



& our Partners,

Committed to  
Safeguarding Adults



# Harrow Local Safeguarding Adults Board (LSAB)

## Safeguarding Adults Annual Report 2013/2014 (Easy to Read Version)



In partnership with:



Harrow  
ageUK



For better mental health



Providing opportunity, promoting change



FREMANTLE  
Passionate about Care



Princess Royal Trust  
Carers Support Harrow



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Royal National Orthopaedic Hospital **NHS**

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NHS Trust

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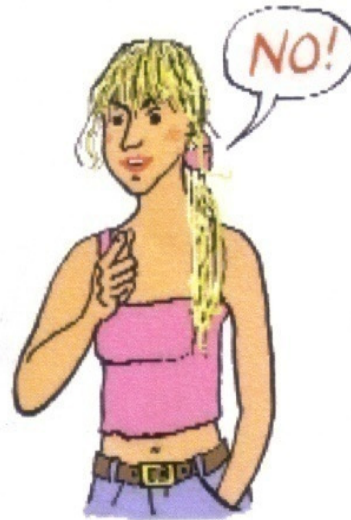
Ealing Hospital **NHS**

NHS Trust

Harrow Community Services **NHS**

Harrow

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.

## What is abuse? Abuse can be:

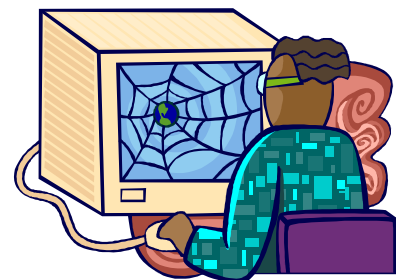
- physical (hitting, pushing, slapping, punching)
- financial (to do with your money)
- neglect (not being looked after properly)
- emotional/psychological (for example – being made fun of because of your disability)
- institutional (more than one person in a care home is being abused)
- sexual (being 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)

## How do we let people know about safeguarding adults?

- we have “easy to read” leaflets



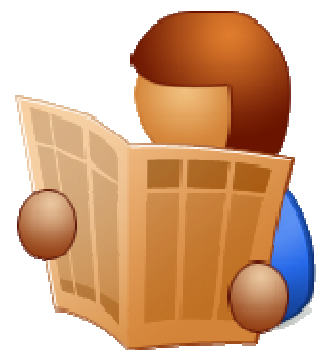
- we have information on the Council's website



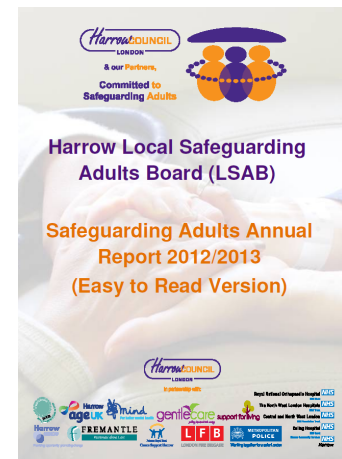
- the Safeguarding Adults Team visit staff where they work to tell them what to do if they are worried that someone may have been abused



- 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



## Why do we need a report about safeguarding adults?

The Harrow Local Safeguarding Adults Board (LSAB) is a group of managers (from the Council, the Hospitals, the Police, care homes, care agencies and voluntary groups) that meet every 3 months to work together to try and keep people with a disability or mental health problem safe from abuse. The names at the bottom of the front page show how many different groups get together at LSAB meetings.

This is the 7<sup>th</sup> time that the LSAB 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 us about how many people were abused in a year, who was abused, where it happened and who was the abuser.

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

- 2,176 people had some training in safeguarding adults (698 more than the year before)



- a lot of different people went to training for the first time e.g. College students who will be working in health or care in a few years time



- some volunteers and users also had training e.g. at Harrow MIND which is very good



- special events were held for World Elder Abuse Awareness Day 2013 – last year it was all about financial abuse





- last year the LSAB asked 4 managers from other Councils to visit Harrow and check that everything to protect vulnerable adults from abuse is working well. This is called a “Peer Review” and they found a lot of good things in Harrow. They also gave us some ideas of things we can do even better

- the LSAB talked again about the abuse that happened at Winterbourne View and



what actions have been taken here e.g. Harrow Mencap will be asking “users by experience” to visit local care homes to check that they are giving good care - they will tell the LSAB what they find



- 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)

For the third year the LSAB has been able to see what other Councils are doing to protect vulnerable people at risk of abuse. This means that the LSAB can check what work is going well in Harrow and what needs to be done better.

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

In 2013/14 we were contacted about 1,003 people where there was a safeguarding concern, compared to 657 the year before. This means that 346 more people were worried that they might be being abused. These 1,003 calls are “alerts”.

The LSAB is pleased that an extra 346 people came forward because it means that a lot more people know who to call if they are worried that someone may have been abused.



Out of the 1,003 people, only 620 needed someone to look into their problems more carefully.

