

London Safeguarding Voices (LSV)

End of year activity update

1 April 2023 to 31 March 2024

LONDON
SAFEGUARDING
VOICES

'Our Voices Together Are Stronger'

London Safeguarding Voices (LSV)

Our 2023-24 Safeguarding prioritised work area was:

Continue support for the London Safeguarding Adults Board (LSAB), London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

AIM: Ensure the voices of people with lived experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards

Background

At the end of 2020, Healthwatch Kingston's (HW Kingston) Chief Executive Officer was asked to chair the Voices workgroup of the LSAB. In January 2021, acknowledging our involvement in the development of the London Safeguarding Voices (LSV) concept, HW Kingston was commissioned by the London Association of Directors of Adult Social Services (LondonADASS) via Healthwatch England, to coordinate the establishment of the group. We had our first LSV members meeting in August 2021. Following the success of the LSV, funding was increased from two days to three days a week from April 2023.

The aim of the LSV

The LSV wants to bring together three people with lived experience of Safeguarding from each London borough. HW Kingston continues to work with local Safeguarding Adults Board (SAB) Chairs and Managers, and local Healthwatch organisations to identify a range of local representatives with lived experience of Safeguarding, tapping into and sharing local approaches. This initiative supports the LSAB to ensure its work is co-produced and more person-centred.

We want to keep things as simple as possible and stay away from jargon. Our message is simple – **'safeguarding is everyone's business'**. Everyone needs to know what safeguarding means, what signs of abuse and neglect to look out for and know how to report an 'adult at risk' concern in their London borough.

LSV Members and meeting structure

We have 22 members from 15 London Boroughs. But we want every London borough to have a voice within our group, so making sure everyone knows about who we are and what we have achieved is key to recruitment. It is important that those most vulnerable can join.

The LSV meet twice a month to share lived experiences of safeguarding and to participate in the planning and delivery of the LSAB Annual Conference. This group was chaired by Stephen Bitti (SB), HW Kingston CEO and co-ordinated by Hen Wright (HJW) HW Kingston Projects and Outreach Officer for Safeguarding.

Our LSV members have dedicated over 800 hours of voluntary service to help improve processes and practices in Safeguarding Adults across London.

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Recruitment has been a key focus of the group.

The LSV have a recruitment presentation which we take to local Safeguarding Adults Boards (SAB) and Voluntary, Community and Social Enterprise (VCSE) organisations. As the LSV has evolved and is more recognised, the group wanted something simpler and tangible that we could provide to all local SABs and Local Authorities. The group produced a two-sided flyer – 'Join the LSV' that was emailed to all local SAB Chairs and Managers for them to disseminate to their networks.

The flyer can be downloaded from the [HW Kingston website](#), printed locally and given out at face-to-face meetings or emailed to residents who have been through the safeguarding adults process.



Join the LSV.....

We are looking to recruit volunteers from every London borough to make the safeguarding adults process better across London.

Do you have lived experience of adult safeguarding?

Do you want to use your experience to help make safeguarding better for everyone?

Do you think the voice of ordinary people needs to be heard across London?

...then why not consider joining our LSV group?

'Safeguarding is everyone's business, and we make sure that everyday people like us know what safeguarding adults really means.'

2023

.....LSV NEEDS YOU!

LSV insights into adult safeguarding across London

Provided feedback on the new Care Quality Commission Single Assessment Framework for Local Authority Assessments of Adult Social Care

The LSV was asked by the CQC Assurance Programme Lead for London borough of Barking and Dagenham, for our feedback on the new CQC methodology when it comes to local authority assessments. We made recommendations to improve the process;

- It is important to speak to people with lived experience, and important that they do not speak to the 'usual suspects' or solely people suggested by the local authority (there is a risk that local authorities might suggest those likely to give a positive but not representative view).
- The CQC need to be reasonable about timings in relation to speaking to people with lived experience: People need time and support to prepare to give meaningful feedback. If the local authorities are only given a couple of weeks' notice of an assessment, it will be difficult to do this resulting in a lost opportunity.
- The LSV suggest a mechanism is needed for people to contact the CQC directly to say if they are interested in giving feedback on their local authority in the event of an inspection.

