



INSIDE
Consultation
survey

Closing date:
31 August
2018

Enfield Safeguarding Adults Board

Enfield Safeguarding Adults Strategy 2018-2023

PROPOSED DRAFT • CONSULTATION DOCUMENT

www.enfield.gov.uk/safeguardingadults



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



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.

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Give us your views on our priorities

Please tell us what you think about our plans to prevent adult abuse in Enfield.

We would like to know:

- Whether you think we've got our priorities right to prevent adult abuse? The priorities can be found on page 16.
- Do you feel there are any areas of work that we need to include?
- We'd also like to know how confident you felt about recognising and reporting concerns

Please go to our consultation webpage to respond:

www.enfield.gov.uk/consultations

Or use the survey overleaf with the freepost address

Safeguarding Adults really is everyone's business, and by telling us what you think, based on your experiences, you will make a difference to what we focus on.

We have used feedback from the Safeguarding Adults Board partners, Service Users, Carers and Patients, and

other information, research and learning, to design our current list of things we want to focus on. This includes the work that is required by the Law.



Consultation dates:

Start: Monday 4 June 2018

End: Friday 31 August 2018

Our consultation

Q1 We have identified the draft priorities so far, these are below. Do you think we have got them right?

	Yes	No	Not sure / Don't know
Prevent abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protect adults at risk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learn from experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For more details on the priorities see pages 16-19.

Q2 Please tell us what else we could do to keep adults at risk from harm safe in Enfield?

Q3 Do you know how to recognise adult abuse?

☐ Yes ☐ No ☐ Not sure / Don't know

Q4 Would you feel confident to report any concerns either for yourself or someone you know?

☐ Yes ☐ No ☐ Not sure / Don't know

If you answered 'No' or 'Not sure / Don't know' to question 4, please tell us why.

About you

Are you... (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> responding on behalf of an organisation | <input type="checkbox"/> a unpaid carer |
| <input type="checkbox"/> a health or social care professional | <input type="checkbox"/> an Enfield resident |
| <input type="checkbox"/> someone who receives a home care service | <input type="checkbox"/> someone who works in Enfield |
| <input type="checkbox"/> someone who is living in a care home | <input type="checkbox"/> other |

If 'other' please tell us below

If you are responding on behalf of an organisation tell us who below

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- | | |
|--|--|
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> Prefer not to say |

How old are you?

- | | | |
|-----------------------------------|----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> 61 – 64 |
| <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> Over 65 |
| <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 55 – 60 | <input type="checkbox"/> Prefer not to say |

Are you male or female?

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer to self-describe |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Transgender | |

If you prefer to self-describe, please provide details below

How would you describe your ethnic origin?

- | | | |
|--|--|---|
| <input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British Irish | <input type="checkbox"/> Romany | <input type="checkbox"/> Sri Lankan |
| <input type="checkbox"/> Greek | <input type="checkbox"/> Other Eastern European | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Greek Cypriot | <input type="checkbox"/> White and Black African | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> Turkish | <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> Ghanaian |
| <input type="checkbox"/> Turkish Cypriot | <input type="checkbox"/> White and Asian | <input type="checkbox"/> Somali Nigerian Arab |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Mixed European | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Russian | <input type="checkbox"/> Indian | <input type="checkbox"/> Other |
| <input type="checkbox"/> Polish Kurdish | <input type="checkbox"/> Pakistani | |
| <input type="checkbox"/> Gypsy / Irish Traveller | <input type="checkbox"/> Bangladeshi | |

If 'Other', please specify

Thank you for taking the time to respond to this survey
Please return to: Freepost ENFIELD SAFEUGARDING ADULTS
(Please use capital letters) Or any Enfield Council building

Our Vision

... is for a community where people can live a life free from harm; a place that does not tolerate adult abuse; where we all work together to stop abuse happening, and where we all know what to do if it does take place.



What you can do

At different times in everyone's life, they 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 a really important way of keeping people safe, for you, your family and anyone using these services now and in the future.

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, have important roles to play to help adults at risk in our community safe from abuse or harm.

We want to work with you or the person you are concerned about to make them safe. We want to show you the important role you can play to stop adult abuse from happening in Enfield.

Here are three things you can do to prevent abuse:

- **Be informed** – read about the different types of abuse so you can recognise them (see the next three pages, visit our webpages – www.enfield.gov.uk/safeguardingadults);
- **Take an active interest** in your community, your neighbours, extended family and offer help and support where possible;
- **Don't ignore it, report 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 or someone you know is being abused or if you suspect abuse, visit our website or call anonymously the **Adult Abuse Line**. **Please speak up**. In an emergency always call 999.



www.enfield.gov.uk/safeguardingadults



020 8379 5212 (Textphone: 18001 020 8379 5212)

Types of abuse

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

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

An adult at risk is someone who is: over 18 years of age; who has care and support needs, and who is experiencing, or is at risk of, abuse or neglect, and is unable to protect themselves. A fuller definition can be found on page 18, in Some useful definitions.



