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# About our Adult Safeguarding Strategy 2015–2020

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*“People should be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens.”*



## Help to make sure that *Safeguarding is Everyone's Business*

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The City and Hackney Safeguarding Adults Board is a group of organisations working in the City of London and in the Borough of Hackney that have come together to form a partnership. We have a vision:

*“People should be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens.”*

We have developed a new five year strategy to help us realise this vision in both the City and Hackney. We want the strategy to help organisations to work together to protect adults in our communities who are not able to protect themselves from abuse and neglect because of their care and support needs. This will help us to meet our duties under the Care Act 2014. The strategy will run until 2020.

We need your views and suggestions on our strategy to make sure that it is the right one for you by focusing on what is important to you and people in our local communities. This document looks to provide you with some more information that you might find helpful for this.



## About Adult Safeguarding

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### **Adult Safeguarding – What it is and why it matters**

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together in City and Hackney to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. We must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals within our organisations should work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating "safety" measures that do not take account of individual well-being, as defined in Section 1 of the Care Act 2014.

Safeguarding requires collaboration between partners in order to create a framework of inter-agency arrangements. Local authorities and their relevant partners must collaborate and work together as set out in the co-operation duties in the Care Act 2014 and in doing so must, where appropriate, also consider the wishes and feelings of the adult on whose behalf they are working. Local authorities may cooperate with any other body they consider appropriate where it is relevant to their care and support functions.

The lead agency with responsibility for coordinating adult safeguarding arrangements is the local authority (London Borough of Hackney and the City of London respectively).

The aims of adult safeguarding in City and Hackney are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what has caused the abuse or neglect.

In order to achieve these aims we must:

- ensure that everyone, both individuals and organisations, are clear about their roles and responsibilities;

- create strong multi-agency partnerships that provide timely and effective prevention of and responses to abuse or neglect;
- support the development of a positive learning environment across these partnerships and at all levels within them to help break down cultures that are risk-averse and seek to scapegoat or blame practitioners;
- work collaboratively to enable access to mainstream community resources such as accessible leisure facilities, safe town centres and community groups that can reduce the social and physical isolation which in itself may increase the risk of abuse or neglect; and
- be clear how responses to safeguarding concerns deriving from the poor quality and inadequacy of service provision, including patient safety in the health sector, should be responded to.

## **Adult Safeguarding – What it is not**

Safeguarding is not a substitute for:

- a care and support provider's responsibilities to provide safe and high quality care and support;
- commissioners regularly assuring themselves of the safety and effectiveness of commissioned services;
- the Care Quality Commission ensuring that regulated providers comply with the fundamental standards of care or by taking enforcement action when they don't; and
- the core duties of the police to prevent and detect crime and protect life and property.

## **Who does 'adult safeguarding' apply to?**

Safeguarding duties under the Care Act 2014 apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## Abuse and Neglect

Abuse or neglect can take many forms and includes:

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

**Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence

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

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.

**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. This may range from one off incidents to on-going ill-treatment.

**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.



## The City and Hackney Safeguarding Adults Board

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### About the Board

The Board is a multi-agency partnership which has statutory functions under the Care Act 2014. It is made up of leaders and senior representatives from organisations working across the City of London and the Borough of Hackney. These organisations include the local councils and social services, healthcare providers and commissioners, the Police, the Fire Brigade, local Healthwatch branches and representatives of both community and voluntary providers and of people who use services.

The main objective of the Board is to assure itself that local safeguarding arrangements and partners act to safeguard adults at risk of abuse in the local areas.

The Board has a strategic role that is greater than the sum of the operational duties of the core partners. It oversees and leads adult safeguarding across the locality and we will be interested in a range of matters that contribute to the identification of, response to and prevention of abuse and neglect. These will include the safety of patients in our local health services and the quality of local care and support services. It is important that Board partners feel able to challenge each other and other organisations where it believes that their actions or inactions are increasing the risk of abuse or neglect. This will include commissioners, as well as providers of services.



## The Board's Adult Safeguarding Strategy

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### About the Strategy

Safeguarding Adults Boards are required under the Care Act 2014 to publish a strategic plan that covers each financial year. The City and Hackney Board have developed strategy for the next five years that we will review annually. Our plan sets out how we will seek to prevent abuse and neglect and how we will help to protect people with care and support needs at risk of abuse and neglect. We want to and must engage with the local community in developing this strategy.

## The Consultation

The Board has suggested four principles that we think should underpin all of our work and five things that this strategy could aim to achieve. We would like to hear your views about the principles and aims and what action you think we could take. We also want to hear your views on adult safeguarding across the City and Hackney.

What you tell us will be essential to making sure that our strategy is the right one for you by focusing on what is important to you and people in our local communities. Your views will help organisations to work better with people who need support and care and help communities to be better informed about how to live free from abuse and neglect.

The Principles are:

**“All our learning will be shared learning** - so that all relevant agencies have ownership and understanding of what the issues are locally.”

**“We will promote a fair and open culture** - a working environment is established within which professionals and people who use services feel safe to speak out. Local people will be active citizens who take responsibility for raising concerns if they are worried that someone is being harmed.”

**“The skill-base of our frontline staff and managers will be continuously improving** - systems are established whereby practitioners and managers are supported and enabled to continuously develop their skill-base in all partner organisations. The Board will have clearly identified training priorities.”

**“We will understand the local complexity of safeguarding needs** - systems are in place by which we can spot and respond to trends in need and in practice, through a combination of data collection and sharing and intelligence on the ground. The Board makes strategic links with key partners and other boards.”

The Aims are:

**Prevention** – people at risk of abuse or neglect are able to protect themselves from harm and help each other.

**Choice and Empowerment** – people make informed decisions and choices, and manage the risks they take.

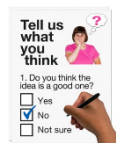
**Listening and Engaging** – using the views and experiences of people who use services, patients, carers and staff to improve and develop services across the partnership.

**Standards and Accountability** – people at risk of abuse or neglect using care and support agencies get safe and appropriate services that keep them safe and respect their dignity at all times.

**Access and Protection** – City and Hackney residents have fair and equitable access to all services across the safeguarding partnership.

Please use our questionnaire to let us know your views. You can complete this online at [www.consultation.hackney.gov.uk](http://www.consultation.hackney.gov.uk). If you'd prefer you can download it from our webpages, complete it and then post or email it back to us.

You can download an easy read version there, too.



You can also contact us if you would like a copy of the questionnaire or in a different format at:

Email: [CHSAB@hackney.gov.uk](mailto:CHSAB@hackney.gov.uk)

Telephone: 020 8356 7338 / 5782

Post: City and Hackney Safeguarding Adults Board  
Hackney Service Centre  
1 Hillman Street  
Hackney  
London, E8 1DY

We will also be attending local events and forums to publicise the consultation and to ask people for their views and opinions.



## **What happens next**

The consultation will run from 23<sup>rd</sup> October 2015 to 15<sup>th</sup> January 2016.

We will use what you tell us to review and improve our strategy, which we will then publish. Each year we must develop an action plan to help us to achieve our aims and realise our vision. We will use what you tell us to develop our action plan for our work 2016 to 2017. We will report on what we have achieved every year and we will also publish those reports annually.