

NEWSLETTER

Autumn 2020



A welcome to you all from Cherry Dale

Cherry is the independent Chair for the Birmingham Adult Safeguarding Board.

Welcome to our Autumn newsletter. I hope this finds you safe and well as we go into the wintery months in this time of dramatic change due to COVID.

We have been working hard to make sure that safeguarding our most vulnerable citizens remains high on everyone's agenda as we cope with the ever-changing needs driven by this virus. I thank you all for the invaluable work you are doing to support individuals and communities.

The Board has continued to meet on a monthly basis with the aim of keeping people with care and support needs, and their carers, at the heart of decision making.

I have seen so much good partnership working, positive intention and human kindness come out of this incredibly difficult time that I live with heartfelt hope that we can maintain it when we land at whatever our 'new normal' position is going to be.

Ash and the team have gathered useful information and insights for you in this newsletter that I am sure you will be able to put to good use.

Thank you for your continued commitment to safeguarding - we couldn't do it without you! Please take care and I look forward to the time we can all meet up again.

With very best wishes

Cherry Dale

Keep in touch on [Twitter @BrumSAB](#)



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Safeguarding Remains “Everyone’s Business”

Whether there is a lockdown or not there will be adults with care and support needs who are unable to protect themselves from abuse and harm.

The **first lockdown** saw a drop in safeguarding concerns being raised in the initial period of the lockdown. During this **second lockdown**, just like the first, there may be increased risk that a person is neglected or abused and there may be many reasons for this. It is critically important that we all remain vigilant and know what to do if we have a safeguarding concern. Abuse can take many forms, and can sometimes be hidden from plain sight.

For anyone working in health, care, housing, policing, the community and voluntary sector and all members of the community - safeguarding duties have **NOT** been changed or stood down due to this lockdown and we all have a vital role to play in raising concerns if we have them.

To help protect our communities and those at risk of abuse and harm can I please urge you to continue to talk about safeguarding, be watchful and ask those extra questions:

[**Click here** to find out how to report a concern](#)

Please also check our website for general guidance and easy read versions.

Birmingham City Council have a dedicated page related to **information around COVID-19**:

[**Click here** to access information around COVID-19](#)



What can I do if I think I am being abused or I am worried that someone else is?

- You should tell someone you trust.
- If it is an emergency, phone 999.
- If a crime has been committed you can call West Midlands Police on 101.

You can report the abuse of an adult with care and support needs to social services: phone 0121 303 1234 or email CSadultSocialCare@birmingham.gov.uk

If you have any concerns about the safety or welfare of a child or young person please telephone the Children's Advice and Support Service (CASS) on: 0121 303 1888 or e-mail: cass@birmingham.gov.uk

www.bsab.org

I get help and support to report abuse and neglect

Also look on our website for the support available This includes an **Emergency Community Response Hub** to provide support to our most vulnerable citizens:

[**Click here** for Emergency Community Response Hub](#)

During the first lockdown there was also an increase in reports of **domestic abuse** and this continues to be increasing Find out more information for support on Domestic Abuse:

[**Click here** for info on support on domestic abuse](#)

16 Days of Action Against Domestic Abuse

Coming up between the 25 November to 10 December is 16 days of Action against domestic abuse.

Use these 16 days to raise the awareness of domestic abuse. This includes raising awareness around doing more to help employees who could be a victim of domestic abuse, train staff and offer protection across the board.

Public Health England (PHE) have a dedicated website for you to read more and get involved.



[**Click here** for Public Health England Website](#)

Domestic Abuse

#YOUARENOTALONE

Domestic abuse is any incident or pattern of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who have been intimate partners or family members, regardless of sexuality.

If you are controlled or physically, sexually or emotionally abused by a partner, ex partner or family member, this is domestic abuse. Household isolation rules do not apply.

If you are in immediate danger: Call 999 and ask for the police.

