

## BSAB – Community Engagement Evaluation Report

Lead Organisation: CB Plus

### Introduction

To address the resource and cost demands for prevention efforts, Barnet Council established a Prevention Framework, bolstered by a pump-priming fund named the Prevention Fund. The aim was to assess whether early initiatives, including pilot programs, could catalyse broader transformative changes, underscoring the Council's commitment to prevention and signalling the need for additional investment.

Concerned about a lack of understanding within Barnet's diverse communities regarding Safeguarding practices, the Barnet Safeguarding Adults Board sought funding. They aimed to address this gap by drawing on insights and learning from the Newham Safeguarding Adults Board's work (led by CB Plus through their Healthwatch work) to see if there was potential for shared learning.

### Barnet Safeguarding Adults' Board

Comprising of voluntary, statutory, and community organisations, the overall objective of the board is to enhance the quality of life of the vulnerable adults who are at risk of abuse and to progressively improve the services of those in need of protection. The Partnership collates and reviews Safeguarding practices across Health, Social Care, and criminal justice systems by fostering cross-agency challenge, promote accountability, and nurture a culture of continuous improvement.

Partners regularly provide assurance reports on their efforts to manage Safeguarding duties amidst extraordinary pressures. While the Performance and Quality Assurance Committee (PQA) scrutinises data related to Safeguarding concerns the BSAB recognised the value of tapping into community expertise to better understand diverse risks and enhance reporting mechanisms.

Chaired by the NCL ICB's Designated Professional for Safeguarding Adults (Barnet), with the Vice-Chair being the CEO for CB Plus, the PQA oversees agencies' self-evaluations using the Safeguarding Adults Partnership Audit Tool to assess effectiveness.

Given projections indicating Barnet's population becoming more ethnically diverse by 2030, the partnership acknowledged the need to address cultural barriers hindering Safeguarding awareness and reporting within communities.

The BSAB proposed a collaborative effort involving various stakeholders, including Barnet Carers, Inclusion Barnet, CB Plus, Barnet Mencap, NCL CCG, BEH Mental Health NHS Trust, Royal Free NHS Trust, CLCH NHS Trust, Barnet Homes, LFB, Metropolitan Police, London Probation Service, and Barnet Council adults and health departments.

The primary goal of the Safeguarding project was to enhance community understanding of Safeguarding and raise awareness about the BSAB. Led by CB Plus, the initiative aimed to reframe the local narrative on Safeguarding as 'Keeping All Adults Safe.' Community engagement events

empowered Barnet's diverse communities to confidently report Safeguarding concerns to the Barnet MASH, fostering a culture of community involvement.

## Background

The Safeguarding project aimed to enhance community understanding of Safeguarding practices and increase awareness about the Barnet Safeguarding Adult Board (BSAB). CB Plus collaborated with local communities and organisations to gain their understanding of Safeguarding. Community engagement activities were organised to listen to Barnet's diverse communities with the aim of empowering them to confidently raise Safeguarding concerns about residents who were at risk of neglect or abuse and could not protect themselves. We believed that many of the concerns raised would involve individuals without care and support needs and therefore fall outside the statutory threshold for triggering a Section 42 enquiry under the Care Act 2014. We knew that there was established feedback between the adult Multi Agency Safeguarding Hub (MASH), but we were hoping to use it to foster a culture of community understanding about Safeguarding. This initiative also included the establishment of an 'Expert by Experience' Group comprising of Barnet residents to provide support and guidance to the BSAB.

