

Safeguarding Adults Month and Conference November 2018

Evaluation Report

After the success of last year's Safeguarding Adults Week we decided to host a Safeguarding Adults Month in Royal Borough of Greenwich. We planned to have multiple learning opportunities for all staff, partners, voluntary sector, service users and members of the public.

Safeguarding Adults Month consisted of 22 events between 5th November- 30th November 2018, including the annual conference on Domestic Abuse. This report will give details of all the events held during the months as well as feedback received.

Workshops for professionals, staff and the voluntary sector

Bite-sized sessions (1.5-2hrs) for professionals included workshops on;

- **Introduction to supporting the safety of people with Learning Disabilities** (Presented by the Community Learning Disability Team)
- **Role of the AMHP as a safeguard** (presented by the Approved Mental Health Professional Service)
- **Hate Crime In Learning Disability and Mental Health** (presented by Hate Crime coordinator, Greenwich Inclusion Project)
- **Doorstop crimes and scams** (presented by the Trading Standards)
- **Substance use** (presented by CGL).
- **Domestic Abuse workshop** (presented by the Her Centre)
- **Introduction to Adult Safeguarding** (presented by the Safeguarding Adults Team)
- **Care providers Fire Safety Awareness** (presented by the London Fire Brigade)
- **The Prevent strategy** (presented by the Prevent coordinator, Greenwich)
- **Modern Slavery** (presented by the Community safety, Adult Safeguarding and CCG)



Events were advertised via flyers, Royal Greenwich web-page, internal intranet, Safeguarding Adults Board website and e-mailed via distribution lists. Training sessions were open to all staff, partners and voluntary organisations including professional and non-professional carers (care home and care agency staff, independent or family members as carers).

122 staff, voluntary sector and partners attended at least one of the workshops with some attending more than one.

We undertook a survey to ascertain the quality of the workshops after the event however uptake of the survey was lower than what we would like. This is something that would need to be considered next year to optimise feedback by perhaps ensuring delegates complete feedback forms after each workshop, although this does mean an added pressure on administration.

Of the survey completed

- **86%** rated the month as **Excellent** or **Very good**
- The workshop with the best overall rating was **London Fire Brigade** with **67%** of delegates rating it as **excellent**, closely followed by **Role of the AMHP as a safeguard** workshop and **The Prevent strategy**.
- There were no ratings of poor for any of the workshops delivered.
- **100%** of delegates found the workshops to be **valuable**
- **93%** of delegates were **somewhat/ very** or **extremely Likely** to attend another event in the future

"The learning and knowledge I have gained will help me better to enlighten and assist others to reduce harm."

"I learnt a lot and felt that the workshops stimulated engagement and discussion"

When asked what delegates would like covered as future topics, the responses indicated a want for workshops on **hoarding, self-neglect, isolation** and **mental wellbeing** which could be a consideration when planning similar events in 2019.

There was a low uptake of delegates from partner agencies, only 20% of all delegates were from partner agencies, care homes or voluntary sector organisations. We would like to increase this next year to ensure that all events have delegates attending across organisations, in order to achieve this we would encourage more input from partners as to the planning of the month and for dedicated partners to be responsible for organising their own events.

When asked how events could be improved in the future, we received the following suggestions

- Sessions were too short to cover the large amount of content
- Some rooms were not conducive to training- *This was mainly in relation to sessions which were moved to other rooms beyond our control*
- Events to be publicised on other agencies newsletters and websites

Keeping Safe Day Event 6th November 2018- 6th Nov

On 6th November we held a Learning Disability keeping safe event for 50 service users at Charlton House which was to launch the safe places scheme (Advocacy in Greenwich) as well as a booklet produced by Research Net on keeping safe in the borough. The Mayor launched the event and we had presentations from Safe Places and Research Net, in the afternoon we had 4 interactive workshops from Trading Standards, London Fire Brigade and Met Police, Safeguarding Adults and Research Net.

There was an overwhelming response from the attendees that they would like to have another event like this in the future and found the information presented useful and informative.

They asked that all information from partner agencies be made in an easy to read format as some of the leaflets from partners were not as accessible as others.

