

MAY 2021 | QUARTER FOUR

# SAFEGUARDING TODAY

A quarterly newsletter from the Quality & Compliance department

Welcome once again to our quarterly Safeguarding Newsletter for the Walsingham Support Group, this is the fourth edition and as always we want it to be informative, interactive and to provide useful information about current safeguarding legislation, what's hot, what's not, and how we share some of the great practice that we see across the organisation.

To achieve this, we need your input and feedback.

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## DID YOU KNOW?

We have just held our quarter four Serious Incident Recommendations Board meetings (SIRBs) for every region, where we provide support to each of the following regions which includes: the North, Central, Southern England, Wales & Walsingham Support Community Solutions (WSCS). In these meetings, we discuss the potential safeguarding concerns reported on Radar over the past quarter. We identify trends and themes of areas of potential abuse and discuss what else we can do to try and further mitigate the risk of these happening again.

Some facts you may find interesting from the current round of meetings include:

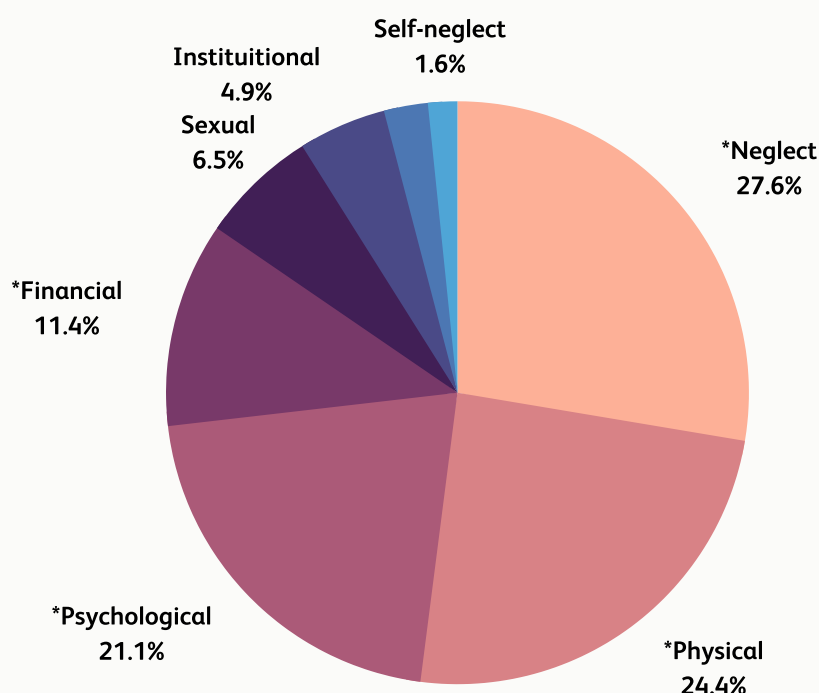
- -From April 2020 to March 2021, there were a total of 123 potential safeguarding concerns reported, if we compare this figure with the same period for 2019-2020, where we saw 70 potential safeguarding concerns reported we can see that across the organisation we have seen an increase of 57% in the number of concerns reported which is really positive! This shows us that the awareness of the need to report concerns throughout the Walsingham support Group is increasingly growing.



The pie chart below highlights the most common safeguarding concerns reported over the past 12 months across the whole organisation. To provide some context to these figures, the Walsingham Support Group provides support to over 550 individuals many of whom receive support every day, we also employ almost 1200 staff across the organisation.

The themes with very low or no reporting for the past 12 months which includes: discrimination, self-neglect, modern slavery, and domestic abuse were discussed in the recent regional SIRB meetings and the general view was that reporting more than likely remains low due to a lack of awareness on these specific themes. This has been identified as an action to discuss further at the National SIRB meeting in May 2021, to consider how we can raise awareness further across the organisation

\*Most common safeguarding themes of concern.





## **SAFEGUARDING QUARTERLY THEMES:**

In each newsletter, we aim to provide resources and share experiences on a specific theme. In the last edition, we focused on County Lines as this continues to be a big issue nationally, therefore we have decided to continue our focus on County Lines as well as focusing on another rising issue “Cuckooing” the practice of taking over the home of a vulnerable person in order to establish a base for illegal drug dealing, typically as part of a county lines operation. In this edition we have included links to a range of useful resources that you may find useful which can be shared and discussed within your staff teams and with the individuals we support.

