

Leading, Listening and Learning



- Learning and Development programme at a partnership level
- A partnership which wants to get better at preventing abuse and neglect
- A partnership which is transparent and accountable to each other and to the people its serves
- A partnership that listens and hears what it is being told by families and representatives

Learning from Safeguarding Adult Reviews (SARs) : Joans Legacy ; Thematic Fatal Fire Review

Looking forward by looking back ; Previous learning has this made a difference

Annual Health Checks

Quality and Performance



- Ensuring our safeguarding systems are the best they can be and finding solutions if they are not
- Using data better to help inform partnership responses to safeguarding

Safeguarding referrals a partnership response

Holding organisations to account though self-assessment framework



Communities keeping themselves safe

In this section:

- Mariya's Safeguarding Ambassadors report
- Think Fire
- Useful tips in the event of a Power Cut
- Anti Hate Crime Advocates

This year the Community Group welcomed new members and continued to focus on early intervention and prevention of harm in our communities.

A particular focus was on increased awareness of discrimination in identifying abuse and neglect as can be seen in the Staying Safe Project now in its second year and the work with Community Safety around Hate Crime.

Fire Safety was also an important theme for this group. The group also supported the build of our SAEB website to ensure it was easy to read, navigate and could be accessibly in local languages used in our communities other than English.

The Community Engagement Group and is co-chaired by Mike Clarke, Borough Commander London Fire Brigade Kensington and Chelsea and Ritu Guha, User Involvement Project Manager at the Advocacy Project.



Ritushree Guha

User Involvement
The Advocacy Project



Mike Clarke

Borough Commander
London Fire Brigade
Kensington and Chelsea



The first section of the report is handed over to the Safeguarding Ambassadors to provide an update on the contribution they have made to the safeguarding prevention agenda.

Safeguarding Ambassadors



Faye Sandler



Elaina Arkeooll



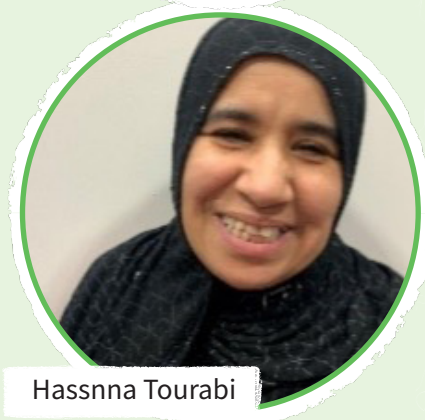
Rose Hayles



Michael Wills



Shiv Kumar



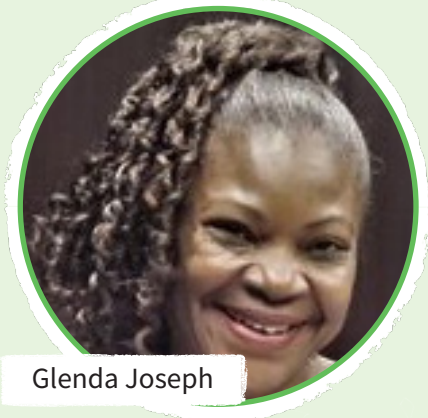
Hassnna Tourabi



Farida Hashem



Mariya Stoeva



Glenda Joseph



Rose Doyle

Co-production is about working in equal partnership with people using services, carers, residents and families. Co-production offers the chance to transform social care and health provision to a model that offers people real choice and control.

Mariya Stoeva – Chair of the Safeguarding Adults Reference Group



Hello everyone, my Name is Mariya Stoeva and I am the Chair of the Safeguarding Adults Ambassadors Group. Our work is to ensure that our voices are heard as people with lived experience of adult safeguarding.

We are passionate and determined to create community prosperity in safeguarding by raising awareness of abuse and neglect and by empowering our communities to be confident in speaking and responding to abuse and neglect. We have worked closely with the SAEB and pleased to have co-produced the Safeguarding Ambassadors Bulletin and the Safeguarding Adults Awareness Week 2022. We feel our voices are heard and this year we have focused on local community themes which our Safeguarding Ambassadors have felt need to be discussed to ensure our Communities are able to keep themselves safe.