“We all said that we would like to do an event like this again in the future so more people with Learning Disabilities can feel safe and work together better with people like the Police. Everyone at Research Net had a great day and we were so glad to be able to share our leaflet” <http://aldatoxleas.blogspot.com/2018/11/research-net-go-to-staying-safe-for.htmlv>



Public Library Events- 7th, 14th and 21st Nov

We hosted 3 public events (10am-2pm) in the Woolwich Library, Eltham Library and Greenwich Library which was supported by partners including, LFB, Oxleas, Trading standards, Charlton Athletic Community Trust, GDVA, Healthwatch and Carers Centre plus more. These events gave us an opportunity to reach out to residents of the borough and to start conversations around adult safeguarding. These events were also hugely useful in terms of networking with partners and there were some very positive plans for joined up safeguarding work in the future.

Many people also got a chance to see what it might be like to live with Dementia by wearing goggles designed to give the wearer a lens into how a person with dementia might see the world. Participants agreed that it was scary, disorientating and challenging and was a great tool to raise awareness of the difficulties people with dementia face day to day.

During the three events we had a few self-referrals and some victims of domestic abuse approach our stalls that were able to access help and support immediately.



Safeguarding and Falls Prevention in Care homes- 20th Nov

This event took place on 20th November 2018 and involved care home managers and staff from across most care homes in Greenwich. The aim of this event was to discuss the challenges in keeping residents safe in care homes, falls prevention and current protocols in care homes, this included re-launching Green finches' protocol. This event was led jointly with Safeguarding Adults and Greenwich Clinical Commissioning Group Commissioning Manager Urgent and Out of Hospital Care/Lead for Enhanced Care in Care Homes.

The event has prompted further work including a good practice template to be created for care homes when they are asked to undertake an Internal investigation. This will help to ensure that Investigations are both of a high quality and consistent.



Sheltered Schemes and Trading Standards- 22nd November

On the 22nd of November 2018 we organised a “Door step crime and scams” awareness campaign at 3 sheltered schemes in the borough which reflected a spike in concerns regarding financial abuse and thefts from unknown people befriending vulnerable adults. Each scheme supports around 50 residents, most of them independent in daily activities, and in charge of their own finances.

The campaign was called “Who do I open the door to?” and was delivered in partnership with Tina Gibbons (Lead Officer – Trading Standards). On the occasion we visited Lakeview, Richard Neeve and Colebrook extra care sheltered schemes, delivering one hour informal discussion about door step crimes and scams and how to prevent

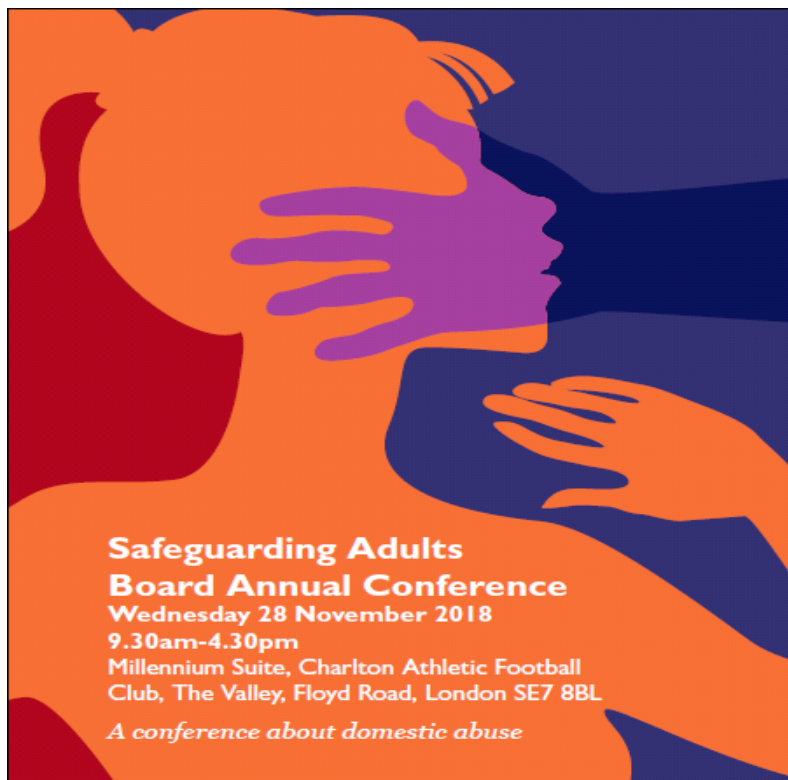
them, the role of safeguarding in the borough and how to report concerns, followed by a short impacting video on scam and how they work.



