



& our **Partners,**

**Committed to  
Safeguarding Adults**



# Harrow Safeguarding Adults Board (HSAB)

## Annual Report 2015/2016

### (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 or discriminatory. The Care Act 2014 introduced some new categories including modern slavery; domestic violence and self-neglect.

### **“London Multi-Agency Adult Safeguarding Policy and Procedures”**

The final version of the London Multi-Agency Adult Safeguarding Policy and Procedures was produced in December 2015 and formally launched on 9<sup>th</sup> February 2016. An update from the pre-existing “pan London policy” was required to ensure that the procedures were compliant with the Care Act 2014. As required, the Harrow Safeguarding Adults Board formally adopted the new procedures at its meeting on 16<sup>th</sup> March 2016 and implemented them from 1<sup>st</sup> April 2016.

### **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](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 aimed at keeping all relevant individuals and organisations up to date with its work and any key issues that needed to be highlighted. The editions published (July and October 2015 and January 2016) included topics such as: statistical information; Law Commission consultation on possible DoLS reforms; scams (e.g. door step crime); Dignity Action Day 2016; Home Office report on inspection of custody arrangements for vulnerable people; the new “pan London” procedures; Prevent; and training information

## **2. Statistics**

### **How many people were worried about being abused?**

In 2015/2016 the Safeguarding Adults Teams (across the Council and in CNWL Mental Health Trust) were contacted about 1,690 people where there was a safeguarding concern, compared to 1,227 the year before. This year the 38% growth in numbers is likely to be related to implementation of the Care Act 2014 which widened the remit for safeguarding adults and lowered the threshold for making enquiries. The HSAB is pleased that an extra 463 people came forward because it suggests that a lot more staff, volunteers and the general public know who to call if they are worried that someone may have been abused. Out of the 1,690 people, 680 (40%) 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?**

More women were worried about possible abuse than men. Out of the 680 enquiries: 431 were from women and 249 were from men.

357 of the 680 people were white and 323 were black or black Asian.

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

- 201 people were worried about physical abuse
- 154 people were worried about financial abuse
- 190 people were worried about neglect

- 179 people were worried about emotional/psychological abuse
- 65 were worried about sexual abuse
- 6 people were worried about discriminatory abuse

### **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  
(NB. some people with a disability were also over 65 years, so have been counted twice)
- 210 people had a mental health problem

### **Where did the abuse happen?**

- 423 people were living in their own home
- 131 people were living in a care or nursing home
- 26 people were living in “sheltered” or supported housing
- 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

### **How many perpetrators were prosecuted?**

There was another slight increase last year in the number of cases that resulted in Police action or prosecution – 105 compared to 89 the previous year. However this is still a relatively low figure given that nationally users have expressed a strong wish that more perpetrators are prosecuted.

## Deprivation of Liberty Safeguards (DoLS)

The use of the Deprivation of Liberty Safeguards (DoLS) is important in the Board's oversight of the prevention of abuse and as they are relevant for some of the most vulnerable people known to local services (including those that are placed out of borough), the HSAB needs to be reassured that they are carefully applied and monitored.

There were 798 requests for authorisations last year (an increase of 414 on the previous year) of which 644 were granted. The very large increase followed the "Cheshire West" Supreme Court ruling in March 2014 which significantly changed the criteria requiring that any individuals meeting the "acid test" be assessed. There were 122 requests from hospitals compared to 16 in 2014/2015 – an increase of 13%.

There are some good case examples of the involvement of a Best Interest Assessor or independent section 12 doctor highlighting ways in which restrictions on individual's can be reduced e.g. picking up where sedative medication has not been reviewed and could be reduced.

## 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 2014/2015 position. In some important areas e.g. mental health referrals and concerns from BME communities, there was significant improvement. There was also a small improvement in the numbers of cases subject to Police action/prosecution. Given that these were areas prioritised by the HSAB for 2015/16 this is a very positive outcome.

Areas for focus in 2016/17 include the reduction for the 3<sup>rd</sup> year of cases being referred from secondary care and the need to ensure that self-neglect concerns are being recorded correctly - as the numbers in year 1 appear lower than the research suggests they might have been. The HSAB would also like to be reassured that the numbers of concerns received from family/friends are as high as they should be.

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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 investigation for their client/service user/patient.

It all makes a big difference.



## Some examples of HSAB work last year

- 2,143 staff across all organisations had some safeguarding adults training last year
- care providers ran events to mark Dignity Awareness Day (1<sup>st</sup> February 2016). Some poignant quotes from older people who took part at Princess Alexandra Home included: *“dignity is about choice”*; *“dignity is being there for me, coming to me to have a conversation”*; *“dignity is simply being nice and pleasant to people - treating them the way you’d like to be treated”*
- a second “mystery shopping” exercise was commissioned by the HSAB which was carried out by users (supported by Mind in Harrow) in November 2015. The areas contacted with a safeguarding concern (to see how the staff responded) were: 101 – Police non-emergency service; SPA (Single Point of Access for CNWL) and 3 GP practices. Feedback has been given to the agencies contacted in the exercise
- independent file audit last year again reviewed cases where domestic violence was a factor. The HSAB was reassured by the finding that referrals were being routinely made to MARAC and it is becoming much more common for a worker or manager from the Safeguarding Adults/DOLS Service to attend the meetings for specific cases.
- some audited cases also recognised the positive “think family” work done by the Safeguarding Team with both the Looked After Children’s and Children with Disability/Transition Teams

### 3. What next? HSAB key objectives for 2016/17

- do 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 the HSAB's prevention work
- keep asking people if they felt in control of the safeguarding process and got the outcome that they wanted
- continue to offer the multi-agency training programme in 2016/2017 to support all staff in their work to protect vulnerable adults and there are some new courses
- do the 3<sup>rd</sup> "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
- make sure that victims who want to report abuse to the police are supported to do so
- run some disability awareness sessions in local schools with users as co-trainers
- develop an action plan to address relevant recommendations from the inspection of vulnerable people in custody report
- consider all possible areas for joint approaches with the Children's Safeguarding Board e.g. in relation to safeguarding training, work with schools and sexual exploitation

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 adults at risk of harm in Harrow, the website is:

[www.harrow.gov.uk/safeguardingadults](http://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](mailto: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 or by e-mail to: [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) or by email to:

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

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

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