- If you are unable to talk on the phone:** Call 999 and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset.
- Call 999 from a mobile:** If prompted, press 55 to 'Make Yourself Heard' and this will transfer your call to the police.
- If you are deaf and cannot verbally communicate:** You can register with the emergencySMS service. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

[Click here](#) for Emergency SMS Service



#YOUARENOTALONE

**CALL 999
FOR URGENT HELP**

IF YOU CAN'T SPEAK,
DIAL 55 WHEN PROMPTED
BY THE OPERATOR
(MOBILE ONLY)

FIND SUPPORT AT: GOV.UK/DOMESTIC-ABUSE

FOR FURTHER ADVICE & GUIDANCE

[Click here](#) for Government Guidance

[Click here](#) for Local Information

The Home Office's latest materials on **domestic abuse** - posters, social media graphics, animations etc. are under the **You are Not Alone** campaign, found on the link below. Please use them to help amplify the government messaging around domestic abuse: [You Are Not Alone campaign materials](#)



**PROUDLY SUPPORTING
#YOUARENOTALONE**

FIND SUPPORT AT: GOV.UK/DOMESTIC-ABUSE



Disability Hate Crime

Disability hate crime is any crime where the offender's hostility against disabled people is a factor in the offence.

Disability hate crimes can includes incidents where:

- the offender mistakenly perceives that a victim(s) is disabled,
- the offender targets someone because they are associated or affiliated with a disabled person. For example, a carer, partner, friend, personal assistant or support worker.

Disability hate crime can involve:

- **public order offences**, such as being shouted at in the street,
- **harassment** at bus stops, on the bus or on other public transport,
- **physical assaults** such as being hit or punched, being tripped out of a wheelchair, damaging disability equipment (including a long cane, car, wheelchair) etc,
- regularly **blocking access** - for example deliberately parking in a Blue Badge space, or putting bins in front of access to people's homes,
- **physical and sexual assaults** and neglect in the home, including residential services and sheltered accommodation,

- **attacks against property** such as people's homes or day centres, and
- **threats**, including to family members, partners, personal assistants and support workers.



[Click here](#) to view the easy-read document on disability hate crime

A Guide for Carers and Supporters

The National Police Chief's Council has produced a guide for people who provide support to a person who has been, or is at risk of being, a victim of a disability hate crime.



This guidance aims to help people to:

- spot a disability hate crime;
- support the person at risk to tell people what happened;
- take the right action to keep the person safe; and
- constructively challenging agencies - including the police, social services and other services to take action.

[Click here](#) to read the full and easy-read documents - included is a film

Disability hate crime: a guide for carers and supporters NPCC dimensions



Ten Years Later - Steven Hoskin: Have lessons being learned from his murder?

Ten years ago, Steven Hoskin was targeted because of his learning disabilities and was tortured and murdered.

The Serious Case Review (SCR) that was held found that there had been serious failings by those who should have been protecting him.

Those agencies have reportedly made significant improvements to their services following the SCR, but were those improvements cemented in the form of lesson's learned from Steven's murder?

To help answer that question, SCIE have produced a film featuring Professor Michael Preston-Shoot and Hugh Constant who indicate a lot of the problem persist.

