



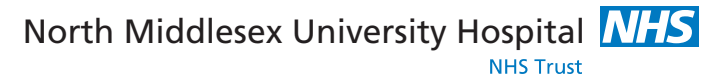
Enfield Safeguarding Adults Board

# Enfield Safeguarding Adults Strategy 2018-2023

[www.enfield.gov.uk/safeguardingadults](http://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.

# Contents

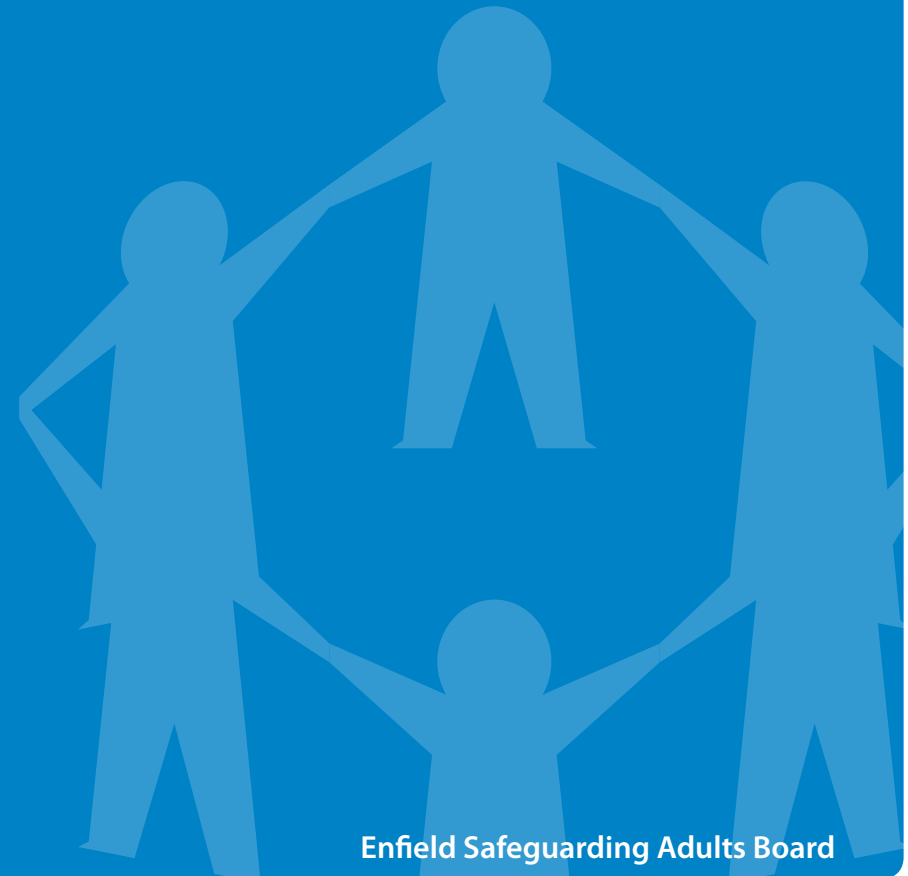
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# Our Vision

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**... is for a community where people can live a life free from harm; a place that will not tolerate adult 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.**





## 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](http://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](http://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](http://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 17, 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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**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** – acts of violence or hostility directed at people because of who they are or who someone thinks they are. Hate incidents and hate crime happen because of prejudice or hostility based on a person’s disability, race, religion, sexual orientation or transgender identity.

**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 17 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 the recently appointed Chair of the Enfield Safeguarding Adults Board, I am pleased to be introducing and setting out the priorities for the next five years.**

Much appreciation is due to Christabel Shawcross, the previous Chair, who has been instrumental in steering the Board's activities during the last 18 months. We are now looking to the future and this strategy is aimed at continuing the open culture that is needed to keep all partners working well together.

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 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 these new priorities has been led by our Service Users, Carers and Patients group. Our Quality Checkers and our Safeguarding Adults Board partners, and Enfield residents have also given their feedback and advice.

**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.**



**Geraldine Gavin**  
Independent Chair of the Enfield  
Safeguarding Adults Board

# 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:

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

## 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.



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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?