The Safeguarding Ambassadors Moto this year is **'Think Fire'** and together with the London Fire Brigade they have co-produced a briefing on Fire Safety and Safeguarding. The SAEB is committed to work in partnership with the London Fire Brigade (LFB) and other partner agencies to raise awareness of fire risks and the importance of prevention in fire safety. It is everyone's business to **'Think Fire'** and practitioners should be particularly mindful of additional vulnerabilities adults with care and support needs may face around mitigating fire risks in their homes.

The Ambassadors also wanted to focused on Hate Crime which unfortunately some of them had experienced. Thanks goes to the support the Community Safety partnership who raised our awareness of Hate Crime, we felt empowered to continue to support this piece of work and become Anti Hate Crime Advocates.

Lastly we feel strongly that domestic abuse and older people is an area of concern and we are really pleased to have been able to have co-produced with the Angelou Partnership a **Video** which we hope you will find useful in raising awareness of Domestic Abuse.

Safeguarding Ambassadors remain committed to working with the SAEB and building community resilience to recognise and respond to abuse and neglect across the Bi-Borough. I hope you find the articles in this section interesting and informative and you will support us in spreading these important messages. We look forward to the exciting agenda planned for 2023 – 2024 and to continuing to empower our communities with information on prevention and how to stay safe, building on safeguarding prosperity across the Bi-Borough.

Please contact us to join our mailing list and to receive invitations to future events and important updates on the work that we do at makingsafeguardingpersonal@rbkc.gov.uk

MARIYA STOEVA



Sensible Precautions & Local Solutions

For National Safeguarding Awareness Week 2022 we asked the board to support us to host a session on local solutions available locally across the Bi-Borough to support residents during the 'cost-of-living crisis'.

We invited Public Health, The Department for Works and Pensions, Community Alarm Services and The London Fire Brigade to talk to our communities about:

- Fire Safety 'Think Fire'
- Financial support, warm spaces and wellbeing this Winter
- Assistive Technology for vulnerable residents

Communities heard information from Public Health about a range of services available during the Winter months and from Community Alarm Services about services available for vulnerable adults as well as information on how to stay safe from the risk of fire.

Thanks goes to **Mike Clarke**, Borough Commander London Fire Brigade Kensington and Chelsea to share his key **Fire Safety** messages to our communities.



London Fire Brigade Fire Safety Top Tips

- 1** Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas. Test smoke alarms every month. If they're not working, change the batteries. Talk with all family members about a fire escape plan and practice the plan twice a year.
- 2** Never leave cooking unattended
- 3** Don't overload plug sockets
- 4** Don't charge devices such as phones and tablets on soft furnishings
- 5** If you must smoke don't do so in bed; dispose of smoking materials carefully
- 6** Don't charge e-bikes near exits
- 7** Don't leave candles unattended

This Fire Safety Learning Briefing which is packed with a wealth of important **Fire Safety** Resources and has been sent out through our network and can be found on the SAEB [website](#)

Fire Safety and Safeguarding

1 Why is Fire Safety Important?

Many people who die or who are seriously injured in domestic fires have care and support needs and are often known to services. Building awareness of fire safety risks and how to reduce these is an effective way to help minimise risk for people who may be vulnerable to fire. LFB has focused on putting in place preventative measures to prevent fire outbreaks as well as building awareness of fire safety. Consequently, there has been a 64% decrease in fires in the past 10 years.

2 Factors increasing Fire Risks

Factors that may make someone more vulnerable to fire can include:

- Mental health conditions or cognitive impairment, such as dementia
- Mobility issues or history of falls
- Long term physical health problems
- Alcohol or drug misuse
- Self-neglect and hoarding behaviours
- Smoking
- Use of emollient creams

3 You can help to prevent Fire Risks by undertaking the following resources provided by the London Fire Brigade:

- Recognising fire hazards and signs of previous fires
- Taking action to remove or reduce the risk
- Educating people of the risks of fires and how to reduce these risks
- Familiarise yourself with the LFB ‘clutter’ ratings so you can recognise and report the fire risks from self-neglect and hoarding
- Familiarise yourself with fire safety prevention

4 Practical Steps

1. Familiarise yourself with different fire safety risks, such as recognising the difference between smoke and carbon monoxide alarms, burn marks or cluttered accommodation
2. One of the most effective prevention activities is to use LFB’s Home Fire Safety Checker which provides tailored advice to improve fire safety measures within a person’s home.



