

Safeguarding Adults Executive Board

# ANNUAL REPORT

Communities keeping themselves safe

**2022-2023**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



**Safeguarding Adults  
Executive Board**



City of Westminster

# Welcome

to our Safeguarding Adults Executive Board Annual Report 2022-2023.





## Hassnaa talks about her role as a Safeguarding Ambassador

I am really proud to be a member of the Safeguarding Adults Executive Board. As a Safeguarding Ambassador I am able to share important information with our communities about what abuse is, as people don't always know that the things they are putting up with are abuse.

Many people I know in the Moroccan Community have become used to being shouted at and being called names. This year as Ambassadors we are continuing to raise awareness of the term 'Hate Crime'. Any type of crime can be a Hate Crime. This is because of the motivation behind the persons actions which may make it a 'hate crime'. Maybe you've experienced it or have noticed it but didn't know it was a form of bullying that can be reported to the Police. As a disabled person I have lived experience of hate crime towards disabled people.

“ Knowing we can still do things is so important, even if we are walking with a stick, frame or wheelchair.

With the help and support of Action Disability Kensington and Chelsea (ADKC) I learnt how to be happy as a disabled person. My family and children don't see me as a disabled person. I have the same rights as anybody else because we are all equal and have rights to accessibility. Before, I wasn't able to go outside where I live without my family and kids but now, I am a member of many community groups within ADKC as well as the Safeguarding Adults Reference Group. Being a Safeguarding Ambassador, has been a wonderful opportunity for members of ADKC to stand up for our communities and help our communities to learn how to **'SAY NO TO ABUSE'**, which is one of our motos.

Don't make being a disabled person a barrier to stop you from enjoying things in life. Listen to your body when you need to rest. Through going to the beach, I gained confidence, forgot what was around me. My disability didn't stop me from having fun and going into the water at the seaside with my friends. Since 2004, I thought nothing was possible. But the way we see ourselves and knowing we can still do things is so important, even if we are walking with a stick, frame or wheelchair.

With the support of Action Disability DKC staff and members, I am able to now say what I want to do and find quality time for myself. Before I didn't have time to myself as I used to put people before me, but now I enjoy my life, and I enjoy being a Safeguarding Ambassador as 'Safeguarding is everyone's business' and I take every opportunity to talk to and support others to understand what safeguarding is and how it can help.

Hassnaa Tourabi, Safeguarding Ambassador, Safeguarding Adults Reference Group.



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# Foreword



I am very pleased to introduce the Annual Report for the Safeguarding Adults Executive Board (SAEB) 2022/23. As the Independent Chair of the Board, I continue to be very grateful to all partners for their contributions and their ongoing support.

**T**he partnership and our community engagement has continued to grow and develop, as reflected in this annual report, despite challenges that followed the Pandemic and the Cost-of-Living Crisis that is affecting our communities. We have continued to support each other and meet our collective commitment to keeping adults safe across the Bi-Borough of Kensington, Chelsea and Westminster.

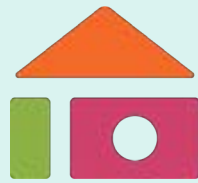
A core function of the Partnership is to quality assure the work undertaken to safeguard adults. At our local annual audit event in March partners reviewed qualitative information and emerging themes from our community event to develop our business plan and governance arrangements for the coming year. This plan will support the board to continue to deliver our commitment to working across all agencies and the voluntary sector to prevent abuse from happening.

We continue to raise awareness of safeguarding in our communities with the help of our Safeguarding Ambassadors and through our Staying Safe Project.

Throughout this year's report our Ambassadors talk about their roles and how they are able to share important information with our communities about how safeguarding can support them. They have launched numerous campaigns to raise awareness of important safeguarding topics and led on suggestions to support accessibility for our website. The Staying Safe Project, now in its second year demonstrates how we continue to reach out to our hidden communities. 18 ethnically diverse organisations are now working in partnership with the board to create greater awareness of abuse and neglect and promote greater knowledge of health and wellbeing across deprived groups.

During National Safeguarding Awareness Week our communities led our local campaign in partnership with the Board to support residents with information on Cost-of-Living Solutions and to 'Think Fire Safety' due to concern that people may resort to unsafe ways to heat and light their homes.

A significant part of a safeguarding board's role relates to ensuring that learning and improvements



## Safeguarding Adults Executive Board

to professional practice are embedded into safeguarding and that service users receive the very best care and support. With the launch of Joan's Legacy' video in November 2022 the board is at the forefront of shaping safeguarding learning that includes the voice of the person. We have continued to work with Joan's family to ensure their voice continues to influence and encourage a culture of continuous reflection, learning and improvements across our safeguarding systems.