## Prevent abuse

What	How	How will we know
<b>Engage with our community, to promote a culture where abuse and neglect are not tolerated</b>	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 tools to help us with this).	Attendance and feedback from community engagement activity.
<b>Use technology and social media to engage with our community, professionals, providers and voluntary organisations</b>	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.
<b>Work to reduce isolation</b>	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.
<b>Work with people alleged to have caused harm to prevent further abuse</b>	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
<b>Make sure our community knows how to recognise and report abuse</b>	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.
<b>Make sure professionals are appropriately trained, with a focus on Making Safeguarding Personal</b>	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 under reported 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.
<b>Develop ways to help people protect themselves from abuse and harm</b>	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.
<b>Develop online tool to make sure everyone knows how to access or make referrals to different services</b>	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
<b>Check that the way we are managing adult safeguarding is working properly</b>	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.
<b>Learn from the advice of our Service Users, Carers and Patients</b>	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.
<b>If things go wrong, review what happened and learn lessons</b>	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.
<b>Learn from the experiences of other local authority areas</b>	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
<p><b>Ensure we have effective arrangements in place to intervene when provider quality drops below expected standards (Provider concerns/improvement)</b></p>	<p>Support Enfield services to improve, due to quality standards, whenever possible.</p>	<p>Number of Provider concerns/ improvement processes and key issues addressed.</p>
<p><b>Ensure partners share information and intelligence about poor quality services</b></p>	<p>Ensure there are arrangements in place to share information properly about services so that partners can act quickly to respond to unsafe services.</p>	<p>Regular meetings with partner agencies and evidence of actions.</p>
<p><b>Online space for providers</b></p>	<p>Develop online presence to share information, policies and best practice with providers to ensure organisations have tools they need to improve.</p>	<p>Take up of resources.</p>
<p><b>Consistent policies with neighbouring boroughs</b></p>	<p>Make sure Enfield has clear and consistent policies with neighbouring boroughs which represent best practice in all areas.</p>	<p>Audits.</p>



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

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



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# Appendix – Consultation report

We would like to say thank you to everyone who shared their views on the strategy.

Please visit our website for details of how you can get involved in programmes like our Quality Checker volunteers, where you can continue to make a difference.

## Summary

The Safeguarding Adults Strategy 2018-23 consultation took place between 4th June 2018 and 31st August 2018. We received a total of **224 responses**.

The responses show that approximately **80% of people agreed with our priority areas** of Prevent abuse, Protect Adults at Risk, Learn from experience, and Improve services.

The Service User, Carer and Patient sub-group helped to steer the consultation programme.

## How did we let people know about the consultation?

- Advert in Our Enfield magazine
- Bulletin to the voluntary groups in Enfield
- Facebook and Twitter posts
- Presentations to voluntary sector groups and council staff
- Emails/letters from Safeguarding Adults Board partners to staff and service users



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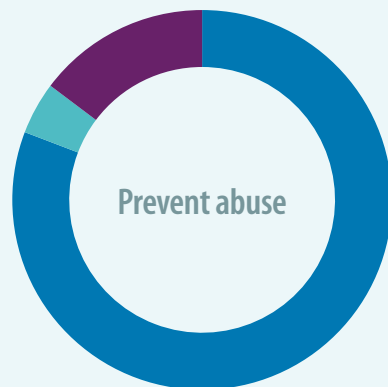
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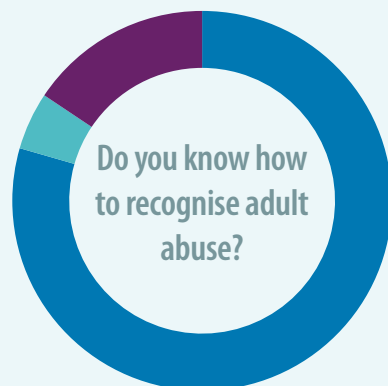


