

Camden Safeguarding Adults Partnership Board

Board Strategy 2023 to 2028

"Safeguarding is everybody's business"



NHS
North Central London
Clinical Commissioning Group



London Ambulance Service **NHS**
NHS Trust

Great Ormond Street
Hospital for Children
NHS Foundation Trust

Camden and Islington
NHS Foundation Trust

Central and North West London
NHS Foundation Trust

University College
London Hospitals
NHS Foundation Trust

The Tavistock and Portman
NHS Foundation Trust

Royal Free London
NHS Foundation Trust





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CHAIR'S INTRODUCTION TO CAMDEN SAPB STRATEGY 2023 – 2028



Christabel Shawcross Chair, Camden Safeguarding Adults Partnership Board

The Camden Safeguarding Adults Partnership Board's (SAPB) wants to support a community where people can live a life free from harm; a place where abuse of adults will not be tolerated; where we all work to stop abuse happening at all; and where we all know what to do if abuse takes place. When we do need to intervene to stop abuse, we want to work with individuals by 'Making safeguarding personal'.

I am pleased to introduce this 5-year strategy which lays out the multi-agency SAPBs ambitions for the next 5 years. We are a wide partnership with the 3 statutory partners, (the local authority, health, police) alongside the fire and rescue service, housing, homelessness support, commissioned care providers, voluntary and community sector partners. All have contributed to this strategy, which focuses on how we work to reduce the abuse of adults at risk across our partnership in the borough of Camden.

The strategy has been devised with the use of a range of performance

information. At our consultation during the summer of 2022, we had excellent responses from Camden residents to our key question, 'What are your top 3 priorities for promoting awareness of abuse and prevention?' The results have influenced our strategic priorities and will help the SAPB, and subgroup members develop actions to deliver and evidence our local response to protect residents at risk of abuse.

We want to build on the consultation process from last year and look at more ways of connecting with our community by working in partnership on the subjects of domestic violence, homelessness, substance misuse and improve awareness of safeguarding for diverse communities.

Our strategy is reviewed each year. To make sure we are doing what we said we would do, we will adapt and change as new priorities emerge. This will be based on our vision to work closely with diverse communities and people with lived experience, seek out seldom heard groups and develop a model of co-production.

Our Vision



All SAPB agencies are committed to co-production when developing our priorities to prevent abuse. People with lived experience will be involved and supported to help us keep a strong focus on preventing abuse in Camden. The SAPB will demonstrate robust leadership through ensuring all the Care Act 2014 Safeguarding Principles and Making Safeguarding Personal are integral through all of our work in co-production.

Six Principles of Safeguarding

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

1 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.”

2 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.”

Information Performance Dashboard (IPD) data shows that from the end of 2022 to April 2023, there were 13 scams, frauds and doorstep crime referrals received about individuals aged between 23 and 98 years old. We expect that this will continue to occur, and potentially increase, due to the ongoing cost-of-living crisis.

The SAPB will continue to work together to share, learn and respond to what is happening in the community to increase the awareness of safeguarding and to prevent people at risk from harm.

3 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.”

Safeguarding concerns from referrals to enquiries continue to rise and reflects the average increases with our nearest boroughs.

The SAPB receives the IPD quarterly data, which is analysed. The SAPB reflects and acts on any highlighted trends and themes.

4 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.”

Camden is seeing an increase in Financial Abuse over the last year through the enquiries received. The majority are taking place in the home. The enquiries are broken down into four broader location categories: Care homes (5%), NHS Trusts (5%), Own Home (76%) and Other (15%).

The SAPB will take this subject forward as a priority to continue to raise awareness, produce information to share with the community and work with local voluntary organisations to support our community.

5 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.”

The data shows that referrals of safeguarding concerns continue to rise from the various areas:

- NHS
- Emergency Services
- Social Care staff
- Family/Friend/Neighbour
- Housing
- Education/Training/Workplace.
- Other (which relates to the referrer being a member of the public, bank or a charity)

The SAPB aims to raise more awareness and support people’s understanding of safeguarding and how to refer any safeguarding concerns across all agencies and organisations that operate in Camden.

6 Accountability:

Transparency and accountability in delivering safeguarding.

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

Making Safeguarding Personal (MSP) is about defining the desired outcomes, which are the wishes of the adult at risk or their representative, which has been voiced by the adult at risk during the initial conversations.

