

Care Quality
Commission

NHS

Enfield
Council

Police

HealthWatch

Enfield Carer's
Centre

Here are some of the organisations working to keep adults at risk
safe in Enfield.



Over 50s
Forum

Probation

We all have a role to play to help keep people who may be at risk,
safe.

If you have concerns, call us and we can act to stop abuse

Victim
Support

Citizens
Advice
Bureau

1-2-1

London
Ambulance

London Fire
Brigade



Our Vision:

“is for an Enfield community where we can all live free from abuse and harm;

a place that does not tolerate abuse;

where we all work together to stop abuse happening at all, and

where we all know what to do if it does take place.”

If you think you or someone you or an adults you know is or might be experiencing abuse, you can call the
Enfield Adult Abuse line on 020 8379 5212. Textphone: 18001 020 8379 5212



You have a vital role ...

Safeguarding adults is everyone's business. This means you, your friends and families, your neighbours, as well as the people who work for organisations like Enfield Council, the police, the NHS and others. We all have important roles to play, to help adults at risk in our community to stay safe from abuse or harm.

This strategy shows you what the organisations are going to be doing, but we also want to show you the important role you can play to stop abuse from happening to an adult at risk.

At different times in everyone's life, we or family members are likely to require some type of support from adult health or social care. Your help in identifying and reporting abuse and poor practices is an important way of keeping people safe, for you, your family and anyone using these services now and in the future.

Be part of preventing abuse by :

Being aware of the different types of abuse (see the next two pages, and on our website – www.enfield.gov.uk/safeguardingadults);

Taking an active interest in your community, your neighbours, extended family and offer help and support where possible;

Reporting it - If you see something that you think is abuse or that worries you, report it straight away. The numbers you need are in the box below:

If you think you or someone you know is or might be experiencing abuse, you can call the

Enfield Adult Abuse line on 020 8379 5212. Textphone: 18001 020 8379 5212. In an emergency always call 999

Types of abuse

These pages show you a few examples of the different types of abuse. Our website, www.enfield.gov.uk/safeguardingadults also has a short video on recognising signs of abuse.

Remember if you have any concerns, call the number below to report it.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions

Domestic abuse – including psychological, physical, sexual, financial, or emotional abuse; ‘honour’ based violence which also includes **coercive control** which is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

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Types of Abuse

Sexual abuse – including rape, sexual harassment, inappropriate looking or touching, being subjected to pornography or sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse – including emotional abuse, threats of harm or abandonment, humiliation, blaming and controlling, intimidation, isolation or unreasonable and unjustified withdrawal of services or supportive networks

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial transactions, or the misuse or misappropriation of property, possessions or benefits

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use coercion and deceit

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Types of Abuse

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

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Types of Abuse

Other types of abuse

Hate crime - A crime motivated by racial, sexual, or other prejudice.

Female Genital Mutilation – also known as female circumcision or female genital cutting, is defined by the World Health Organisation (WHO) as "all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons".

In the next few pages, we provide further information on what abuse is, what safeguarding means and who is an adult at risk.

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Definitions

Abuse

Abuse is a violation of a person's human and civil rights by any other person or persons and is a crime.

Safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the experience of abuse or neglect where we can.

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Who is An Adult at Risk?

All adults who are over 18 years of age who have care and support needs, and who are experiencing, or are at risk of, abuse or neglect, and are unable to protect themselves.

An adult with care and support needs may be:

An older person,

A person with a physical or learning disability or a sensory impairment,

Someone with mental health needs, including dementia or a personality disorder,

A person with a long-term health condition,

Someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living,

A carer, providing unpaid care to a family member or friend.

Adult safeguarding applies whatever setting people live in, and regardless of whether or not they have mental capacity to make specific decisions at specific times.

An adult at risk could also include someone who does not receive community care services but because they have been abused or are at risk of being abused, they could become vulnerable. The adult may not be able to protect themselves against harm or abuse.

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Principles of Making Safeguarding Personal.

There are 6 principles of Making Safeguarding Personal which should underpin everything we do:

Empowerment – People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

Prevention – It is better to act before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

Proportionality – The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed.”

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Principles of Making Safeguarding Personal.

Protection – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I can take part in the safeguarding process to the extent to which I want.”

Partnership – Local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

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What is the Safeguarding Adults Board?

