



Bath & North East Somerset
Local Safeguarding Children Board

Bath & North East Somerset Joint Safeguarding Newsletter Winter 2018-19

Welcome to the B&NES Local Safeguarding Childrens Board (LSCB) and Local Safeguarding Adults Board (LSAB) joint newsletter.

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New Adult Safeguarding Phone Number from 15th January 2019

The telephone number for the reporting abuse of adults is changing to 0300 247 0201.

If you are concerned that someone is at risk of being abused, please call the Virgin Care Adult Safeguarding Team's new number 0300 247 0201. If anyone is in immediate danger, always call 999 and ask for the Police.

There are many different types of abuse and it can take place anywhere at any time. People can be at risk of harm or abuse if they need care and support. This includes people with a physical disability or illness, people who are elderly or frail or have sensory loss, or people living with dementia, a learning disability or a mental health need.

Abuse can be deliberate, or it can be the result of ignorance, or lack of training, knowledge or understanding. Sometimes if a person is being abused in one way they are also being abused in other ways.

Abuse may be physical, sexual or emotional. It could also be financial – you may know someone who is being put under pressure to change their will or to give money or property away. If someone is being discriminated against because of their race, sexuality or disability – that is also a form of abuse.

Domestic abuse is any kind of abuse that happens between people with an intimate or family relationship.

If someone is experiencing disrespect or ill treatment in an institution like a care home, nursing home, sheltered housing, acute hospital or in-patient setting, we call it 'organisational abuse.'

You may know someone who is being neglected. Perhaps their medical or physical needs are being ignored. Or someone you know may be neglecting themselves.

Call the Virgin Care Adult Safeguarding Team on the local rate number 0300 247 0201 where you will be connected to the local B&NES team.

LSAB Resources have been updated as a result of the number and service name change and are available to print on the safeguarding website as below:

- [Stop Adult Abuse Leaflet](#)
- [LSAB Factsheet 2 - Keeping Adults Safe from Abuse and Neglect](#) (Easy Read)
- [Self Neglect Leaflet](#)
- [Financial Abuse - tips](#)
- [Financial Abuse Poster](#)
- [FGM leaflet \(English\)](#)
- [FGM Leaflet \(Arabic\)](#)
- [FGM Leaflet \(Indonesian\)](#)
- [FGM Leaflet \(Kurdish Sorani\)](#)
- [FGM Leaflet \(Pashto\)](#)
- [FGM Leaflet \(Urdu\)](#)
- [FGM Poster](#) – hard copies are available
- [Stop Adult Abuse Posters](#) – hard copies are available
- [Stop Abuse Card](#) - these lanyard-sized cards are given out at LSAB training.

The two posters have been delivered to some key agencies and printed copies are available and will also be at meetings such as the Care and Nursing Homes Forum. If you need a copy rather than print from the website, please contact Dami Howard or Sam Bailey to collect your copy. dami_howard@bathnes.gov.uk or samantha_bailey@bathnes.gov.uk

Safeguarding Adult referral form

Bath and North East Somerset now has a form that can be used to make a referral to Adult Safeguarding. The form has been developed by a group comprised of the Council, Virgin Care, AWP and Domiciliary and Care Home providers. The aim is to speed up information sharing and decision making. The form can be submitted electronically at any time of day. Forms submitted out of office hours will be picked up the next working day. Please see the form for further details of how to make a referral in this way.

[Safeguarding Referral Form](#)

LSCB Stakeholder Event – Neglect – 5th November 2018

Neglect is the form of child maltreatment that is the most prevalent in the UK but it is one that professionals often find hardest to work with. In order to improve B&NES collective response to neglect in 2017 the LSCB published a multi-agency neglect strategy. The document sets out the strategic approach to tackling and reducing the impact of neglect and identifies the key principles under which work around neglect should be undertaken. Following the launch of the strategy it was agreed that it would be beneficial to develop a toolkit to practically assist the workforce in identifying and assessing children who are risk of neglect. Whilst the Child Neglect Toolkit does not replace assessment such as Early Help assessments or Children's Social Care assessments it can be used to inform decision-making, assessments and planning when concerns are held regarding neglect.

