

## Safeguarding Adults Services

Harrow Council and our partners are committed to delivering safe, quality services that respect people's dignity 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.

## The 10 Dignity Challenges

High-quality services that respect people's dignity should:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect that they would want for own family/self
3. Treat each person as an individual by offering personalised services
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure that people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and self esteem
10. Act to alleviate people's loneliness and isolation

### What can you do?

In circumstances where services fall short of these standards 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](mailto:safeguardingadults@harrow.gov.uk)** or visit our website at:

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



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