The Safeguarding Adults Board (also known as the SAB) brings together a partnership group in Enfield – the purpose of which is to communicate and work towards minimizing abuse across the borough. Abuse can affect anyone, in different places and in different ways : it is important that we all work together to prevent it or protect people when abuse does happen.

The Board in Enfield is made up of the following partners:

Police	NHS North Central London Integrated Care Board
London Ambulance Service	London Fire Brigade
Enfield HealthWatch	North Middlesex Hospital NHS Trust
Enfield Local Authority	Royal Free London NHS Hospital Trust
Enfield Probation	One to One Enfield
Barnet Enfield and Haringey Mental Health Trust	
Care Quality Commission	Enfield Carers Centre

Care Act 2014

The Enfield Safeguarding Adults Board is a statutory Board formed under the Care Act 2014.

The main objective of the SAB is to assure itself that there are robust local safeguarding arrangements and partners to help and protect adults in its area.

The Local Authority, the Police and the NHS are the three statutory members of the Board.

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A welcome from Geraldine Gavin, Chair...

It is a pleasure to introduce you to our consultation on the 2023-28 Strategy for the Enfield Safeguarding Adults Board.

It is important that we continue to build on our successes and meet new challenges – we also want to include more views of those who live and work in the London Borough of Enfield. Our Safeguarding Community Engagement Group, Quality Checkers and other partnership groups have helped us develop this Strategy around our plans for the next five years.

We plan to improve the information that we give residents in Enfield about how to keep themselves safe and report abuse. We want to review how we learn and how we work together as a partnership when risks are high. We want to make sure that we are working with neighbouring boroughs effectively and that our care providers understand how and when to raise safeguarding concerns.

We are keen to involve more residents of Enfield in our work as lay members of the Board, if that is something that interests you then please email SafeguardingEnfield@enfield.gov.uk.

It really is important that we keep the views and experiences of Enfield's residents at the heart of what we do as a Board and you can be an important part of that, either by being a lay member or by filling in this consultation. It really does help us.

In Enfield, our Safeguarding Adults Board Chair is independent.

As an independent person they can act as a neutral spokesperson for the work of the Board and its members.

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Why have a Safeguarding Adults Strategy?

This strategy is our way of helping to create a change in attitudes: we want all our partner agencies and our community to unite in creating a culture of zero tolerance to all types of abuse.

We want to make sure we can all recognise abuse and know how to report it.

This is a shared statement about what the Enfield SAB is going to concentrate on over the next 5 years.

By working in partnership on these actions, we hope to realise our vision of a community that stands united against all forms of adult abuse.

Care Act 2014

The Care Act places statutory functions on the Board.

It must assure itself of robust safeguarding practices.

It must publish a strategic plan and write an annual report. It must also conduct a safeguarding adult review should an adult with care and support needs die or experience serious harm, and abuse or neglect is suspected.

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Review of 2018-23 Strategy

Our previous strategy covered the period between 2018-2023, which included a lot of disruption due to the COVID-19 pandemic. This changed the way the Board had to work but we continued to push forward on our priorities.

Throughout this time, the Board met virtually and kept partners in touch – a key piece of work, inspired by questions from our lay members, was added scrutiny around Do Not Attempt Resuscitation orders in Enfield over this time. This offered substantial reassurance at a difficult time.

In terms of the Strategy priorities, the Enfield SAB :

- Worked to reduce isolation through assistive technology projects and the Enfield Stands Together initiative during Lockdowns.
- Developed and improved the Board's online presence to make it easier for residents to find information on Safeguarding. (Some factsheets and resources do need to be updated and this is a priority for 2023-2028.)
- Implemented Partner updates to increase scrutiny on partners and ensure we are all acting on learning and concerns.
- Engaged in an external audit of our Board process by Red Quadrant Ltd (which was positive) and acted on the learning from this.
- Continued to meet regularly with neighbouring Safeguarding Adults Boards to ensure that policies and approaches are consistent.
- Worked to strengthen our partnership approach to supporting care providers – for example, our Quality Checkers and Provider Concerns process.

Where some activities are on-going, you will see that they appear again on 2023-2028's Strategy.

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Have your say on what the priorities should be

Our SAB partners have told us what they are doing to keep adults safe.

We have used this feedback, as well as advice from the Safeguarding Community Engagement group, and other information, research and learning, to design our priority areas.

