



& our Partners,

Committed to
Safeguarding Adults



Harrow Safeguarding Adults Board (HSAB)

Safeguarding Adults Annual Report 2015/2016 (Easy to Read Version)



in partnership with:



Say **NO**
to abuse



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.

A new law called the “Care Act” started in April 2015 and told HSABs 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) – new
- 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) – new
- domestic violence (for example – when a husband hits his wife and she can't protect herself) – new

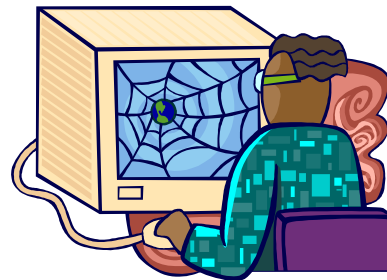
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How do we let people know about safeguarding adults?

- we have “easy to read” leaflets



- we have information on the Council's website



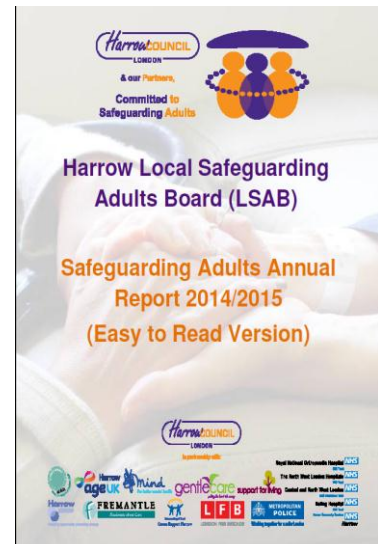
- the Safeguarding Adults Team visit staff where they work to tell them what to do if they are worried that someone may have been abused



- we write in magazines and newspapers about what members of 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



- we go to special days in Harrow
to give out information about
keeping people safe from abuse



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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 9th 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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What did we do together last year to keep people safe?

- 1,173 people had some training in safeguarding adults
- a lot of different people went to training for the first time e.g. enhanced practice nurses
- Harrow Mencap provided advocacy support for 33 individuals who were subject to safeguarding concerns, ensuring their voice was heard in the process of protecting them
- special events were organised by Age UK Harrow for World Elder Abuse Awareness Day (WEAAD) 2015
- Mind in Harrow supported users in a 'Mystery Shopping' exercise with the Police 111 number, 3 GP practices and the CNWL NHS Mental Health Trust Single Point of Access (SPA). Feedback was given to all staff in these organisations



- special events were also held on Dignity Awareness Day in February 2016, especially at care homes



- last year the HSAB did more work on “Making Safeguarding Personal” and people interviewed by an independent social worker said they were 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 (e.g. door step crime); Dignity Action Day 2016; Home Office report on inspection of custody arrangements for vulnerable people



- mental health services put up information in the hospital about their “champions”
- 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?

In 2015/2016 the HSAB was contacted by 1,690 people about possible abuse, compared to 1,227 the year before.



This means that 463 (38%)

more people were worried that they might be being abused.

These 1,690 calls are “concerns”. The HSAB is pleased about the increase because it means that a lot more people know who to contact if they are worried that someone may have been abused.

Out of the 1,690 people, only 680 needed someone to look into their problems more carefully.

This is called “making enquiries”.



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

More women were worried about possible abuse than men.

Out of the 680 enquiries:

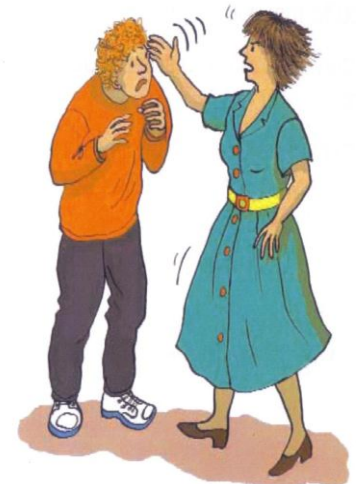
- 430 were from women
- 250 were from men



357 of the 680 people were white and 323 were black or black Asian. The HSAB is pleased that more people from across all the different communities in Harrow who have not called about abuse before, made contact last year.

