



& our Partners,

Committed to  
Safeguarding Adults



# Harrow Local Safeguarding Adults Board (LSAB)

## Safeguarding Adults Annual Report 2011/2012 (Easy to Read Version)



in partnership with:



Royal National Orthopaedic Hospital

The North West London Hospitals

Central and North West London

Ealing Hospital

Harrow Community Services

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 (for example - 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 like “Under One Sky” 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 this page show how many different groups get together at LSAB meetings.

Every year the LSAB writes a report like this one to tell everyone how well it is doing and what it is going to do next year.

This report also tells us about how many people were abused and where the abuse happened.



in partnership with:




Providing opportunity; promoting change



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Working together for a safer London

Royal National Orthopaedic Hospital 

The North West London Hospitals 

Central and North West London 

Ealing Hospital 

Harrow Community Services 

Harrow

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

- 1,258 people had some training in safeguarding adults
- more people than the year before were given information about who to call if they are worried that someone may have been abused
- Social Workers keep records about the work they are doing to keep people safe. Each year we ask someone who does not work for the Council to check them and make sure that they are good enough. This gives us some ideas about how to do things better – for example we have given staff more training in working with risks
- we collected a lot of information about the people who called us because they were worried that someone may have been abused. This information is called “statistics”

## **2. Statistics (numbers)**

For the first time Harrow 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 and what needs to be done better.

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

In 2011/2012 we were contacted about 544 people where there was a safeguarding concern, compared to 400 the year before. This means that 144 more people were worried that they might be being abused. These 544 calls are “alerts”.

The LSAB is pleased that more people came forward. This is because information about who to call if you are worried that someone may have been abused is becoming better known.

Out of the 544 people, only 352 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 544 alerts:

- 316 were from women
- 238 were from men



333 of the 400 people were white and 221 were black or black Asian.

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

131 people were worried about physical abuse (for example - hitting, pushing, slapping, punching)







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

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



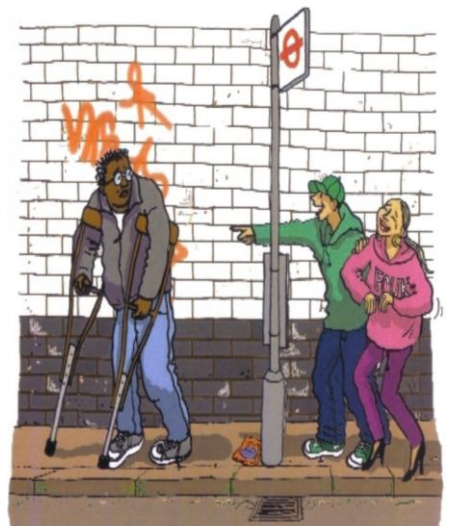
108 people were worried about  
emotional/psychological abuse  
(for example – being made fun  
of because of their disability)

There were 29 concerns about institutional abuse (where more than one person in a care home is being abused)



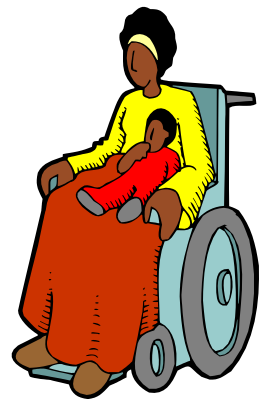
24 were worried about sexual abuse (being made to do something that didn't want to do – for example kissing)

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?

- 179 people were over 65 years of age (older people)
- 79 people had a learning disability
- 21 people had a physical disability  
(for example they use a wheelchair)



- 50 people had a mental health problem (for example bad depression)
- 3 people were using too much alcohol or drugs

## Where did the abuse happen?

- 181 people were living in their own home
- 87 people were living in a care or nursing home
- 19 people were living in a sheltered block (where they get help from a Warden)
- 7 people were living in the home of the person that they said was abusing them
- 2 people were in a mental health hospital
- 6 people were in a general hospital
- 4 people were at a day centre

## Who was the abuser?

- 76 were social care staff (for example home care workers)
- 88 were family including husband or wife
- 30 were neighbours or friends
- 5 were health care workers

## What did all the information tell us?

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

This is good.



Some people who do not speak English very well may not have heard about what to do if they were worried that someone might have been abused.

This is not so good.



Work to protect people in Harrow from abuse is being done as well as most other places in England.

This is good.



People with a mental health difficulty (like bad depression) or a physical disability (for example people who use a wheelchair) in Harrow may not know where to call if they are worried about abuse.

This is not good.



### 3. What are we going to do next?

- make sure that everyone knows where to call if they are worried about abuse – we will do a lot of work with people who don't speak good English, people with mental health difficulties and people with physical disabilities
- help staff to know when a care home is not good enough
- work with the Police and Banks to try and stop financial abuse
- write to other Councils to ask if they have any worries about a care home before using it for someone from Harrow
- make sure that everyone knows when someone in a care home or hospital might be unable to leave when they want to
- work together with local doctors (GPs) when they start to buy health services for Harrow patients
- think about asking people from other Councils to visit Harrow and tell us what is good about our safeguarding adults services and what we could do better



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 2UH



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

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