We will use our first version of the strategy to ask people who live and work in Enfield what they think. We want to make sure that our residents are confident in telling us what their concerns are.

Please complete the survey at the end of this strategy and return it to us.

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What are the priorities for our Strategy?

Our actions fall into 3 areas: Prevent abuse;
Protect victims;
Learn from Safeguarding Adults Reviews and other cases;

Some of these actions will be completed jointly with our neighbouring Safeguarding Adults Boards and partners from the North and Central London area. (Barnet, Haringey, Camden and Islington). Joint actions will have star (*) in the title.

These priorities have been developed through reviewing themes in our Safeguarding Adults Reviews (for example around isolation as well as how partners work together) and the regular audits conducted by partners. Some are in relation to trends observed in the Safeguarding data over the last 5 years (such as the increase in Self-neglect) or feedback from partners or residents of Enfield (through our Safeguarding Community Engagement Group). Some, like those relating to raising awareness of Safeguarding Adults, are key responsibilities of any Safeguarding Adults Board.

Following this consultation, a more detailed action plan for each year will be developed.

If you want to learn more about how a particular priority or action was developed then please email SafeguardingEnfield@enfield.gov.uk. You can also let us know of any ideas you may have.

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Prevent abuse

What and Why: Engage with our community, to promote a culture where abuse and neglect are not tolerated.

This is a key priority for all Safeguarding Adults Boards. It is important that everyone in Enfield knows how to report safeguarding concerns and where to go for help and support.

How: Create a culture in Enfield where our community has a zero tolerance of abuse and neglect and understand how to report any concerns they may have. (*we can develop our own marketing materials or use our neighbours' tools to help us with this). Our Community Safeguarding champions network, and various charity & community organisations will be crucial in helping us disseminate important safeguarding messages to Enfield residents.

How will we know: Attendance and feedback from the Community Engagement group at the SAB. Analysis of where our safeguarding concerns come from and if the proportion from members of the public increases.

Oversight – the Safeguarding Community Engagement Group

What and why: Use technology and social media to engage with our community, professionals, providers and voluntary organisations.

Feedback from members of the public and colleagues alike show that we are not always clear on processes – and that increasingly looking online is where most of us go to find these answers. The Board's digital presence needs to be updated and of high quality.

How: Improve the website and social media presence, so people can stay informed and report concerns; promote developments in assistive technologies and social media options (including video calls).

How will we know: More visits to website, compared to 2023, and the Board will collect feedback on how social media and assistive technologies are helping people through audits.

Oversight –SAB and Practice Improvement Group.

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Prevent abuse

What and Why: **Work to reduce isolation & self-neglect**

Safeguarding Adults Reviews in the Borough highlight this as a need (for example Mr K which you can see on the website) and an increase in the number of concerns that feature self-neglect as the type of abuse in Enfield in 22.5% of cases (a percentage that is steadily increasing – up 4% in 5 years).

How: Mapping and supporting case discussion forums throughout the partnership, Online training; community engagement to encourage groups to stay in touch with people who might be isolated

How will we know: Monitor responses to the isolation question in our social care survey. Observing trends and patterns around Safeguarding Concerns received – particularly repeat concerns around self-neglect.

Oversight – The SAB.

What and Why: **Work with people alleged to have caused harm to prevent further abuse.**

Prevention often involves working with those who have caused harm to others (as an example Domestic Abuse).

This is a challenging area of work for all partners.

How: Developing guidance in this area.

How will we know: More effective joined up thinking and working together.

Oversight – The Practice Improvement Sub-group of the SAB

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Protecting adults at risk

What and Why : **Make sure all staff are appropriately trained**

Safeguarding Adults Reviews and audits highlight areas for improvement – as an example, more knowledge is needed around the Mental Capacity Act.

How: Ensure partners and providers have trained professionals to the required level. Everyone who works with adults at risk should have safeguarding adults basic training.

Priority areas include:

- Trauma based practice
- Mental capacity/ advocacy
- Making Safeguarding Personal
- Working with substance misuse, Mental Health and self-neglect.

How will we know: Attendance and feedback from training sessions. Partner organisations sharing their training data and noting improvement.

Oversight: Practice Improvement Group

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Protecting adults at risk

What and Why: Make sure our community knows how to recognise and report abuse.

How: Raise awareness about our Adult Abuse Line and online resources – through our marketing and community engagement work.
Review factsheets and websites to ensure they are all up-to-date.