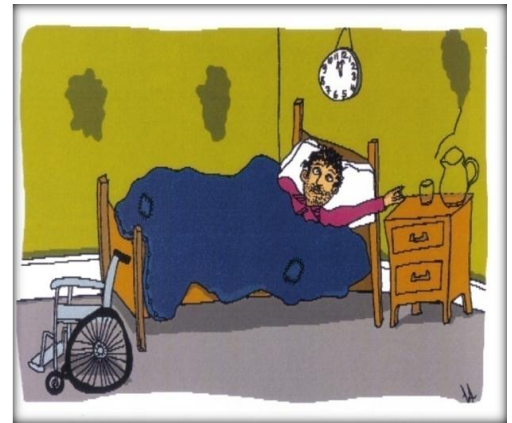
What type of abuse were people worried about?

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



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

190 people were worried about neglect
(not being cared for properly)

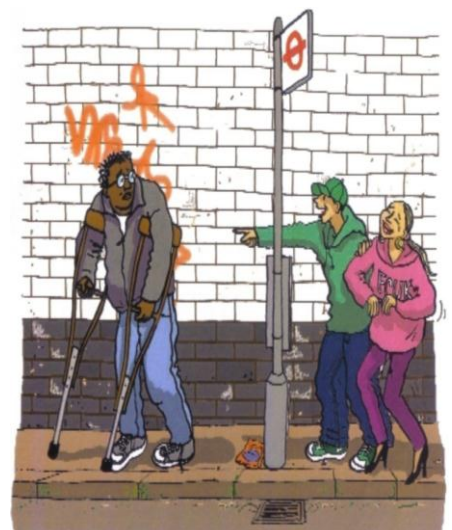


179 people were worried about
emotional/psychological abuse
(for example – being made fun
of because of their disability)



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

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



For the first time, the HSAB must tell everyone how many people it helped where the person is not looking after themselves properly (this is called self-neglect and can include people who also hoard).



A new law called the “Care Act” told Councils and Mental Health Trusts that they must also help people who have care/support needs if they are victims of modern slavery and/or domestic violence. There were no cases of modern slavery in Harrow last year. There were 55 cases of domestic violence.

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

- 314 people were over 65 years of age

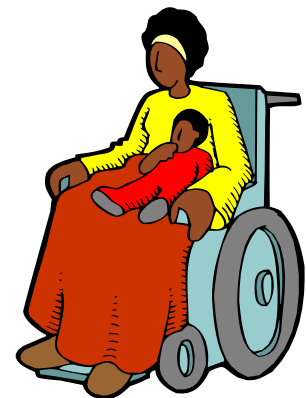


- 88 people had a learning disability



- 269 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



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

(this is 107 more than last year, so the

HSAB is very pleased that people with mental health difficulties have been more willing to speak up about their concerns)



Where did the abuse happen?

- 423 people were living in their own home



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



- 26 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

- 13 people were in a hospital



- 6 people were at a day centre



- 25 people were in a mental health hospital ward



Who was the abuser?

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



- 244 were family, including
husband or wife



- 33 were neighbours or friends



- 39 were health care workers



- 55 were strangers



- 3 were volunteers or befrienders



What did all the information tell us?

Last year 463 more people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year 1,173 people had some training about abuse and who to contact if they were worried about someone.

This is good.



Last year a lot of different people were told about abuse – for example special nurses working in Harrow.

This is good.



107 more younger people (less than 65 years old) with a mental health difficulty (like bad depression) in Harrow called to discuss a concern about abuse.

This is very good because users and voluntary groups asked the HSAB to do more work on this issue.



Users told the HSAB this year that they were a bit less worried about bullying at the Bus Station because there are now extra Police there. They also feel happier to speak to the Police about any worries they have.



This is very good as the HSAB has been trying to help with this issue for quite a while

but,

Less staff at hospitals are calling about concerns for their patients.

This is not good as many people with care/support needs go to hospital and staff there might be the first to notice the possible abuse



and,

Where a crime seems to have been committed, not many cases are followed up by the Police or taken to Court.



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

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3. What is the HSAB going to do next?

- more work on hate crime; safe travel on public transport; distraction burglary/doorstop crime; the safe place scheme and disability awareness raising with schools - as part of its prevention work
- keep asking people if they were happy with what happened after they reported abuse – this will be done again by a social worker that doesn't work for the Council (independent)
- 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
- do the 3rd “mystery shopping” exercise to make sure that everyone who calls to report abuse speaks with a member of staff that helps them and knows what to do next



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)