

CHSAB SERVICE USER NEWSLETTER

SAFEGUARDING ADULTS WEEK!

Thank you to all those who attended the Board's virtual sessions for Safeguarding Adults Week from 16 - 22 November 2020. During the week, there were learning events on financial abuse, safeguarding awareness and how safeguarding can be made inclusive to all communities.

The Board published information on how residents can keep safe over the next lockdown period and an advert on how to get involved in the Board's work. If you would like a copy of these adverts or any other Board leaflet then you can email: chsab@hackney.gov.uk. Leaflets in easy read or different languages can be provided upon request.

It is hoped that next year it will be possible to host some of the Board's events in person, when it is safe to do so. If there are any safeguarding issues that you would like the Board to cover, please get in contact and we will try our best to focus our events on issues that are important to you.

INVESTMENT SCAMS



An investment scam is when scammers try to encourage people to put their money into schemes where they are told that they will get a lot of money back. Unfortunately they can be difficult to spot as they look like real investments.

It is believed that investment scams have increased significantly since the outbreak of Covid-19 and it is important that residents are aware of this.

SPOT THE SIGNS

- A company cold calls you about an opportunity and repeatedly contacts you to follow this up
- The company does not talk about the risks involved in the investment or downplays these
- They promise you offers with returns that sound too good to be true
- They pressure you to make an investment and try and use special offers or deals to encourage you to sign up

HOW TO AVOID SCAMS

- Ignore or hang up on cold calls
- The Financial Conduct Authority (FCA) has created a warning list online tool <https://www.fca.org.uk/scamsmart/warning-list> to help people identify scams
- The FCA also has a services register where you can check whether an investment company is registered: <https://www.fca.org.uk/firms/financial-services-register>
- Contact the Citizens Advice consumer helpline for advice if you are worried about whether an investment opportunity on 03454

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If you think that you have been scammed, it is important that you report this. Do not feel embarrassed or ashamed to do so. Action Fraud is available to help on 0300 123 2040.

ANNE CRAFT TRUST

The Ann Craft Trust has a really helpful set of resources that they have developed for Safeguarding Adults Week.

This includes posters, factsheets and instruction guides on lots of different subjects, like spotting signs of organisational abuse and a toolkit for supporting adults with mental health challenges.

You can find out more:

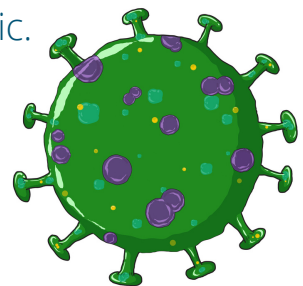
<https://www.anncrafttrust.org/safeguarding-adults-week-2020-links-and-resources/>

ann craft trust
acting against abuse



KEY MESSAGES FOR ADULTS SAFEGUARDING DURING COVID19

The Board recently reviewed a small number of cases to identify key information to give to residents in City and Hackney to help keep them safe during the second wave of the Covid-19 pandemic.



Our five key messages are:

- 1. Seek health and social care support if you need it.**
- 2. If you haven't received an essential service that you were expecting, raise it with the relevant organisation**
- 3. Be aware of Covid-19 scams and report it to the police if you think you or someone you know has been scammed**
- 4. If you are worried or lonely, there is support available from the Samaritans or from either City of London or London Borough Hackney websites (more information is available below)**
- 5. If you are worried that a person may be experiencing abuse or neglect, report it!**

SAFEGUARDING ISSUES TO BE AWARE OF!

Our data tells us that safeguarding concerns raised by residents, friends and family are a really effective way of ensuring that an individual receives safeguarding support. Here are some potential safeguarding issues that you may want to be aware of during the second wave of the Covid-19 pandemic:

- Domestic abuse, this can include abuse inflicted by different members of the family, carers or friends
- Financial abuse: watch out for Covid-19 related scams such as people offering to buy vaccines against Covid-19, deep cleans to combat Covid-19 or offering essential services for a fee. Details of where you can seek support are below
- Carers who may be struggling to cope during the lockdown period
- Residents who may be self-neglecting or who may be neglected because they are not receiving essential services
- People who may have recently become homeless
- People who may be socially isolated or struggling with their mental health. If you are concerned for the safety and well-being of an adult with care and support needs, you should report it.

SUPPORT FOR CITY & HACKNEY RESIDENTS

If you need support, there is help available to you. The following services exist to help people living in the City and Hackney

City of London

Adult Safeguarding: 020 7332 1224

Mental health and well-being support:

<https://www.cityoflondon.gov.uk/services/health-and-wellbeing/mental-health>

London Borough of Hackney

Adult Safeguarding: 020 8356 5782

Support during Covid-19:

<https://hackney.gov.uk/coronavirus-support#helpline>

Mental health and well-being support:
hackney.gov.uk/mental-health

For information on Covid-19 scams:
<https://www.friendsagainstscams.org.uk/article/505>

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