



**Welcome to this special edition newsletter for
National Safeguarding Adults Week 2022**

**Safeguarding
Adults Week
2022**

**21 – 27 November
#SafeguardingAdultsWeek**

We're proud to support National Safeguarding Adults Week

It's an opportunity for us all to focus on key safeguarding issues affecting adults in Derbyshire, and a chance to increase awareness of the role we can all play in helping to prevent abuse and neglect.

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Message from our Independent Chair

Hello, my name is Andy Searle and I am the Independent Chair of Derbyshire Safeguarding Adults Board (DSAB)

This special edition newsletter has been produced by our Board office for National Safeguarding Adults Week 2022, which runs from (21st-27th November 2022).

During the week the Board is hosting five free webinars for professionals who work with adults who have care and support needs in Derbyshire. The webinars cover a range of safeguarding topics, and I would like to thank our Board manager for arranging them and our guest speakers for delivering them. This year we have speakers from Derbyshire County Council Adult Social Care, Derbyshire Police, Derbyshire Healthcare NHS Foundation Trust, the Disclosure and Barring Service and the Elm Foundation. The webinars are a valuable opportunity to learn, reflect, and network with colleagues - I look forward to meeting some of you at these sessions.



We are also pleased to be launching some materials to raise awareness about safe money management in carer relationships. This is an area that many of us will become involved in personally as well as professionally. I would like to thank Katy Pugh from Age UK for leading on this work with support from our Board office, Derbyshire Carers Association and the Alzheimer's Society. You will see information within this newsletter about the campaign and I would encourage you to read and share this as it is becoming an increasingly important topic due to the increase in cost of living.

Please use the week to reflect on how you can contribute to adult safeguarding in Derbyshire, safeguarding is everybody's business, and we all need to work together to achieve the DSAB vision for all Derbyshire residents to be free from fear, harm and abuse.

Thank you, and please enjoy this edition.

Managing someone else's money safely

As part of Safeguarding Adults Week, we're launching an awareness campaign about safe money management in carer relationships.

“a penny for your thoughts?”....

Carers often experience stress and difficulty in supporting the person they care for with managing their money. Getting everything in place now can help reduce the risk of problems later.

If a Carer you know is already managing someone else's finances it's important to manage the money safely to protect them and the money.

If someone you know may need help to manage money get our information pack now.

Derbyshire Safeguarding Adults Board | ageUK | Derbyshire Carers Association | Alzheimer's Society

The information pack is available from:

- [Derbyshire Safeguarding Adults Board](#)
- [Age UK Derby and Derbyshire](#)
- [Derbyshire Carers Association](#)
- [Alzheimer's Society](#)

Safeguarding in Everyday Life: Connect to Protect



- Safeguarding is everyone's responsibility. You can help create a safer culture in your community.
- Learn about the different types of harm and abuse, and how to spot the signs.
- Record any concerns you have.
- Report your concerns to your nearest Safeguarding Adults Social Care Team.
- Read [Ann Craft Trust's short guide](#) to the role you can play in safeguarding.

Our Connect to Protect campaign is all about safeguarding in everyday life.



#ConnecttoprotectDerbyshire is about thinking how we can connect with others, whether it's colleagues, friends, neighbours or family members, to ask how they are doing and whether they need any support. It's been another difficult year for many people who may feel anxious, lonely, worried about the cost-of-living increase.

Since the last time you saw or spoke to a family members, neighbour or friend, they may now require care and support or their need for care and support may have increased.

Over the winter period, think about whether there's anyone you know who may struggle to get out to buy shopping, or who may need support with keeping their house warm and clean. If so, can you help them?

Take the time to speak to your neighbours and ask how they're doing. Arrange to meet with someone you haven't seen for a while for a coffee, a walk or lunch. Call, message or write a letter or email to a friend or relative who lives far away from you and ask them how they are feeling - they may not have heard from anyone in a while.

Remember, that while connecting with others, if you're worried that someone might be being abused or neglected, help is available, please contact Call Derbyshire, tel: 01629 533190 or in an emergency contact the Police by dialling 999.