Achieving desired outcomes can depend on what the desired outcome is and what is possible. However, it is a good indicator that MSP is central to the safeguarding process with a high proportion of people drawing on care and support having been asked.



**How
will we
know how
we are
doing?**

We want to hear more from people about what works well and what does not work so well so we can learn together.

Comments from people with lived experience, service users, carers, subgroups.

“For the very first time I felt I had the opportunity to say what I really want it and I felt everyone was listening and understand my point to work together and make things better.”

“The professionals made very clear everything and every single of my dilemma was having an informative answer from them.”

“I receive clear and simple information about what abuse is, and how I can get help.”

“I can definitely see some very good things ahead in terms of improvement, this meeting and the way was managed by the professionals will definitely improve for better.”

“I am confident that services that I go to know how best to support me.”

“I am confident that practitioners will work together and with me to get the best outcomes for me.”

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. Key definitions used in this paper can be seen in Appendix 1.

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 SAPB is going to work on over the next five years. By working as a partnership on the actions in this strategy we aim to realise our vision of a community that stands united against

adult abuse. The different types of abuse can be seen in Appendix 2.

What might some of the challenges be?

- Resources
- An ageing population
- Promoting diversity and health equalities
- Emerging trends such as digital abuse
- Recovering from the COVID Pandemic
- Cost-of-Living Crisis

The SAPB will continue to look at emerging trends and themes against the priorities of this strategy and will ensure the annual delivery plan reflects those changes. We want to make sure as priorities change the SAPB takes the required actions.