Finally, I would like to take the opportunity to thank Catherine Knights, Director of Quality, Central and North West London NHS Trust for providing leadership to Board during this past year and for her continued dedication and commitment to the work of the Board.

### **AILEEN BUCKTON**

Chair Bi-Borough Safeguarding Adults Executive Board



# Westminster City Council Insight Data\*

## Total population

**205,100**

Westminster is home to **205,100** people,  
**45%** from a global majority background.



**W**estminster has a varied population with a diverse set of needs. The area has a large proportion of young working age residents, as well as high levels of international migration and cultural diversity. There are significant financial disparities within the borough.

### Trends in Westminster's population

- The 2021 Census population is **24%** lower than previous estimates
- Turnover in the population is very high: around **32%** left or arrived in 2020
- Population change is driven by significant internal and international migration enabled by a sizeable private rental sector (**43%** of households). In 2021.

### Linguistic and Cultural Diversity: what the 2021 Census told us

- Increase in residents whose main language is English (from **69%** to **74%**)
- **26%** of residents do not have English as their main language.
- **Arabic** is the most commonly spoken language after English.
- **4%** of residents reported that they could not speak English well or at all
- Increase in the proportion of residents who say they have no religion (from **20%** to **26%**)
- In Westminster the proportion of people who did not identify with any national identity associated with the UK fell from **36.6%** in 2011 to **32.4%** in 2021.





**Working age (16–64)**

**153,400**

There are **153,400** residents of a working age, **(75%)** in our borough, **45%** identify themselves as being from a global majority background.



**Older People 65+**

**25,000**

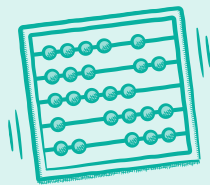
The number of people in Westminster aged **65** or over is **25,000**, and this is expected to increase. **30%** identify themselves as being from a global majority background.



**There are 522 residents who live in a care home**

(with or without nursing).

**1 in 4**



**Homes are at risk of the cost-of-living crisis**

“ Many elderly people, like those with language and digital barriers, are now living in financial crises. ”

**Office National Statistics commonly reported reasons 2022 – 2023**

- Increases in the price of food shop **(95%)**
- Gas or electricity **(73%)**
- Price of fuel **(39%)**

**2 in 7**

**need help with self-care**



**9,500 adults** aged **65** and over were estimated to need help with at least one self-care activity, such as getting in and out of bed. Looking after an adult with a disability or health problem can be tiring, stressful and isolating. Our borough has approximately **3,500** residents providing **50+** hours of unpaid care in a week. Residents identifying themselves as from an

Other ethnic background are slightly more likely to report being a carer.

**1 in 3**

**residents aged 65 and over live alone**



It is estimated that **10,700** people aged **65** and over are living alone in Westminster. In the City survey **residents aged 55 years+ were more likely to be lonely**, with 1 in 5 reporting this. There are **four life events** associated with social isolation among older people: **retirement, falling ill, a spouse dying, and going into care.**

**1 in 12**

**residents live with dementia**



There are an estimated **1,800** people living with dementia in our borough, with only **1,150** with a formal diagnosis from their GP. Prevalence is **highest in Black or Black British ethnic groups.** Leading a **healthy and active** lifestyle can **delay the onset of dementia.**

# Kensington and Chelsea Council Insight Data



## Total population

**143,900**

Kensington and Chelsea is home to **143,900** people, **36%** from a global majority background.



**K**ensington and Chelsea is the smallest London Borough both in terms of size and population. Despite its size there is great diversity. It is densely populated with a high proportion of single households. Kensington and Chelsea is an area of huge social and cultural diversity, which includes significant differences in income, employment, and skills levels.

### Trends in Kensington and Chelsea's population

- The 2021 Census population is **10%** lower than previous estimates.
- It shows an increase in the percentage of residents whose main language is English (from **72%** to **76%**), and an increase in the percentage of residents who say they have no religion (from **21%** to **25%**).
- Whilst the number of children living in the borough is expected to decline, the number of people aged **65** or over is expected to increase by almost **40%** in the next 20 years. There are **102,900** residents of working age (**72%**).
- The cost of housing means that deprivation is often concentrated in areas with a **large proportion of social housing**. While many residents in these areas face challenges, these are also areas bursting with creativity and community life.