This report offers an overview of the Community Engagement and outreach activities conducted by CB Plus to achieve the objectives summarised in Slide 1 below:

## Objectives of Community Engagement

*Slide 1 summarises our objectives.*

### What did we want to achieve?



<p>Increase understanding about safeguarding and knowledge about the BSAB</p>	<p>Reframe the local narrative on safeguarding to 'Keeping All Adults safe'</p>	<p>Encourage Barnet's diverse communities to confidently raise safeguarding concerns in respect of adults with care and support needs to the Barnet MASH.</p>
<p>Establish a feedback process between the MASH and local residents when safeguarding concerns do not reach S42 thresholds</p>	<p>Create a culture of community understanding about safeguarding</p>	<p>Establish an 'Expert by Experience' Group of Barnet residents to support and guide the BSAB</p>

### **The objectives of the Community Engagement:**

- Increase understanding of how citizens can keep each other safe.
- Increase confidence in Adult Social Care and Health practice.
- Increase the profile and understanding of BSAB.
- provoke professional curiosity from colleagues involved in Safeguarding Adult Reviews (SARs)
- Increase confidence in speaking about the equality impact within SARs.

### **Data and insight were gathered through the following channels:**

- An online survey.
- Focus groups with Barnet's protected communities (defined by the Equality Act 2010).
- Face-to-face conversations with residents at community events.
- Attending community events across the borough.
- Presenting the programme at different network meetings.

Once this data had been collated, we produced a short, animated video specifically aimed at residents explaining how to recognise Safeguarding abuse and how to report concerns. The video was co-designed with members of the BSAB Oversight Group and shared with the BSAB. The aim is to showcase the video during National Safeguarding Adults' Week, as well as uploading it onto the websites for the BSAB, CB Plus and Barnet Wellbeing Service.

The BSAB identified some additional work they would like us to deliver as part of this work. This will be discussed as part of the recommendations from the project.

## **Method**

To oversee this project, CB Plus formed an Oversight Group drawing on membership from the BSAB. These included representatives from Barnet Mencap, Barnet Carers, Inclusion Barnet, the LBB Violence Against Women and Girls' Lead (VAWG), and the SAB Business Manager. The Oversight Group met quarterly and agreed the project's Terms of Reference, endorsed the application, and facilitated CB Plus meetings with their organisations' service users to gather further insights into the needs and understanding of Barnet's diverse communities. Serving as Critical Friends, the Group provided strategic challenges, user insights, resident feedback, and commentary on project delivery approaches. Regular attendees at the meetings included Barnet Mencap, Barnet Carers, the LBB VAWG Lead, and the SAB Business Manager.

Throughout CB Plus's engagement and outreach activities, quantitative and qualitative data were collected via an online survey, community engagement discussions and several focus groups reflecting Barnet's diverse communities. The project was promoted through local newsletters to increase our reach including the CTN Bulletin, Inclusion Barnet, the Young Barnet Foundation, the Barnet Wellbeing Service, and CB Plus. It is estimated that the project was promoted to over 500 organizations. This report provides a breakdown of the individuals and organizations reached by CB Plus, with Table 1 summarizing our outreach efforts.

The project undertook: one survey, four focus groups, seven community engagement activities, two presentations and analysed one discussion using appreciative inquiry.

## **Online Survey**

A survey was designed in consultation with the SAB Business Manager. The survey revealed that racialised communities did not know what Safeguarding is, how to recognize it and how to report it. It was widely promoted at the borough's first Black History Month celebration.

The programme and survey were widely promoted through Barnet Together, CB Plus, BSAB Network, and Barnet Wellbeing Service. The Survey was promoted from October 2022 – December 2022. The findings show that all respondents who completed the survey without exception said that they did not know what Safeguarding was, could not recognise the signs and symptoms of Safeguarding and would not know how to report a concern. However, all who participated stated that they would be interested in learning more.

## Community Engagement Events

Throughout our engagement activities CB Plus was committed to having discussions with residents to better understand their knowledge and experience about Safeguarding. We undertook a series of focus groups with protected communities (as defined by the Equality Act 2010) working in partnership with Barnet Mencap, Barnet Carers, Barnet Asian Women Association (BAWA), Barnet African Caribbean Association (BACA) and Muslim women from the Early Help Hub.