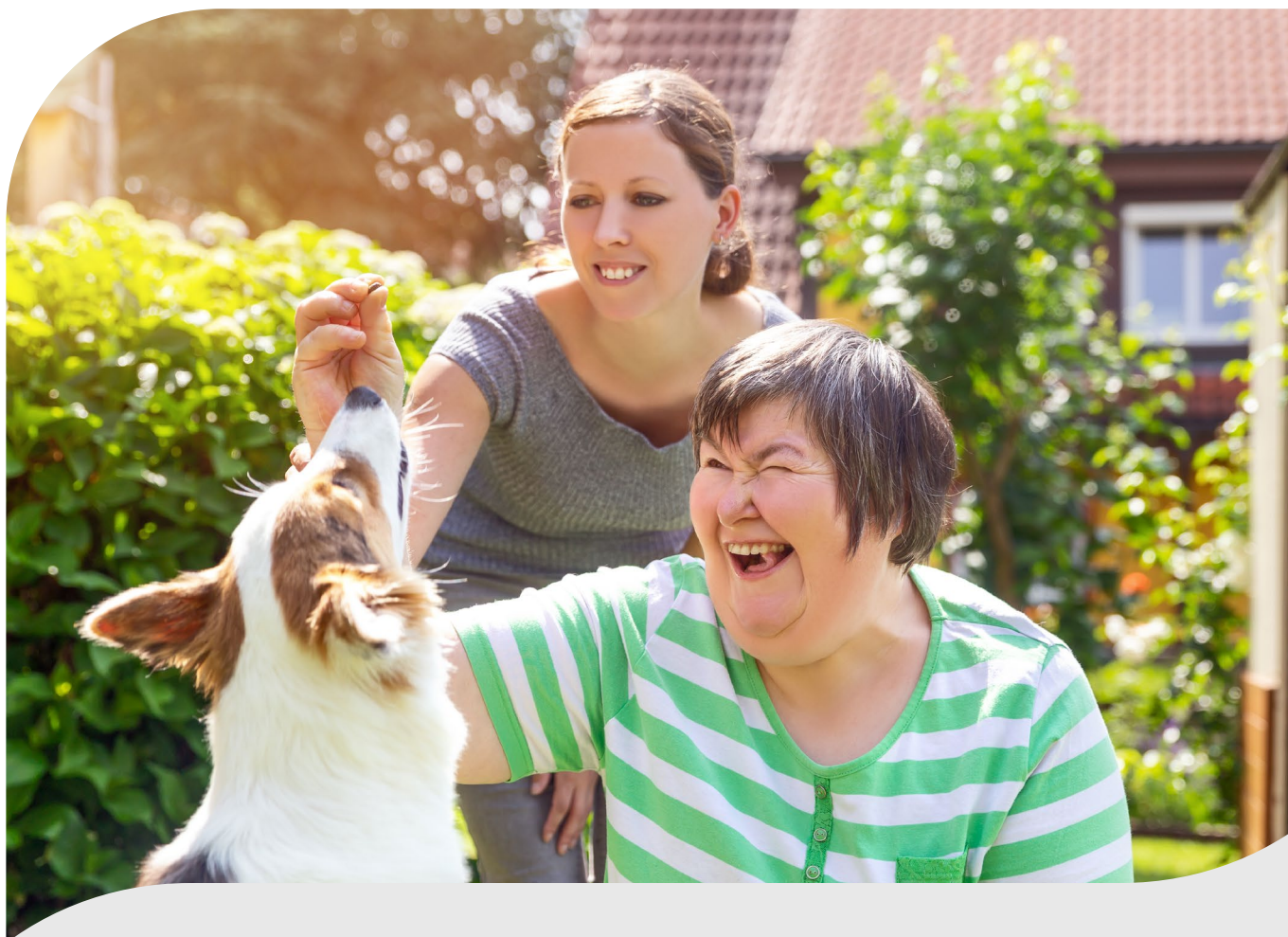


How do we learn to improve multi agency working to prevent abuse or harm?

We must look at learning where we agree Safeguarding Adult Reviews (SARs) meet the mandatory criteria. We want to take a themed approach to ensure learning stays relevant. We will learn from other SARs within North Central London SAPBs and also nationally to ensure we benefit from developing best practice.

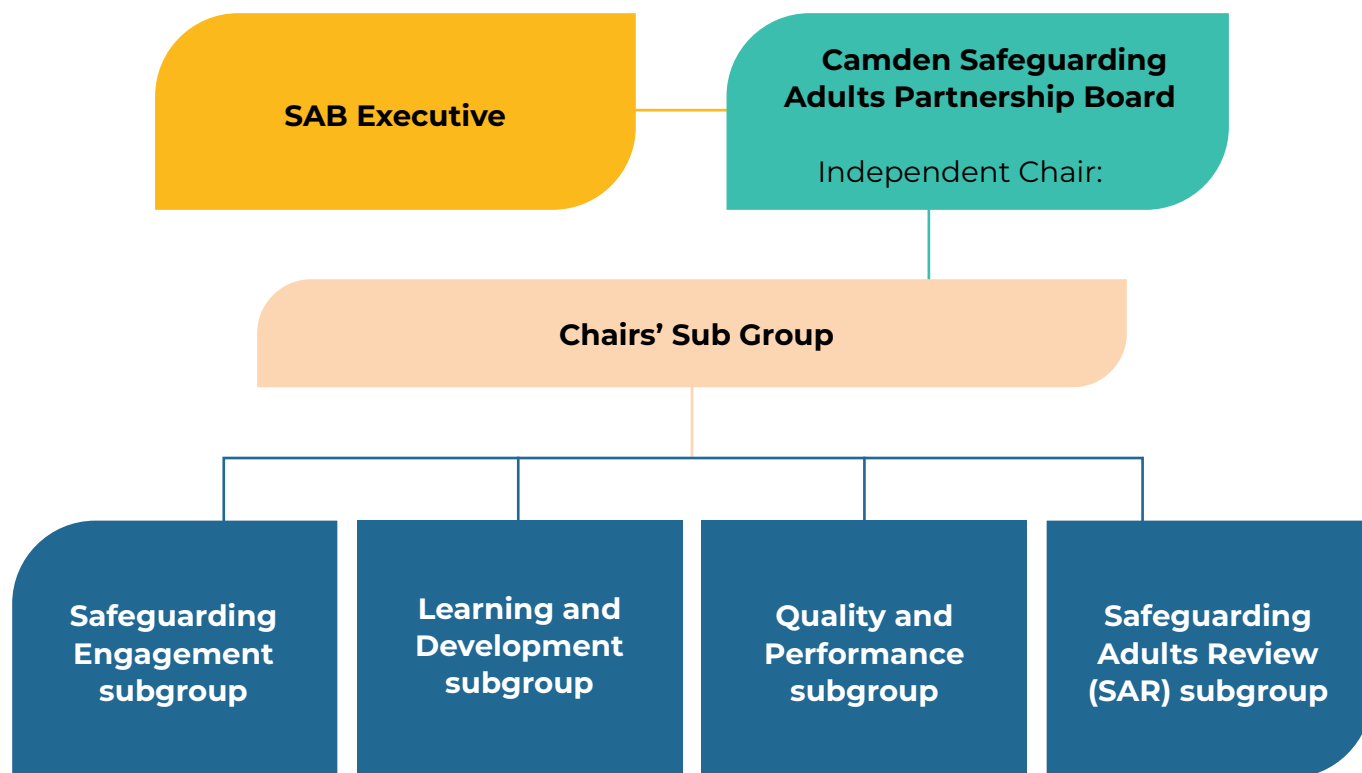
The recommendations, actions and learning taken from over the last three years' SARs have highlighted some of the themes bullet pointed that the SAPB will continue to work on as part of our top priorities:

- Mental Capacity assessments and understanding complexity
- Sharing of information across all agencies
- Seeking advice on more complex cases and identifying safeguarding concerns
- Self-neglect and hoarding
- Cuckooing and its impact with service users and the support received
- Partner agencies working together to escalate situations of concern
- Working with Children's Partnership and Community Safety on Transitional Safeguarding for young people 18-24 years old
- Ensuring understanding of high risk, self-harm and suicide prevention with Public Health expertise



What is the Safeguarding Adults Partnership Board (SAPB) and its role

The SAPB brings together organisations that work in Camden to make sure there are joined up ways of working to keep adults at risk safe from harm. Promoting awareness of abuse and how to prevent it are the key ways we can make a difference together.



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

- Age UK (Camden)
- Camden and Islington Mental Health NHS Foundation Trust (C&I/Candi)
- Camden Carers Service
- Camden Council: Adult Social Care, Housing, Community Safety, Commissioning, Learning & Development Team, Camden Learning Disability Service (CLDS) Public Health, Public Safety, Camden Safety Net
- Camden People First
- Care Quality Commission (CQC)
- Central North West London NHS

- Foundation Trust (CNWL)
- Great Ormond Street Hospital for Children NHS Foundation Trust
- Health Watch Camden
- Hopscotch Women's Centre
- London Ambulance Service
- London Fire Brigade – Camden
- Metropolitan Police – Camden
- National Probation Service
- NHS North Central London Integrated Care Board
- Royal Free Hospital NHS Foundation Trust (RFH)
- Tavistock and Portman NHS Foundation Trust
- University College London Hospitals NHS Foundation Trust (UCLH)

The Board's aim and our Priorities for 2023 to 2028

The types of abuse that we will focus on may vary over the 5 years, but the fundamental focus will be on preventing domestic violence and abuse, self-neglect and hoarding, cuckooing, and institutional abuse.

Empowerment

What we want to achieve

- 1) People are helped to protect themselves and each other from abuse
- 2) Staff members continue to have meaningful, engaging "What matters" conversations with people and to "Make Safeguarding Personal"
- 3) People are offered appropriate support through safeguarding processes, including advocates
- 4) People are asked what they want their desired outcomes to be and to feel included in the safeguarding process

Proportionality

What we want to achieve

- 1) Individuals will feel supported to make informed decisions on risk taking and the level of intervention that they receive
- 2) Individuals transitioning to adulthood are supported and safeguarded from abuse, exploitation, and neglect

Prevention

What we want to achieve

- 1) People will know how to identify and avoid abuse and report it
- 2) The reasons behind abuse and neglect are tackled, including loneliness and isolation
- 3) New forms of abuse and neglect are identified and tackled at an early stage
- 4) The wider influences of wellbeing that impact safeguarding is addressed (Including the cost-of-living crisis, racial discrimination, and inequality)

Partnership

What we want to achieve

- 1) Partners share their evidence and performance and analyse it together to learn and make continual improvements
- 2) Partnership Boards and the structure in place to safeguarding children, work together to identify safeguarding trends
- 3) Community and voluntary sector organisations including people with lived experience influence services and strategies through co-production
- 4) Partners effectively implement multi-agency safeguarding procedures

PROTECTION

What we want to achieve

- 1) Safeguarding practice is continually strengthened
- 2) Staff members are able to identify and manage risk
- 3) Financial scams and other organised exploitative activity are shared and prevented
- 4) People, including hard-to-reach groups, know where to go for help

Safeguarding Engagement subgroup – what we will do

1. Improve engagement with diverse communities by producing safeguarding material in other languages
2. Create a forum for people with lived experience to have their voice heard and support the co-production of materials, reports and future strategies
3. Support people with lived experience feedback on safeguarding processes
4. Listen to the community to take on board concerns and trends to share with the SAPB

Quality and Performance subgroup – what we will do

1. Embed the function of the SAPB High Risk Advisory Group across the SAPB partnership
2. Review the system support regarding LPS and MCA/DoLS
3. Continue to analyse the quarterly IPD data to highlight trends, themes and any serious safeguarding concerns across our partner agencies
4. Reporting of concerns to agencies to seek a plan of action and assurances of any systematic changes
5. Will facilitate the yearly themed SAPB audit.

