



& our Partners,

Committed to
Safeguarding Adults



Harrow Safeguarding Adults Board (HSAB)

Annual Report 2017/2018

(headline messages for staff)



in partnership with:



“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)

1. Introduction

Acknowledgments

The HSAB would like to thank the staff and volunteers from all agencies who have contributed to safeguarding and dignity/respect work in Harrow over the last year.

What is “safeguarding adults”? – a reminder

“Safeguarding adults” is about keeping people with care and support needs (unable to protect themselves because of those needs) 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.

What is abuse?

Abuse can be: physical; financial; neglect; emotional/psychological; institutional; sexual; discriminatory; modern slavery; domestic violence or self-neglect.

“London Multi-Agency Adult Safeguarding Policy and Procedures”

The final version of the London Multi-Agency Adult Safeguarding Policy and Procedures was implemented by the Harrow Safeguarding Adults Board from 1st April 2016 and has been used throughout the period covered by this report.

How can you find out more about safeguarding adults for yourself or your clients/patients?

- there are “easy to read” leaflets (e.g. “keeping safe in Harrow” and “what happens after you report abuse?”)
- there is information on the Council’s website
http://www.harrow.gov.uk/info/200184/adults_at_risk/734/harrow_s_local_safeguarding_adult_s_board_HSAB
- the Safeguarding Adults Team run briefing sessions at various locations in Harrow – please ask if you would like one for your Team.
They can also provide posters, leaflets and other publicity materials that you can use in your service to keep clients/patients well informed

- the HSAB's newsletter which commenced in 2013 continued throughout last year to keep all relevant individuals and organisations up to date with its work and any key issues that needed to be highlighted. The four editions (published April, July and October 2017 and January 2018) included topics such as: statistical information; scams and fraud; Dignity Action Day 2018; fire safety; financial abuse; human trafficking; coercion/control; and training information

2. Statistics

How many people were worried about being abused?

In 2017/2018 the Safeguarding Adults Teams (across the Council and in CNWL Mental Health Trust) were contacted about 1,467 people where there was a safeguarding concern, compared to 1,662 the year before. There had been a year on year rise in referrals from 2009/2010 which indicated that more professionals were identifying abuse/neglect and how to report it. There then followed a 38% rise in concerns for the financial year 2015/2016 due to the threshold being lowered and widened with Care Act 2014 implementation. The Harrow SAB will continue to monitor referral numbers to be reassured that cases of abuse are being reported appropriately.

Out of the 1,467 people, 630 (43%) needed someone to look into their problems more carefully i.e. the "concern" progressed and "enquiries" were made.

How many men and women were worried about abuse and what background were they from?

As in all previous years where statistics are available, more women were worried about possible abuse than men. Out of the 630 enquiries: 383 were from women and 247 were from men.

340 of the 630 people were white and 290 were black or black Asian.

What was the type of abuse that people were worried about?

- 195 people were worried about neglect
- 176 people were worried about emotional/psychological abuse
- 170 people were worried about financial abuse
- 169 people were worried about physical abuse
- 43 were worried about sexual abuse
- 5 people were worried about discriminatory abuse

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

- 301 people were over 65 years of age
- 217 people had a physical disability
(NB. some people with a disability were also over 65 years, so have been counted twice)
- 195 people had a mental health problem
- 80 people had a learning disability

Where did the abuse happen?

- 372 people were living in their own home
- 131 people were living in a care or nursing home
- 33 people were living in “sheltered” or supported housing
- 30 people were in a mental health hospital ward
- 15 people were living in the home of the person that they said was abusing them
- 14 people were in a hospital
- 4 people were at a day centre

Who was the abuser?

- 292 were family, including husband, wife or partner
- 134 were social care staff (for example home care workers)
- 36 were neighbours or friends
- 31 were strangers
- 29 were health care workers
- 5 were volunteers or befrienders

How many “persons alleged to have caused harm (PACH)” were prosecuted?

105 cases resulted in Police action or prosecution which was exactly the same as the previous year. This remains an area of high priority given that nationally users have expressed a strong wish that more PACH are prosecuted.

Analysis

In the majority of the performance statistics above, the Harrow position mirrors the last available national data and/or is broadly in line with the 2016/2017 position. As is the case across the UK, elderly women remain the most at risk group with most abuse taking place at their home.