### Linguistic and Cultural Diversity: what the 2021 Census told us

- Our borough is home to **143,900** residents, **36%** identify themselves as from a Black, Asian or other non-white ethnic background.
- **24%** of residents do not have English as their main language.
- French is the most commonly spoken language after English, there is **great variation across all wards**.
- In the 2021 Census, only **1.3%** of residents reported that they could not speak English well.
- England's largest decrease in the percentage of people who **did not** identify with any national identity associated with the UK occurred in Kensington and Chelsea from **37.7%** to **32.0%**.



**Working age (16–64)**

**102,900**

There are **102,900** residents of a working age. **37%** identify themselves as being from a global majority background.



**Older People 65+**

**20,800**

The number of people in Kensington and Chelsea are aged **65** or over is **20,800**. **25%** identify themselves as being from a global majority background. The number of people aged 65 or over is **expected to increase**.

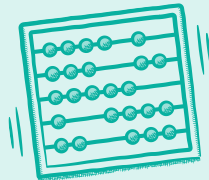


**There are 296 residents who live in a care home**

(with or without nursing).

**1 in 4**

**Homes are at risk of the cost-of-living crisis**



“ Many elderly people, like those with language and digital barriers, are now living in financial crises. ”

**Office National Statistics commonly reported reasons 2022 - 2023**

- Increases in the price of food shop (**95%**)
- Gas or electricity (**73%**)
- Price of fuel (**39%**)

**2 in 7**

**need help with self-care**



**7,200** adults over 65 were estimated to need help with **at least one self-care activity** e.g. getting in and out of bed. Looking after an adult with a disability or health problem can be **tiring, stressful and isolating**. Our borough now has approximately **2,300** residents providing **50+ hours of unpaid care in a week**.

**1 in 3**

**residents aged 65 and over live alone**



It is estimated that **8,200** people over 65 are living alone in Kensington and Chelsea. Nationally, it is estimated that around **10% of the population** aged over 65 are lonely. There are **four life events** associated with social isolation among older people: **retirement, falling ill, a spouse dying, and going into care**.

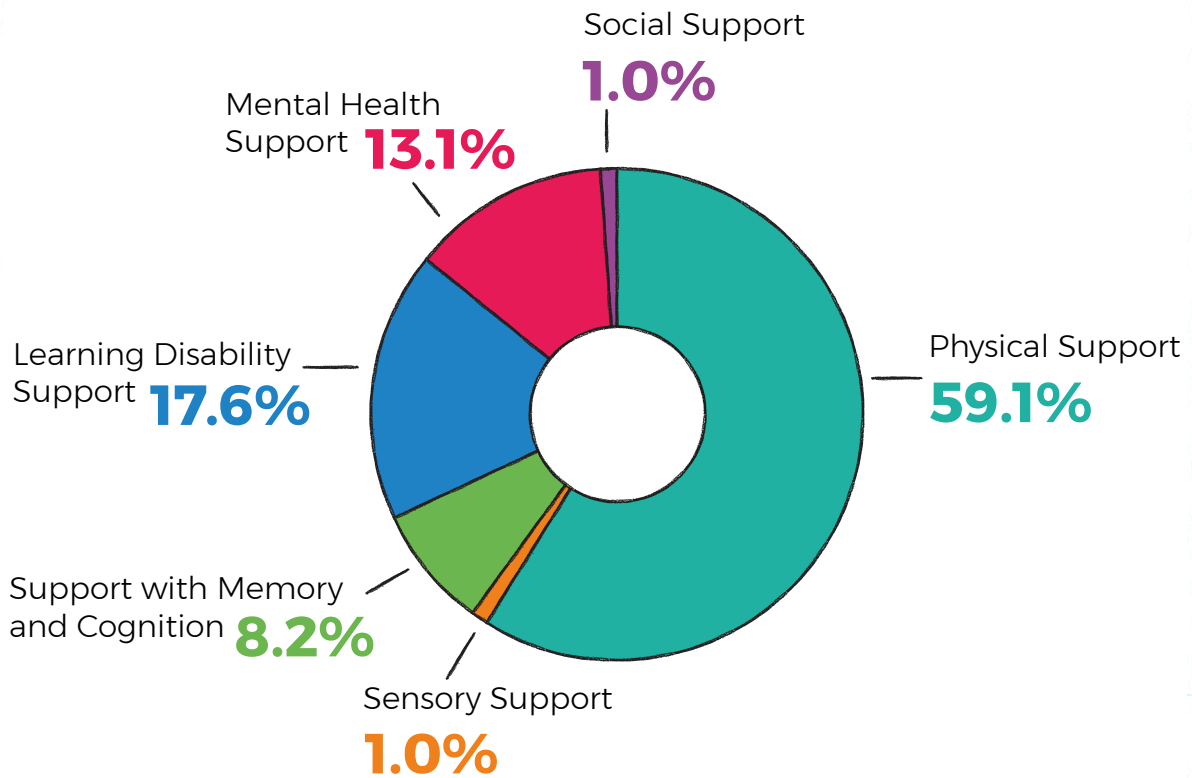
**1 in 12**

**residents live with dementia**



There are an estimated **1,700** patients living with dementia in our borough, with only **900** with a formal diagnosis from their GP. Diagnosed prevalence is highest among Black or Black British residents.