QR Code for direct access
from your smart device

3. Refer someone for a Home Fire Safety Visit: www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/

5 Engage with the persons support network and/or carer to identify further support that can be offered to them.

Contact Adult Social Care for advice where someone may need an assessment of their care and support needs.

Kensington and Chelsea

020 7361 3013

socialservices@rbkc.gov.uk

Westminster

020 7641 2176

adultsocialcare@westminster.gov.uk

6 Fire Safety E-Learning



This **FREE E-LEARNING** course produced by London Fire Brigade is for everyone that provides care and support to others in the community.

7 SAEB Resources

Watch this short video on Home Fire Safety produced by our Safeguarding Ambassadors

Download our briefings on 'Emollients and Smoking' and 'Telecare and Fire safety'

- **7-minute briefing 'Emollients and Smoking'**
- **7-minute briefing 'Telecare and Fire'**



Safeguarding Ambassador Bulletins

A Safeguarding Ambassador Bulletin' is sent out quarterly with our Ambassador updates on our Community Events and campaigns and we include partner updates and feature both local and national safeguarding news.



Rose Doyle



Shiv Kumar

Safeguarding Ambassadors

“

We were concerned about residents with a disability or those who were frail and elderly and so we got together and launched a special Festive Safeguarding Bulletin in December 2022 sharing with local organisations and residents our ideas for a 'Survival tool kit' in the event of a power cut.

”

Top 10 idea's from our Safeguarding Ambassadors

- 1** A bottle of water, tins of food with a ring pull, fruit cake or a snack and don't forget some cutlery.
- 2** A flashlight or a torch and motion sensor lights for during the night.
- 3** Suitable extra batteries for your gadgets, and don't forget a power bank for your phone.
- 4** A spare set of glasses or contact lenses.
- 5** A wide neck flask, a blanket and some warm clothes.
- 6** A small DAB radio with your radio stations preset.
- 7** A first Aid Kit, list of your medications and an urgent medication supply and don't forget those important hearing aid batteries.
- 8** Important telephone numbers written down and in your phone.
- 9** Books or a magazine and if you have a pet don't forget some food for them.
- 10** Lastly if you are incontinent remember some supplies!

Hate Crime

We have continued to work with the Community Safety Partnerships to raise awareness of this important area of safeguarding. We are very passionate about raising the awareness of Hate Crime, as many of our group members have lived experience of this type of abuse.

There is national concern about the numerous cases involving disabled people who have been abused or terribly injured by Hate Crime as well as harassment of disabled people. Hate Crime Training was delivered to our Local Wheelchair Users Forum as Hate Crime can lead to enormous distress for all people but it can especially impact people's confidence to safely journey out in their wheelchairs. When we asked the board to help us to raise awareness of this important area of Safeguarding, they did. Community Safety partnerships and the Police continue as part of our prevention agenda to deliver Hate Crime Awareness training to voluntary member organisations and share key messages and advice to support people at risk. Muhammad shared his story with us and is encouraging all members of the community to be aware of what constitutes a hate crime and how to report it. Hate crime is against the law. You do not have to tolerate hate crime and reporting any incident, no matter how minor can make a difference.

By reporting these incidents, you may be able to prevent them from happening again. You will also help the police understand the extent of hate crime in your local area so they can better respond to it.



For information about what a hate crime is and how to report it scan the QR code.



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Muhammad's Story

Kensington and Chelsea resident Muhammad was a happy and respected manager at a home goods company when a series of sinister phone calls turned his world upside down. An unknown caller began ringing Muhammad's workplace, subjecting him to racial abuse and threatening to "come and get him" or bomb his house.

Unsurprisingly, the menacing calls – which Muhammad was logging – began to take a toll. He was anxious about going to work, scared of leaving at night and heading into the poorly-lit car park and worried that the caller might know where he lived and pose a threat to his partner and children.

Experiencing difficulties sleeping and finding it harder to focus at work, Muhammad reported the situation to the police and his management – who identified the caller's number as belonging to a former employee who had made racist remarks to Muhammad before being fired months earlier.

Muhammad feared this ex-employee blamed him for being fired and might now be looking to harm him. Struggling to explain exactly how the incident had affected him, he accepted a referral from the police to Victim Support where he was able to talk face-to-face with a dedicated case worker. The sessions helped Muhammad understand what hate crimes are and the case worker prepared a letter of support to educate Muhammad's management team on what he was experiencing. A few weeks later, Muhammad

received a call from the officer in charge informing him that the alleged perpetrator was asked to come in for an interview. This was good news, but also led to additional stress. What if the alleged perpetrator denied everything? What if they got away with no consequences at all?