On 5th November approximately 100 local practitioners and managers across a wide range of agencies attended the launch of the toolkit at Somerdale Pavilion in Keynsham, where guest speakers included Joanna Nicholas and Dr Warren Larkin.

Joanna Nicholas has over 20 years of experience working in the field of safeguarding and child protection and is a published author on Child Protection and a regular contributor across all forms of media. Joanna set the scene for neglect and the impact of the issue prior to exploring learning from serious case reviews and research, focusing on the important of multi-agency working, how to evidence cases of neglect and assess carers capacity to change. The audience was able to practically implement the learning on a case study, using the toolkit to aid discussion and work through the complexities within the situation.

Dr Warren Larkin is a Consultant Clinical Psychologist, visiting Professor at Sunderland University and the Clinical Lead for the Department of Health Adverse Childhood Experiences (ACES) provided information on ACES and Trauma Informed Care. ACES, including significant emotional or physical neglect, have a tremendous impact on future violence victimisation and perpetration, and lifelong health and opportunity. Consideration is given to the ACES study within the Child Neglect toolkit to emphasises the importance of the early identification of neglect and the co-ordination of support for families in need of additional help.

The feedback provided by delegates was overwhelmingly positive about the day. The responses gained about the individual speakers evidenced that the information was well received with delegates expressing that they found the presentations very informative, knowledgeable and thought provoking. Comments received throughout the evaluation forms evidenced that individuals found the toolkit a helpful document which seems to be user friendly and beneficial for practice.

[Neglect Strategy](#)

[Neglect Toolkit](#)

[Neglect Toolkit Checklist](#)

[Key Areas of Neglect](#)

[HarmLESS website – helping you to talk with young people who self-harm](#)

Talking with young people about self-harm is not always easy. It is a difficult subject to talk about and many people worry that if they talk about self-harm they might make things worse. A new website, [harmLESS](#), can help you. This has been developed by our local CAMHS service (Oxford Health NHS Foundation Trust).

There is NO EVIDENCE to suggest that talking about self-harm will encourage young people to harm themselves. In fact feedback from young people is that they want to talk. However this needs to be done sensitively since our responses can sometimes be seen as uncaring.

Sometimes a young person may talk to you about their self-harm but ask you not to tell anyone else. DO NOT promise to keep this a secret. You need to decide who needs to know in order to keep that young person safe.

SLEEP is an acronym to help you remember 5 important steps when talking with young people about self-harm.

- ✓ Stop
- ✓ Listen
- ✓ Empathise
- ✓ Explore what they are saying
- ✓ Plan what you will do

To help you explore and plan, the [harmLESS](#) website guides you through a series of questions you can ask the young person. How they answer will inform a plan about the type of support they might require. If at the end of this you are still unsure or worried about a young person you can phone your local CAMHS team.

The questions are listed below, although the website version provides a range of possible answers for the young person to choose from. After completing the questions and answers with the young person, the HarmLess website will provide you with a recommended plan to follow.

- ✓ **H**ow long have you had thoughts about wanting to hurt yourself?
- ✓ Have you **a**ctually harmed yourself?
- ✓ Have you **r**ecently harmed yourself?
- ✓ Have you harmed yourself **m**ore than once?

- ✓ Have you ever thought that **l**ife is not worth living?
- ✓ Have you made any plans to **e**nd your life?
- ✓ Have you ever **s**ecretly tried to end your life?
- ✓ Is anyone **s**upporting you at the moment?

Around 3000 people have used the harmLESS website to date and feedback suggests people find the guided questions and production of a plan helpful. People also report ongoing stigma that stops young people talking about self-harm and finding time and confidential space to talk can be difficult in some settings. So these issues are important to think through proactively if you feel self-harm is an issue for young people you work with. Visit www.harmless.nhs.uk/info to find out more.