"Safeguarding month gives the opportunity for collaborative working amongst partner agencies to share knowledge and best practice in relation to doorstep crime and scams to protect vulnerable residents in the borough."
Tina Gibbons, Lead Officer, Trading Standards

Although we informed in advance the residents about the event by hand delivering copies of the programme, we had an average of 10-15 residents attending each presentation at each scheme. Some residents were familiar with some of the most popular scams, and were very receptive and engaged in discussions about how to keep safe, and how to report concerns. Informational materials and contact details were shared. Overall the feedback was positive, and future similar events are to be organised.

2018 Safeguarding Adults Board Annual Conference- 28th November



The theme of this year's conference came about after joint working with the Met Police to produce Domestic Abuse videos to be shown in GP surgeries' and A&E. The Royal Borough of Greenwich has the third highest rate of domestic abuse in London the SAB felt that a conference on Domestic abuse would be beneficial for all.

We held the Safeguarding Adults Board Annual Conference on 28th November 2018 in partnership with Safer Greenwich Partnership. The conference hosted 100 professionals from across partner organisations as well as voluntary sector organisations. The day was split into two sections Key Note Speakers and Workshops and chaired by the SAB independent chair Mark Godfrey.

The conference was very well received both in terms of presentations and workshops with the most impactful moment being from Nick Gazzard who spoke openly about the murder of his daughter Hollie. Nick has also created a free Mobile phone app to assist vulnerable adults at home and in the community when alone. Both Adult Social Care and Metropolitan Police showed great interest in promoting this great initiative with their organisations.

Just under half of all delegates responded to the survey monkey feedback questionnaire.

Feedback was hugely positive with delegates commenting on the high quality of the speakers and the focus on coercive control.

All respondents rating the conference at **good, very good and excellent.**

The three keynote speakers were rated as the best in terms of quality with Nick Gazzard coming out as the highest. The workshop by standing together was rated as the lowest, however comments were in relation to the room being too cold, which was beyond our control.

Shonagh Dillon

(on behalf of Laura Richards)

Behavioural analysis of domestic abuse, stalking, sexual violence, serious violence and murder

"Really insightful and lots to learn, even for an audience that was largely already knowledgeable. appreciated especially the emphasis and clarity around coercive control"

Dr Roxane Agnew- Davies

Identifying and safeguarding victims of domestic violence or Abuse

"Excellent delivery of her presentation. She is very passionate and knowledgeable about the subject area and that commanded attention"

Nick Gazzard

(Chair of the Hollie Gazzard Trust)
Victims Voice of Hollie Gazzard

"What can I say about Nick Gazzard? If there is a descriptive word that surpass/supersede excellent then I would attribute that to him. He was very dignified and poised in his presentation and his willingness to ensure that another family don't have to go through what his family have been through was phenomenal."

Standing Together

Domestic Homicide Reviews
(Miranda Pio)

"Really good, clear and helpful, informative and interesting"

GALOP

LGBT and anti-violence
(Peter Kelley)

"Peter was able to give good examples - He was very interesting and motivated in the subject matter."

Solace

Local Services

"Two very passionate and knowledgeable speakers, they have a great understanding of their subject matter and I believe they gave me and many others information that will assist us regarding those who are trafficked."

The feedback session at the end of the conference highlighted the following themes for follow up work which will be discussed by the SAB

- More training (including mandatory) on all aspects of Domestic Abuse including coercive control and stalking
- Working in partnership with adults and children's services as well as Police and GPs to identify the signs of Domestic Abuse earlier.
- More resources to be spent on preventative work, such as therapeutic work with children who witness Domestic Abuse and for perpetrators programmes to support change of cycle of behaviour.
- More specialised services to be offered to address trauma, PTSD and mental health issues for victims, including a restorative approach from families post DA
- More investment in local Domestic Abuse services.



**Helen Bonnewell- Safeguarding Adults Board Manager
Royal Borough of Greenwich Safeguarding Adults Board**