Making Safeguarding Personal Update

Tom Brown, DSAB Senior Practitioner, reflects on Making Safeguarding Personal and the work the Derbyshire Safeguarding Adults Board is undertaking to ensure we understand safeguarding services from the perspective of adults in Derbyshire who have experienced abuse and neglect



A key priority of Derbyshire Safeguarding Adults Board (DSAB) is [Making Safeguarding Personal](#). Making Safeguarding Personal enables safeguarding to be done with, and not to, people – 'no decision about me, without me'. The key practice areas in Making Safeguarding Personal (MSP) are:

- MSP is person-led
- MSP is outcome-focused
- MSP engages the person and enhances involvement,
- MSP promotes choice and control
- MSP improves quality of life, wellbeing and safety
- MSP shifts the focus from process to people

To meet this strategic objective, we need to ensure we are developing a safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused. We also promote use of advocacy and the Mental Capacity Act 2005 to make sure that adults are as involved as possible in their Safeguarding, this must include when they struggle to represent themselves or do not have the capacity to make decisions in relation to Safeguarding.

One of the ways the DSAB seeks assurance that safeguarding practice is of a good standard and continually develops, is through multi-agency audits. Over the last year we have developed how we complete audits to include direct feedback form adults. The feedback has been used to progress action plans where the adult's voice is directly represented. Some of the feedback we have received from adults during 2022 is shown in the graphic at the start of this article. Actions informed by this feedback have included the development of new

[Transitional Safeguarding practice guidance](#), and we are about to develop further trauma-informed practice resources for the DSAB website.

Another action is developing a 'What to Expect' leaflet for adults who are being supported via the safeguarding process. We have given positive feedback provided by adults directly to practitioners and teams. We have found that where adults have praised professionals, the principles of Making Safeguarding Personal have been at the centre of practice, showing the positive effect it has on outcomes and lived experience.

In September 2022 we released a new DSAB resource, our [We Value your Feedback leaflet](#). This is an accessible guide for adults to complain, compliment or provide comments to the Board about a Board member, process, or document. We hope this will increase the amount of feedback about Board functions from people using services and the wider community.

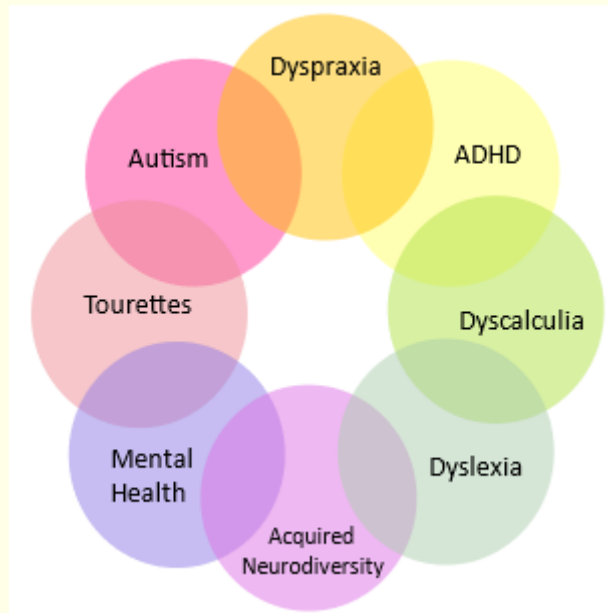
We have collected positive practice case study examples around Vulnerable Adult Risk Management (VARM) and safeguarding, which we share through the Board's sub-groups, newsletters, and bulletins. **We would like to encourage frontline workers to let us know when they have a positive practice case example so we can offer to speak to the adult and share the learning across the partnership.**

Going forward, we will continue to develop our Making Safeguarding Personal strategy. During 2023/2024 we hope to start to further develop adult participation and co-production. This will help to ensure more DSAB policy, procedures, guidance, and resources are reviewed by the people they are there to protect, and who have experienced abuse and neglect.

We also want to continue and expand on our processes to gain direct feedback from adults in audits, case studies and through direct contact with the Board team. We will continue to listen and use the information we are given to improve the practice of frontline workers in safeguarding. We want to ensure the voice of adults who have needed safeguarding due to neglect and abuse are amplified, and guides our policy, training, and quality assurance workstreams.