We spoke with **14** service users from Barnet Mencap. A service user at the focus group reported a Safeguarding concern about their supported living accommodation which was reported to the Adult MASH. We met with **2** parents from Barnet Carers. One parent raised a Safeguarding concern relating to their son which was referred to the Childrens' Safeguarding Business Manager.

**35** older women from Barnet Asian Women Association (BAWA) participated in the focus group which was conducted in a mixture of English, Gujarati, and Hindi background. Large number of the participants were Hindu.

**6** women participated in the Muslim women's focus group. CB Plus also had plans to undertake a focus group with service users from Inclusion Barnet, but this did not happen.

CB Plus raised the profile of Safeguarding through local community events. The programme was promoted through several community events including Hub Connections, Mental Health Awareness Day, Purple Tuesday, and Black History Month. Approximately **800** people attended the events held at Brent Cross, Meritage Centre, Burnt Oak Leisure Centre. Additionally, **350** people were spoken with to ascertain their understanding about Safeguarding, being able to recognise the signs and symptoms of abuse and how to report a concern.

*Table 1 summarises outcome of CB Plus outreach.*

Engagement method	Number of residents and organisations reached.
Focus Groups	57 participants
Community Engagement	800+ participants
Organisation outreach	500+ organisations
Surveys completed	30 participants completed
<b>Total</b>	<b>1,387+ outreach</b>

### **Black History Month Event, October 2022**

Proactive outreach was taken at the Black History Month event organised by CB Plus, with communities living with protected characteristics. Approximately **300** people attended the event. The BSAB Manager – Joyce Mwebe spoke with participants attending the Black History Month event in October 2022 and encouraged them to complete the online survey. The CEO of CB Plus Julie Pal encouraged local entrepreneurs attending the event to participate in the survey and to find out more about Safeguarding on Barnet Council’s website.



### **Purple Tuesday Event, November 2022.**



Purple Tuesday is a global social movement and the #1 brand for improving the customer experience for disabled people and their families 365 days a year. The initiative inspires the leadership and staff of organisations of all sectors and sizes to promote awareness, develop understanding, and implement solutions for better accessibility in their customer environments.

At Brent Cross in November 2022, CB Plus held a stall on Purple Tuesday which aims to raise the profile of making businesses and public spaces more accessible to individuals with disabilities, including physical, sensory, and cognitive impairments.

We spoke with approximately **200** people about the program and raised awareness about Safeguarding, recognising the signs and symptoms and encouraging people to consider reporting concerns. Brent Cross regularly promotes Purple Tuesday and has developed a reputation for promoting inclusive and accessible practices amongst commercial organisations. Brent Cross Shopping Centre provides an excellent neutral space to meet with a rich cross-section of Barnet residents and raise Safeguarding topics.

### **Hub Connections World Mental Health Day Oct 2023**

At the Mental Health Awareness Event in May 2023, CB Plus organised in partnership with Barnet Public Health, New Citizens Gateway and Persian Advice Bureau over **200** people attended. We used the opportunity to raise the awareness about Safeguarding, however we were mindful that this is a community who are fearful of engaging with the State and it was only through our community

partners that we able to speak. Refugees who attended were from Afghan, Farsi and Arab speaking communities.

We promoted the programme at Hub Connections networks in October 2022, where we were able to engage with members of the Chinese community who use the services of Meridian Wellbeing. Hub Connections – the quarterly networking event hosted by CB Plus as part of the Barnet Wellbeing Service had over **70** attendees comprising of residents, carers, service users, community organisations, commissioners, and key stakeholders. The programme was further promoted at Hub Connections in March 2023 and October 2023 and the BSAB Partnership Event in May 2023 and at the NHS 75<sup>th</sup> Birthday Event held at Brent Cross in partnership with Barnet, Enfield and Haringey Mental Health Trust.