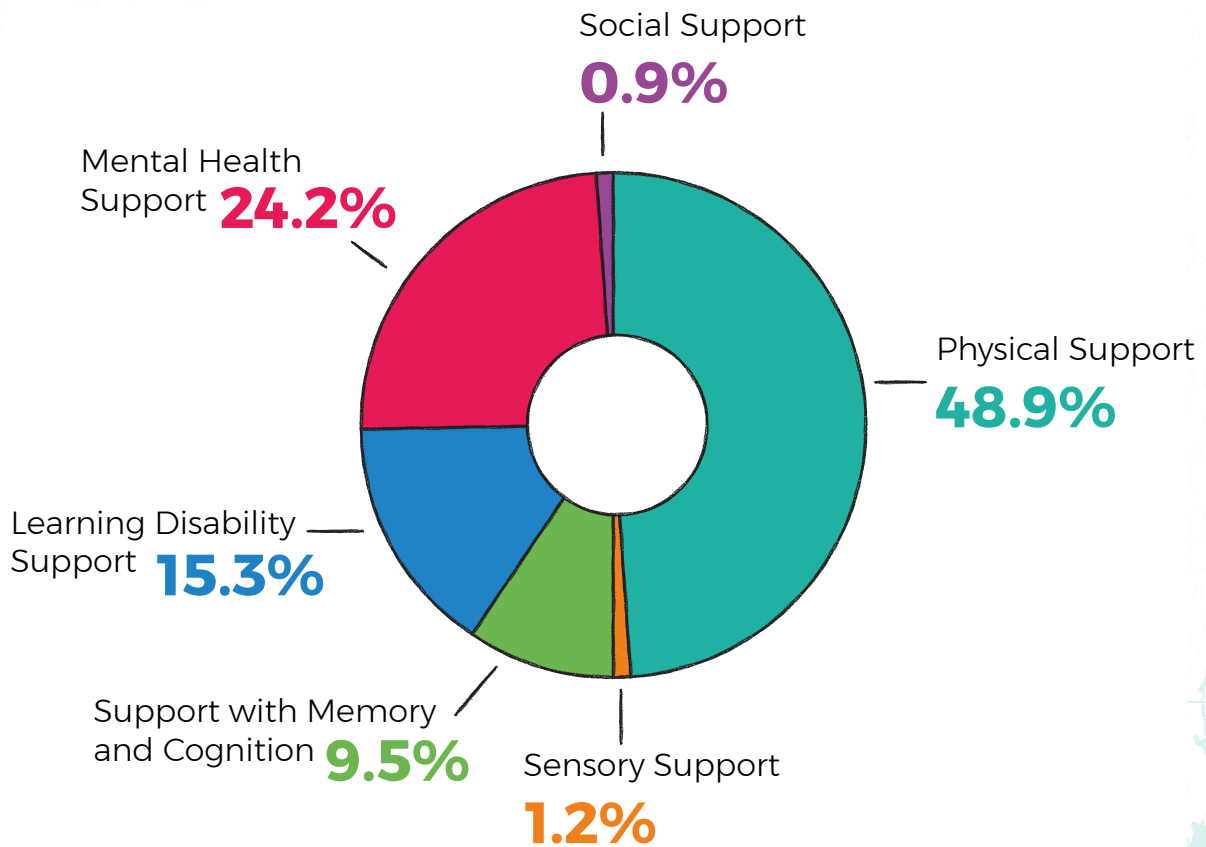
# Royal Borough of Kensington and Chelsea – Adult Social Care insight data 2022-23



**1,405**

**People receiving long term care and support**

# Westminster City Council – Adult Social Care insight data 2022-2023



**2,687**

**People receiving long  
term care and support**

# Introduction to the Annual Report

## This is the 6th Annual Report for the Kensington and Chelsea and Westminster Safeguarding Adults Executive Board (SAEB).