Looking for Care – How to Choose Safely

The way that we use and interact with services is changing all of the time, for example rather than having to visit the bank we can now manage our finances online; instead of using cash we can pay for items using our mobile phones; and we have access to products from all over the world at the simplest click of a button.

These changes and developments can be found in other aspects of our lives too, including health and social care. Just recently there have been advertisements on the television for private 'pay as you go' GP services, which offer options such as video consultations for people who find getting to their local GP surgery difficult.

We are also seeing diversity in other services too, such as organisations that provide care and support within people's home. At one time, if you were assessed as needing care or support, Social Services would set it all up for you. Now people can receive Direct Payments (monies paid directly to you, so that you can pay for care in a way that suits you). People also fund their own care from savings, Attendance Allowance, or families pay for it. As the way we use services evolves, organisations are evolving too.

We don't necessarily think of ourselves as 'customers' when it comes to using health and social care services, however the increasing range of options that are available to us means that some of the things we take into consideration when buying other items, such as their price and customer reviews, are becoming increasingly relevant to our health and care too.

So how do you find out more before you choose a service?

The Care Quality Commission (CQC) is the regulator for health and social care services. They have a team of inspectors who go out and visit CQC registered services, such as hospitals, GP surgeries, home care, care homes and much more, in order to see how care is being provided. After each inspection a report is published and the service is awarded a rating to indicate to the public how it is performing.

Inspection reports can be found for all registered services on the CQC website, as well as number of useful leaflets and guides to help you choose the right service for you **W**: <https://bit.ly/2A4TGQM>. Alternatively, you can call **T**: 03000 616 161

More locally, Bath and North East Somerset (B&NES) Council has contracts in place with several organisations who provide care in people's homes. These organisations

are regularly checked and monitored to ensure the quality and safety of the care that is being provided. You can find out more about these care services on the Council's website **W:** <https://bit.ly/2CnyerG>

Seeing what other people have said about services is often useful when making a decision for yourself. There are a number of ways that you can do this – and share your own experiences too, including through the CQC and NHS websites or with Healthwatch B&NES, your independent watchdog for health and social care.

CQC **W:** <https://www.cqc.org.uk/share-your-experience-finder>

NHS **W:** <https://www.nhs.uk/service-search>

Healthwatch B&NES **W:** www.healthwatchbathnes.co.uk

Trading Standards **T:** 01225 477000

E: public_protection@bathnes.gov.uk

W: [Bath & North East Somerset Council Trading Standards website](#)

Domestic Abuse – some facts and how to seek support

This would never happen to me?

High numbers of women and many men will experience domestic abuse in their lifetime. The impact of domestic abuse on the victim and on children, even once they have achieved safety, is severe and long-lasting.

Anyone can be a victim of domestic violence, but some people, particularly women, are more likely to be victims.

You may have a friend, colleague or service user, who is experiencing domestic abuse. If you recognise any of the early warning signs, there are people who can listen and help you decide your next steps.

There is support, help and assistance, should you ever need it, in your personal or professional life, which is included below:

What is Domestic Abuse?

The UK government's definition of domestic violence is 'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.'

Domestic abuse can take different forms, including:

- physical abuse
- sexual abuse
- financial abuse
- coercive control / emotional abuse
- digital / online abuse
- Honour-based violence
- forced marriage
- female genital mutilation (FGM).

Effects of Domestic Abuse:

Domestic abuse can have a significant impact on your emotional wellbeing, as well as sometimes affecting other relationships and your ability to live your life, as you would want to. Everyone reacts differently but some of the effects of domestic abuse include:

- depression
- fear, anxiety and panic attacks
- loneliness or isolation
- a lack of confidence or self-esteem
- feelings of guilt or self-blame
- experiencing difficulties at work or in your other relationships
- trouble sleeping.

Who are the victims of domestic abuse?

(The Following STATS reported by the Charity SHELTER):

- Each year more than 100,000 people in the UK are at imminent risk of being murdered or seriously injured as a result of domestic abuse
- Each year the situation of 50,000 high-risk victims and 70,000 children are discussed at Multi-Agency Risk Assessment Conference (MARAC) meetings across England and Wales.
- More than 90% of these victims are female, and 5-10% are male. 15% are black, Asian or minority ethnic (BAME). 4% are disabled. 1% are lesbian, gay, bisexual or trans (LGBT).