This event brought together many communities and professionals in the local area, it formed new opportunities for partnership working and provided a space for our communities to ask questions to professionals in the field and to be reminded of the range of resources available to support people experiencing Safeguarding concerns.

## Focus Groups

### Speaking with residents with learning disabilities or Autism – Barnet Mencap

We spoke with **14** residents who are active participants of Barnet Mencap in May 2023, who confirmed that they knew about Safeguarding and could recognise the signs and symptoms of Safeguarding abuse. All reported that if they witnessed someone being abused, they would report the concern to either a member of Barnet Mencap, a trusted person and if need be, the Police. Many of the group shared their experiences of being victims of hate crime and how it made them feel. They would like more support to be able to report hate crime events – but often the action happens on such a regular event and often ‘small things.

*Statement from Participant 1: “It makes me really angry when I see someone being abused because they have a learning disability .... It makes me want to punch them on the nose, but I know that is not the right thing to do!”* The participant said they wanted to know more about Safeguarding and to know more about bullying, harassment and hate crime.

*Statement from Participant 2: “I want to talk more about hate crimes and how it makes me feel. I don’t want people thinking that just because I have a learning disability that I shouldn’t know how to protect myself and to speak up for myself?”*

Many shared their concerns about being vulnerable to financial abuse and how to recognise and prevent it happening. *Statement from Participant 3: “I want to understand more about financial abuse and how I can look after myself better”.*

*Statement from Participant 4: “I want to report the harassment I am receiving at my Supported Living Accommodation”.* The case was reported to the MASH and to Barnet Mencap.

### Barnet Carers - Disabled children’s carers

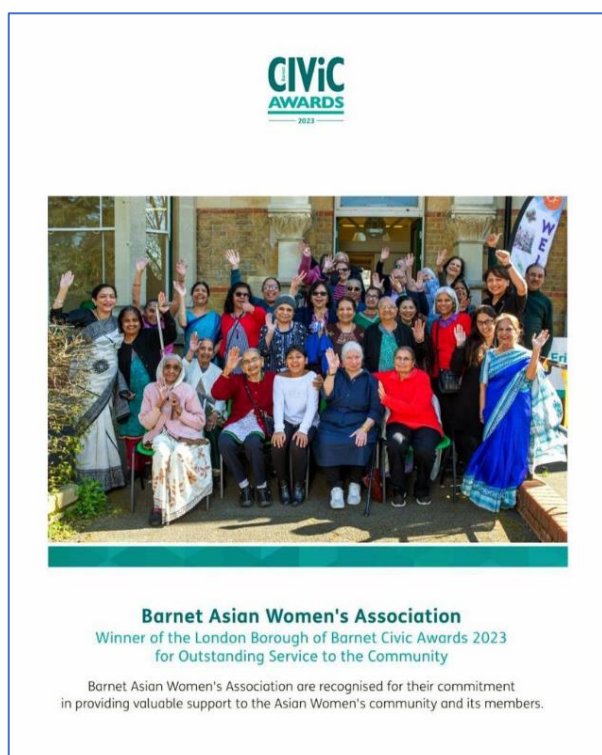
We spoke directly with two carers through Barnet Carers in May 2023, who shared their experiences of seeking support from Barnet Council as a carer for disabled children because they were concerned about the safety of their children at school. Despite raising concerns directly with the school, one

parent was keen to contact the council's Safeguarding lead as he felt that his concerns were not being addressed.

In addition, the parent had recently been identified as being neurodiverse along with his children. This was information he was also adjusting too. The parent also raised concern that he felt that his request for support for his children has diverted attention to his own parenting skills. Following the meeting CB Plus made a referral to the Business Manager for the Children's Safeguarding Partnership Board.

### **Barnet Asian Women's Association**

We were invited to meet with members of Barnet Asian Women's Association in May 2023. 35 older women were in attendance. They shared their anecdotes of family members whose disruptive behaviour due to cognitive impairments was sometimes concerning, others living in multigenerational households gave examples of adult children persuading their older parents of signing over their pension/benefit payments whilst others knew of elderly people who were not always able to leave their homes.