Understanding the issues around the “non-engagement” label from a neurodivergent perspective

Neurodiversity is the concept that all humans vary in terms of our neurocognitive ability.



Everyone has both talents and challenges. However, for some people the variation between those strengths and challenges is more pronounced, which can bring advantage but can also be disabling. ([GeniusWithin.org](#)).

It is estimated that 1 in 7 people in the UK are neurodivergent; conditions as seen in the graphic above usually cluster together as traits overlap with each other.

Many neurodivergent people are not recognised in society due to the stigmatised view that only those with extremely high needs are affected. This is not true. It is also important to note that neurodivergence is unrelated to intelligence.

A person with one diagnosis will have traits of another; therefore, looking at just one, for example autism spectrum disorder, will not meet that person's needs.

Understanding “non-engagement”

A person may be finding it difficult to accept support from a service due to the way things are being communicated, because their sensory needs are not being taken into account, because they are not being understood due to their own individual way of communicating. Examples of this could be:

- Not answering the door to a cold call from a service due to it not being expected and the anxiety this would cause.
- Not understanding what is required due to no clear guidelines being given, or verbal information not being followed up in writing.
- Executive functioning impacting on a person's ability to be able to attend an appointment/make a phone call/ manage to deal with a visit.

Without exploring a person's needs it is easy to see “non-engagement”, rather than understanding why a person is finding it difficult to accept support. It is also not just the person's responsibility to engage, it is our responsibility to facilitate engagement.

Disguised compliance can also be misunderstood when it comes to neurodiversity – is it disguised compliance, or is it a person trying to please people, not quite understanding what is needed, agreeing to things but then being unable to carry it out (all common neurodivergent traits)?



What are the aspects of our executive function?

It is important to know that not all neurodivergent people have issues with all the aspects of executive function. For instance, an individual might have the ability to plan, but lack the initiation to follow through. They might be able to problem solve once they realize there is actually a problem but are unable to verbalise it. Below is a list of our executive functions and their basic descriptions:

- **Planning.** This is the ability to forward-think and choose the necessary actions to reach a goal, decide the right order, assign each task to the proper cognitive resources, and establish a plan of action. Those on the spectrum can have difficulty formulating plans to get through their days and organise tasks into completable sections.
- **Problem solving.** To problem solve, an individual must identify a problem and then formulate a strategy to solve the problem. Problem solving uses almost all the other executive functions including reasoning,

attention, planning, initiation, working memory, and monitoring. Depending on which of the executive functions the individual struggles with, that is where the problem-solving chain will be broken.

- **Working Memory.** Neurodivergent individuals notoriously have specific memory deficits and strengths. They can seemingly remember every Jedi name, rank and serial number in all ten Star Wars movies, but have trouble remembering to eat, or what day it is, or what the order of the steps are when brushing teeth. Working memory is the ability to remember specific short-term memories needed to execute a function or daily task.
- **Attention.** This is closely tied to working memory and, again, people can show great strengths in some areas and severe challenges in others. Neurodivergent people often have a keen ability to focus but directing that focus can be challenging. If the person has sensory issues, then it is possible all they will be able to focus their attention on is the sound of the lights buzzing or the smells of the other people in the room. An individual's ability to focus directly affects what they can keep in and recall from their short-term memory.
- **Reasoning,** or verbal reasoning, is the ability to understand, analyse and think critically about concepts presented in words, and then relay them back or integrate them successfully. Many of those on the spectrum struggle with verbal acuity. Verbal reasoning can also be hindered by social meanings that are not obvious to those with autism.
- **Initiation:** This is the ability to start an activity, plan, or task. For those with executive function difficulties with initiation, they may want to play a certain game, do their homework, or play an instrument, but unless the activity is initiated by someone else it does not happen. It has nothing to do with desire or want – it is about lacking the function of “just doing it”.

A person failing to attend appointments, forgetting information, not making phone calls and so on, is closed to services. As explained above, it is common for neurodivergent individuals to have challenges with their executive functioning, meaning extra support could be needed to complete these tasks, and an understanding that it is not a failure to engage.