Thankfully, the person admitted to making the calls and Muhammad was asked whether he would like to press charges or accept an apology. Although he wished to leave the situation behind him, he wanted to make sure that no-one gets away with racism and so the case went to court. The perpetrator pleaded guilty and was given a community service order, a fine and an order to pay court fees. He was also ordered not to contact Muhammad.

Muhammad was happy with the outcome and that he made the decision to report the crime and involve other agencies. Most of all, he was pleased to have closure and to be able to return to normal life.



Domestic Abuse Referral to Angelou

Referral to Angelou Partnership who can support you in making decisions about your safety needs.

www.angelou.org

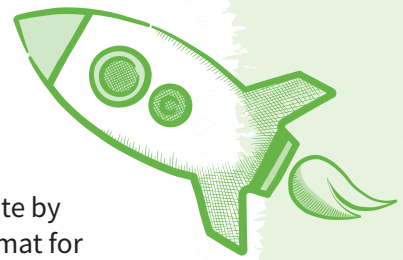
0208 741 7008 or 0808 801 0660

Monday to Friday 10am – 4pm

Wednesday 6pm – 9pm

SAEB Website Launch

The Importance of Translation for Everyone



During 2020-2021, we supported the board to launch their website by reviewing it to ensure it had an easy and clear click journey format for visitors. In particular we wanted to ensure that the google translate was local to our communities where English is not their first language.

There is great importance and significance when it comes to translation for everyone. English is a very commonly spoken language, but there are still some people out there who don't speak the language and just because a person can speak English does not mean that they can speak effectively enough to navigate each and every situation. Safeguarding as a word does not easily translate

We have a Safeguarding Ambassador section that includes a page that hosts all the raising awareness videos that we have created and this page is amongst the most popular pages being accessed on a regular basis. In order for safeguarding to work effectively we need people to understand what it is, why it's relevant to them and what they should do if they suspect abuse is occurring. You can view our video page [here](#).

Domestic Abuse



We are very excited to launch our community prevention agenda focussed on domestic abuse and we are delighted to share our accessible Domestic Abuse video in this report to help people understand what domestic abuse is, how you can report it and local services available to help people. To watch the video please click below.





Staying Safe Project

Ritu and Phayza's Report

Staying safe project is now in phase its 2nd year. This report highlights the extensive work in promoting awareness of abuse and neglect amongst the Bi-Borough's most hidden and ethnically diverse communities.

Culturally competent Safeguarding training

Engagement session findings described in last years annual report identified that the word safeguarding is not easy to translate in many languages and as a concept there are different cultural perspectives on SAFETY and ABUSE. Initial findings suggest that these communities prefer not to make safeguarding referrals.

We evaluated the work last year to inform the training sessions to be delivered this year.

Understand what it is, why it's relevant to them and what they should do if they suspect abuse is occurring. You can view our video page [here](#).

Evaluation Summary

The evaluation was designed to help measure the impact of participating in the previous year.

We were able to re-establish contact with the majority of the community partners. We met with the senior leadership teams of each of the organisations to complete the evaluation survey. Here are some of changes described by the organisation:

Raising awareness



Organisations have formed task and finish groups comprising of leadership, staff, volunteers and service users to look at Safeguarding practices within their organisation.



They have trained and nominated safeguarding adults leads within the organisation where before there were only safeguarding children leads.



Staff members who need further support have been encouraged to sign up for the Safeguarding training offered by the local authorities. This has been welcomed by the community partners as a positive change.



Organisations have started to use the Bi-Borough Safeguarding website to learn more and to share information about Safeguarding within the organisation. The google translate was a welcome tool.

Barriers identified:



Organisations have said they need support with writing Safeguarding policies in order to ensure staff and volunteers are adhering to the legislation and taking action promptly to support residents.