**T**he SAEB is a multi-agency partnership made up of senior representatives from a range of organisations, which provide leadership and strategic oversight of adult safeguarding work across the Bi-Borough.

The SAEB is proud of its achievements and in particular of the strong relationship it has with community groups and influence that its safeguarding ambassadors have in raising awareness of abuse and neglect in the community.

Our Annual Report is for the people who live and work in the Royal Borough of Kensington and Chelsea and Westminster City Council. The report describes what we have done to help prevent safeguarding, why we have done it and how we know we have made a difference.

The Chair of the SAEB is Aileen Buckton. The role of the Chair enables the work of the SAEB to be implemented through collaboration and a shared commitment to prevent where possible abuse and neglect in its communities, ensuring that all relevant partners recognise the safeguarding of adults as a key priority in their strategic development, policy formulation and operational performance.



## What is Safeguarding?

Safeguarding is about building relationships to prevent abuse where possible that is caused by anyone who has power over another person who is unable to protect themselves. People who cause abuse may be doing so consciously or unconsciously they may include family members, friends, unpaid carers and health or social care staff. Organisations therefore who have the responsibility to safeguard need to be compassionate, have courage and be accountable for their actions as it is a complex area of Health and Social Care activity.

## What does the Safeguarding Adults Executive Board do?

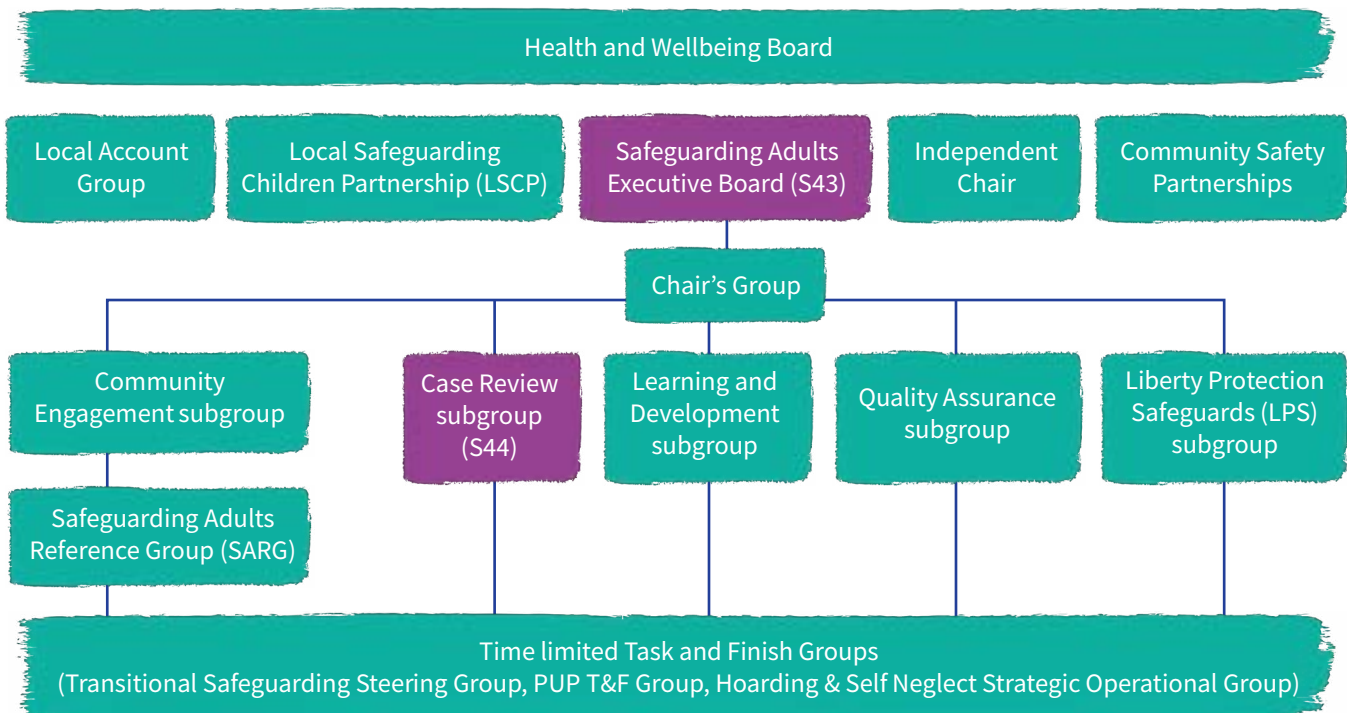
### Our Core Duties:

