

Safeguarding Adults Services

Harrow Council and our partners are committed to delivering safe, quality services to everyone we serve and have a zero tolerance of any form of abuse or neglect.

We do however recognise that abuse of the most vulnerable in our community can happen and that it can occur in any situation, relationship or environment.

Who may be an adult at risk?

Adults at risk may be older people, those with a physical or learning disability, a mental health problem, those who self-neglect or anyone who is unable to protect themselves from abuse, harm or exploitation by others.

What do we mean by abuse and / or neglect?

Abuse or neglect is any act, which may lead to significant harm to an adult at risk's physical, sexual, financial, emotional or social health and wellbeing.

There are many kinds of abuse and neglect but examples include:

Physical - assault, slapping, pinching, pushing or restraint

Sexual - sexual assault, rape or any non-consensual sexual act

Financial - theft or misuse of money, benefits, belongings, assets or property

Psychological - insults, shouting, threats or fear of violence or mistreatment

Neglect - not providing basic or agreed help or support with care or treatment

Self-neglect - when someone is not aware of the risks to their well-being because they are unable to look after themselves properly

Discriminatory - mistreatment based on race, religion, sex, age or disability

Institutional - abuse or mistreatment in a care, nursing or hospital type setting

What can you do?

We're here to help, so if you or someone you know is being abused, harmed or exploited, please call Harrow's Safeguarding Adults Team on:

020 8420 9453 during office hours or:

020 8424 0999 at all other times, you can also email us at:

safeguardingadults@harrow.gov.uk or visit our website at:

www.harrow.gov.uk/safeguardingadults



& our Partners



Committed to
Safeguarding Adults



Doorstep, distraction or deception crime.....

When someone comes to your door, follow these simple steps - this advice could stop you from letting a bogus caller into your home.

1.) Keep the door locked

Look out of the window or use the spy hole if you have one, to see if you can identify who the caller is. If there is more than one person be suspicious - it is unusual for a company to send more than one person. Is the caller wearing a uniform? Is there a company car outside?

2.) Make sure your back door is closed and locked before answering your front door - thieves have been known to work in pairs, with one entering through the back while the other knocks on the front door.

3.) Go to the door; make sure the safety chain is on before you open it.

Always keep the chain on whilst talking to the person.

Does the caller know your name? - they should if they are genuine (genuine services rarely "cold call" they make appointments)

4.) Ask the caller who they are and where they are from

Ask to see some form of identification - even if they have a prearranged appointment.

Does the card look like an official company card? Is there a photograph? - Does it match with the caller?

Does the card carry the company name?

5.) If you are unsure close the door, look up the company name in the phone book (or call direct enquiries) and ring them. Get the company to verify the callers identity. **Do not ring the number on the card given to you, as an accomplice could (and often does) answer the call and verify the other accomplice's identity.** (check it yourself)

6.) Look at a recent bill to check the phone number. (if claiming to be from ie. a utility company)

You should also think about keeping a list of useful phone numbers, like gas, electricity and water services, in a handy place. Many now have free phone numbers to help you check the identity of their workers.

7.) If you are still not reassured don't re-open the door and call the police on 999.

8.) If you still feel vulnerable tell the caller you want to make an appointment for them to call back at a more convenient time when you can have a friend or relative present. You can also ask them to contact you by letter to re-arrange.

9.) Genuine callers will understand and be happy to comply with these requests. Remember genuine callers will normally make an appointment first and always carry photo identification.

10.) The gas, water and electricity companies, and some councils, now have a password system for older and vulnerable customers. Customers give the company a word that is confidential to them and the company. When their representative calls, they will be expected to tell the customer the password to prove they are genuine. Passwords are invaluable if you live in a flat and initially need to give callers access to a communal entrance. They are also useful when granting carers access to your home.

11.) If you are not expecting anyone and they have not shown you an identity card, do not let them in until you have checked and double-checked that the caller is genuine.

12.) You do not have to let a stranger into your home - even if they claim it is an emergency.

13.) If you think a bogus caller has called at your door, report it to the police immediately - dial 999 and tell them what has happened.

Try to give the police a description of the person. Whilst they are on their way, tell a neighbour just in case they try at other homes in the area. (make sure the caller is gone first - don't put yourself at any risk)

14.) The earlier the police know that bogus callers are working in the area, the quicker they can investigate. If you have information about bogus callers, phone CRIMESTOPPERS on 0800 555 111 - Your call is free and you will not be asked for your name- in an **emergency, call 999**

Remember though, most callers to your home will be genuine, but **if you have any doubt, keep them out.**