Managers felt they need to do more work on building confidence amongst staff and volunteers to be more proactive in recognising safeguarding concerns. Small organisations have limited capacity and resources so this is not easy and may take time given cultural shifts in thinking about safety



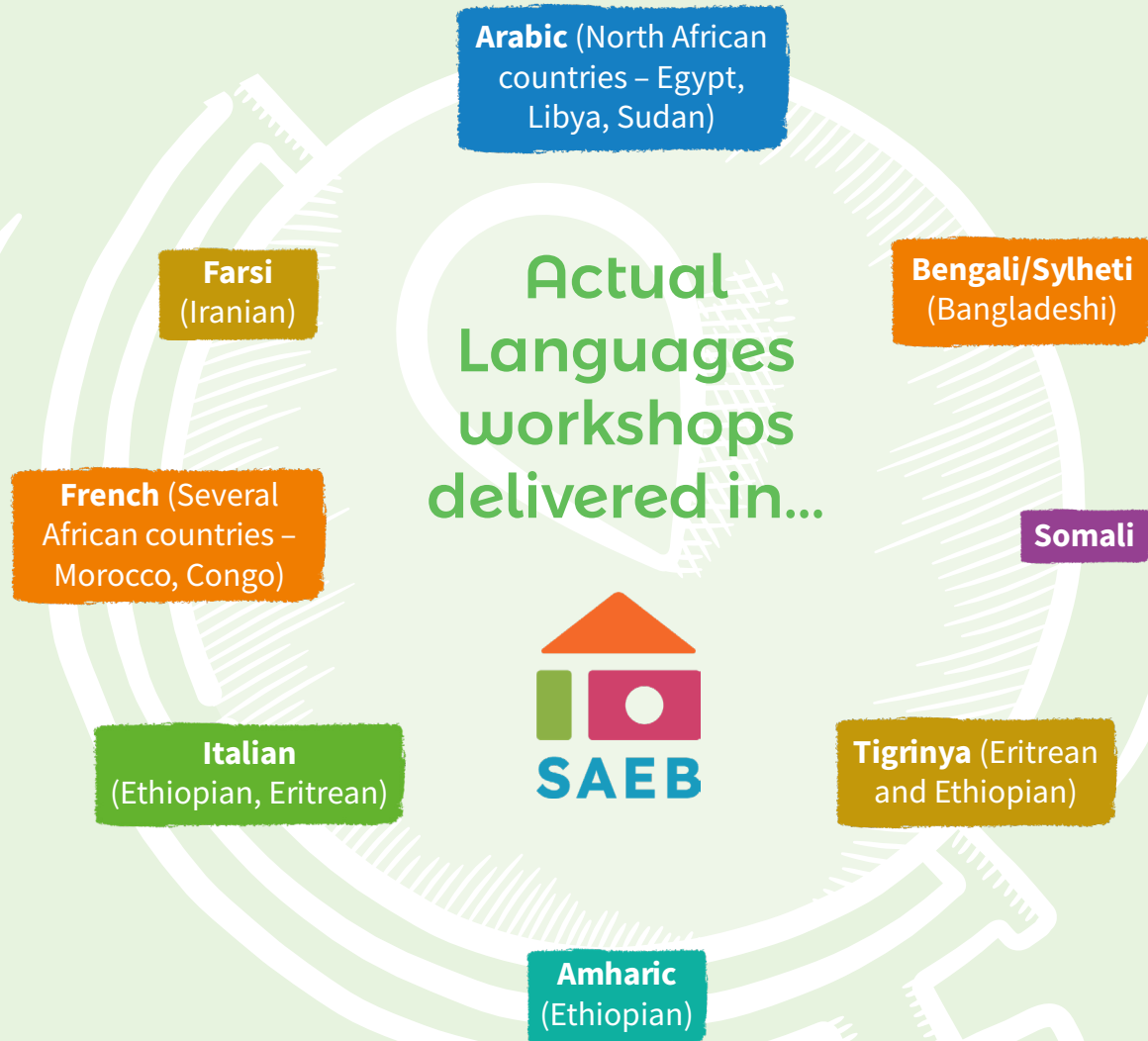
Organisations welcomed the SAEB support but would like to have a dedicated and named contact or a helpline to help clarify safeguarding issues

What we did next

Following the Evaluation stage we rolled out a training programme based on the 'train the trainer' mode .

We coproduced the training information with organisations and gathered resources with the support of the Bi-Borough Safeguarding team along with the Board members such as partners from London Fire Brigade, Community Safety team, Metropolitan Police, Integrated Care Board (ICB), Central North West London Mental Health Trust and Social Care teams.