How to be inclusive in our practice

- Present information summarised in point form and send out reminders, if possible
- Back-up verbal information with written.
- Consider environment – avoid background noise if possible, such as ticking clocks, or strong smells.
- Provide clear invitation to meetings detailing who will be present, what is to be expected with time and location.
- Be tolerant of stimming (fidgeting with something or repetitive actions or movements to allow focus).
- Understand that everyone is different, and needs fluctuate. Just because something is working one week, does not mean it will do the next.
- Consider the persons individual communication needs and adapt. For example, no cold calling, time of day.
- Think about language – ask the person what language they prefer, e.g., autistic, person with autism
- Recognise that a reluctance to engage socially does not imply dislike or rudeness
- Understand the impact of executive dysfunction and explore alternative ways to provide support.
- Normalise – talk about it and reduce the stigma – the person is best placed to tell you about their strengths and needs and how you can adapt to support them.

Thank you to Deb Solomon for contributing this article. Deb is a Social Worker with Derbyshire County Council Adult Social Care and Health.

Creating Safer Cultures in Organisations



- **Listen to your people.** Create an environment where concerns are heard and addressed appropriately.
- **Lead the way.** Take the time to understand your safeguarding responsibilities as an individual and an organisation. Ensure you have all the measures in place to minimise the risks of harm.
- **Learn from past mistakes.** Reflect on what actions you can take to minimise harm and ensure best practice

Self-Neglect



What is self-neglect?

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid harm as a result of self-neglect
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

What causes self-neglect?

It is not always possible to establish a cause for self-neglecting behaviours. Self-neglect could be a result of:

- A person's brain injury, dementia or other mental disorder
- Obsessive compulsive disorder or hoarding disorder
- Physical illness which has an effect on abilities, energy levels, attention span, organisational skills or motivation
- Reduced motivation as a side effect of medication
- Addictions
- Traumatic life change

Relevant legislation

- **The Care Act (2014) statutory guidance** – self-neglect is included as a category under adult safeguarding.
- **Article 8 of the Human Rights Act 1998** gives us a right to respect for private and family life. However, this is not an absolute right and there may be justification to override it, for example, protection of health, prevention of crime, protection of the rights and freedoms of others.
- **Mental Health Act (2007) s.135** – if a person is believed to have a mental disorder and they are living alone and unable to care for themselves, a magistrate's court can authorise entry to remove them to a place of safety.
- **Mental Capacity Act (2005) s.16(2)(a)** – the Court of Protection has the power to make an order regarding a decision on behalf of an individual. The court's decision about the welfare of an individual who is self-neglecting may include allowing access to assess capacity.
- **Public Health Act (1984) s.31-32** – local authority environmental health could use powers to clean and disinfect premises but only for the prevention of infectious diseases.
- **The Housing Act 1988** – a landlord may have grounds to evict a tenant due to breaches of the tenancy agreement.

It is important to try to understand the individual and what may be driving their behaviour. There are some general pointers for an effective approach:

- **Multi-agency** – work with partners to ensure the right approach for each individual
- **Person centred** – respect the views and the perspective of the individual, listen to them and work towards the outcomes they want
- **Acceptance** – good risk management may be the best achievable outcome; it may not be possible to change the person's lifestyle or behaviour
- **Analytical** – it may be possible to identify underlying causes that help to address the issue
- **Non-judgemental** – it isn't helpful for practitioners to make judgements about cleanliness or lifestyle; everyone is different
- **Empathy** – it is difficult to empathise with behaviours we cannot understand, but it is helpful to try
- **Patience and time** – short interventions are unlikely to be successful, practitioners should be enabled to take a long-term approach
- **Trust** – try to build trust and agree small steps
- **Reassurance** – the person may fear losing control, it is important to allay such fears
- **Bargaining** – making agreements to achieve progress can be helpful but it is important that this approach remains respectful
- **Exploring alternatives** – fear of change may be an issue so explaining that there are alternative ways forward may encourage the person to engage
- **Always go back** – regular, encouraging engagement and gentle persistence may help with progress and risk management

In Derbyshire some adults who have capacity but are at risk of harm due to self-neglect can be supported via the Vulnerable Adult Risk Management (VARM) process. Further information about [VARM](#) can be found on the DSAB website.