The group talked about how helpful it would be to develop a codeword which could be used in local shops which could be used to alert people that an individual needed help. Findings showed all participants could recognise Safeguarding abuse but did not feel comfortable about reporting concerns because of the legal connotations and the lack of trust and confidence with statutory agencies.

There was a consensus that the term 'Safeguarding' was not easily understandable in community languages – but the concept of keeping people safe was understandable and more importantly could be interpreted accurately into community languages. The group would welcome posters explaining about the distinct types of abuse to be placed in public places as a way of raising awareness. *"We want to know more – please come and visit us again".*

### **Muslim Women's Focus Group, November 2023.**

CB Plus conducted various focus groups with marginalised communities, including one specifically with Muslim women in collaboration with partners from the Early Help HUB (West), with the aim of gaining insight into the stigma and misconceptions surrounding reporting concerns in minoritised communities, particularly among those who may have experienced domestic or sexual abuse. Muslim women were encouraged and supported to share their experiences, many of the women spoke out for the first time. Their experiences provided valuable insights into the stigmas and hesitancy prevalent within diverse cultural contexts. A total of 6 women participated in this group.

The focus group aimed to explore the barriers hindering racialised minority groups from reporting Safeguarding concerns and how organizations can better support and understand these communities. Qualitative data was collected through semi-structured interviews with 6 Muslim women aged between 22 to 45 years old, representing South Asian and European communities in the Barnet area. The women were clients attending programs at the Early Help Hub. The discussions delved into the relationship between Muslim women from different ethnic backgrounds and their understanding and experiences of Safeguarding and reporting issues within their communities.

To ensure relevance to the lack of Safeguarding reporting from racialised communities, a qualitative inquiry method using face-to-face semi-structured interviews and Interpretative Phenomenological Analysis (IPA) was employed. The dynamic nature of these interviews allowed for open dialogue, enabling facilitators to gather data on participants' lived experiences regarding Safeguarding. Semi-structured interviews were conducted to allow participants to express themselves freely, with open-ended questions, designed to elicit comprehensive accounts of their experiences.

Many of the women expressed concerns about establishing healthy boundaries with their male partners and communicating their desires to stop harmful behaviours. The group facilitator shared strategies for introducing and asserting boundaries safely, along with information about organisations offering support to women facing difficulties. At the end of the session participants reported feeling empowered and more knowledgeable about Safeguarding, both for themselves and women in their community, and expressed a desire for more sessions.

Discussions and group exercises with Muslim women from Asian and European backgrounds revealed that abusive behaviour was often normalised within their upbringing and culture.

*Participant 1:* expressed that she believed *“All men are abusive and controlling”* therefore she is reluctant to report this type of Safeguarding issue as it is normalised in her community. The group discussion led to debunking this way of thinking, addressing how to look out for the signs and symptoms for abuse, and how to report concerns.

*Participant 2:* mentioned *“I didn’t know there were places women could go to meet up and discuss personal issues like this, it’s nice to talk to others from a similar background about issues and get advice on my situation”*. The participants found the group discussion insightful and were happy to have a space to share their different experiences, whilst being able to learn the concept of Safeguarding and ways to implement this.

*Participant 3:* acknowledged *“It is good to understand the difference in what is made normal in our culture and how to look out for situations which can harm us and recognise it rather than thinking this is a normal way of living because it is what we are used to.”* Many of the women we spoke with felt that Safeguarding adults needed to be readdressed within their communities.

*Participant 4:* stated *“I wanted to understand Safeguarding better and how to report when things don’t look right within my community and support my friends and neighbours. I have a better understanding now from coming to the group.”* Through attending the focus group participants understanding around Safeguarding adults was clear.