## Are our priorities right?

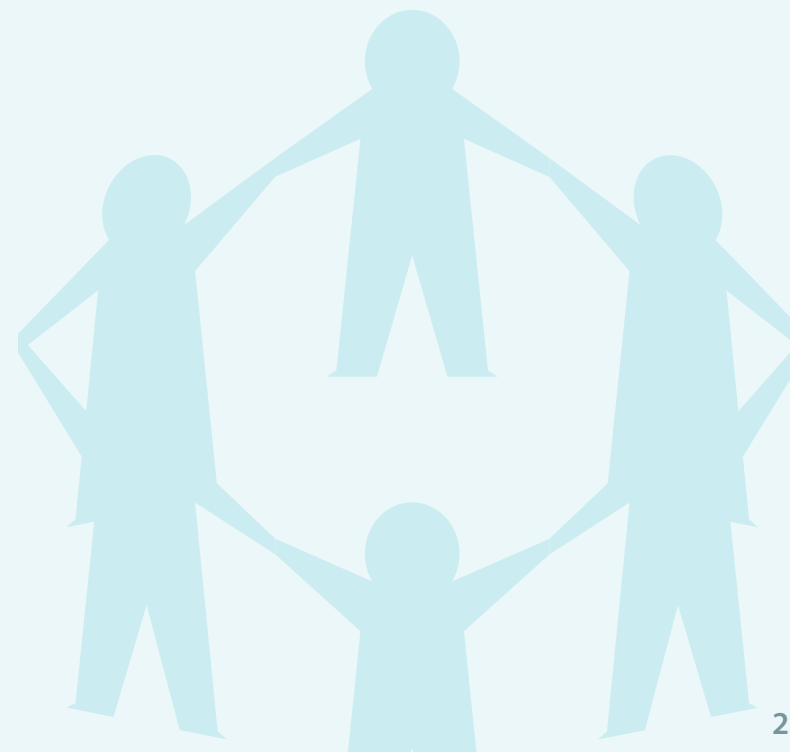


	Yes	No	Not sure/Don't know
Prevent abuse	181 80.8%	10 4.5%	33 14.7%
Protect victims	184 82.1%	9 4.0%	31 13.8%
Learn from experience	182 81.3%	11 4.9%	31 13.8%
Do you think we have got them right?	178 79.5%	13 5.8%	33 14.7%

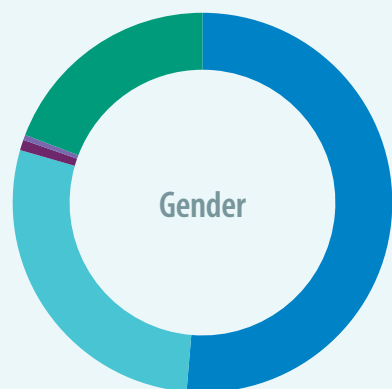
## Responses to recognising and reporting abuse



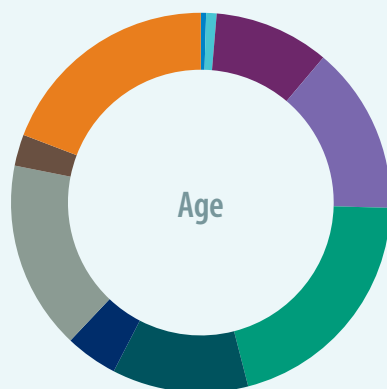
	Yes	No	Not sure/Don't know
Do you know how to recognise adult abuse?	178 79.5%	11 4.9%	35 15.6%
Would you feel confident to report any concerns either for yourself or someone you know?	186 83.0%	17 7.6%	21 9.4%



## Who responded



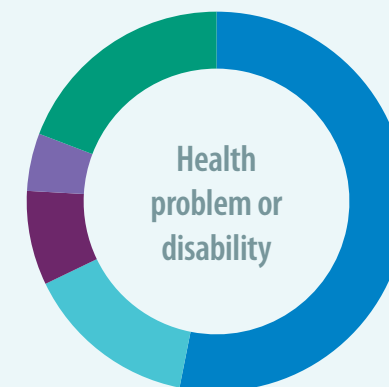
Female	115	51.3%
Male	63	28.1%
Prefer not to say	2	0.9%
Transgender	1	0.4%
No response	43	19.2%