The Safeguarding workshops were delivered to community partners in early 2023. The information was designed to help the organisations to empower the communities they work with to have a better awareness of Safeguarding processes and services. The training was delivered in the language of choice.



Comments from Senior Community Leaders on the training

“

The training has supported us to understand and teach safeguarding to others

”

Hope Foundation

“

We have been able to access additional resources and training tools on the SAEB website

”

Marylebone Bangladeshi society

“

Given the conflict underway in Sudan, information on Safeguarding and especially in the context of managing mental wellbeing is timely and will be appreciated by our community

”

Sudanese Information and Community Centre

“

We are using these resources to reinforce learning on safeguarding, health and wellbeing awareness. The Safeguarding ‘Train the Trainer’ training has also developed and shaped our safeguarding practices

”

Marylebone Bangladeshi society

“

Translation has supported us to be more effective in sharing key knowledge and information on safeguarding. The translation of materials are really supporting us to dispel safeguarding myths and misunderstandings, break down communication barriers and create a thriving safeguarding culture across our communities which is supported by all staff and volunteers.

”

50+ Eritrean Welfare Association

“

The training was very useful, we have gained new knowledge on how to stay safe.

”

Iranian Association



Working together with the BME Health Forum:

Phayza's report

Phayza Fudlalla, Engagement & Projects Manager, BME Health Forum has played a key role in engaging organisations and translating the importance of safeguarding.

“

The SAEB are now working in partnership with BME Health Forum organisations from Arabic, Moroccan, Sudanese, Somali, Eritrean, Ethiopian, French African, Latin American, Caribbean, Bangladeshi and Iranian communities which has enabled these communities to engage with local services, is keeping our communities safe and informed and confident to report safeguarding concerns.

”

The organisations are so pleased to have translated information and this has had a positive effect of helping to raise awareness of important safeguarding topics. It is so important that information is delivered in a way that is supportive helping these organisations to understand safeguarding. There are 3 key areas that we have identified these communities have fallen victim to and are at risk of:

1. **Financial abuse** – it has been really helpful for organisations to understand that this is when someone steals or takes your money without your permission or is forcing you to pay for their shopping or when you don't have a say about how your money is spent.
2. **Domestic abuse** – it has been really helpful for organisations to understand that however culturally acceptable, it is wrong for your family or someone you live with to do something that threatens to hurt you and that they can reach out for support and help.
3. **Scams:** The Safeguarding Ambassador **Cybercrime Video** is helping organisations to avoid becoming a victim of online crime. The top tips in this video along with the training has supported them to develop good online habits to reduces their chances of becoming a victim of cybercrime, making them less vulnerable.

I have really enjoyed working with the Safeguarding Board and the Advocacy Project to deliver the training. It has been a good and important experience and it is rewarding to see our communities informed and involved and empowered to raise safeguarding concerns.

Next Steps to Engagement with the SAEB Partnership

In order to continue the conversations between residents and Safeguarding Board members.

We will be organising a workshop where we can continue to explore the barriers in accessing Safeguarding services and come up with joint solutions to resolve the issues. This will support the SAEB to make positive cultural changes to its safeguarding practices with a focus on the importance of appropriate language support.



Community Engagement Group Members Report

Communities keeping themselves safe

As Westminster Abbey was projected into the global light following our late Majesty's funeral and the planned Coronation later this year, we have experienced significant increases in people visiting The Abbey.

If they are attending as tourists they pay an entry fee, if to worship, for free. With this, comes an increasing experience of people attending who are presenting with poor mental health. Some of my colleagues within the Abbey are trained to provide basic mental health first aid however, some of the challenges we face include how we support them as we follow up referrals to see what is in place for the person (if they furnish details). Quite often they are from outside Westminster which presents great

challenges in finding where they might be receiving support, be that social care, medical, or other support. The SAEB partnership and organisations have been active in supporting us to respond.



Dave Pate

Abbey Safeguarding Officer,
Westminster Abbey 2022 –
2023 Safeguarding Report



Case Study

Working Together with Adult Social Care and the Metropolitan Police Service

Dave aged 68 (not his real name) presented to us over a number of years as having some learning challenges. As his confidence with us grew he disclosed to clergy that he was being controlled by a close relative, financially and emotionally. After discussion he agreed for me to help him refer into Adult Social Care, in part, to address his poor living conditions brought on by the control by the relative.