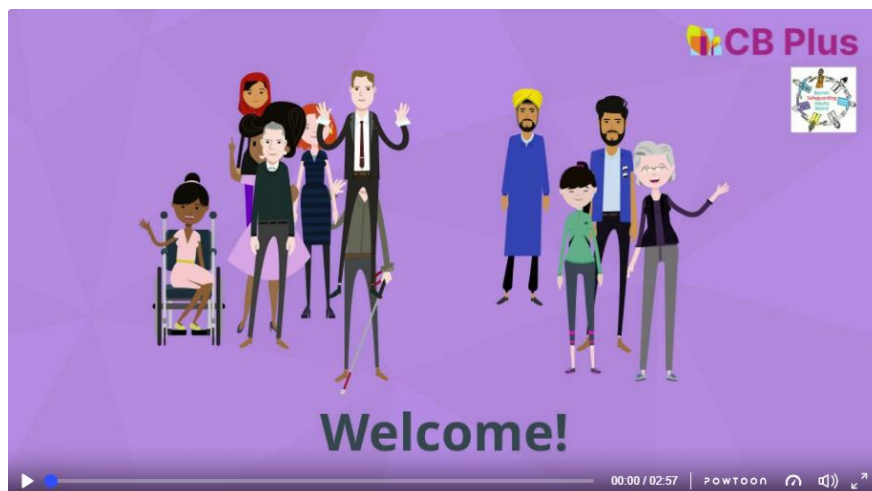


## Reporting Concerns

The challenges we identified regarding the reporting and addressing of Safeguarding concerns highlight important gaps in service provision and coordination. Some steps that could be taken to address these challenges include:

1. **Awareness Campaigns:** Launch targeted awareness campaigns aimed at residents to educate them on where and how to report Safeguarding concerns. This could include distributing informational materials, holding community workshops, and partnering with local media outlets to raise awareness.
2. **Clear Guidance:** Provide clear guidance to residents and community organizations on the criteria for reporting Safeguarding concerns and the appropriate channels to use. This could involve developing easy-to-understand resources and establishing referral pathways for different types of concerns.
3. **Training and Support for VCSE Organizations:** Offer training and support to VCSE organizations to help them identify and respond to Safeguarding concerns effectively. This could include training sessions on recognizing signs of abuse and neglect, as well as guidance on when and how to escalate concerns to the appropriate authorities with specific focus on improving cultural competence.
4. **Partnership Working:** Foster closer collaboration between VCSE organizations, local authorities, and other relevant agencies involved in Safeguarding. This could involve establishing formal partnerships, sharing information and resources, and coordinating joint initiatives to address Safeguarding risks in the community.
5. **Flexible Response Mechanisms:** Develop flexible response mechanisms that can address Safeguarding concerns that may not meet the criteria outlined in Section 42 of the Care Act 2014 but still pose risks to individuals less able to protect themselves for reasons unconnected to care and support needs. This could involve raising awareness of alternative support options, risk forums or community-based interventions, to address the needs of those who do not have care and support needs.
6. **Regular Review and Evaluation:** Continuously review and evaluate Safeguarding procedures and practices to identify any gaps or areas for improvement. This could involve conducting regular audits, gathering feedback from residents and stakeholders, and asking whether the current reporting mechanisms are effective and responsive to community needs.

## Safeguarding Video



Following our extensive discussion with Barnet's diverse communities we designed an animated comms video packed with helpful information aimed at residents to breakdown and explain what Safeguarding is, and how to recognise the signs and symptoms. And how and where to report concerns.

The original aim was to launch the video as part of National Adult Safeguarding Week. This was not possible; however, the video was presented to the Safeguarding Adults Board on 18 January 2024. The video was well received by the Board at the meeting who agreed that it could be promoted once a few minor changes in the script were made with the help of Ray Booth at Barnet Mencap.

CB Plus met with Barnet Mencap's CEO to confirm the accessibility of the language and imagery used in the video.