- To develop and publish a strategic plan setting out our priorities, and how we will meet our objectives
- Publish an annual report detailing how effective work has been
- Commission Safeguarding Adult Reviews (SARs) for any cases which meet lawful criteria

### The Board:

- Provides strategic direction for safeguarding adults at risk across our partnership
- Develops and reviews multi-agency adult safeguarding policy, procedures and guidance
- Monitors and reviews the implementation and impact of both strategy and policy
- Promotes and deploys multi-agency adult safeguarding training
- Shares the learning from Safeguarding Adult Reviews and develops appropriate action plans that support local systems and holds partner agencies to account

The Board Structure and its workstreams for 2022 - 2023 is in the diagram below and demonstrates the **links we have with other boards, partnerships and resident groups such as the Local Account Group.**



# Making our Vision a reality - Development of our Strategic Plan 2022-2023







**Our Board Vision** is based on the rights of people to live a life free from harm where communities:



**Have a culture that does not tolerate abuse**



**Work together to prevent abuse**



**Know what to do if and when abuse happens**

We have had a very busy year with the SAEB and all of its subgroups holding a total of 55 meetings over 2022 – 2023. This is up from 33 meetings last year .

The board meets four times a year and is supported by a range of subgroups which are crucial in ensuring that the priorities set out in our Strategic Plan are delivered. Each subgroup has a work plan which details the areas of focus for the financial year and is regularly updated with specific actions and timescales. These subgroups ensure that the work of the Board really makes a difference to local safeguarding practice, and to the outcomes adults and their carers wish to achieve.

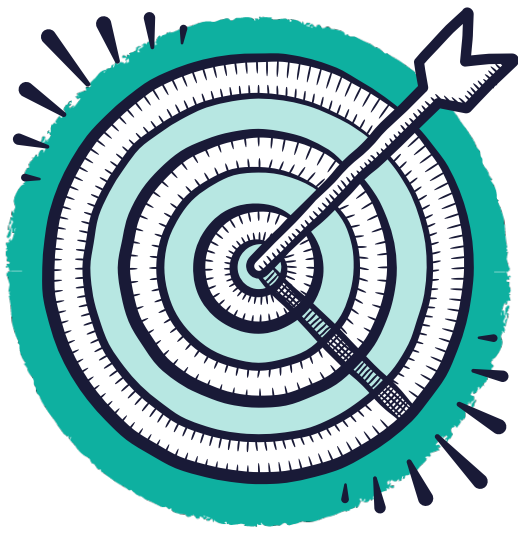


## Our Values and behaviours

The board believes that adult safeguarding takes **COURAGE** to acknowledge that abuse or neglect is occurring and to overcome our natural reluctance to face the consequences for all concerned by shining a light on it.

The board promotes **COMPASSION** in our dealings with people who have experienced abuse and neglect, and in our dealings with one another, especially when we make mistakes. The board promotes a culture of learning rather than blame.

At the same time, as members of the board, we are clear that we are **ACCOUNTABLE** to each other, and to the people we serve in the two boroughs.



## How we develop our Strategic Plan for 2022-25

### SAEB Safeguarding Adults Partnership self-assessment

It is important that the SAEB holds its partners to account so on an annual basis it requests for a self-assessment audit to be completed. We held our local annual audit event to ensure partners understand what is working well and what challenges exist both across our communities and at a partnership level. At the event we discuss and challenge each other's self-assessment and use this conversation to look at emerging themes and set priorities for the coming year. Our Safeguarding Ambassadors and Community Engagement group use this opportunity to have a community event which is described opposite:



## Community Engagement Development Day

Community Engagement Group and our Safeguarding Ambassadors worked together to co-produce a successful event with voluntary agencies and residents. They shared stories about how their communities are affected by fear of abuse and what they have done to prevent abuse or harm from happening. This annual event allows communities to have their voices heard.

Their stories inform the SAEB priorities. By listening, collaborating and working closely with the voluntary sector and local residents the SAEB has a strong understanding about local need and where to focus prevention strategies.

Our SAEB Business plan 2023 – 2024 is driven by what our communities tell us

- **Primary Healthcare** - “there are barriers and challenges which are being experienced by vulnerable residents to getting the support they need” **Open Age**
- **Domestic Abuse and coercive control** – “the SAEB need to do more to raise awareness of elder abuse to support older residents better” **Safeguarding Ambassador**
- **Fire Safety** – “We need to keep raising awareness so that Fire Safety is ‘Everyone’s Business’” **The Advocacy Project**
- **Safeguarding** – “We need to continue to raise awareness where it is most needed of what constitutes abuse and neglect” **Safeguarding Ambassador**

The development of our strategy for 2022-2023 is an example of how our board vision moves from discussion to action. Engagement, hearing stories, co-producing and consultation of our partnership brings our vision to life.