Another regular attendee at Westminster Abbey has diagnosed mental health issues. As a result, managing his time, as a visitor and worshipper, was becoming more complex and challenging for all. In consultation with the man's partner and GP, it was agreed to exclude them from The Abbey while mental health services worked with them. This agreement was aimed, in part,

to support the individual to access health care. Unfortunately, over time, this arrangement broke down and the man returned to The Abbey. Police became involved and a working relationship between Abbey staff and police developed, with The Met Missing Person Unit becoming involved when he failed to return home. Police attended on a number of occasions, when the person was turning up at The Abbey in a confused state. Working together, information was shared that led police to a nearby hotel and the man was taken back to his home in South London. As Abbey Safeguarding Officer, being provided with effective contact points in to The Met was extremely helpful and really supported the needs of the individual.



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Carmella Obinyan, Bee Burgess, Emma Cohen, Russell John



Supporting and safeguarding residents

Open Age offers a weekly programme of over 250 low-cost, fun-filled activities and events for Londoners over 50. Through our activities we aim to help people live happier, healthier and more connected lives.

Our Outreach & Support team offers short-term support so that people can overcome challenges they may face, enabling them to take part in and enjoy activities that are right for them. In addition to our main programme Open Age has tailored groups for older men, unpaid carers and those less able to leave home. We also provide one-to-one support to people with specific issues, such as how to access online platforms like Zoom.

We asked Open Age

1 What does Safeguarding mean to your organisation?

It's about becoming aware of issues affecting a member detrimentally and being able to have a conversation with them about it and getting the right support. The quality of communication is so important. We have learnt so much from Joan's Legacy about how good communication is so important.

2 How does it apply in your work?

We have a close relationship with our members and we see our clients 2 or 3 times a week due to the number of activities we provide. We observe or track progress and decline and become aware of when concerns may present. Our Outreach and Support Team take referrals from a range of sources (this includes self-referral). Support ranges from short term 1 to 1 support to get involved into any of the activities - to tailored activities such as our Men's Space, Tech support or Time for Me for unpaid carers. Russell, our Open Ages Men's Coordinator says for him it's about 'having an understanding of where people are at'. "I am conscious of how I behave, making sure I am appropriate in my communication, how I may react to a disclosure about past mental health issues"

3 What Themes and trends within safeguarding have you noticed?

90% of safeguarding cases are principally around issues effecting Mental Health, Self-Neglect and general vulnerability. During Covid we had many Mental Health issues and Suicide Ideation. We have noticed a reduction in these cases now that we are emerging from the Pandemic. We have recently worked in Partnership with Adult Social Care for a person at risk of cuckooing and we have collaboratively co-produced this 7-minute briefing to help raise awareness of this important area of safeguarding.

7 Minute Briefing: Cuckooing

1 What is cuckooing?

Cuckooing is a form of exploitation whereby criminals take over the home of a vulnerable person and use it for criminal purposes, such as dealing drugs. The intention of this process is to find a discreet, inconspicuous location away from police view. Initially, a criminal may befriend a vulnerable person, or pacify them with drugs. They will then maintain control over them and their property through intimidation, threats, and abuse. Drug dealers will often cuckoo numerous properties at once in order to evade police. The term comes from the behaviour of cuckoos who take over the nests of other birds.

2 Who is at risk?

Criminals will deliberately seek out vulnerable individuals who they can more easily exploit. Typically, people who are cuckooed may be:

- Older
- Living with mental or physical health conditions
- Living with learning disability
- Involved in prostitution
- Single parents
- Experiencing poverty
- Isolated
- Living with drug or alcohol addiction

3 Abuse and control of victims

Criminals will use various means to gain access to a person's home and exploit them. In some cases the victim may be living alone and this will be used as a means to befriend them. Often the victim will be a drug user, so the criminals may be able to pacify them with drugs. Once criminals have gained control of the victim, they may start to bring larger groups into the property. They will maintain control by intimidation and violence towards the vulnerable individual.

4 Signs of cuckooing at a property

You may notice changes around a property that indicate criminal activity is taking place. These could include:

- High number of vehicles stopping at the property for a short time.
- Increased anti-social behaviour around the property
- Open drug dealing near the property
- Not seeing the resident of the property as often
- People coming and going at various times day and night.