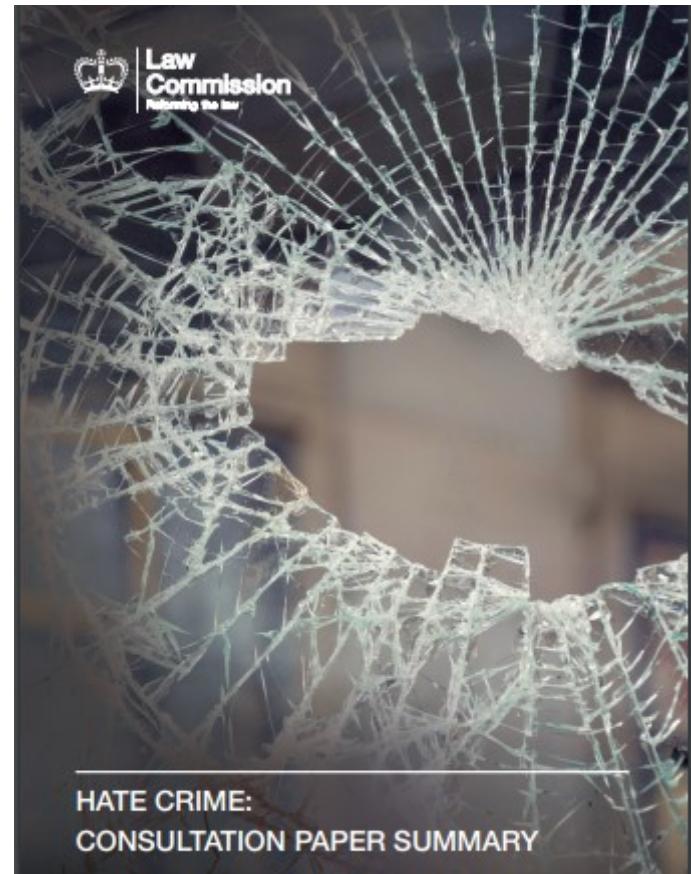
Getting it right at a strategic level is key so all partner agencies are able to contribute to good quality multi-agency working.



[Click here](#) to access the consultation (including an easy-read version)

Law Commission Consultation on Reforms to the Hate Crime Laws

The Law Commission is now calling for reforms to hate crime laws to make them fairer and, for example, to protect women for the first time (although proposals are wider than just gender).



A consultation process is now taking place to gather thoughts and opinions from professions.

All views collected by the Law Commission will prove invaluable in helping them to focus as an organisation and as a wider partnership. Your views are important to them. The consultation closes on 21 December 2020.

Please click on the link below for more information and to access the consultation (including an easy-read version).

[Click here](#) to access the consultation (including an easy-read version)



Healthwatch Birmingham Report: What care and support did Birmingham citizens receive?

Healthwatch Birmingham have produced a new report which is based on over 500 citizen's experiences of health and social care support in Birmingham during the national lockdown during spring and summer.



Healthwatch engaged and involved people by listening to their experiences in order to identify where help was needed. This report describes some of the experiences and how these were shared with health and social care services during lockdown.

Examples of difficulties experienced included:

- Carers trying to cope without support and PPE
- Vulnerable people who were not sent shielding letters
- People obtaining supplies when self isolating
- Patients who needed to obtain medication for ongoing medical conditions.

The report does also contain praise for individual services.

[Click here to read the full report](#)

Wash your hands of coronavirus scams!

**Friends Against Scams aims to protect and prevent
People from becoming victims of scams.**

STOP: Be aware of people offering or selling:

- Virus testing kits.
- Vaccine or miracle cures—there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home decontamination services.

To learn more, visit:
www.friendsagainstscams.org.uk

CHALLENGE: Question communications and encourage others to do the same.

- Don't be rushed into making a decision. If it sounds too good to be true, it probably is.
- Only purchase goods and services from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you. If in doubt, speak to someone you trust.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressure you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good friend,
help to protect
your family,
friends and
neighbours from
scams.

Read it.
Share it.
Prevent it.

#ScamAware
#Coronavirus



If you think you are being scammed, contact your bank first.
For advice on scams, call the Citizens Advice Consumer Helpline on
0808 223 11 33.
To report a scam, call Action Fraud on **0300 123 2040.**

**NATIONAL
TRADING
STANDARDS**
Scams Team

7-Minute Briefing

This 7-minute briefing has been developed to give hints and tips on working with adults with care and support needs during COVID-19

