

London Safeguarding Voices group (LSV)

End of Year Report

April 2021 – March 2022

LONDON
SAFEGUARDING
VOICES

'Our Voices Together Are Stronger'

London Safeguarding Voices (LSV)

Our 2020-21 Safeguarding prioritised work area was:

Continue support for the London Safeguarding Adults Board (LSAB), Safeguarding VOICES and Conference Planning Groups (Year 3) 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, HW 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 group (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.

Recruitment and Supporting Materials

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 will support the LSAB to ensure its work is co-produced and more person-centred in future.

All London Borough SABs and London local Healthwatch were invited to LSV induction sessions on Monday 24 and Tuesday 25 May 2021, to support them in their recruitment of three representatives from each of their boroughs to join the LSV. A wrap up session took place on Friday 28 May 2021.

We created a LSV Role Description, also available in Easy Read. Tristan Brice (LondonADASS) made a short film, starring SB and Alvin Kinch, to help with recruitment. The short film and role description were made available on the LSV [youtube channel](#).

All London Borough SABs were invited to drop-in sessions in June to assist them in the recruitment of three representatives from each of their boroughs to join the LSV. From 15th July weekly 'temperature check' meetings with SABs were held to gauge how well recruitment was progressing and to share ideas and support.

The LSV Consent Form was sent to SAB managers to send to their confirmed LSV members. Once we received the completed forms, we were then able to correspond with the members directly. Candy Dunne worked with the HWK DPO to complete the DPIA.

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Recruitment of Kingston Upon Thames LSV Member

SB and HW met with Peter Warburton, interim Independent Chair of the Kingston Safeguarding Adults Board (KSAB) and Gemma Blunt, Corporate Head of Safeguarding at Kingston Council, to discuss how KSAB would recruit three PwLE to join others from across London to place voices at the heart of the London Safeguarding Adults Board (LSAB). In this meeting SB and HW were able to meet with and subsequently recruit Kingston borough's first LSV group member, whom has both personal and professional experience of safeguarding and has already been a great asset to the group.

LSV New Member Induction Sessions

We held our first LSVG Introduction Meeting via Zoom on 20th July 2021 to meet six new LSV members. It was a great opportunity for SB and HW to explain what the LSV group is all about, who we all are and what we do and for the new members to ask any questions in an informal chat, before attending the LSAB monthly meeting the following day.

Once the LSV group is established, members of the LSV will be asked to nominate three representatives, who will be democratically elected to sit on the London Safeguarding Adults Board (LSAB), so it was important that they experience the LSAB Quarterly meeting regularly. LSV members attended the LSAB Board Meeting on 21st July and explained they wanted to do the following:

1. Increase the profile of safeguarding to everyone.
2. Make a difference and have an impact.
3. Strengthen the Voice of the PwLE of safeguarding

It was suggested that the new members could do a short film on why they are enjoying being part of the LSV, to aid with recruitment of new volunteers. SB did a short presentation of where we are so far with the LSV group project, but from the perspective of the PwLE LSV member. Please see the full presentation [here](#).

Commitment to Equality, Diversity and Inclusion

We are committed to equality, diversity, and inclusion so we ensure as many documents as possible are in Easy Read and emails are in large font. Our monthly LSV member meetings are via Zoom to avoid travel across London. Supporting documents of '[How to join a Zoom Meeting for the first time](#)' and '[How to join a Zoom meeting by dialling in on your phone](#)' were sent to all new members. Once the monthly meetings were up and running, we also offered pre-meets and follow up meetings to help any members that needed any further assistance and a better understanding of each meeting.



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Monthly LSV Meetings

We had our first LSVG Reps Main Meeting on 31st August 2021. It was great to finally get this valuable project off the ground. We established three focus areas, with the understanding that this project would evolve as we went on:

1) Communications and Engagement.

How we tell people what we are up to and get others to join us.

2) LSV contribution to the London Safeguarding Adults Board (LSAB) Annual Conference.

Making sure people with lived experience of safeguarding are at the heart of the safeguarding agenda.

3) Emerging safeguarding themes and how we work with the LSAB

What we are identifying as safeguarding issues for people with lived experience across London and how can we work with the LSAB to tackle these.

From October we had a more targeted approach to our work by month with three separate meetings

1. A Main LSVG meeting - 90 minutes
2. Communication and Resource Forum - 45 minutes
3. Conference Involvement Forum - 45 minutes

Communication and Engagement

We changed our logo slightly and added a strapline 'Our Voices Together are Stronger'.

We want to keep things as simple as possible and stay away from jargon. Our message is simple – '**safeguarding is everyone's business**'.

We are putting together a recruitment presentation from our members to local SABs. We've noticed barriers to people joining like carer costs – we need to discuss what can be done about this locally.