This is called a “referral”.





## 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 620 referrals:

- 378 were from women
- 242 were from men



425 of the 621 people were white and 195 were black or black Asian.

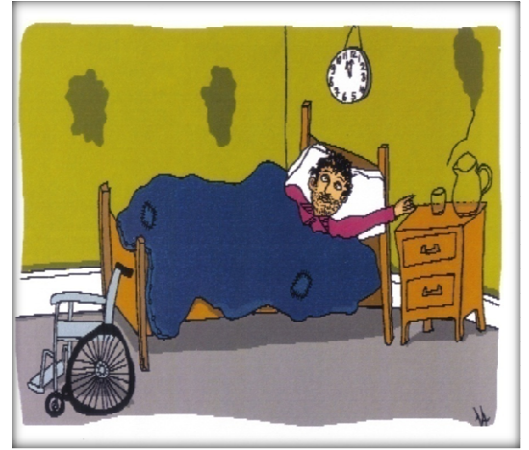
## What type of abuse were people worried about?

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



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

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



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



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

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



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

- 383 people were over 65 years of age (older people)

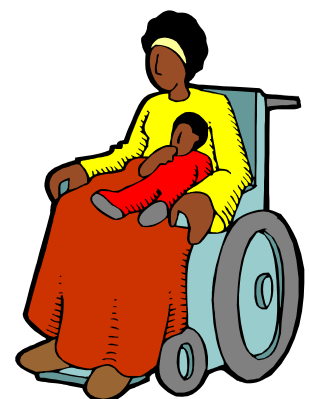


- 92 people had a learning disability



- 412 people had a physical disability (for example they use a wheelchair).

Some people with a disability were also older (over 65 years), so have been counted twice



- 81 people had a mental health problem (for example bad depression)



- 5 people were using too much alcohol or drugs



## Where did the abuse happen?

- 355 people were living in their own home



- 152 people were living in a care or nursing home



- 20 people were living in “sheltered” housing (where they get help from a Warden or support workers)



- 9 people were living in the home of the person that they said was abusing them

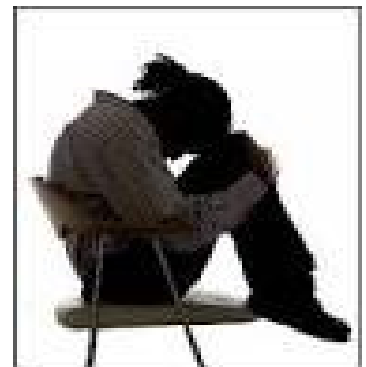
- 26 people were in a hospital



- 4 people were at a day centre



- 8 people were in a mental health hospital ward



## Who was the abuser?

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





- 220 were family, including husband or wife



- 35 were neighbours or friends



- 49 were health care workers



- 53 were strangers



- 9 were volunteers or befrienders





## What did all the information tell us?

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

This is good.



The “Peer Review” said that work to protect people from abuse in Harrow is being done well and gave some good ideas for making it even better.

This is good.



Last year a lot more people had training about abuse and about who to contact if they were worried about someone.

This is good.



A lot of different people were told about abuse – for example students who will be working in health and care in a few years time. This is good.



Younger people (less than 65 years old) with a mental health difficulty (like bad depression) in Harrow may not know where to call if they are worried about abuse.

This is not so good.



Everywhere in England (and in Harrow) there have been more people who have been financially abused (for example, their money has been stolen)

This is not so good.



There may not be enough information for people who don't speak English or read very well, so they don't know where to call if they are worried about abuse.

This is not so good.



### 3. What is the LSAB going to do next?

- make sure that people with mental health difficulties know where to call if they are worried about abuse
- start a project in Harrow so that people who don't feel safe in shopping centres or bus stations can ask for help easily – this is called a “Safe Place” scheme
- make sure there is enough information available that everyone can understand
- keep asking people if they were happy with what happened after they reported abuse and do some work with other Councils called “making safeguarding personal”
- 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



Who to call or write to if you are worried that someone is being  
abused



The website is:

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

The e-mail address is:

[\*\*safeguarding.adults@harrow.gov.uk\*\*](mailto:safeguarding.adults@harrow.gov.uk)



You can write to:



Civic Centre (Second Floor East Wing)

PO Box 7,

Station Road, Harrow, Middx. HA1 2XF



& our Partners,  
Committed to  
Safeguarding Adults



**Adult abuse - break the silence**  
**REPORT IT**

If you or someone you know is being abused, hurt  
or exploited, please call Harrow Council's  
Safeguarding Adults Service

Abuse can be physical, sexual, financial,  
psychological, discriminatory or neglect.

**Safeguarding Adults Service**

during office hours:

tel: **020 8420 9453**

at all other times

**020 8424 0999**

fax: **020 8416 8269**

email: **safeguarding.adults@harrow.gov.uk**

web: **www.harrow.gov.uk/safeguardingadults**