What are the characteristics of victims that mean they are more likely to be abused?

- **Gender:** Women are much more likely than men to be the victims of high risk or severe domestic abuse: 95% of those going to MARAC or accessing an Independent Domestic Violence Advisor (IDVA) service are women
- **Low income:** women in households with an income of less than £10,000 were 3.5 times more at risk than those in households with an income of over £20,000
- **Age:** Younger people are more likely to be subject to interpersonal violence. The majority of high risk victims are in their 20s or 30s. Those under 25 are the most likely to suffer interpersonal violence
- **Pregnancy:** Nearly one in three women who suffer from domestic abuse during their lifetime report that the first incidence of violence happened while they were pregnant
- **Separation:** Domestic violence is higher amongst those who have separated, followed by those who are divorced or single
- **Previous criminality of the perpetrator:** domestic abuse is more likely where the perpetrator has a previous conviction (whether or not it is related to domestic abuse)
- **Drug and alcohol abuse:** Victims of abuse have a higher rate of drug and/or alcohol misuse (whether it starts before or after the abuse): at least 20% of high-risk victims of abuse report using drugs and/or alcohol
- **Mental health issues:** 40% of high-risk victims of abuse report mental health difficulties

Children and domestic abuse

- 130,000 children live in households where there is high-risk domestic abuse
- 64% of high and medium risk victims have children, on average 2 each.
- A quarter (25%) of children in high-risk domestic abuse households are under 3 years old. On average, high-risk abuse has been going on for 2.6 years, meaning these children are living with abuse for most of their life.
- 62% of children living in domestic abuse households are directly harmed by the perpetrator of the abuse, in addition to the harm caused by witnessing the abuse of others.

Why Do People stay in Abusive Relationships?

There are many different reasons why people stay in abusive relationships. They might feel frightened to leave, as they worry that the person abusing them will try and stop them, and become even more violent. They might also rely on the person abusing them for practical or financial support, or they worry about losing their home and access to their children. They may enjoy the good times they have with them, and keep hoping it won't happen again?

- Never forget that it is a crime for someone you know to abuse you in your own home or anywhere else — whether they are your partner, a family member or someone they share their home with. Whatever the person abusing them might say, physical and emotional violence like this is never their fault.
- Nobody has the right to abuse anyone in this way. The person may be made to feel responsible and guilty for the abuse, but the source of the problem is the abuser, not them!

Seeking Help:

If you recognise any of the early warning signs in your relationship or someone you are working with, then there are people who can listen and help you/them decide your/their next steps. You might not want or feel able to end your relationship at the moment, but it's important that you get help to end the abuse. Without intervention, it is unlikely that the abuse will stop on its own. There are many ways that you can ask for help. These could include:

- A trusted family member or friend – remember they might not react in the way you expect as they're not trained in domestic abuse. However, getting the support of a friend to go with you to a specialist agency can be an important first step.
- Whether you decide to report domestic abuse to the police is completely up to you. The police are trained to respond effectively to survivors of domestic abuse.
- If you are not sure that you want to report the crime, you can talk to an organisation like Victim Support, who can explain the options available to you and help you come up with a safety plan.
- If you decide not to report the abuse, you can still get confidential support.
- Find out more about the legal orders that protect survivors of domestic abuse.