## **SHARED STORIES:**

**\*this is an actual event that recently took place involving an individual we support**

In May 2020, safeguarding was opened as X was contacted via social media, and threats were made to them. The police were involved at the time as other unknown individuals were trying to financially exploit this person.

X was contacted via Snapchat and took out a loan in their name, X didn't realise people were trying to exploit them and didn't feel there was anything wrong. The individuals took a loan out in their name and had money paid into an account, they then instructed X to pay the amounts of the money from this account.





Historically X has been the victim of thefts and bullying type behaviour and has been targeted for thefts, their kind nature caused them to be a victim as they will often see nothing wrong with the behaviour of their friends/acquaintances. This recently included an incident where a moped was taken from them by an acquaintance, and the police were notified.

Since reporting to the Police, the activity has ceased, this really does demonstrate just how vulnerable some individuals are, by looking out for some of the signs and supporting them to report incidents to the Police is critical.

For more information about County Lines and Cuckooing follow the links here:

- This [video](#) takes a look at County Lines which is where illegal drugs are transported from one area to another, very often across Police and Local Authority boundaries usually by children and vulnerable individuals who have been coerced into it by gangs.
- A [video](#) taking a look at Cuckooing which is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for County Lines drug trafficking. The crime is named for the cuckoo's practice of taking over other birds' nests for its young.



## SAFEGUARDING EDUCATION

We would like to continue sharing with you some of the fantastic safeguarding resources out there, which we have included in the links below:

- Self-advocate, Sean Dempsey, recently gave a radio interview about his role as Hate Crime Ambassador for Disability Equality North West, to hear his interview please follow the link [here](#).
- Online training event: Training carers to spot when people with learning disabilities are unwell, to join this event follow the link [here](#).

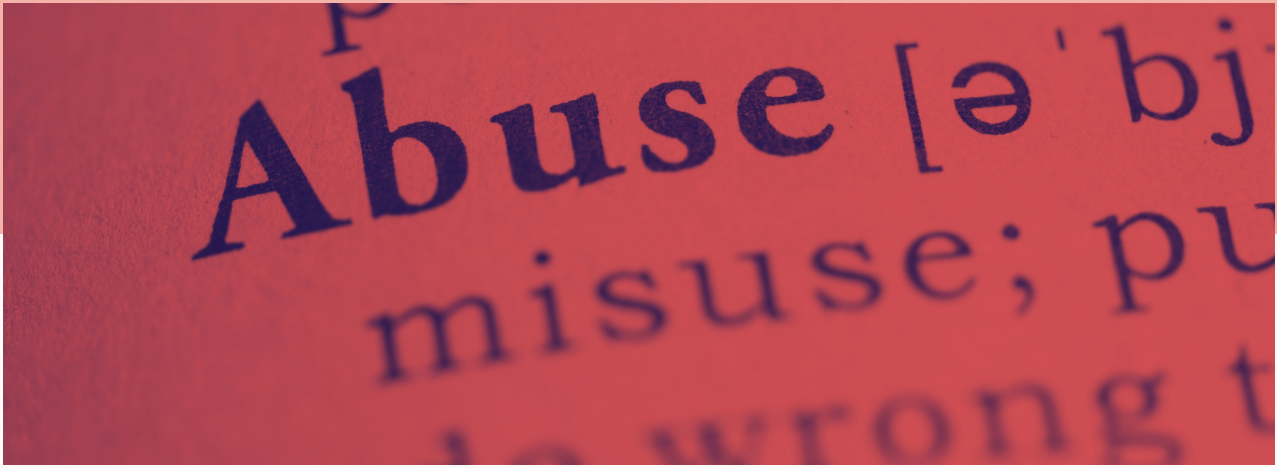


## SAFEGUARDING TRAINING

Who knows what we mean when we say, “making safeguarding personal”? Let us know your thoughts on what you think this means by emailing us at [safeguarding@walsingham.com](mailto:safeguarding@walsingham.com)

In every edition of our Newsletter, we will include a case study based on an experience that may be taken from the Walsingham Support Group or a best practice example.

In this edition, we are taking a look at best practice example of what making safeguarding personal means when a vulnerable adult raises a concern that could potentially be a safeguarding issue for them: So what do we mean by making safeguarding personal, the case study below illustrates an example of how this can be achieved in practice.



