

Patient Panel report

Safeguarding – What it is and how to report concerns.

On Friday 16th February 2024, Healthwatch City of London (HWCOL) held a patient panel on Safeguarding in the City of London at the Golden Lane Community Centre. The meeting was attended by members of the HWCOL Board and the public.

Dr Adi Cooper, Chair of City and Hackney Safeguarding Adults Board (CHSAB) was joined by Tanya Derecki, Team Manager and Angela Stock, Deputy Team Manager from the City of London's Adult Social Care team.

City and Hackney Adults Safeguarding Board

The CHSAB is a partnership made up of both statutory and non-statutory organisations.

The role of the CHSAB is to assure itself that organisations based in the City and Hackney have effective safeguarding arrangements. This is to ensure that adults with care and support are protected and prevented from experiencing abuse and neglect.

The CHSAB has three core legal duties under the Care Act 2014:

1. Develop and publish a Strategic Plan outlining how the Board will meet its objectives and how partners will contribute to this.
2. Publish an Annual Report detailing actions that the Board has taken to safeguard the community and how successful it has been in achieving this; and to
3. Commission Safeguarding Adults Review (SAR) for any cases that meet the criteria.

The Board's strategy and annual strategic plan is underpinned by the six safeguarding principles:

Prevention: It is better to take action before harm occurs.

Empowerment: People are supported and encouraged to make their own decisions and informed consent.

Proportionality: The least intrusive response appropriate to the risk presented.

Protection: Support and representation for those in greatest need.

Partnership: Local solutions through services working together and with their communities.

Accountability: Accountability and transparency in delivering safeguarding.

The City of London has a Safeguarding Adult Committee, which focuses on safeguarding issues affecting residents living in the City of London.

The Committee meets quarterly, where partners share their responses in relation to different safeguarding issues and provide updates in respect of their progress against the Board's strategic priorities.

Adult social care team at City of London Corporation

The Adult Social Care team lead on safeguarding adults with care and support needs within the square mile of the City of London. There is one single Adult Social Care team in the City of London (CoL). A duty service operates between 9am and 5pm Monday to Friday excluding bank holidays. There is a qualified social worker and manager on duty each day who monitor duty emails and phone calls and pick up all safeguarding referrals.

How to raise a safeguarding concern in the City:

- If you are concerned about a Safeguarding issue within the City of London, please contact Adultsduty@cityoflondon.gov.uk 020 7332 1224.
- If you need to speak to the team outside of office hours (5pm to 9am, Monday to Friday, on weekends and bank holidays) call City and Hackney Emergency Duty Team on 020 8356 8855.
- For all emergencies, please contact the relevant emergency services.

What to expect when raising a safeguarding concern

- A social worker will contact you to confirm they have received the referral
- They may ask you more questions about the referral
- It is likely that they will not be able to give you any detailed information about the safeguarding for reasons of confidentiality
- A Safeguarding Adults Manager will decide whether this will lead to a safeguarding enquiry
- The City of London adopt a Making Safeguarding Personal approach
- Support may also be provided outside of a safeguarding enquiry

For further information about the City of London Adult Social Care Service visit www.cityoflondon.gov.uk/services/social-care-for-adults

Points of discussion

The question was raised about homelessness in the City. A resident expressed concern that the same people are seen regularly around the City. The CoL Adult social care team works closely with the homelessness team, who is aware of the homeless community in the City. Another attendee stated that the Churches provide a safe space and will liaise with CoL.

A question was asked if the Estate Office staff receive Safeguarding Training, as they are the ones who are likely to notice if a resident is in need/not left the house/is unsafe. The Adult social care team will ask if they are. HWCOL will report back on this point.