National Domestic Abuse Support Agencies:

<http://www.nationaldomesticviolencehelpline.org.uk/>

<https://www.womensaid.org.uk/information-support/helpline/>

<https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse>

<http://www.mensadviceline.org.uk/>

Support Agencies for Perpetrators of Domestic Abuse:

<http://respect.uk.net/information-support/domestic-violence-perpetrators/>
<https://www.dhi-online.org.uk/about-us/news/st-johns-foundation-visits-rsvp>
(The RSVP programme is facilitated in B&NES)

Additional Resources / Supporting Agencies

- [Domestic violence helpline](#) – this is a 24-hour confidential helpline where you can talk anonymously and ask for general information, advice and guidance.
- [Refuge](#)
- [Galop — support for LGBT victims](#)
- [HollieGuard](#) New Personal Safety App. In danger? A simple shake or tap activates Hollie Guard, automatically sending your location and audio/video evidence to your designated contacts. 3 Alert Settings.
- [National Centre for Domestic Violence](#)
- [Rape Crisis](#)
- [Iranian & Kurdish women's Rights organisation](#) (BME organisation on forced marriage, honour-based violence and FGM)
- [Southall Black Sisters](#) (forced marriage, honour-based violence)
- [Karma Nirvana](#) (support for FGM)
- [Forward](#) (support for FGM)
- [Deafhope](#) — UK sign language service to help deaf women and children who are victims of domestic abuse
- [NSPCC](#)
- [Respect](#) — UK membership organisation for work with domestic violence perpetrators, male victims and young people
- [Paladin](#) — support for victims of stalking in England and Wales.

Self-Neglect

Since the last newsletter, the LSAB has now published the Practitioners Briefing on the Safeguarding Adult Review (SAR John)
[Practitioners Briefing SAR John](#)

As a result of this SAR the LSAB has undertaken a review and launched revised Self Neglect Policy and Guidance:

Self Neglect Policy

- [Quick Guide to the Self Neglect Policy and Guidance](#) (July 2018)
- [Self Neglect Policy and Guidance](#) (July 2018)
- [Appendix 1 - Assessment of Need and Risk](#)
- [Appendix 2 - Self Neglect Agenda Template](#)
- [Appendix 3 - Self Neglect Crisis Intervention Plan](#)

The LSAB now offer regular half day training for all staff working with adults with care and support needs in B&NES which enables participants to gain knowledge and develop skills in working with people who self-neglect in line with the Care Act 2014, the Mental Capacity Act 2005, the principles that underpin Making Safeguarding Personal and research based good practice. There is currently no charge for this training.

What people say about the training:

“Knowledgeable trainer”,

“well delivered”,

“Excellent & engaging speaker”,

“Difficult subject to teach – best [training] I have been on by far”,

“very interesting and informative”,

“interesting and engaging”

“excellent”,

“difficult topics, delivered sensitively”

“very useful”

“[Trainer] warm, good humoured, practical and pragmatic”

“easy to understand as presented in practical, everyday language”

“I would recommend strongly to colleagues to also attend”

The next courses are taking place:

- Mon 21st Jan 2019
09.00 – 12.30 **or** 13.30 – 17.00
Council Chamber, The Hollies, Midsomer Norton
- Fri 8th Feb 2019
09.00 – 12.30 **or** 13.30 – 17.00
Community Space, One Stop Shop, Keynsham
- Mon 18th March 2019
09.00 – 12.30 **or** 13.30 – 17.00
West1.1, Civic Centre, Keynsham

More dates to follow for 2019.

If you wish to book a place on the training please go to the Learning Zone: <http://bathnes.learningpool.com> or for further information please contact childrensandadultsworkforce_training@bathnes.gov.uk or on 01225 394210

The LSAB will soon be publishing SAR Jane along with the Board Response and practitioner Briefing on self-neglect and mental capacity. These will be available on <https://www.safeguarding-bathnes.org.uk/adults/local-safeguarding-adults-board/6-safeguarding-adult-reviews>

Another useful resource is this case study from Shropshire and is someone talking about their hoarding and what prompted him to accept some support <https://www.youtube.com/watch?v=St-Uud0yvQg>

Safer Internet Day

Safer Internet Day on 5th February 2019 will be celebrated globally with the theme: Together for a Better Internet.

Last year Safer Internet Day was the biggest yet! With more than a thousand organisations and schools across the UK getting involved to help inspire a national conversation about using technology responsibly, respectfully, critically and creatively.