Areas for focus in 2018/2019 include: (i) more focus on the newer areas of work i.e. modern slavery; forced marriage/sexual exploitation; and domestic abuse so that the HSAB is reassured there is sufficient knowledge amongst professionals about recognition and referral mechanisms; (ii) a continued focus on Police action/criminal prosecution where a crime may have been committed; (iii) ensuring that wherever possible the outcome for the PACH is recorded; (iv) reviewing how information about outcomes for the adult at risk is recorded on Jade and Mosaic so that a wider variety can be reported in future years – in line with Making Safeguarding Personal implementation (see also section 3)

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So **“THANK YOU”** to all staff who either attended a training event, reported a situation that they were concerned about or participated in a safeguarding enquiry for their client/service user/patient.

It all makes a big difference.



Some examples of HSAB work in 2017/2018

- 1,263 staff across all organisations had some safeguarding adults training last year
- some care providers ran events to mark Dignity Awareness Day (1st February 2018)
- The HSAB and HSCB held their second joint conference in February 2018 with a focus on sexual abuse within the family. Topics included: “Exploring Good Practice and Not-So-Good Practice at different stages in a case of intra-familial Sexual Abuse: what does 'good' look like and how we can prevent and challenge practice that isn't?” (Elly Hanson); “Sexual Abuse and People with Disabilities (Children & Adults) - Making the Invisible Visible” (Harrow Mencap); “Sexual Abuse and Older People - Exploring the Myths and Stereotypes and Responding to the 'Needs' of Older Victims” (Dr Hannah Bows).

Evaluation was almost 100% positive from the 155 multi-agency staff that attended and there is a commitment from both Boards to continue collaborating on events in future years. Some comments from the evaluation included:

“incorporated into my practice and I feel more 'alive' to the issues and possibilities with vulnerable adults and their families that I work with”

“had excellent contact with other professionals working in our contract area. It was lovely to get a cross-disciplinary perspective on child safety from the many academic speakers. Really valued speaker, Hannah Bows's contribution. I look forward to returning in the coming years. Just attending this event brought the issue more to the forefront for me to work into my prevention and education work as well as evaluate future safeguarding scenarios where SV within families plays a part”

“the knowledge gained from the workshops was extremely insightful”

“learning (from the Conference was) applied to support commissioning and contract performance of Services including monitoring of their multi-agency work with safeguarding partners”

- The Council’s Housing Department highlighted scams and how to keep safe in its “Homing In” magazine sent to all tenants
- The Mind in Harrow education course programme promoted the Metropolitan Police ‘Little Book of Big Scams’ section about online scams and has provided a new user-friendly information sheet about safeguarding & Prevent to over 200 people with mental health needs to increase awareness
- Harrow Mencap work with individuals and groups on their rights including their right to report to the police. After a recent hate crime forum one member saw another member being verbally abused in St Ann’s Shopping Centre and as a result of the forum recognised this as hate crime and called the police. Harrow Mencap supports individuals to make statements to the police
- There have been a number of “deep dive” statistical reports (looking at an area of safeguarding work in more detail) presented to the HSAB in 2017/2018 – including on domestic abuse and repeat referrals.

These have enabled the Board to take decisions about future work e.g. asking Housing and the voluntary sector to raise awareness with staff about domestic abuse in a safeguarding context due to low numbers of referrals from those areas

- Information was given to local care providers at their forums about fire safety and followed up by the Council's Safeguarding Quality Assurance (SQA) Team in its newsletter
- RNOH runs annual learning at work seminars for patients, stakeholders and staff. During the seminar, all the different directorates such as safeguarding children and adults have stands to provide information such as 10 Golden Rules to prevent scammers, Independent Mental Capacity Advocates, hoarding, staff contacts, advice and support
- The Council's Safeguarding Quality Assurance (SQA) Team ran a programme of training sessions for care providers in 2017/2018 including: SCIE sessions on dementia/challenging behaviour (80 staff) and Tissue Viability Nurse led sessions about pressure care (90 people)
- CNWL's Liaison Psychiatry Team is accessing training provided by the Hestia Modern Slavery Team. This is to ensure they are up to date on knowing what are the indicators that someone presenting in crisis at an Emergency Dept or admitted to hospital may have (symptoms or injuries) that are due to abuse or neglect as manifestations of domestic abuse, sexual exploitation/trafficking and/or modern slavery
- The Designated Nurse (Adults) at the CCG, together with the NHSE Regional Prevent Coordinator (London) as well as a lead from the General Medical Council delivered training to 30 Harrow General Practitioners about "Raise Awareness of Prevent" (WRAP)
- At London North West Hospitals University NHS Trust domestic abuse awareness has been firmly incorporated into the training provided to Trust staff with two Independent Domestic Violence Advocates (IDVA's) employed in the Emergency Rooms at both Ealing and Northwick Park Hospitals
- Harrow Mencap has delivered learning disability awareness training in schools and led a workshop at the HSAB/HSCB joint conference on sexual abuse and disability.