## DO YOU KNOW THE TEN TYPES OF ABUSE THAT ARE DEFINED WITHIN THE CARE ACT 2014?



### **PHYSICAL ABUSE: –**

Is any contact which harms or is likely to cause unnecessary and avoidable pain and distress including hitting, slapping, pushing, kicking or misuse of medication.



### **DISCRIMINATORY ABUSE: –**

Is any form of unjust or prejudicial judgement of another person.



### **FINANCIAL OR MATERIAL ABUSE: –**

Is a form of mistreatment or fraud which forcibly involves the control of someone's money or assets.



### **INSTITUTIONAL ABUSE: –**

Is the mistreatment, abuse or neglect of an individual by a regime of people or organisation.



### **PSYCHOLOGICAL ABUSE: –**

Is when a person is subjected to behaviour that could induce emotional trauma



### **DOMESTIC ABUSE: –**

Is the abuse of an individual within a domestic setting. This would include but is not limited to; parent to child (or vice-versa), partner to partner, sibling to sibling.



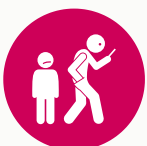
### **SEXUAL ABUSE: –**

Is any action that refers to an individual being pressured or coerced into something sexual that they may not want to do.



### **MODERN SLAVERY: –**

Is the mistreatment, exploitation or abuse of an individual into slavery. This includes slavery, human trafficking, forced labour and domestic servitude.



### **NEGLECT AND ACTS OF OMISSION: –**

Is failure to provide necessary care, guidance or attention to an individual.



### **SELF-HARM: –**

While not a direct form of abuse, the Walsingham Support Group recognises that we have a duty of care in circumstances where a person we support self-harms.



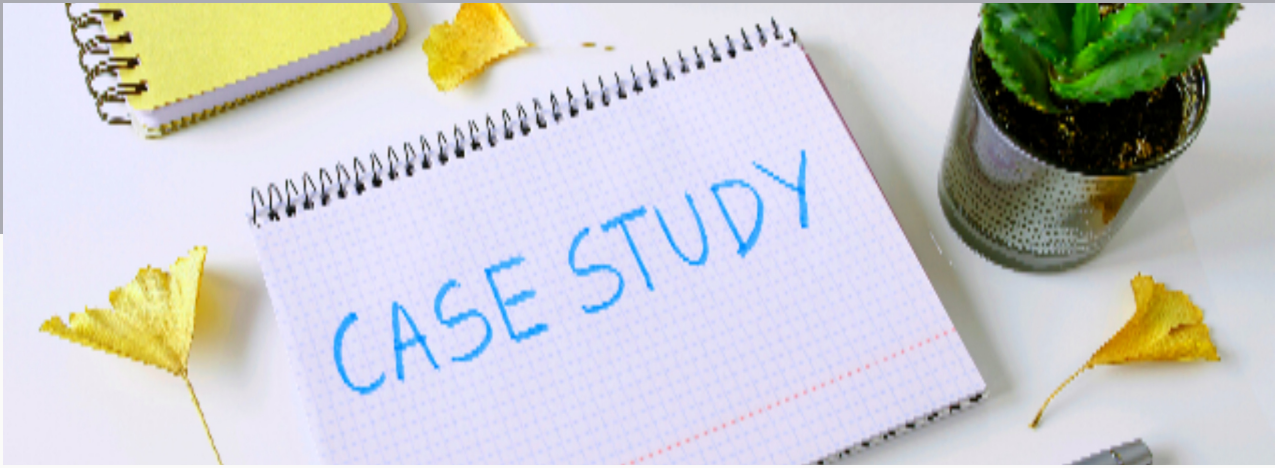


## CASE STUDY

Each quarter, we will take one incident and anonymise this and try to use this as a case for learning from:

John has Autism and lives at home with his mother, a key worker from the Day Centre where he attends raised a potential safeguarding concern of Neglect. John's appearance over the past few weeks had become a bit dishevelled, his clothes appeared dirty and he was unshaven. John himself had complained to his keyworker that his Mother had not been helping him with his personal care or washing his clothes. He also said that his mother had told him that he must not tell anyone, or he would be taken away to live in a Care Home.

John's Keyworker informed his manager of what John had told him and a meeting was held with John, his keyworker and the Local Authority Safeguarding Officer to find out what John would like to do, what he would like to happen next and discuss how it would happen. A further strategy meeting was then arranged with John at the Day Centre where he said he felt most comfortable holding the meeting. The meeting was not only attended by John's keyworker, an advocate and the Local Authority Safeguarding Lead Officer, John had also asked that his Mother attend the meeting, a representative from a carers support organisation was also invited to attend the meeting to support John's mother.