## Findings

The feedback and insights gathered from the engagement with the community highlight several important issues and preferences regarding Safeguarding:

1. **Lack of Understanding of Safeguarding:** The term "Safeguarding" was not widely understood by majority of the people we engaged with. This suggests a need for clearer and more accessible language when discussing safeguarding concepts and initiatives.
2. **Difficulty Recognizing Signs of Safeguarding Abuse:** Many people were not able to recognize the signs of Safeguarding abuse. This underscores the importance of raising awareness and providing education on identifying and responding to signs of abuse.
3. **Uncomfortable Reporting Concerns:** Racialised communities reported they felt uncomfortable reporting concerns about Safeguarding abuse directed at vulnerable adults or those viewed as being at risk. This highlights the importance of culturally sensitive approaches to Safeguarding and addressing barriers to reporting within specific communities.
4. **Punitive and Legal Implications:** The punitive and legal implications of raising a Safeguarding concern were identified as a barrier by different communities. This suggests a need for reassurance and support for individuals who may feel hesitant to report Safeguarding concerns due to fears of repercussions.

5. **Specific Concerns of Learning Disabled and Adults Living with Autism:** Learning disabled and adults living with autism expressed a desire for greater awareness about financial abuse in addition to the borough's work on hate crime. Tailored education and support around specific forms of abuse are necessary to address the needs of different vulnerable groups.
6. **Desire for a Community Movement on Safeguarding:** Without exception, all the people engaged with expressed a desire to move away from the statutory framework of Safeguarding and explore the possibility of creating a community movement about Safeguarding. This indicates a preference for community-driven approaches to Safeguarding that prioritise empowerment and collaboration.
7. **Community-Based Understanding and Reporting:** There was an appetite to develop a community-based understanding of Safeguarding, suggesting a need for approaches that are rooted in the local context and actively involve community members in Safeguarding efforts.
8. **Flexibility in Reporting Mechanisms:** The current reporting mechanism does not provide flexibility for reporting Safeguarding concerns that do not meet the statutory definitions of care and support needs. This highlights the importance of adapting reporting mechanisms to better accommodate the diverse range of Safeguarding concerns that may arise within communities.

In response to these insights, it would be beneficial to develop tailored strategies and initiatives that address the specific needs and preferences of different community groups, while also promoting greater awareness, education, and flexibility in Safeguarding approaches. Collaborative efforts involving community members, organizations, and authorities will be essential in building effective Safeguarding frameworks that are inclusive, responsive, and empowering.

## Conclusion and Recommendations

We believe we have taken a comprehensive approach to engaging with the community and addressing Safeguarding concerns using the following initiatives.

**Focus Groups and Community Discussions:** CB Plus initiated face-to-face discussions and focus groups with community members to gauge their understanding of Safeguarding adults and reporting issues. This approach allows for direct engagement with community members to gather insights and perspectives.

**Social Media Campaign:** Recognizing the importance of reaching a wider audience, CB Plus has proposed a social media campaign to raise awareness about Safeguarding. Social media can be an effective tool for disseminating information and engaging with diverse communities.

**Community Safeguarding Training Programme:** Deliver a training programme for Barnet's Voluntary and Community Organisations to equip them with the knowledge and skills needed to recognize and respond to Safeguarding concerns. This initiative aims to empower community organizations to play an active role in Safeguarding efforts.

**Mystery Shopping Exercise:** Partnering with BSAB and Adult MASH, CB Plus proposed undertaking a mystery shopping exercise to understand residents' experiences of reporting Safeguarding concerns. This exercise can provide valuable insights into the effectiveness of existing reporting mechanisms for residents voicing Safeguarding concerns for people without care and support needs.

**Community Consultation with Black and Minoritised Communities:** Recognising the importance of inclusive engagement, CB Plus initiated a consultation with residents from Barnet's Black and minoritised communities to gather their experiences of engaging with adult social care, police, and health services in relation to Safeguarding. This initiative aims to ensure that the voices of marginalised communities are heard, and their needs are addressed.

