Mental Health Trust



These 1,467 calls are “concerns”. The HSAB is pleased that so many people know who to contact if they are worried that someone may have been abused.

Of the 1,467 people, 630 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.



340 of the 630 people were white and 290 were black or black Asian. The HSAB is pleased that people from across all the different communities in Harrow made contact about abuse last year.

What type of abuse were people worried about?



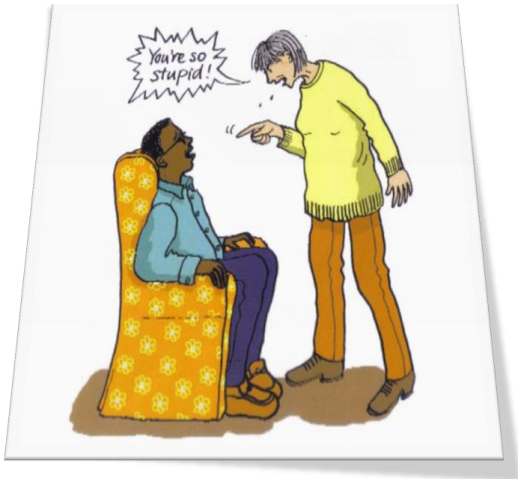
170 people were worried about
financial abuse
(to do with their money).

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



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



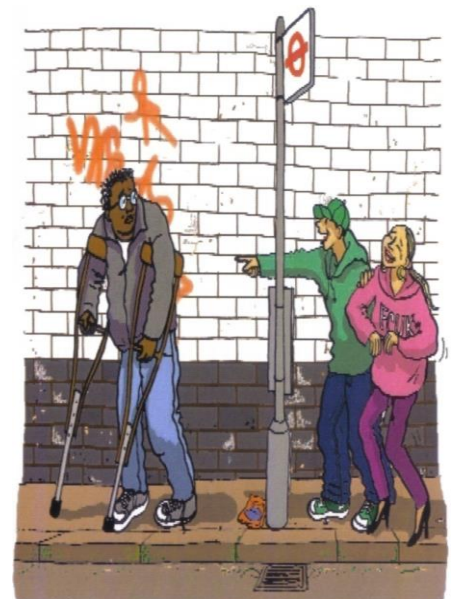


176 people were worried about emotional/psychological abuse (for example – being made fun of because of their disability)



43 people were worried about sexual abuse (being made to do something that they didn't want to do – for example, kissing)

5 people were worried about discriminatory abuse (for example - being made fun of because they look different to other people)



Last year there were 28 people helped where they were not looking after themselves properly (this is called self-neglect and can also include people who hoard)



There were 4 cases of modern day slavery in Harrow last year.

There were 86 cases of domestic abuse.

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What disability did the person have who was worried about abuse?

- 301 people were over 65 years of age (older people)



- 80 people had a learning disability



- 217 people had a physical disability
(for example they use a wheelchair).

Some people with a disability were also
over 65 years, so have been
counted twice



- 195 people had a mental health problem,
for example bad depression



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Where did the abuse happen?

- 372 people were living in their
own home



- 131 people were living in a
care home or nursing home



- 33 people were living in “sheltered” housing (where they get help from a Warden or support workers)



- 15 people were living in the home of the person that they said was abusing them

- 14 people were in a general hospital



- 4 people were at a day centre



- 30 people were in a mental health hospital ward



Who was the abuser?

- the highest number (292) were family, including husband/wife or partner



- 134 were social care staff (for example home care workers)



- 36 were neighbours or friends



- 29 were health care workers



- 31 were strangers



- 5 were volunteers or befrienders



What did all the information tell us?

Last year 1,467 people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year 1,263 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 more concerns about people who neglect themselves. This is good because the HSAB organisations have been working hard to be sure that staff know how to recognise self neglect and how to report it



But

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



3. What is the HSAB going to do next?

- more work on distraction burglary;
doorstop crime; scams and fraud
- keep asking people if they felt in control of the safeguarding process – this will be done again by a social worker that doesn't work for the Council (independent) – and is called "Making Safeguarding Personal"
- 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
- speak to more schools about disability awareness
- make sure that all staff know about domestic abuse and modern day slavery
- make sure that fire safety in care homes is working



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

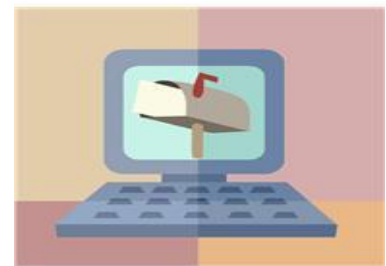
The website for information is:

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.mentalhealthsafeguardingharrow@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)