ACCOUNTABILITY

What we want to achieve

- 1) Partners learn lessons from Safeguarding Adult Reviews, Learning Disabilities Mortality Reviews, Domestic Homicide Reviews, audits and more.
- 2) Service users, carers and patients feel empowered and able to influence service delivery
- 3) Consultation and co-production with service users and carers become routine

Learning and Development subgroup – what we will do

1. Gather existing available learning events and resources to share with all partner agencies
2. Produce a learning programme using the themes and trends highlighted from past SARs
3. Give continued support to voluntary sector organisations in the provision of their core safeguarding training requirements

Safeguarding Adults Review (SAR) subgroup – what we will do

1. The subgroup will continue to review any SAR referrals and decide any that meets the criteria
2. For any referrals that do not meet the criteria for a full review, see what learning can be taken from the referral and work alongside the other subgroups to create any learning event or resource to share with partner agencies and wider
3. Work with the L&D subgroup to produce and provide learning opportunities to share with partner agencies and beyond

Annual delivery plan: we will have an annual delivery plan which will have clear targets to show how well we are doing

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 adults social care of health 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 Camden Council, the Police, the NHS, Community and Voluntary organisations, faith groups, education settings and others, have important roles to play to help adults at risk in our community stay 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 Camden. Here are three things you can do to prevent abuse:

- **Be informed** – read about the different types of abuse so you can recognise them (visit our webpages – Safeguarding Adults Partnership Board - Camden Council
- **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.

If you or someone you know is being abused or if you suspect abuse, visit our website, or call **020 7974 4000** and select option 1. **In an emergency always call 999.**

See the sign language animated safeguarding awareness video, commissioned, and produced by the SAPB's Engagement Subgroup **here**.



Appendix 1

Key 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 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.

Appendix 2

Types of Abuse

Physical abuse – Where physical acts of violence or threats of violence or intimidation are used against a person, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Modern slavery – Slavery typically occurs where people are being exploited or controlled by another person and are unable to leave their situation. There are eight key forms of modern slavery: Forced labour, debt bondage prostitution, domestic servitude, criminal exploitation, child exploitation, forced marriage and organ harvesting.

Self-neglect – Is defined as an extreme lack of self-care to the extent where it may threaten someone's health and safety. This covers a wide range of behaviours: neglecting to care for one's personal hygiene, health surroundings and includes hoarding.

Domestic abuse – Is an incident or pattern of behaviour which are violent, controlling, coercive, threatening or degrading towards a person who is or has been a close intimate partner or family member. Including psychological, physical, sexual, financial, emotional abuse; 'honour' based violence; and coercive control which is an act or a pattern of acts of assault, threats, humiliation, and intimidation.

Sexual abuse – This is abusive sexual behaviour towards another person, it can cover a range of behaviours including rape, sexual assault, "harassment", inappropriate looking or touching, subjection to pornography or sexual acts to which the adult has not consented or was pressured into consenting and publishing sexual images without consent.

Psychological abuse – This involves frequent and deliberate use of words and non-physical actions with the intention of manipulating, scaring, or hurting an individual. 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 – Is when someone takes or misuses someone else's money or belongings for their own gain. 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 – This exists where abuse is targeted towards someone because of their age, gender, sexuality, disability, religions, class, culture, language, race, or ethnic origin.

Organisational abuse – This constitutes the mistreatment of an individual(s) due to poor or inadequate practices, systems, or care within a care setting. Including neglect and poor care practice within an institution,

unsafe handling and the covering up of incidents.

Neglect and acts of omission – Is when a person(s) fails to do something which can cause harm to the individual. 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.

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”.

Would you like more information?

Email: camdenSAPB@camden.gov.uk

What should i do if i think someone is being abused?

If you are worried that an adult is at risk of or is experiencing abuse, neglect, or exploitation: please call **020 7974 4000** and select option 1, or email adultsocialcare@camden.gov.uk

If you think an adult is in immediate danger, you should call the police on **999** (urgent) or dial **101** (non-urgent)

Contact

Email: camdenSAPB@camden.gov.uk

www.camden.gov.uk/safeguarding-adults