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LSV insights into adult safeguarding across London.

Provided feedback on LSV views on what needs to improve.

The insights presented at the last LSAB Conference are still largely the case, i.e.

- Joined up services are not working
- No one person owns the problem, people feel they are passed from pillar to post
- Professional curiosity is key, but not adopted enough
- Language barriers are still an issue (English not a first language and the overuse of jargon/acronyms)
- Trust issues with those in authority
- More support is needed for victims of safeguarding, rather than the perpetrators
- A better understanding of safeguarding is needed for all
- Prevention and early intervention are key
- A lack of transparency/communication to the public on what safeguarding thresholds are and why they are not met.

Additional thoughts from the LSV:

- More work is needed to raise awareness and understanding of self-neglect by health professionals, including GPs
- People with lived experience should be involved in delivering safeguarding training and the training should be co-produced
- A lack of understanding of legal literacy amongst professionals, especially regarding the Mental Capacity Act
- Need to keep trying to engage with people who initially say they don't want help.
- Residents need clear, accessible information on what safeguarding is and how to report a concern about an adult at risk
- Not all SAB annual reports are easy to find. The LSV made a request for each SAB to check they have published the latest one and that it is easy to find on their website
- It is important to share information between agencies to safeguard adults, and not to hide behind consent.

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What else has the LSV been involved with?

London Peer Reviews

The LSV have been involved in six peer reviews from April 2023 – March 2024. One LSV member attended each face-to-face peer review and preceding planning meetings. A new request for the LSV members was to perform a 'secret shopper' exercise on both the Lewisham and Havering local authority websites. The LSV members were asked to look at how accessible and clear the website is to navigate and how 'fit for purpose' it is if a non-professional is concerned about an adult at risk. Not every local resident will know what 'safeguarding' is. This work also feeds nicely into our LSV 'front door access to safeguarding' survey, which the LSV will re-visit from September 2024.

Read more about LSV participation in Peer Reviews (page 10) in our [Healthwatch Kingston Annual Report 2023 - 24](#)

Review of the Pan London Multi Agency Adult Safeguarding Policy and Procedures document

Claire Solley (LSAB Chair) wanted the LSV to be involved in the review of the Pan-London Multi Agency Adult Safeguarding Policies and Procedures document, last updated in April 2019. We discussed how long the document is (160 pages) and how non-user friendly it is in its current format, and that non-professionals would not know of its existence or where to even find it. We also suggested that there should be a search facility within the document for key words and the ability to find the relevant section of the document quickly. We talked about the necessity of keeping it in plain English and working with us as people with lived experience of safeguarding to ensure that it is fit for purpose and includes more recent safeguarding adults' trends e.g., the impact of the cost-of-living crisis. The LSV have agreed to get more involved from the first draft of the revised document.

Part of LondonADASS recruitment panels

Last year an LSV member was part of the Interview Panel for the LondonADASS Programme Manager, when Joanne Starkie was recruited to replace Tristan Brice. Following the success of this, we were asked again to be part of the interview panel for the LondonADASS Project Manager role in July 2022. It was very important that a person with lived experience of safeguarding be part of the interview process.

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Involvement with the Kingston Safeguarding Adults Board

Healthwatch Kingston are members of the Kingston Safeguarding Adults Board (KSAB) and regularly update on the work of the LSV and on the HW Kingston Making Safeguarding Personal (MSP) project, which was presented at last year's [LSAB Annual Safeguarding Conference](#). For more information on the HW Kingston Making Safeguarding Personal work, please read the newly published [Making Safeguarding Personal: End of year report 2023 - 24](#)

Healthwatch Kingston also attend the KSAB Communications and Training Sub-group quarterly where we raised that the LSV and LSAB are keen to pull together a conference for National Safeguarding Awareness Week 2024, for residents rather than professionals, using language they would be able to understand, across London boroughs. We advised the LSV are working with London ADASS to pull together something very basic and would happily work with Kingston as well as other London SABs to make this a reality.

