

London Safeguarding Voices group (LSV)

End of Year Activity Update

April 2022 – March 2023

LONDON
SAFEGUARDING
VOICES

'Our Voices Together Are Stronger'

London Safeguarding Voices (LSV)

Our 2022-23 Safeguarding prioritised work area was:

Continue support for the London Safeguarding Adults Board (LSAB), Safeguarding VOICES and Conference Planning Groups (Year 4) 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 London Safeguarding Adults Board

Background

At the end of 2020, Healthwatch Kingston's 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.

The aim of the LSV

The LSV will bring together three people with lived experience of Safeguarding from each London borough. HW Kingston worked 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 members from 10 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. We've noticed barriers to people joining like carer costs and accessibility issues – we are working with LondonADASS and the LSAB to address this.

The LSV continue to meet three times a month to share lived experiences of safeguarding. This group is chaired by Stephen Bitti (SB), HW Kingston CEO and co-ordinated by Hen Wright (HJW) HW Kingston Projects and Outreach Officer.

London Safeguarding Voices (LSV)

What have we been involved with?

The promotion and success of the LSV group has resulted in lots of requests for us, as people with lived experience of safeguarding, to help with adult safeguarding projects and conferences, not only across London, but nationally too.

London Peer Reviews

In April, knowing about the LSV group and our work, Dr Adi Cooper OBE contacted HJW to advise that she was supporting London ADASS to develop a new peer review programme and they were piloting a peer review on safeguarding in the London Borough of Barking and Dagenham in May. The new peer review programme came about because from April 2023 the Care Quality Commission are going to reinstate inspections of Adult Social Care. Adi wanted an expert with lived experience of safeguarding to join the team. The role involved talking to people with lived experience, staff and officers about safeguarding in that borough. HJW asked two members, one from Islington and one from Kensington and Chelsea to be involved. The peer review required a lot of extra time commitment from the LSV members as this was a three-day review process. London ADASS paid for the additional carer costs incurred by one of our members.

As this peer review was a pilot, they not only participated in sessions with different groups in Barking and Dagenham, but they were also valued for their feedback on the new peer review process itself. The process was 'hybrid', and as both LSV members have carer commitments and disabilities, they were able to join virtually.

The LSV went on to be involved in three further peer reviews for Barnet, Richmond & Wandsworth, and Brent. Because of the success of LSV involvement in these peer reviews, moving forwards the LSV has been asked to commit to six further peer reviews per year.

Created Easy Read Safeguarding Adults booklets

The LSV have completed a series of Safeguarding Adults Easy-Read booklets for use by RBK.

There are three booklets that can also be adapted by other local authorities across London for their specific safeguarding referral procedures and phone numbers, and links to local council websites 'how to raise a safeguarding concern' in each borough.

- 1) [Keeping Adults Safe from Abuse](#)
- 2) [Speaking up About Abuse](#)
- 3) [Reporting Abuse](#)



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What have we been involved with?

Chief Social Worker Launch Event

Dr Adi Cooper OBE, in her National Safeguarding Care and Health Improvement Partnership role, advised that she was helping Lyn Romeo, Chief Social Worker (Adults), launch her [Revisiting Safeguarding Practice](#) Guidance and she would like to provide a national platform for someone to talk about what it feels like to go through the safeguarding process and the implications for practice at their Chief Social Worker Launch Event. HJW, and two LSV members presented our LSV work, including lots of real safeguarding experiences gathered from the rest of the members in the group.

There were 100+ delegates at this launch from across the whole country. The presentation was very well received and resulted in amazing comments about how powerful it was and how valuable our work is from Lyn Romeo, but also from others across the country who are now looking to replicate the LSV model.

LSV Invited to present at the Adult Safeguarding Practice Conference

In June we were asked to present the work of the LSV at the [Adult Safeguarding Practice Conference](#). This is the first safeguarding conference we have been asked to present at and shows that the LSV's existence and work is more widely known and valued.

LondonADASS Care Workforce Strategy

Joanne Starkie (Programme Manager at LondonADASS) advised that LondonADASS are doing some work to develop a Workforce Strategy for London ADASS / London boroughs. As many of the members are either unpaid carers themselves or have carers to help them in their daily lives and to support them to attend our meetings, this was something we wanted to be involved in.

The Workforce Strategy looked at things like how to improve the recruitment, retention and wellbeing of staff in Adult Social Care (ASC). The LSV was asked to be involved as it is always good to include any insights from people with lived experience on what they think is good about the social care workforce and what might benefit from being improved.