How will we know: An increasing percentage of safeguarding adults referrals coming from the community, attendance at Safeguarding events and visits to the website as well as feedback from audits.

Oversight: Safeguarding Community Engagement Group.

What and Why: **Develop escalation processes and networks to make sure all colleagues work well together.**

Several Safeguarding Adults Reviews have confirmed this area needs to improve.

How and Why: Finalise an updated escalation protocol.
Connecting up the variety of multi-agency meetings to improve effectiveness.

How will we know: Multi-agency audits and feedback from partners.

Oversight: Practice Improvement Group.

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Learn from Safeguarding Adults Reviews and other cases.

What and why : **Continue to improve all Safeguarding processes.**

How: We are developing multi-agency audits to test how we are learning and improving throughout the partnership. A Learning and Development framework is being developed for the SAB to incorporate learning from Safeguarding Adults Reviews, audits, single cases and other experiences.

How will we know: We will complete 2 multi-agency audit reports per year on different themes and confirm what actions partners have taken. The Multi-agency audit process will be reviewed each year to ensure it is effect.

Oversight: Practice Improvement Group

What and Why: **Learn lessons from feedback of those who have been through safeguarding or use our services.**

This is a key priority for any SAB – we cannot say that we are Making Safeguarding Personal without finding out what the people involved feel about their experiences.

How: Implement learning from the Quality Checkers; ask people who have been through a safeguarding process about their experience and make improvements where necessary.

How will we know: Partners' confirmation of the action they have taken to respond to issues raised by feedback. These will be logged and may be reported on in the SAB Annual Report.

Oversight: Practice Improvement Group

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Learn from Safeguarding Adults Reviews (SAR) and other cases.

What and why :**Improve processes around SARs and sharing learning from cases.**

This is a key responsibility for the SAB under the Care Act 2014.

How: As identified in the Care Act, we have to undertake Safeguarding Adults Reviews and learn lessons. Also learn from Children and Families Services and Community Safety Reviews. We will put in place a new system to review cases and implement learning more quickly. We will develop tools to communicate learning from SARs more effectively.

How will we know: Safeguarding Adults Reviews will be completed and learning implemented more promptly than previously. Learning materials on SARs will be placed on the website and audits conducted around which recommendations have been put in place.

What and Why: **Learning from our neighbours.**

A lot of residents of Enfield – as well as providers and partners – work or live in our neighbouring boroughs. It is vital that our approaches are consistent to avoid confusion. This has been identified from feedback in the Practice Improvement Group.

How: We will continue to work with North and Central London Boroughs to learn lessons together. We share our lessons from reviews and will work on checks together.

How will we know: Annual Review and audits to identify improvements to Enfield’s safeguarding arrangements based on learning from other boroughs.

Oversight: Practice Improvement Group

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Who to contact if :

If you think you or someone you know is or might be experiencing abuse, you can call the Enfield Adult Abuse line on **020 8379 5212**. **Textphone: 18001 020 8379 5212**

For an assessment of your care and support needs then please contact the Single Point of Access: **020 8379 1001**

The Children's Multi-Agency Safeguarding Hub: **020 8379 5555**

Solace Women's Aid Advice Service offers support for domestic and sexual violence. Phone the advice line on **020 3795 5068**.

Modern Slavery concerns: **020 3821 1763 (Mon-Fri 10am-2pm)**, or you can email us at: ModernSlavery@enfield.gov.uk

If you think you or someone you know needs a home fire safety visit, then check out: [Home Fire Safety | London Fire Brigade \(london-fire.gov.uk\)](#)

Remember in an emergency, when someone is being harmed or abused, call the Police on 999.

If you would like to get involved in volunteering work to safeguard adults who may be experiencing abuse or harm, please contact us on SafeguardingEnfield@enfield.gov.uk.



If you are worried about someone then please do raise it.

If you want to see more information about how Safeguarding Adults works in Enfield then please look at MyLife [About Safeguarding Adults \(enfield.gov.uk\)](https://enfield.gov.uk/about-safeguarding-adults).

You can also see videos that were developed some years ago around Warning Signs of Abuse and how Making Safeguarding Personal works in Enfield at [Abuse - Recognise It, Report It \(enfield.gov.uk\)](https://enfield.gov.uk/abuse-recognise-it-report-it)

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