Harrow Mencap collaborated with the British Institute of Learning Disability and FPA – the Sexual Health Charity - to facilitate two key programs

- In October 2017 Central London Community Health NHS Trust held its first annual safeguarding conference. This was a day-long conference covering topics on Child Sexual Exploitation (CSE), Mental Capacity Act 2005, Modern Day Slavery and Making Safeguarding Personal

3. What next? HSAB key objectives for 2018/2019

The areas for the Board to action in 2018/2019 include:

- a range of methods are used throughout the year to provide information to all sections of the community with a focus on people/groups highlighted in the statistics (e.g. older people living in their own home and about the risks of financial abuse)
- further attempts are made with Head Teachers to engage with young people and adults at risk – in relation to disability awareness and social inclusion
- change the reporting to the HSAB such that routine performance information (e.g. repeat referrals, Police action, modern slavery) is highlighted on an exception basis only. Focus to be on more “deep dive” statistical reports in areas of interest/concern to the HSAB e.g. sexual abuse by location
- relevant awareness campaigns take place each year (e.g. a focus on scams, door step crime, distraction burglary) and formal evaluation influences future activities
- work continues with care providers and the general public about fire safety
- Provider concerns are monitored at Board meetings and commissioners oversee quality assurance
- Providers are supported with relevant information/training
- to run annual training/refresher events for elected Councillors and those in similar roles across partner agencies
- a minimum of 40 externally audited and 30 internally audited cases will be completed each year; and independent user interviews will take place.

The focus will be on ensuring that the outcomes desired by users were identified through a person centred approach to practice (including use of advocates). Audit reports will be taken to the HSAB with any required actions and proposed recommendations

- audit findings, user feedback, Safeguarding Adults Reviews (previously serious case reviews) actions and Risk Panel learning to be fed into the Multi-agency Training Programme and Best Practice Forums
- work continues to take place to increase staff confidence (in all agencies) in completing mental capacity assessments and using DoLS/Court of Protection
- the approach to multi-agency safeguarding adults training to be changed in 2019/2020 – to run more best practice forums and bespoke events (on emerging topics) - with recommendations for future programmes reported to HSAB in March 2020
- work is completed to investigate if the Jade (or its replacement) and Mosaic systems can record the more diverse variety of outcomes likely to be achieved for adults at risk through MSP
- HSAB is provided with quantitative data (in addition to the existing qualitative information) about MSP outcomes
- projects are implemented as highlighted by users
- HSAB monitors the actions resulting for each agency represented on the Board from the NHS England/ADASS Risk Audit completed in 2017/2018
- a third joint HSCB HSAB conference will be held in 2018/2019 with a focus on “trafficking and modern day slavery”

If you or your colleagues have ideas about how to do any of the above or would like to help, please contact the Safeguarding Adults Service on 020 8420 9453

Further information/contact details

For further information about this report or any aspect of safeguarding vulnerable adults at risk of harm in Harrow, the website is:

www.harrow.gov.uk/safeguardingadults

If you would like information or advice (including how to access the multi-agency training programme) the Safeguarding Adults Service can be contacted on the telephone number below or via e-mail at:

safeguarding.adults@harrow.gov.uk

If you are concerned about an adult with care/support needs that might be at risk of harm and want to make a referral for an older person or an adult with a disability, this can be done through Access Harrow on: 020 8901 2680

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

If you are concerned about an adult with care/support needs that might be at risk of harm and want to make a referral for a younger person with mental health difficulties, this can be done through 0800 023 4650 (CNWL single point of access).

[\(cnw-tr.mentalhealthsafeguardingharrow@nhs.net\)](mailto:cnw-tr.mentalhealthsafeguardingharrow@nhs.net)

Any enquiries about the Deprivation of Liberty Safeguards (DoLS) including requests for authorisations can be e-mailed to: DOLS@harrow.gov.uk

DoLS requests can also be sent to the safe haven fax: 020 8416 8269.

The address for written correspondence (to either Access Harrow or the Safeguarding Adults and DoLS Service) is:

Civic Centre
PO Box 7,
Station Road, Harrow, HA1 2UH