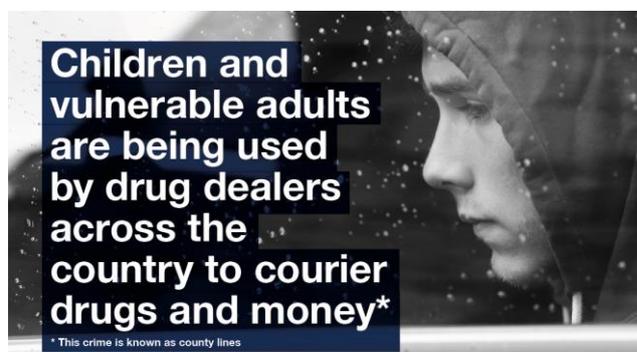
Quick Links:

See website for full supporting resources for the day:

[Safer Internet Day 2019](#) | [Safer Internet Centre](#)

County Lines

County Lines is a very serious issue where criminal gangs set up a drug dealing operation in a place outside their usual operating area. Gangs will move their drug dealing from big cities (e.g. London, Manchester, Liverpool etc.) to smaller towns in order to make more money. This can have a really big effect on the community who live there and bring with it serious criminal behaviour.



There are some words/terms that are commonly used when describing county lines activity, these include:

- **CUCKOOING**- This is when drug dealers take over the home of a vulnerable individual and use it as their base for selling/manufacturing drugs. Commonly, drug users are targeted and are offered "free" drugs in exchange;
- **GOING COUNTRY** -This is the most popular term that describes county lines activity. It can also mean the act of travelling to another city/town to deliver drugs or money;
- **TRAPPING**-The act of selling drugs. Trapping can refer to the act of moving drugs from one town to another or the act of selling drugs in one;
- **TRAP HOUSE** -A building used as a base from where drugs are sold (or sometimes manufactured). These houses usually are occupied by someone (usually adult drug users but sometimes young people are forced to stay in trap houses) location;
- **TRAP LINE** - This refers to when someone owns a mobile phone specifically for the purpose of running and selling of drug.

The LSCB/LSAB have developed a Briefing paper on County Lines in B&NES to provide more information, however it is important to note the language and target groups are constantly changing and thus if anyone is concerned that an individual is a victim they should follow LSCB / LSAB safeguarding procedures.

[LSAB and LSCB Exploitation and County Lines Briefing](#) (January 2019)

Stop Adult Abuse Week 11th to 14th June 2019

Stop Adult Abuse Week is an annual campaign set up by the five LSABs operating across the Avon and Somerset Police area. Each year a specific safeguarding topic is chosen and a range of case studies, information, advice, guidance and practical resources are shared each day to help raise awareness and understanding.

Stop Adult Abuse Week 2019 will focus on mental capacity. This has emerged as a key theme from the Safeguarding Adult Reviews that the B&NES LSAB has carried out over the last 18 months, and is an area that our neighbouring local authorities have been trying to address too.

The week's programme of activities is being developed now. B&NES LSAB will be focusing specifically on mental capacity and self-neglect.

If you have any resources, case studies or information about mental capacity that you think it would be useful to share with colleagues and the public, please email them to dami_howard@bathnes.gov.uk

The Truth Project - "I will be heard" campaign

The Independent Inquiry into Child Sexual Abuse (IICSA) has launched a television awareness campaign to help ensure victims and survivors are aware that they can come forward to the Truth Project, which gives them the opportunity to share their experiences in a confidential setting and make recommendations to help keep children safer in future.

To date, over 2,000 [experiences](#) have been shared. Download the [Stakeholder Engagement Toolkit](#) to find out how you can support the campaign.

New Multi Agency Policies:

LSCB

At the December LSCB the following new policies were approved and disseminated amongst all member agencies, schools and providers in B&NES:

[Bruising in Not Independently Mobile Children](#) (leaflet for parents and carers)

LSAB

At the December LSAB the following new policies were approved and disseminated amongst all member agencies and providers in B&NES:

[LSAB Multi Agency Prevention Strategy](#) (December 2018)

[Adult Exploitation Statement](#) (December 2018)

LSCB/LSAB Joint Newsletter January 2019