## CASE STUDY

### ***The lessons learnt included:***

- Ensuring a person-led approach was adopted
- Enabled safeguarding to be done with, not to the person concerned
- Outcome-focused
- Enhanced involvement, choice and control
- Improved quality of life, wellbeing and safety

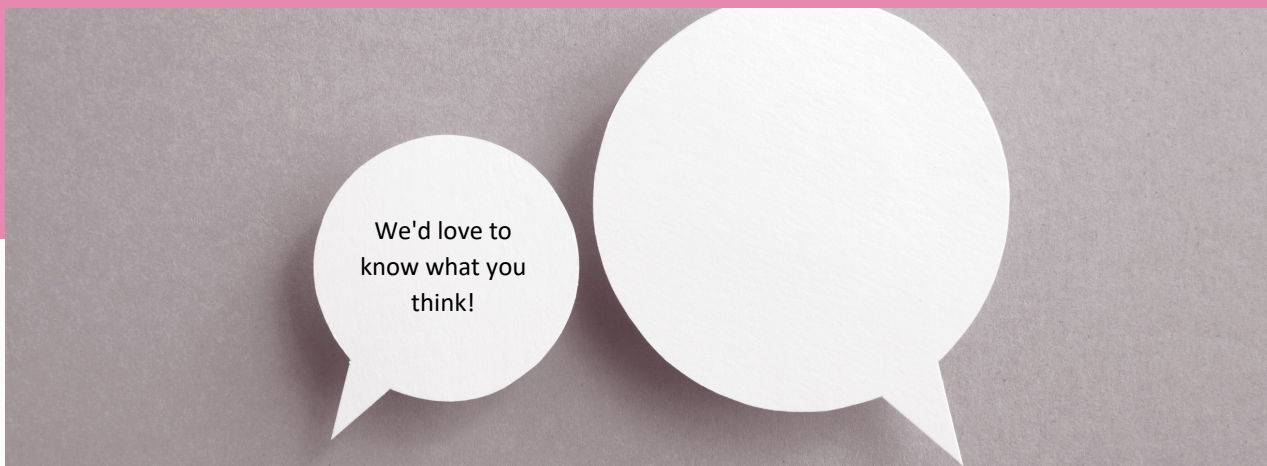


## SAFER RECRUITMENT:

Any organisation that works with vulnerable groups has a responsibility to safeguard them and ensure their well-being. All vulnerable adults deserve to live in a safe environment that promotes their health and development and is free from abuse, maltreatment, and exploitation.

Part of developing this environment is ensuring that all paid staff members and volunteers are suitable for a position working with vulnerable people.

- The Walsingham Support Group is committed to following the principles of Safer Recruitment and will ensure that recruiting managers are appropriately trained and that pre-employment checks support this. We take great care in our recruitment processes, carrying out all possible checks on new recruits, and all staff who conduct interviews are trained in safe recruitment.
- The Walsingham Support Group has a separate Safer Recruitment policy which will shortly be available to access on the Intranet, the policy has been developed to embed safer recruitment practices and procedures throughout the Walsingham Support Group to support the creation of a safer culture by reinforcing the safeguarding and well-being of the individuals we support.



## SAFEGUARDING EMAIL

We continue to have a central email address for Safeguarding, which is [Safeguarding@walsingham.com](mailto:Safeguarding@walsingham.com) so help us be the best we can be and let us know what else you would like to see in the Safeguarding Newsletter.

## HAVE YOUR SAY

What could we do better as an organisation to ensure we always have safeguarding at the top of our priorities? Is there anything we should do more or less of when it comes to safeguarding?

Let us know your thoughts by emailing us at [safeguarding@walsingham.com](mailto:safeguarding@walsingham.com)

In our next edition, you will be able to learn more about our Trustees and what they do for the Walsingham Support Group, we will also be sharing more information and resources about Modern Slavery, Domestic abuse, and Institutional abuse.



## QUOTE OF THE QUARTER

Submitted by Kim Maouhoub, Head of  
Learning and Development



***You don't think your way into a  
new kind of living, you live your  
way in to a new kind of thinking***

**HENRI JOZEF MACHIEL NOUWEN**

Please offer your  
suggestions for  
"Quote of The Quarter"  
and this may be included  
in the next safeguarding  
newsletter!