



Welcome from the chair of the HSAB (Chris Miller)

Dear Colleagues, welcome to the autumn newsletter that contains a number of items which demonstrate how we work across domains to safeguard the vulnerable. The article on a recent SAR shows how we want to learn from other areas, the explanation of county lines demonstrates the necessity of working with community safety and child safeguarding colleagues and the newsflash on the good work of trading standards is good evidence of all Harrow's staff taking responsibility for safeguarding. We also want to advertise our joint conference in January which will give us more opportunities to develop ways of cooperating. Thank you to safeguarding staff in all our partner agencies for the way that you work together to keep those who need protection safe from harm. Suggestions for the newsletter can be sent to either Sue Spurlock (sue.spurlock@harrow.gov.uk) or Seamus Doherty (seamus.doherty@harrow.gov.uk).

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Learning from Safeguarding Adults Reviews (SARs): "Jo-Jo"

Jo-Jo was born with Downs Syndrome and her Mother cared for her throughout her life helping her through school into adulthood. Jo-Jo needed help with many daily living tasks including personal care, eating the right things, managing money and personal relationships. Since childhood Jo-Jo had suffered from eczema which often caused her distress and discomfort. It would sometimes get better but then it would come back again. Her Mother was the main person who applied the creams or dealt with any other medicines.

In 2013 Jo-Jo was diagnosed with severe scabies which is very different to eczema as its an infestation of the skin by the human itch mite which burrows and lays eggs. The scabies seemed to go away, but in 2015 Jo-Jo's skin problems came back. At that time the Hospital said that it was eczema and as a result all the subsequent prescribed treatment was to treat eczema, though the GP did question if this was correct. Throughout this time the local authority provided services for 6 hours a week to support Jo-Jo to go out for a coffee or to the shops. There were many times when Jo-Jo did not want to go out because her skin condition was so bad and the scabs and infection on her feet made it too painful to walk. At those times the services for Jo-Jo were cancelled but this was not picked up by social care nor was her GP told how bad things were getting. No-one really asked Jo-Jo what she wanted because everybody left her Mother to care for her, sort out her skin condition and look after her.

Nobody asked her Mother if she was OK. Jo-Jo's skin condition became very bad indeed in December 2016 and her mother found it very difficult to apply any of the medication and creams because it hurt Jo-Jo too much and she often tried to stop her Mother trying to treat her, which made life difficult.

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No-one really picked this up, so her Mother and the family were left to 'soldier on'. District Nurses did visit in January 2017 and said Mother and Jo-Jo could continue to apply the medicated cream. It was clear that Jo-Jo was in a lot of pain, but this was not followed up. Jo-Jo's skin condition became very bad with most of her body infected and she became quite poorly. On 9th March 2017 Mother called the GP to see Jo-Jo at home who was by this time lying on the floor and not able to stand because her skin condition was so bad. The GP made an emergency appointment and the ambulance came the next morning and took Jo-Jo to the hospital clinic where she suffered a cardiac arrest and died.

The SAR found that many simple straightforward communications and basic activities were not carried out. The review concluded that Jo-Jo was let down by the agencies that should have supported her health and care, and so too was her Mother. This had nothing to do with resources, rather she (and her Mother) were often left isolated by poor working together and ineffective use of resources. It was noted that it was difficult not to conclude that her learning disability played a part in these gaps and omissions. It also concluded that Jo-Jo's voice was not heard; that there was no advocacy, contrary to the requirements of the Care Act 2014 and her mother struggled to penetrate an unfathomable and disconnected health and social care system.

Discussion point: If your Team was supporting Jo-Jo and her mother, what would you have done differently?

County Lines

What does county lines mean?

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs out of bigger cities into smaller towns in the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence and weapons.

Exploitation of young and vulnerable people

The majority of young and vulnerable people who get involved in county lines are expertly groomed by gangs who sell them a dream: money, trainers, flashy cars and watches – very appealing for a teenager or some vulnerable adults who are willing to run a few errands.

What can you do to help?

Help tackle county lines criminality by spotting the signs and reporting drug dealing or exploitation of a vulnerable person. Many people would not recognise the signs that a vulnerable person is being groomed or exploited. By raising awareness, it is hoped more people will report information to the police. Know the signs:

- has a child or young person gone missing from school or home?
- are they meeting with unfamiliar adults?
- have you noticed a change in their behaviour?
- are they using drugs and alcohol?
- has there been a breakdown in relationships with family and friends?
- have they suddenly acquired new possessions such as trainers/clothes/phones or other gadgets?
- do they have unexplained injuries?
- are there new young people seeming unfamiliar with your community or where they are?

This could be a sign that they are being coerced and controlled to commit crime. Call 101 to report it or contact Crimestoppers anonymously



Well done! - to the Trading Standards Team

The Brent and Harrow Trading Standards Team has convicted a gang of roofing fraudsters who targeted two elderly Harrow residents in 2017 for their life savings. The case has resulted in their largest ever prison sentence.



<https://www.harrow.gov.uk/news/article/10750/roofless-fraudsters-who-fleeced-pensioners-out-of-750k-jailed-for-18-years->

Real Safeguarding Stories is a video resource for safeguarding professionals and the wider community where survivors' stories are central to tackling abuse in society. The 16 stories related to vulnerable adults are based on the experiences of professionals working in the field and from interviews with victims of abuse. They include: "county lines"; "predatory marriage"; "domestic abuse"; "grooming"; "hate crime" and "scams". The videos are then scripted and filmed using actors in a realistic context, with each video supported by guidance to support wider training or awareness activity. Visit: <http://realsafeguardingstories.com/>

London Multi-agency Policy and Procedures to safeguard adults at risk of abuse

At its September meeting, the HSAB formally adopted the revised London procedures. These were originally introduced in 2015 and have been updated to reflect recent changes in practice. They are fundamentally unchanged, but incorporate changes such as the new data protection rules (GDPR); a new information sharing protocol and more detail about referral of "people in a position of trust" to the DBS. The procedures can be found at the following link:

<http://londonadass.org.uk/wp-content/uploads/2019/05/2019.04.23-Review-of-the-Multi-Agency-Adult-Safeguarding-policy-and-procedures-2019-final-1-1.pdf>

Easy to read information for people who may have been abused

A common issue for people who report abuse is that they don't always understand what process will be followed when looking into their concern.

There is easy to read information available for vulnerable adults that may have been abused available from the Council's website.



Save the Date!

For the 2020 Joint HSAB & HSCB Conference on: "Mental Health: Self Harm and Suicide Awareness"

Harrow's Safeguarding Adults Board & Safeguarding Children's Board invite you to hear about a range of current and topical issues focussed on the complex issues of mental health, self-harm and suicide.

This is an exciting opportunity to hear from a variety of external speakers with significant expertise in their areas of specialism.

Full details will be available in due course, but for now..... **save the date** in your diaries. Watch this space - booking details coming soon!!!