# Safeguarding Adults Executive Board (SAEB) Achievements 2022 – 2023

## Communities keeping themselves safe



- Culturally competent safeguarding within the community
- Raising awareness of safeguarding with a focus on Inclusion and Diversity
- Close working with the voluntary sector
- Listening and collaborating with our Safeguarding Ambassadors

“Staying Safe” - In partnership with the Advocacy Project & the BME Health Forum

National Safeguarding Awareness Week (NSAW) “sensible precautions and local solutions”

Safeguarding and the cost-of-living crisis

Building Community Resilience as Advocates in prevention of Hate Crime

Exploring engagement with Faith based groups

## Making Safeguarding Personal



- Knowing our client group and who is at most risk
- Understanding which abuse types are the most prevalent and doing something about it
- Building relationships and asking questions

Working on our Outcomes

Transitional Safeguarding

Domestic Abuse and older People

## 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

**T**his 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.

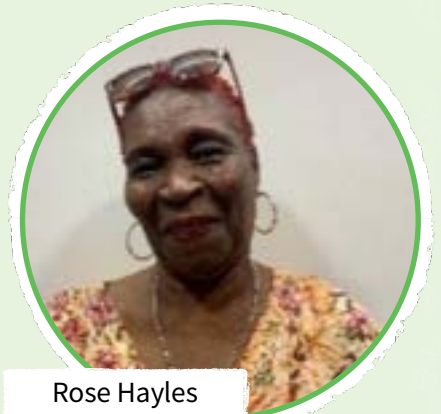
# Safeguarding Ambassadors



Faye Sandler



Elaina Arkeooll



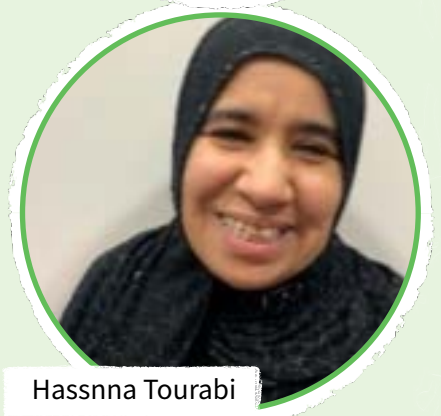
Rose Hayles



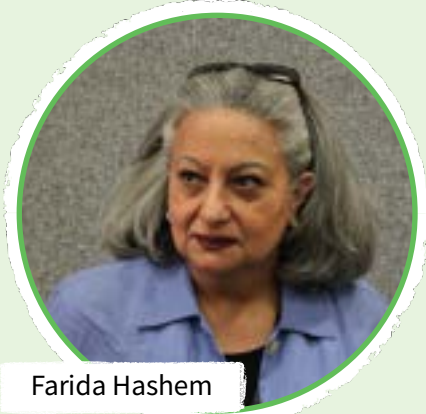
Michael Wills



Shiv Kumar



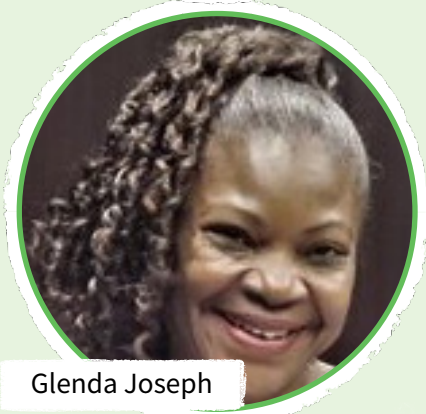
Hassnna Tourabi



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



**H**ello 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](mailto:makingsafeguardingpersonal@rbkc.gov.uk)

**MARIYA STOEVA**





# Sensible Precautions & Local Solutions

**F**or 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/](http://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](mailto:socialservices@rbkc.gov.uk)

**Westminster**

020 7641 2176

[adultsocialcare@westminster.gov.uk](mailto: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