Healthwatch England (HWE) Safeguarding Workshop

Healthwatch Kingston were asked by Healthwatch England's (HWE) London Regional Network Manager, to run a Safeguarding Adults workshop, for other local Healthwatch. We talked through our HW Kingston safeguarding work (LSV and MSP) and then went into smaller groups to discuss the role of local Healthwatch in safeguarding, what safeguarding links they have locally, what additional support they would like, and the role of HWE in this. Following this workshop there is a new HWE safeguarding group on Workplace, the Healthwatch business communication platform for HWE and all local Healthwatch teams.

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Involvement in the LSAB Annual Conference

LSAB Conference Planning Team

The Conference Planning Team met every Friday. This year's LSAB Conference was on Wednesday 22nd November 10am – 1pm, once again falling within National Safeguarding Adults Week (20th – 24th Nov 2023). We also ran a series of safeguarding themed luncheons across this week, as this worked so well last year.

Marketing and Promotion

The LSV created an LSAB Conference promotional flyer and various social media posts, to increase sign-up to the LSAB Conference Day and lunch-time sessions. This was very successful and more than doubled the sign-up to each session. Year on year there was an increase in attendees of 382%.



LSAB Conference Week Attendee Numbers by Day:

421 Monday 20th Nov – What's my role in safeguarding?
 326 Tuesday 21st Nov - Organisations working together to prevent and respond to Safeguarding Adults
 634 Wednesday 22nd Nov – LSAB Conference
 407 Thursday 23rd Nov - Adopting a Trauma Informed Approach
 350 Friday 24th Nov - Learning from SARs

LSV involvement in LSAB Conference 2023

An LSV Member presented during the Monday session and HJW presented the work of the LSV as part of the LSAB Conference Day on Wednesday. The Conference was virtual via Microsoft Teams and all LSAB Conference sessions were recorded and are hosted on the [HW Kingston website](#), along with the slide presentations.

This year's LSAB Conference had four Conference Safeguarding Hubs. This was an idea generated by the LSV members, to bring more people with lived experience of safeguarding to the Conference. There were 113 people watching the Wednesday Conference half day from hubs located in Camden, Greenwich, Islington and Newham. As over 600 people attended the Wednesday Conference Day virtually (there were 171 in 2022), we could only allow questions in the 'chat', but unfortunately this meant that attendees at one of the Hubs didn't feel as part of the Conference as we had hoped.

Even though presenters were asked to keep jargon and acronyms to a minimum, this group struggled to fully understand some speakers. After this valuable feedback, the LSV have proposed to London ADASS that we facilitate an LSV Conference half day, during LSAB Conference week 2024. This half day would have Safeguarding sessions specifically tailored to local residents, with no professional experience of Safeguarding Adults, but would generate a better understanding of what safeguarding adults is, the signs to look out for and a better knowledge of referral pathways.

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What's next for LSV?



- Continue to recruit volunteers from all London Boroughs
- Continue engagement with other LSAB sub-groups (SAB Chairs/SAB Managers Network) and partner organisations to provide an update and feedback on our LSV work and to help promote recruitment of new LSV members
- Finalise and send out our 'Front Door Access To Safeguarding' survey to all local SABs
- LSV participation in further London Peer Reviews (6 per year)
- We want to progress work on the LSAB Conference 2024 by working with the Conference Planning Team and London ADASS to establish a possible Safeguarding Adults Local Residents' half day conference
- Work more collaboratively with the LSAB, whilst also keeping our independence. E.g., Pan-London Multi agency policies and procedures
- Continue to look at training needs for our LSV members – Safeguarding Adults Training (Level 2)
- Continue to learn from each other and host useful information about safeguarding on our Safeguarding Resource Hub hosted on the HWK website.
- Develop our Lived Experience of Safeguarding Case Study
- Continue to share learning with all local SABs
- Involvement with the Met Police Safeguarding Scrutiny Panel
- LSV advice and input into the development of local Voices groups.

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HW Kingston upon Thames
Suite 3, 2nd Floor, Siddeley House
50, Canbury Park Road
Kingston upon Thames
KT2 6LX

www.healthwatchkingston.org.uk



☎ 0203 326 1255

✉ helena@healthwatchkingston.org.uk

f /HWKingston

X @HWKingston

📷 [healthwatchkingston](https://www.instagram.com/healthwatchkingston)

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