Technology and Domestic Abuse



- Connected technology is changing the world. Technology can help keep people safe. But abusers can also exploit technology to cause harm.
- Abusers can use technology to maintain control. They can bombard their victims with calls and messages while limiting their contact with friends and family. They can also share, or threaten to share, private, sensitive or intimate information online.
- Tech abuse is hard to spot and hard to escape. But if you know the risks you can take steps to keep yourself and others safe.

Thank you to Helen Onion from The Elm Foundation for the following article about technology and domestic abuse.

The pandemic has raised awareness about domestic abuse to a wider audience. One aspect of domestic abuse that people may not be as aware of is how technology can be used to abuse, harass and to stalk. While the lockdowns of 2020 and 2021 enabled innovation and technology to keep us connected. It also created new and insidious ways for perpetrators of abuse to become an omnipresent threat to their victims.

Research carried out by domestic abuse charity, Refuge, found that 73% of women accessing their services said they had been subjected to technology facilitated abuse. Even more alarmingly, research by Jane Monkton Smith in 2017 identified that in 94% of femicides examined, stalking was evident. 63% of these cases included surveillance through technology. We know that stalking behaviour is a high-risk homicide indicator.

When we talk about tech abuse and tech facilitated stalking and harassment, we aren't referring to James Bond, Esq., high-tech or state-of-the-art wizardry. Perpetrators of domestic abuse are opportunists who will use the "path of least resistance" to intimidate, threaten, stalk, and harass their victims. Technology provides multiple and simple ways to do this.

“I was a technophobe and my ex-partner set up my email and social media accounts for me, which meant he had full access to them. He also replaced my flip-phone with an iPhone which he then set up to be mirrored onto their iPad so he could monitor calls and messages. He set up a location tracker, saying it would help me. You wouldn’t think he was doing anything bad; I didn’t realise it was going to be part of my entrapment.”

- Refuge Service user and survivor of tech abuse

Tech abuse might be something as simple as sending constant text messages and can extend to using home devices such as Ring doorbells to monitor a victim while at home. What is apparent to those working in domestic abuse services is that technology can facilitate domestic abusers in an endless number of ways. Technology allows perpetrators to be ever-present, even when the victim has managed to leave the abusive relationship. This ultimately leaves the victim with no safe place or space for respite from the abuse.

How can we help victims who are describing tech abuse?

Firstly, we need to believe victims. Sometimes our own lack of technology knowledge and understanding can make accounts of tech abuse and cyberstalking seem unfeasible. We may inadvertently dismiss a victim's account as farfetched or part of a wider mental health concern. This can be particularly true if a victim's abuse has extended to more targeted cyber stalking. Dismissing a victim's account further isolates them and can have a negative impact on any evidence gathering.

Trust and believe the victim's account and support them to access domestic abuse support services and cyber/tech abuse specific support. These services can verify the technology abuses and provide practical support to the victim. As well as supporting the victim's safety.

Consider safety

Telling a victim of tech abuse to block their abuser, stop using social media or factory reset their phone will not stop the abuse from happening. Expecting victims to “switch off tech” may lead to the perpetrator escalating their behaviour and increase the risk to the victim.

Promote good tech hygiene

It is much harder to stop tech abuse once it has started, promoting ways to be safer online and with their tech can help to prevent tech abuse from starting in the first place.

Top tips include:

Installing 2-factor authentication across apps and devices

- Updating antivirus software regularly
- Avoiding linking devices where possible
- Considering limiting which apps have location settings turned on
- Maintaining good privacy settings on social media apps.

Useful websites

- [Refuge](#) works to keep women safe from tech abuse and empower survivors, so they can use tech safely and take back control of their lives.
- [The Cyber Helpline](#) is a not-for-profit organisation that connects volunteer IT and cyber security experts with individuals who are victims of a cybercrime or privacy issue. They provide confidential, free and pragmatic advice to all victims to help them get secure again and minimise impact.
- [Derbyshire Domestic Abuse Helpline](#) facilitated by The Elm Foundation is a safe, welcoming, supportive place for any man, woman or child affected by domestic abuse.
 - Phone the Derbyshire Domestic Abuse Helpline – 0800 0198 668
 - Text the Derbyshire Domestic Abuse Helpline - 07534617252
- [Paladin Service](#) is a trauma-informed service established in 2013, to assist high risk victims of stalking in England and Wales.