LSV feedback summary notes can be viewed [here](#). Joanne was very grateful for the LSV input and will come back to present the full findings when they are completed.

London Safeguarding Voices (LSV)

What have we been involved with?

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.

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.

Work in reducing coercive control within domestic abuse cases

We invited a Senior Social Worker to our meeting to discuss the importance of further work in reducing coercive control within domestic abuse cases. They came to the LSAB Conference last year and were impressed by the work of the LSV. With being a senior social worker, with experience of working in adult safeguarding, they are also currently undertaking a pre-Doctoral Fellowship with King's College London. It is being funded by the National Institute of Health and Care Research (NIHR), and they are currently working on their PhD proposal, topic:

'How can Local Authority Adult Social Care better support women experiencing coercive control in domestic abusive relationships, when undertaking safeguarding enquiries?'

They wanted to speak to us as people with lived experience about what we thought of their research topic, and of the methods they were planning to use in their PhD. We had an interesting conversation, and the minutes of the discussion can be read in full [here](#).



'Thank you so so much for inviting me to attend the LSV meeting to consult with the members last week. To say that it was immensely helpful is a massive understatement. You were quite right! They are very vocal! I loved it!'
Senior Social Worker

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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 23rd November 10am – 1pm, once again falling within Safeguarding Adults Week (21st – 25th November 2022). We also ran a series of safeguarding themed luncheons across this week, as this worked so well last year. In May we sent a short survey to previous LSAB Conference attendees and asked for their feedback regarding key themes and topics they would like to hear at this year's conference.

LSV involvement in LSAB Conference 2022

The LSV helped plan and deliver LSAB Conference 2022 and HJW presented the work of the LSV as part of the LSAB Conference Day. The Conference was virtual via Microsoft Teams and there were over 500 attendees during the week's safeguarding sessions. All LSAB Conference sessions were recorded, for those that were unable to attend.

The LSV members wrote and presented their own lunch session called 'Experts by Experience' on Friday 25th November. This session was hosted by HJW and was attended by 56 people and included both people with lived experience and those with professional safeguarding expertise.

This year's LSAB Conference also had for the first time, Conference Safeguarding Hubs. This was an idea generated by the LSV members, to bring more people with lived experience of safeguarding to the Conference. The two Hubs were both in Islington. One was set up and run by Shamin Knoronah from Let's Talk Islington (part of AGE UK) and the other was by the User and Carer subgroup of Islington Council. Thank you very much to both hubs. The hubs enabled people to meet face to face and watch the LSAB Conference on a big screen, together. This encouraged everyone to engage in safeguarding conversations and to ask questions. It also avoided digital exclusion and offered support for those with additional support needs. Feedback from both Conference Hubs was fantastic, and we hope to do more of these across other London boroughs for LSAB Conference 2023. We have already had a commitment from Claire Solley (new LSAB Chair) to have a hub in her local borough of Newham and from Fiona Bateman (Safeguarding Adult Board Chair of Barnet) to run a Hub in Barnet.

Marketing and Promotion

For more people with lived experience of safeguarding to be involved, promotion of the LSAB Conference was key.

The LSV designed a poster to promote the Conference to enable more people with lived experience to join, not just professionals. Once again, we asked that jargon be kept to a minimum to allow better understanding of safeguarding for all attendees.



What's next for LSV?

- Recruitment from all London Boroughs is essential. We will take our updated recruitment presentation to all local London SABS.
- Develop a plan of engagement with other LSAB sub-groups (e.g SAB Chairs/SAB Managers Network) and partner organisations to provide an update and feedback on our LSV work and to help promote new LSV members
- Be part of the recruitment panel for Programme Manager at LondonADASS
- LSV participation in further London Peer Reviews
- We want to progress work on the LSAB Conference 2023 by working with the Conference Planning Team and LondonADASS.
- Increase the number of Conference Safeguarding Hubs
- Work more collaboratively with the LSAB, whilst also keeping our independence. E.g., Pan-London Multi agency policies and procedures.
- Look at training needs for our LSV members – invite members of LSAB to our meetings to benefit from their safeguarding experience.
- Continue to learn from each other and host useful information about safeguarding on our Safeguarding Resource Hub hosted on the [Healthwatch Kingston website](#)
- Continue to spread the word that the LSV group exists and our experience of being people with lived experience of safeguarding is valuable and should be utilised.

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