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



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



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



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 www.enfield.gov.uk/safeguardingadults  020 8379 5212 (Textphone: 18001 020 8379 5212)



Domestic abuse – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence; and coercive control which is an act or a pattern of acts of assault, threats, humiliation and intimidation.



Sexual abuse – including rape, sexual harassment, inappropriate looking or touching, subjection 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, 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.



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, for example, 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.

The illustrations in this strategy are by Teresa Dodgson, © Barnet Council 2004.

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Other types of abuse

Hate crime – a crime motivated by racial, sexual, or other prejudice.

Female Genital Mutilation (FGM) – 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”.

On page 18 of this strategy we provide some more information on abuse, what safeguarding means and who is an adult at risk.



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Message from our Chair

As Chair of the Enfield Safeguarding Adults Board, I am delighted to be setting out proposed priorities for you to comment on.

The multi-agency board, includes health, social care and the police with voluntary groups that work in partnership to make sure that we are effective in keeping adults at risk safe from abuse and harm in Enfield. We have a strong partnership, and are proud of our excellent work with service users and carers.

With this new proposed five-year strategy we want to build on our successes from the last three years. We plan to create projects to reduce isolation, to better use technology to combat social isolation and to work more effectively with our diverse community groups. The hard work to develop the new priorities presented in this draft strategy has been led by our Service Users, Carers and Patients group. Our Quality Checkers and our Safeguarding Adults Board partners have also given their feedback and advice.

And now it's your turn... to let us know what you think.

We need your feedback on these priority areas, on prevention, protection and Making Safeguarding Personal and how we will achieve them? (see page 16).

Do you agree with these? Are there other areas that you think are just as important, or more important? We will use your feedback to confirm or amend our priorities and work plans for the next five years.

Please visit our consultation page at **www.enfield.gov.uk/consultations** or complete the survey in this document and send to our freepost address. Our consultation closes on the **31 August 2018**, so please provide your feedback by then. We look forward to hearing your views...

Please help us stop the abuse of adults at risk.



Christabel Shawcross
Independent Chair of the Enfield
Safeguarding Adults Board

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.

Although this is not a statutory requirement, it is seen as good practice and in Enfield, this is the approach we have chosen.

Written by Service Users, Carers and Patients

This strategy, with its plan and vision has been written by the Service Users, Carers and Patients Subgroup of the Board. We have been helped in doing this by the Safeguarding Adults Board team.

Over the next five years we hope the Board, with all its partners, and the people of Enfield, working in partnership, will take some big steps towards this vision.

Members of the subgroup

Irene Richards	Chair of the group
Pat Askew	Enfield Vision
Robin Standing	Enfield Deaf Image Group
Colin Bunting	Enfield Deaf Image Group
Stuart Cobb	Enfield Deaf Image Group
Hugh McCormack	Enfield Deaf Image Group
Gill Hawken	Lay Member
Claire Walker	Victim Support
Tim Fellows	Enfield LGBT Network
Jill Harrison	Enfield Citizens Advice Bureau
Rhonda Challenger	Mahanda
Mary Clifford	Customer Voice

Care Act 2014

The Enfield Safeguarding Adults Board, this strategy, and how we work to keep adults at risk safe in Enfield, is now a legal requirement.

Any relevant information from the Care Act 2014 will be provided in these boxes.



Pictured left to right: Christabel Shawcross (Chair of the Enfield Safeguarding Adults Board), Dawn Adams (Safeguarding Adults Board Officer), Robin Standing, Irene Richards and Pat Askew

What is the Safeguarding Adults Board?

The Safeguarding Adults Board brings together organisations that work in Enfield to make sure there are good ways of working to keep adults at risk safe. 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 it does.

The Board in Enfield has an independent chair and is made up of the following partners:

- Police
- Enfield Clinical Commissioning Group
- London Ambulance Service
- London Fire Brigade
- Enfield HealthWatch
- North Middlesex Hospital NHS Trust
- Enfield Local Authority
- Royal Free London NHS Hospital Trust
- One-to-One Enfield
- Barnet Enfield and Haringey Mental Health Trust
- Care Quality Commission
- Over 50s Forum
- Enfield Carers Centre
- Citizens Advice

Care Act 2014

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

The main objective of the Safeguarding Adults Board 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 statutory members of the Board.



If you or someone you know is being abused or if you suspect abuse, visit our website or call anonymously the **Adult Abuse Line**. **Please speak up**. In an emergency always call 999.



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Why do we 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 of all types of abuse.

