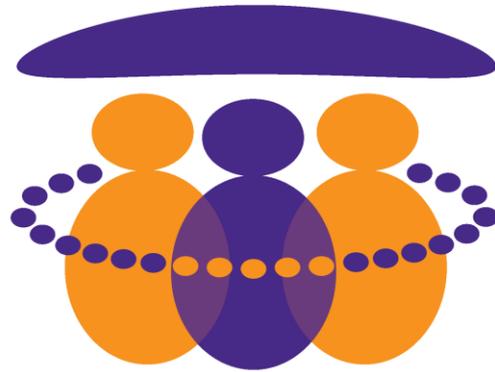




& our Partners,

Committed to Safeguarding Adults



# Harrow Safeguarding Adults Board (HSAB)

## Safeguarding Adults Annual Report 2016/2017 (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.

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)
- 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)
- domestic violence (for example – when a husband hits his wife and she can't protect herself)

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# How do we let people know about safeguarding adults?

- we have “easy to read” leaflets



- we have information on websites



- 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, newspapers and newsletters about what 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



- there is information on display at hospitals, GP surgeries, care homes and local services
- 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 10<sup>th</sup> 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?

- 1,516 people had some training in safeguarding adults
- a lot of different people went to training for the first time e.g. Library managers
- Harrow Mencap provided advocacy support for 43 individuals who were subject to safeguarding concerns (10 more than the year before), ensuring their voice was heard in the process of protecting them
- Harrow Mencap had a meeting for 80 people about “speaking out” and “staying safe”
- special events were organised by Age UK Harrow for World Elder Abuse Awareness Day (WEAAD) 2016 – speaking to the public all over Harrow about abuse and how to report it

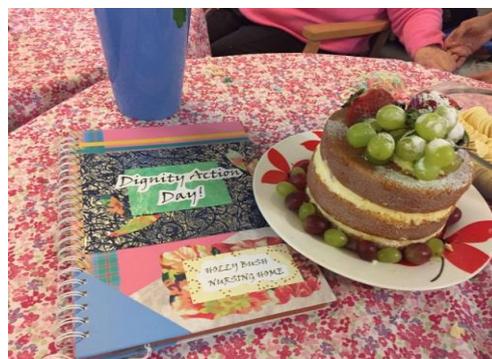


- Mind in Harrow helped to tell people about “scams” and how to avoid them



- Mind in Harrow helped to prevent abuse by offering support and information through their SWiSH advice service

- special events were held on Dignity Awareness Day in February 2017, especially at care Homes



- Central & North West London Mental Health Trust (CNWL) promoted “sexual safety” for patients on its Wards



- last year the HSAB did more work on “Making Safeguarding Personal” and most people interviewed by an independent social worker said they felt more in control of what happens

- the HSAB is 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 2017; keeping safe on twitter; and working with schools



- the local Police told the Safeguarding Adults teams every time they found a person that they were worried about



- local NHS hospitals made sure that all their staff have had up to date safeguarding adults training



- 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 2016 - 2017 the HSAB was contacted by 1,662 people about possible abuse



These 1,662 calls are “concerns”. The HSAB is pleased that so many people know who to contact if they are worried that someone may have been abused.

Of the 1,662 people, 654 needed someone to look into their problems more carefully.

This is called “making enquiries”.



### Who was most worried about abuse?

More women were worried about possible abuse than men.



361 of the 654 people were white and 293 were black or black Asian. The HSAB is pleased that people from across all the different communities in Harrow made contact about abuse last year.

## What type of abuse were people worried about?



188 people were worried about financial abuse

(to do with their money).

For the first time it was the most common concern

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



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

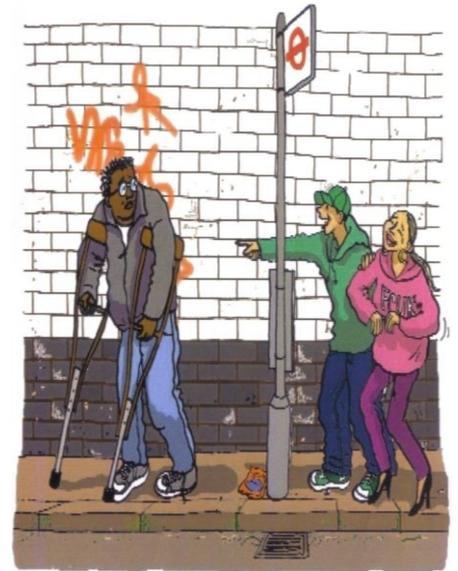


178 people were worried about  
emotional/psychological abuse  
(for example – being made fun  
of because of their disability)



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

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



Last year there were 14 people helped where they were not looking after themselves properly (this is called self-neglect and can also include people who hoard).



There were no cases of modern slavery in Harrow last year.

There were 50 cases of domestic abuse.

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

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



- 71 people had a learning disability



- 249 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

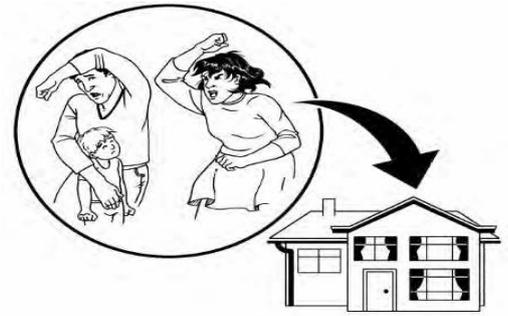


- 216 people had a mental health problem, for example bad depression



## Where did the abuse happen?

- 412 people were living in their own home



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



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



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

- 9 people were in a general hospital



- 2 people were at a day centre



- 38 people were in a mental health hospital ward



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## Who was the abuser?

- the highest number (225) were family, including husband/wife or partner



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



- 38 were neighbours or friends



- 35 were health care workers



- 40 were strangers



- 5 were volunteers or befrienders



## What did all the information tell us?

Last year 1,662 people knew who to contact if they were worried that someone might have been abused.

This is good.



Last year 1,516 people had some training about abuse and who to contact if they were worried about someone.

This is good.



Last year some different people were told about how to report abuse – for example Library staff in Harrow.

This is good.



Last year less abuse happened in care homes than the year before.

This is good because the HSAB

organisations have been working hard

to support these services to provide good quality care



Where a crime seems to have been committed,  
a few more cases were followed up by the Police  
or taken to Court.



This is good, as many users say that  
they want the person who abused them to be punished

But

For the first time, financial abuse (e.g. to do with money) was the  
biggest reason for people being worried about abuse.

This is not good, as many people have  
had a lot of money taken from them



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

- more work on distraction burglary;  
doorstop crime; scams and fraud



- 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



- speak to schools about disability awareness
- make sure that all staff know about domestic abuse
- make sure that fire safety in care homes is working



## Who to contact if you are worried that someone is being abused

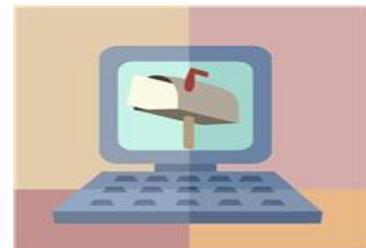
The website for information is:

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



The e-mail addresses and phone numbers are:

[ahadultsservices@harrow.gov.uk](mailto: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](mailto: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)**