- [National Stalking Helpline – Suzy Lamplugh Trust](#) works to reduce the risk of violence and aggression through campaigning, education and support.

County Lines and Cuckooing



- County Lines is where illegal drugs are transported from one area to another, often by adults and young people at risk who are coerced into it by gangs.
- This puts everyone at risk. The National Crime Agency reports that affected areas see increased levels of violence and weapons-related crimes as a result of the trend.
- The problem's getting worse. Lockdown has increased the number of people at risk of exploitation due to economic concerns and increased isolation.
- Professional criminals target the homes of adults with care and support needs so that the property can be used for drug-dealing – a process known as 'cuckooing'.
- 'Cuckooing' means the criminals can operate from a discreet property, which is out of sight, making it an attractive option. They can then use the premises to deal and manufacture drugs in an environment under the police radar, usually staying for just one day.
- When the criminals use the victim's property for criminal enterprises, the inhabitants become terrified of going to the police for fear of being suspected of involvement in drug dealing or being identified as a member of the group, which would result in their eviction from the property.

County Lines and Cuckooing in Derbyshire

Thank you to Derbyshire Police for the following article about County Lines and cuckooing in Derbyshire.

Whilst many of us feel compelled to help those we view as vulnerable, there are criminals who see the possibility of using vulnerability to their advantage.

These criminal gangs are often involved in 'County Lines' operations, where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs.

Throughout Derbyshire, we do see instances of 'cuckooing'. This is the practice of drugs gangs using a person's home as their own and using it as a base for cooking and selling drugs. The gangs often target vulnerable people and use their homes - a form of exploitation.

Signs of exploitation may be:

- Victims becoming heavier drug users, with expensive habits funded by gangs.
- An increase in visitors and vehicles to a house or flat – especially lots of unfamiliar faces.
- Victims might experience mood changes, becoming secretive, emotional, or aggressive.
- There might be evidence of drugs on a person, property, or vehicle.
- A victim might be given expensive gifts like phones, jewellery, or cars.
- Victims may go missing for extended periods of time.
- Unexplained injuries, with the victim not wanting to say how they were injured.

Detective Inspector Andrew Murphy said: “Unfortunately, many victims of adult exploitation don’t see themselves as victims. This might be because they see the criminal gangs as friends who have helped them, and they feel indebted.

“They might just be frightened of the consequences of reaching out for help.”

He continued, “If something doesn’t feel right, it’s always best to report it. Sometimes signs of exploitation can be missed if not used to build a bigger picture. You could help safeguard someone too vulnerable to help themselves.”

You can contact Derbyshire Constabulary through our [Facebook](#) and [Twitter](#) pages, via our website, or by calling 101. If there is an immediate risk of harm, please call 999.

If you would rather remain anonymous, you can contact the independent charity [Crimestoppers](#) on 0800 555 111.