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

Our strategy is a shared statement about what the Safeguarding Adults Board is going to work on over the next five years.

By working in partnership on the actions in this strategy we hope to realise our vision of a community that stands united against adult abuse.

Care Act 2014

The Care Act places statutory functions on the Board.

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



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What are the priorities for our strategy so far?

Prevent abuse

What	How	How will we know
Engage with our community, to promote a culture where abuse and neglect are not tolerated	Create a culture in Enfield where our community has a zero tolerance of abuse and neglect and understands how to report any concerns they may have. (*We can develop our own marketing materials or use our neighbours tool to help us with this).	Attendance and feedback from community engagement activity.
Use technology and social media to engage with our community, professionals, providers and voluntary organisations	Improve 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).	More visits to website, use of social media to report concerns, start to collect feedback on how social media and assistive technologies are helping people through customer audits.
Work to reduce isolation	Online training; community engagement to encourage groups to stay in touch with people who might be isolated.	Monitor responses to the isolation question in our social care survey.
Work with people alleged to have caused harm to prevent further abuse	Identifying and working with people who will benefit from support and intervention.	Evaluation of the programme by professional, and through customer feedback.

Protect adults at risk

What	How	How will we know
Make sure our community knows how to recognise and report abuse	Raise awareness about our Adult abuse line, online resources, and different types of abuse through our marketing and community engagement activity.	Attendance and feedback from community activity and visits to website.
Make sure professionals are appropriately trained, with a focus on Making Safeguarding Personal	Ensure partners and providers have trained professionals to the required level of safeguarding. Everyone who works with adults at risk should have safeguarding adults basic training, which includes: different types of abuse, including hidden or underreported abuse such as Modern Slavery, Domestic Abuse, Female Genital Mutilation, and details of what to do to report concerns.	Attendance and feedback from training sessions.
Develop ways to help people protect themselves from abuse and harm	Paper and online factsheets; information videos; and links to organisations that can help (e.g. for fraud, home security).	Downloads of factsheets; visits to page.
Develop online tool to make sure everyone knows how to access or make referrals to different services	Update website with new tool; this will also make sure that as partner organisations change, once updated, other agencies will still know who to contact and what everyone does.	Hits on website, improved referrals, feedback in audits.

Learn from experience

What	How	How will we know
Check that the way we are managing adult safeguarding is working properly	We have regular checks and an annual independent audit and we will work with our neighbours*. Checks will include: the user experience, and applying the Making Safeguarding Personal approach. We will also work with neighbours to develop consistent London-wide assurance framework, and thresholds).	Audit reports, and confirmation from partners of the actions they have taken.
Learn from the advice of our Service Users, Carers and Patients	Implement learning from Quality Checkers; ask people who have been through a safeguarding process about their experience and make improvements where necessary.	Partners' confirmation of the action they have taken to address issues raised by feedback.
If things go wrong, review what happened and learn lessons	Identified in Care act, we have to undertake Safeguarding Adults Reviews and learn lessons, and we will also make sure we learn from Children's and Community Safety reviews.	Audits feedback, data.
Learn from the experiences of other local authority areas	We work with our neighbouring boroughs to learn lessons together. We share our lessons from reviews and will work on checks together.	Annual review and audits to identify improvements to Enfield's safeguarding arrangements based on learning from other boroughs.

Improve services

What	How	How will we know
Ensure we have effective arrangements in place to intervene when provider quality drops below expected standards (Provider concerns/improvement)	Support Enfield services to improve, due to quality standards, whenever possible.	Number of Provider concerns/improvement processes and key issues addressed.
Ensure partners share information and intelligence about poor quality services	Ensure there are arrangements in place to share information properly about services so that partners can act quickly to respond to unsafe services.	Regular meetings with partner agencies and evidence of actions.
Online space for providers	Develop online presence to share information, policies and best practice with providers to ensure organisations have tools they need to improve.	Take up of resources.
Consistent policies with neighbouring boroughs	Make sure Enfield has clear and consistent policies with neighbouring boroughs which represent best –practice in all areas.	Audits.

Some useful 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.

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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Safeguarding Adults – six principles

All of our work must be in line with the six key principles of safeguarding adults from the Care Act 2014. These are:

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 take action 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.”

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 am able to 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.”

Important phone numbers

Enfield Adult Abuse Line	020 8379 5212
Child protection concerns.....	020 8379 5555
Domestic Violence Hotline	0808 2000 247
Home Fire Safety Checks	08000 28 44 28
Care Quality Commission	03000 616161
Citizens Advice	03454 04 05 06
Police non-emergency number.....	101

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



If you or someone you know is being abused or if you suspect abuse, visit our website or call anonymously the **Adult Abuse Line**. **Please speak up**. In an emergency always call 999.



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