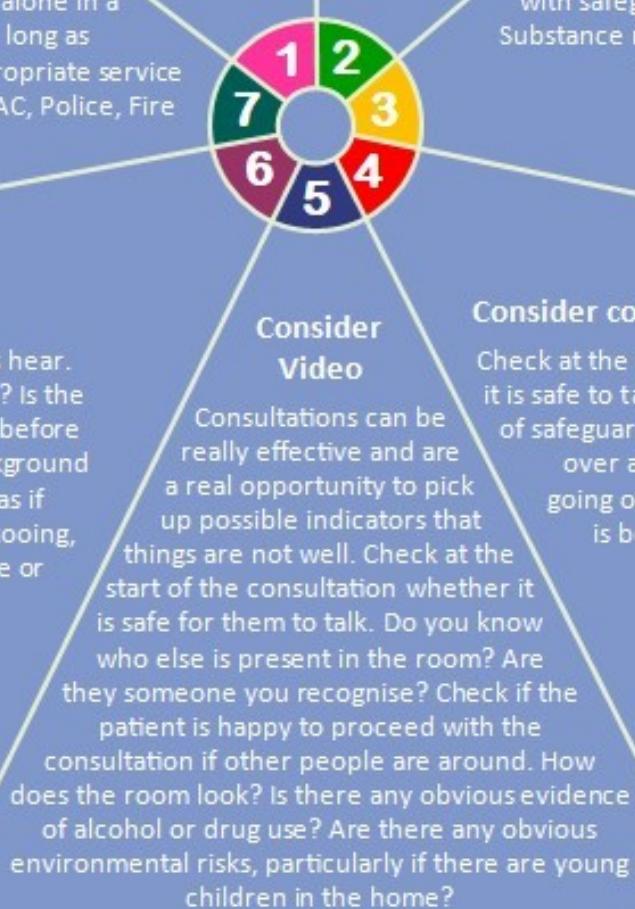
Safeguarding during a pandemic:

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that an adult's wellbeing is promoted including (where appropriate) having regard to their views, wishes, feelings and beliefs in deciding on any action.

Care Act 2014 Statutory Guidance 14.7

Consider a face-to-face appointment:

To discuss further that day wherever possible if you have concerns that the virtual meeting hasn't eased your worries, the person may feel able to discuss abuse if alone in a consultation in a safe setting. (as long as COVID secure). Refer to the appropriate service (Adult Safeguarding, CASS, MARAC, Police, Fire Service, Ambulance etc).



Use your observations:

Consider what you see as well as hear. Can you see any obvious injuries? Is the person looking to someone else before answering? Any concerning background noise, e.g. someone else talking as if giving answers? Remember cuckooing, hoarding, honour based violence or potential fire risk.

Consider Video

Consultations can be really effective and are a real opportunity to pick up possible indicators that things are not well. Check at the start of the consultation whether it is safe for them to talk. Do you know who else is present in the room? Are they someone you recognise? Check if the patient is happy to proceed with the consultation if other people are around. How does the room look? Is there any obvious evidence of alcohol or drug use? Are there any obvious environmental risks, particularly if there are young children in the home?

Covid increases risk:

This brief recognises the importance of safeguarding, and the increased risks of abuse during COVID-19 and living with COVID-19 in our shadow. As a practitioner, you are facing unprecedented challenges to support and safeguard those at risk of harm/abuse. It is important you consider how you can continue to safeguard when face-to-face consultation has reduced.

Before a consultation:

Consider checking the records. Are there safeguarding flags or alerts recorded? There is often a significant amount of information about individuals available in the records which could help to identify those with safeguarding issues. This may pick up: Substance misuse, Domestic abuse, Issues of '*was not brought/did not attend*'.

Consider consultations over the phone:

Check at the start of the consultation whether it is safe to talk. Picking up possible indicators of safeguarding concerns can be challenging over a phone call. You can't see what is going on, you don't know if an individual is being harmed; however, there are things to look for.

#SafeguardingAdultsWeek



- Safeguarding & Well Being
- Adult Grooming
- Understanding Legislation
- Creating Safer Places
- Organisational Abuse
- Sport & Activity
- Safeguarding in Your Community

National Safeguarding Adults Week

National Safeguarding Adults Week this year aimed to create a time where we can all focus on safeguarding adults.

The focus included how to spot the signs of abuse and the actions we should take if there are signs. This year the West Midlands worked together on activities which included some webinars.