We learn from each other - everyone in the LSV has lived experience of safeguarding, some have professional experience too which is very useful.

One of our members has written a training session on Basic Adult Safeguarding as we established early on that not everyone in the group knows the signs to look out for.



THE LONDON
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VOICES GROUP




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Involvement in the LSAB Conference

LSAB Conference Planning

SB and HJW are part of the conference planning team and we met weekly along with Tristan Brice (LondonADASS), Alvin Kinch (HWE) and Liz Symmonds (Met Police). The LSAB Conference ran virtually (via Zoom) on Tuesday 16th November and was planned during Safeguarding Adults Week 2021 which took place between 15 – 21 November 2021.

The theme for Safeguarding Adults Week 2021 was 'Creating Safer Cultures'. Promoting safer cultures was about how organisations and individuals can take steps to minimise harm occurring in the first instance, whilst simultaneously ensuring correct policies and procedures are in place so that safeguarding concerns that are raised, are recognised and responded to effectively.

LSAB Conference 2021

The Conference Day itself did not run as planned due to technical issues with internet access etc. Several of the break-out sessions were not able to run on the day, so they were set up as a series of standalone luncheons running the following week. Thankfully this worked very well and feedback from attendees of the conference was very positive, and it has already been decided to run a similar plan for the LSAB Conference 2022, with luncheons running the following week etc. It was also agreed that the voice of the PwLE of safeguarding was key, so there will be much greater involvement/co-production with the LSV for Conference 2022.

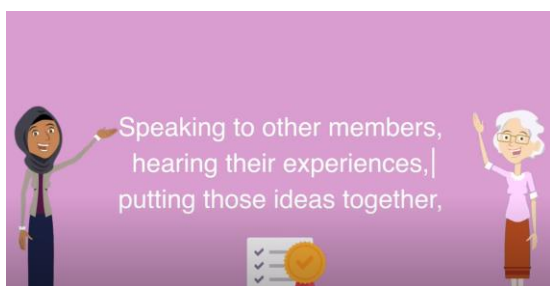
A full summary of Conference 2021 sessions and access to presentation slides can be found [here](#).

A promo film for LSAB Conference 2022 was also recorded '[Give A Voice To People With Lived Experience Of Safeguarding | Join The Next LSAB Conference in 2022](#)'.

The LSV made a film about why it is so important to join the group.

LSVG Promo Video 2021:

<https://www.youtube.com/channel/UCRb10QqQkqPyzglXfbwQkqw>



Join a likeminded group of people who share the same ambition and values and the knowledge that you are collectively contributing to something that could literally change lives for adults and their carers.

LSV Member



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LSV involvement in LSAB Conference 2022

We had a lot of discussion about what worked well and how we can learn from Conference 2021 to make Conference 2022 even better.

- Reduce jargon and acronyms. Although this is OK for professionals, if we want more people with 'lived experience' to be involved, the balance needs to be right for presentations.
- Co-production is key - LSV members more involved all the way through the planning, design, and delivery of Conference 2022 to enable a more joined up approach and focus on people with lived experience of safeguarding.
- Power of language is important – professional voices can be daunting. We need the conference to be accessible to all as **'safeguarding is everyone's business'**
- Our full list of Ideas is available [here](#) We are keen to discuss these with Joanne Starkey and the LSAB as soon as possible.



Emerging safeguarding themes

1) Looking at 'front door' access to safeguarding.

- We are starting with the 10 London boroughs that we currently represent.
- Written a survey to assess each fairly. We will then look at the other 22 boroughs.
- Is it accessible, responsive and timely in each borough?
- A better understanding of the safeguarding process – what happens when a referral is made? How many don't go any further? And why?
- Do boroughs Multi Agency Safeguarding Hubs?

2) Better understanding of what safeguarding is for all.

- Safeguarding Adults Training for the LSV group – delivered by one of our members.
- Safeguarding Resource Hub on Healthwatch Kingston website.
- Ensuring 'Language IS NOT a barrier'.

Working with the LSAB

- We want to work more collaboratively with the LSAB whilst keeping our own agenda. It would be useful to know what the LSAB is working on as we may be able to assist.
- We are keen to establish a 'you said, we did, we said, you did' environment to enable us to measure our impact.
- As member training and support is key we want to use the experienced LSAB members to help us and invite LSAB members to our meetings.
- Does every Local SAB have people with lived experience on it? We believe they should.



What's next for LSV?

- We have been invited to present our work at an Adult Safeguarding Practice Conference on 16th June 2022. The conference is virtual and HJW and three of the LSV members will present.
- We want to progress work on the LSAB Conference 2022 by working with the Conference Planning Team and Joanne once she has joined.
- Recruitment form all London Boroughs is essential. We will take our recruitment presentation to all local SABS.
- Work more collaboratively with the LSAB
- Look at training needs for our 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](#)

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