5 The vulnerable person

Due to the presence of criminals in their home, alongside continuing threats and intimidation, it is extremely difficult for people who have been cuckooed to report the crime. It is essential to be curious and think critically about what you see. Some typical signs are:

- Not engaging with services
- May have unexplained injuries
- Has paid off debts in full with cash
- Misusing substances
- Appears withdrawn and fearful of disclosing information
- New, unidentified associates who are often present at the home
- Has changed appearance, either wearing expensive clothing or appearing unkempt



6 Making a referral

Contact Adult Social Care for advice where someone may need an assessment of their care and support needs.

Kensington and Chelsea

020 7361 3013

socialservices@rbkc.gov.uk

To tell Kensington and Chelsea about any concerns you have (known as 'raising a Safeguarding Alert') you can ring them on the above numbers or complete and send **this alert form** to them.

Westminster

020 7641 2176

adultsocialcare@westminster.gov.uk

To tell Westminster about any concerns you have (known as 'raising a Safeguarding Alert') you can ring them on the above numbers or complete and send this **alert form** to them.

In an emergency call the Police on 999.

You can also contact the Police on 101 for non-emergency situations.

It is also important to involve the housing provider if this is a registered housing provider or the landlord if it is a privately rented property.

7 Consolidate your learning

Please share this briefing that can be used for individual learning and group discussions to understand cuckooing and how to safeguard victims.



Julie Ryan

Turning Point Bi-Borough
Safeguarding Manager reports

Throughout 2022 – 2023 Turning Point has seen an increase in people presenting with mental health and substance misuse, people that are impacted by the cost-of-living crisis needing food banks and self-care packages and people on the verge of eviction, this has included clients with parental responsibility. We have also seen an increase in



Missing persons



Domestic Abuse



Suicidal Ideation

Here at turning point we follow the six principles of safeguarding. These are empowerment, prevention, proportionality, protection, partnership, and accountability. While also ensuring all colleagues involved with service delivery work to promote wellbeing and are aware of actions to take if they suspect abuse or neglect of a client. Turning Point is committed to developing a culture in which employees feel able to raise appropriate concerns to the relevant teams, relating to safeguarding of adults at risk without fear of the consequences of making a disclosure.

We ensure all staff are trained, completing safeguarding level one, two and three training as well as safeguarding and mental capacity act inductions. This is a mandatory requirement, with training being refreshed every one to two years. All managers are also trained as DSOs (designated safeguarding officers) ensuring all concerns are responded to and processes are followed. Our policies and procedures are updated and reviewed regularly; they are also displayed in our hubs along with being accessible on the shared drive.

Turning point DAWS holds a monthly webinar on Eventbrite to inform professionals of the support available for substance misuse clients and the complexity that comes alongside it and we work in partnership with them to support people.

Next year with the support of the Safeguarding Board we are looking forward to delivering joint training with partners, supporting the Staying Safe Project and continuing our commitment to both residents and organisations of the Bi-borough.

Launch of the London Trading Standards guide to consumers on Door Step Crime



Bethan Featherby, Senior Trading Standards Officer, Public Protection and Licensing, **Matt Allwright**, presenter from BBC tv Watchdog and Rogue Trader programmes officiated the launch along with a representative from Victim Support and MOPAC.

Bethan Featherby, Senior Trading Standards Officer, Public Protection and Licensing reports has helped the SAEB with raising awareness of criminals claiming to be bogus builders, roofers, etc and the misery this has inflicted often causing huge financial devastation on vulnerable residents.

The alleged repairs have left some properties in a worse state than before or even structurally unsound, and the suspects involved are invariably difficult to trace having provided false contact details. In some cases, the criminals are a front for distraction burglary. All too often the suspects claim their office address is in Westminster, many in prestigious locations thereby reassuring some consumers that they must be legitimate, but these are frequently 'virtual offices'. The criminals often 'cyber squat' these address - having no contractual relationship for mailing or telephony services with the virtual office providers. This leaves consumers with no viable means of trying to trace the criminals to get their money back and impacts on effective investigation by enforcement agencies.

The guide provides invaluable information on doorstep crime, with tips on how to source reliable tradespeople and what to do if you receive that unexpected knock at your door available at: www.londontradingstandards.org.uk/wp-content/uploads/2022/07/V4_LTS-Doorstep-Booklet_Digital.pdf

You can also watch the SAEB Safeguarding Ambassador video on common doorstep scams which provides advice on ways to protect yourself and others [here](#).