Under 18	1	0.4%
18-24	2	0.9%
25-34	22	9.8%
35-44	32	14.3%
45-54	46	20.5%
55-60	26	11.6%
61-64	10	4.5%
Over 65	36	16.1%
Prefer not to say	6	2.7%
No response	43	19.2%



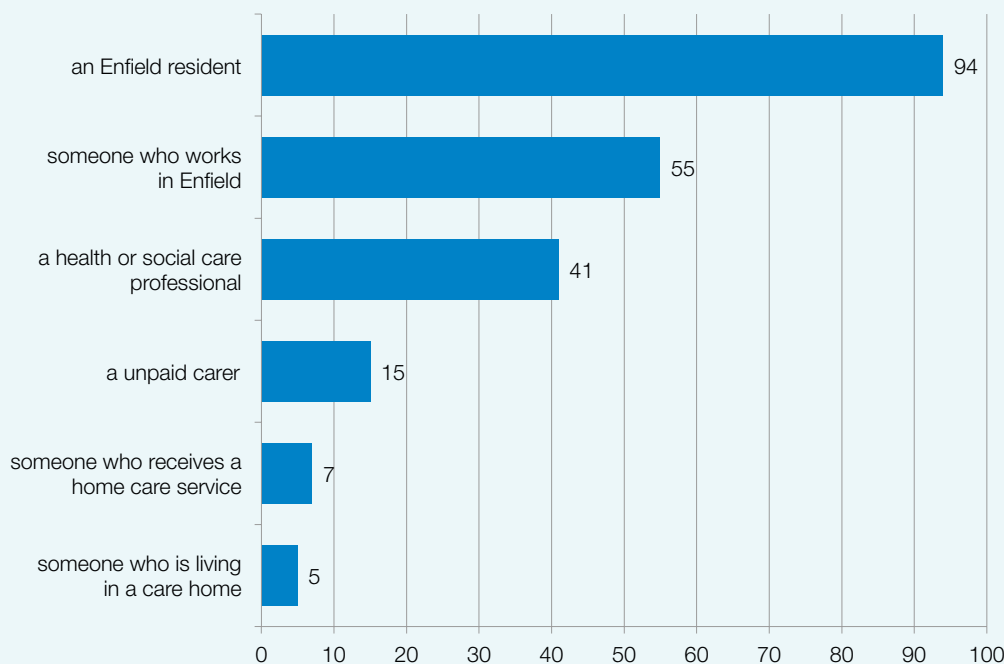
English/Welsh/Scottish/Northern Irish/British	110	49.1%
Caribbean	12	5.4%
Other	11	4.9%
Greek Cypriot	7	3.1%
White and Black Caribbean	7	3.1%
Prefer not to say	6	2.7%
Indian	6	2.7%
Ghanaian	5	2.2%
Nigerian	5	2.2%
White and Asian	3	1.3%
Greek	2	0.9%
No response	41	18.3%



No	119	53.1%
Yes, limited a little	33	14.7%
Yes, limited a lot	18	8.0%
Prefer not to say	11	4.9%
No response	43	19.2%

\*Ethnicities that recorded a return of 1 (0.4%) are not shown in the Ethnicity chart above: Somali; White and Black African; Turkish Cypriot; Gypsy / Irish Traveller; Chinese; Other Eastern European; Arab; Irish; Italian.

## From the responses, the following were:



## How we are using your suggestions

We have looked at every suggestion, and used them to shape the way we will deliver our strategy. You've identified lots of different areas of work. Three themes have emerged most strongly from your feedback:

**Raising awareness:** about what the Safeguarding team does; how people can report abuse; what happens during the call, and what will happen after the call; how people can protect themselves (from things like fraud).

**Better communication in the process:** this includes communication with the families of Adults at Risk, with the referrer of the concern so they know what is happening, and with between teams providing services to the person

**Community Engagement:** some felt this was important enough to be its own priority; more grass roots work to help build relationships and a network of people who can raise awareness and help people self-protect; this work was seen as an important activity to balance the developments in IT/ Social Media that were also recognised as important.

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**Strategic Safeguarding Adults Service  
Health and Adult Social Care**

October 2018