**W**e 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.





### Muhammad's Story

**K**ensington 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](http://www.angelou.org)

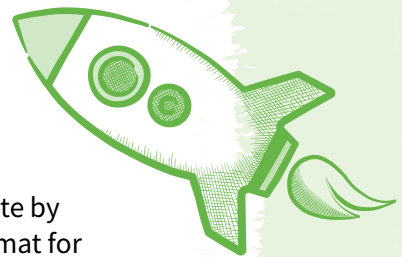
0208 741 7008 or 0808 801 0660

Monday to Friday 10am – 4pm

Wednesday 6pm – 9pm

# SAEB Website Launch

## The Importance of Translation for Everyone



**D**uring 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



**W**e 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**

**S**taying 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



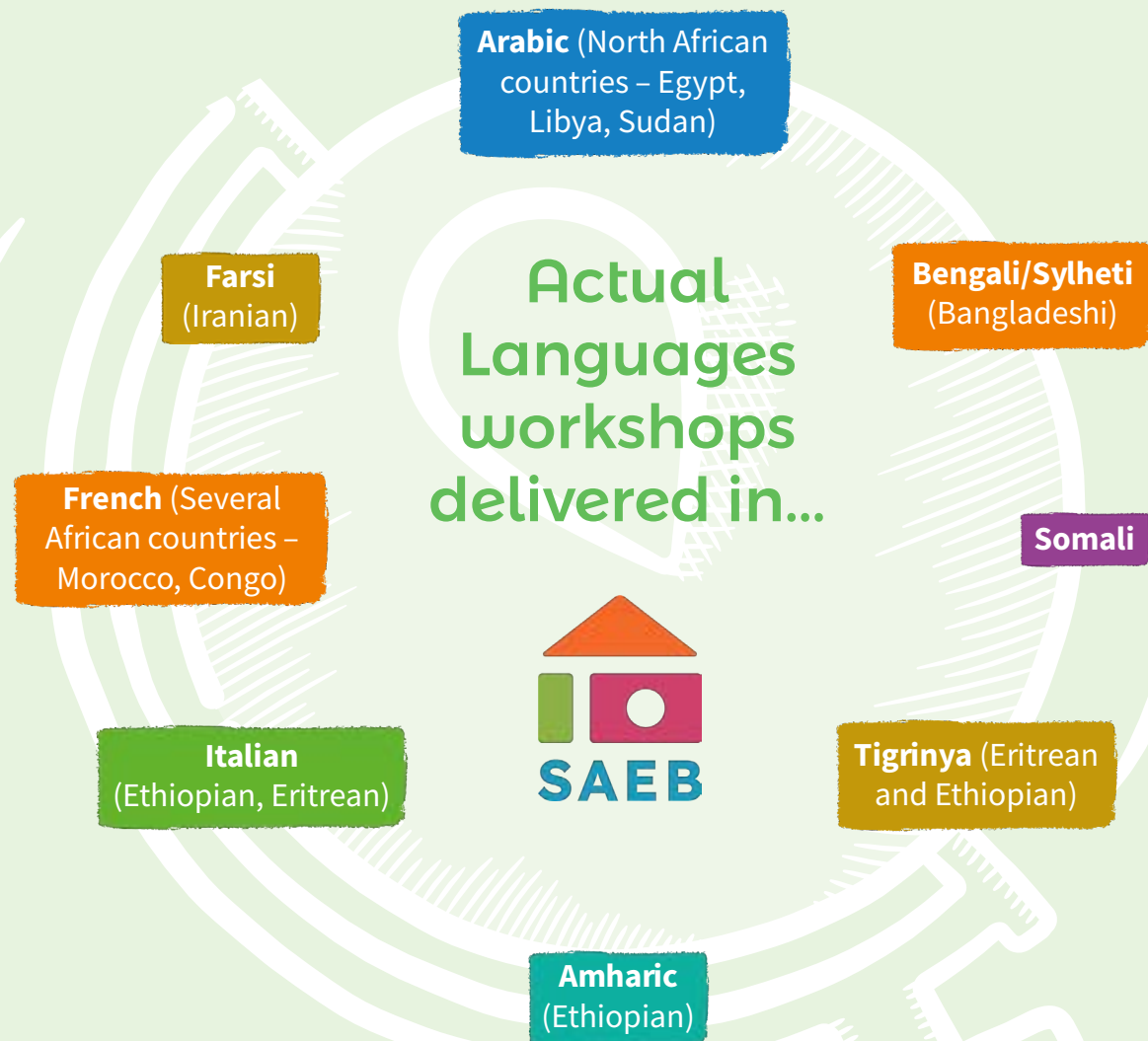
Organisations welcomed the SAEB support but would like to have a dedicated and named contact or a helpline to help clarify safeguarding issues

## 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

**P**hayza 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

**D**ave 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.



METROPOLITAN  
POLICE

TOTAL POLICING



Carmella Obinyan, Bee Burgess, Emma Cohen, Russell John

## Supporting and safeguarding residents

**O**pen 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.