**Showcase Project for National Safeguarding Adult Week:** CB Plus proposed the development of a showcase project as part of National Safeguarding Adult Week to highlight best practices and innovative approaches to Safeguarding. This initiative aims to raise awareness and promote collaboration in Safeguarding efforts.

**Development of a Case for Joined-Up Delivery and Funding:** Working with the BSAB to develop a case for future joined-up delivery and funding to create efficiencies and clearer pathways to care in the future. This initiative seeks to streamline Safeguarding processes and ensure that resources are allocated effectively.

## Next Steps – Part 1

The information we have gathered clearly demonstrates a lack of understanding amongst Barnet's diverse communities about the Safeguarding and being able to recognise and report it. Table 2 reference the steps to raising awareness about Safeguarding.

*Table 2 references the next steps of the Project agreed with SAB Business Manager Joyce Mwebe*

Details	Person Responsible	By when
Promote the new Safeguarding video to residents following agreement by the SAB.	CB Plus/LBB/SAB	We would like to begin promotion of the video by 1 April 2024.  The video will be uploaded across all CB Plus channels, including the SAB website.
Undertake a mystery shopping exercise to gain an insight into residents' experiences of reporting.	CB Plus/LBB/SAB	We would like to start by March 2024.  Going forward we will be looking to work collaboratively with the London Voices to develop mystery shop exercise and they will be making an audit with the community.
Safeguarding concerns – particularly for residents without care and support needs	SAB/MASH	TBC – Can the voluntary sector with the MASH forum be able to support residents without care and support needs. How would this happen?
Establish a Safeguarding decision-making toolkit which includes consideration of reports where there is concern of abuse and people unable to protect themselves.	PQA/SAB	1 April 2024  We will have a set of online webinars and workshops to conclude as a part of Safeguarding training. Alongside a decision-making toolkit with creation of a flowcharts with the MASH team.
Undertake a Comms and Engagement programme to:	CB Plus/SAB/LBB	1 April 2024

<ul style="list-style-type: none"> <li>• Increase knowledge about the SAB.</li> <li>• Reframe Safeguarding to 'Keeping all adults Safe'.</li> </ul> <p>Create a pool of community Safeguarding ambassadors.</p>		<p>This will be undertaken by the community engagement team which Barnet have in place. Going forward we will be sharing messages we will want to relay through our findings with Barnets Community Engagement team as they have ongoing engagement.</p>
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The CQC states there must be *“Support for people to understand how to raise concerns when they don't feel safe, or if they have concerns about the safety of other people and to understand their rights. This includes their human rights, rights under the Mental Capacity Act 2005 and their rights under the Equality Act 2010”*. We feel there is much to do. Next Steps – Part 2 sets out some of actions that need to be undertaken to understand whether systemic changes need to be made:

### Next Steps – Part 2

1. Is there a need to review the referral process and how residents and others access Safeguarding in Barnet?
2. Is there a need to undertake an analysis of the referral data through an equity lens?
3. Are we clear that the individual referred into Safeguarding services reflect the local demographics of Barnet?
  - a. If the analysis of referral data shows evidence that number of referrals to the Safeguarding service received does not reflect the diversity of our residents – why is this the case?
4. It would be useful understand the types of abuse being reported and how these are interrogated/segmented through an equity lens.
5. What are the barriers preventing people from reporting concerns.
6. Are there differences between the raising of Safeguarding concerns and those that reach Section 42 stage?
7. Once we understand the data and the barriers, what do we do to address this? Can we use data collected to inform our understanding of delivering an inclusive approach to Safeguarding?

**CB has taken a proactive and multi-faceted approach to speak and engage with Barnets diverse communities about their understanding of Safeguarding. We have offered recommendations and solutions which we believe have the potential to enhance Safeguarding outcomes and support adults at risk.**

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