Derbyshire Domestic Abuse Helpline

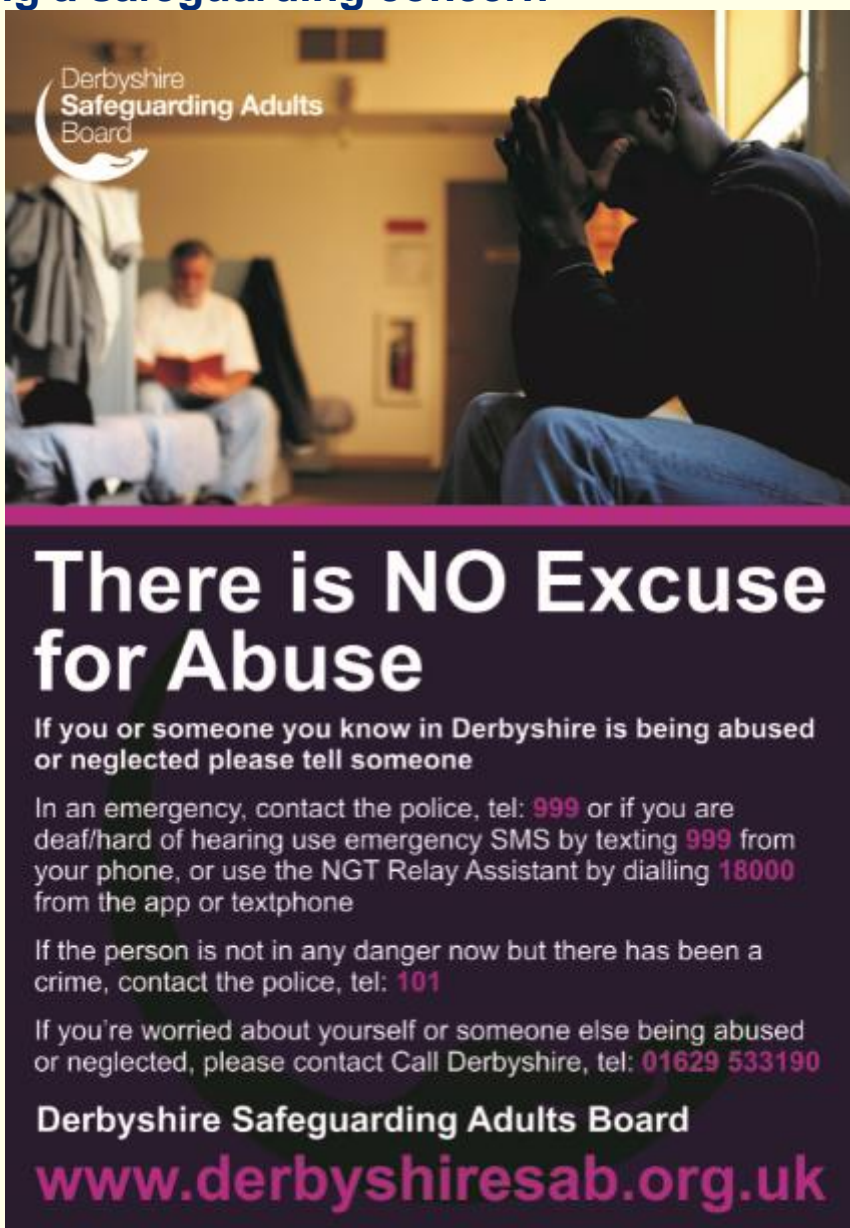
The Derbyshire Domestic Abuse Helpline, facilitated by The Elm Foundation, is a safe, welcoming, supportive place for any man, woman or child affected by domestic abuse.



A friendly, informal, peaceful haven in which you can talk freely and make sense of your thoughts. A hub that can provide the advice, support and tools you may need to change your situation; where you will feel empowered to take back control of your life.

- Tel: 08000 198 668
- Hard of hearing/deaf text: 07534 617252
- Email: derbyshiredahelpline@theelmfoundation.org.uk
- [Online](#)

Reporting a safeguarding concern



Derbyshire
Safeguarding Adults
Board

There is NO Excuse for Abuse

If you or someone you know in Derbyshire is being abused or neglected please tell someone

In an emergency, contact the police, tel: **999** or if you are deaf/hard of hearing use emergency SMS by texting **999** from your phone, or use the NGT Relay Assistant by dialling **18000** from the app or textphone

If the person is not in any danger now but there has been a crime, contact the police, tel: **101**

If you're worried about yourself or someone else being abused or neglected, please contact Call Derbyshire, tel: **01629 533190**

Derbyshire Safeguarding Adults Board
www.derbyshiresab.org.uk

The poster above is one of eight in the ['There is NO Excuse for Abuse'](#) set, which are available to download from our website

With support from partner agencies and stakeholder groups, the Derbyshire Safeguarding Adults Board has produced a [range of materials and information](#) to help inform both the public and professionals about a variety of safeguarding topics.

There are leaflets, newsletters, podcasts, posters and animations available, and we continue to add to these resources.



For queries or comments please contact:

Natalie Gee (DSAB Service Manager) at DerbyshireSAB@derbyshire.gov.uk

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[**DerbyshireSAB@derbyshire.gov.uk**](mailto:DerbyshireSAB@derbyshire.gov.uk)



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