Each day focused on a different risk angles, as listed in the accompanying graphic.



You no doubt saw how a raft of local services took to Twitter to take part in the week's activities, including BSAB.

Safeguarding Adults Practitioner Forum

We recently held our first virtual Practitioner's Forum during National Safeguarding Adults Week where we discussed a case study about a Person in a Position of Trust (PiPoT).

The key learning points were:

- If the information indicates a safeguarding concern, where there is an identifiable adult at risk, this would lead to adult social care. If this met the criteria for a section 42 then the elements would be dealt with under the safeguarding enquiry. The employer (information holder) would still need to deal with any employee related issues.
- If there are no safeguarding concerns, then it is for the organisation to deal with issues, including HR and information sharing.
- Only the employer can make a decision on suspending a member of their staff.
- The Care Home Company are the information holders and as such is the decision maker for sharing that information with whom:
 - raising any safeguarding concerns;
 - talking to the employee; and
 - deciding to inform others, e.g. other employers, registration bodies etc.
- If an employee leaves before a HR process takes place, the employer can still consider informing the Disclosure and Barring Service (DBS).

For further information, see the PiPoT Framework on the BSAB Website.

[Click here](#) to access the PiPoT Framework

CQC Publish: State of Care Report

The Care Quality Commission have published their State of Care report.

The report looks at the trends, and highlights examples of good and outstanding care and identifies factors that remain high quality care.

[Click here](#) to read this document in full (including an easy-read version)



Safeguarding Adults Partnership Event: Making Safeguarding Personal

Booking is available for our next Safeguarding Adults virtual event to be held on 30 November 2020.

The focus is on Making Safeguarding Personal (MSP).

Partners will be sharing best practice and the challenges around applying MSP into practice. We will hear from partners who will share their knowledge and experience.

For further information and to book, visit our events page.

No decision
about me
without me.

[Click here](#) for the events page and to book a place

[Click here](#) for further resources on MSP

LGA Webinars: What constitutes a safeguarding concern?

The Local Government Association' (LGA) Care and Health Improvement Programme (CHIP) are running a series of webinars on what constitutes a safeguarding concern.

These safeguarding adults webinars are an opportunity to take stock and reflect on what constitutes a safeguarding concern.

The webinars are aimed at: safeguarding strategic and operational leads in all organisations (including local authority, health providers, police commissioners, voluntary sectors, advocacy, independent health and care providers, and homeless providers/organisations, CQC, etc.)



[Click here](#) to read more on the LGA Safeguarding Webinar and see the dates on offer

Safeguarding Adults Reviews



MICHELLE - Published 10 November 2020

Although over 18 years of age on her death, Michelle was a care leaver who had long-standing mental health problems.

[Click here](#) to read her report and [click here](#) to access the learning briefing



CAROL - Published 2 November 2020

Carol was 50 when she passed away at home after discharge from hospital. Her package of care had not been restarted.

[Click here](#) to read her report and [click here](#) for a 7-minute learning summary



MISS E - Published 28 September 2020

This case primarily focusses on the care and support Miss E received for two years prior to her death (February 2015 to February 2017).

[Click here](#) to read the full report and executive summary

Here are a selection of Safeguarding Adult Reviews that have been published by various Safeguarding Adults Boards nationally.



BEN - Published 14 September 2020

Ben was 89 years old when he died in July 2015. He had previously been living in a nursing home and was found to have bed sores and bruises when he was admitted to hospital.

[Click here](#) to read the full report and [click here](#) for a 7-minute learning summary



MR B - Published 28 September 2020

Mr B had complex disabilities since birth. In the months leading up to his death, there were safeguarding concerns raised about his PEG feeding.

[Click here](#) to read the full report, executive summary and easy-read version



We would like to welcome Marcia Lewinson - Chief Executive of [WAITS](#). Marcia is joining to act as a representative for the voluntary sector.



Keep in touch on Twitter @BrumSAB

