

# SSAB NEWSLETTER



ISSUE 45 | November 2023



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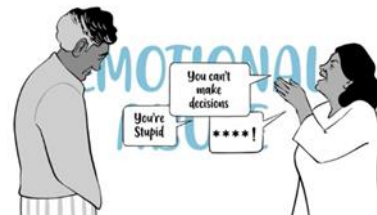


[YouTube](#)

# LOCAL NEWS

## Hidden Harms Video

SSAB have commissioned a new animated video 'Hidden Harms', to highlight the unique challenges that older adults face when domestic abuse occurs. Originally developed by Dewis Choice and Norfolk Safeguarding Adult Board, the aim of this short animation is to be a tool to help support practitioners and families start a conversation with an older adult.



Sarah Wydall, Principal Investigator at Dewis Choice, said:

“This animation provides vital information to help someone identify abusive and harmful behaviours by family members and/or intimate partners. The animation explores different types of abuse and encourages individuals to seek help.

The animation has been co-created by survivors aged between 60-93 years old from Dewis Choice, who are now in recovery and living free from harm, fear and abuse. Talking to someone about the behaviour will not mean having to make decisions you are not ready for, but it will create options to help you get the support you need to feel safer and happier. Helplines mean there are people you can talk to, in confidence, and gain support from.

Crucial to transforming the response to domestic abuse in later life is starting conversations with older victim-survivors, many of whom may have been deliberately isolated by a perpetrator of domestic abuse for years or decades. The longitudinal study at Dewis Choice has highlighted how emotional, physical, sexual, economic abuse and coercive control negatively impact on victim survivors' daily existence and quality of life.

Starting conversations about how you feel and getting appropriate support can make such a difference to an older victim's life”.

Find the video here: [Link to Hidden Harms Video](#) please share this resource widely.

## Keep Warm / Managing Bills

### Here 2 Help

For information and contact details to get help with food, fuel or financial advice please visit the [Here2Help \(solihull.gov.uk\)](http://solihull.gov.uk) page.

If you need help with your energy and water bills, food and other essential household items then you may also be eligible for help from local schemes that are funded by the [Household Support Fund \(HSF\)](#).

### Household Support Fund

We are passionate that everyone has a right to live in a warm home that they can afford to heat with minimum carbon impact. The household support fund can provide consistently high-quality advice to support those in fuel poverty [customers overcome energy billing and payment issues] and help them to access all entitled benefits and funds. Help householders to understand their energy needs and make informed decisions by enabling them to take control. Educate our communities on the causes and impacts of climate change. Provide advice, support and resources to enable

householders and partners to navigate complex funding markets. The Household Support Fund can provide:

- Financial assistance with current energy costs
- Energy debt relief
- Heating systems – repairs, replacement, servicing, controls
- To apply, please either call Act On Energy on 0800 988 2881 or visit [solihullhsf@actonenergy.org.uk](mailto:solihullhsf@actonenergy.org.uk) or [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

## Scams



For advice or to report suspicious activity call Citizens Advice Consumer Helpline: 03454 04 05 06

### **Other Useful numbers:**

- **Citizens Advice National Helpline – 03454 04 05 06**
- **Trusted Trader Scheme - No Rogue Traders Here – 0800 233 5000**
- **Telephone Preference Service – 0845 070 0707**
- **Mailing Preference Service – 0845 703 4599**
- **Fundraising Preference Service – 0300 3033 517**
- **Action Fraud – [www.actionfraud.police.uk](http://www.actionfraud.police.uk) – 0300 123 2040**

# Financial Abuse Guidance

Solihull Safeguarding Adults Board has launched new guides and information leaflets on the subject of financial abuse, for both professionals and the public this National Safeguarding Week.

Financial Abuse  
Guidance



[The Financial Abuse Guidance for professionals](#) explains what financial abuse is, how to spot the signs and how to start conversations with.

[The leaflet for the public 'What is Financial Abuse?'](#) along with a [Financial Abuse Easy-to-Read leaflet](#) are both on our website in the [information leaflets](#) section. They are designed to help people understand what financial abuse is, how to spot the signs of financial abuse, the impact it can have on people, and how to broach the subject of financial abuse with people who may be reluctant to talk about it or are unaware they are being abused. The final section covers who can provide help and support.



It's really important that you share these information leaflets as well as the guide for professionals with your colleagues and encourage them to also share with the public to support understanding of the risks of financial abuse and what to do if they need help. Solihull Safeguarding Adults Board has made a robust response to financial abuse a priority for 2023-24 and sharing key messages with the public is an important part of achieving this.

## Inter-Agency Dispute Resolution & Escalation Procedure

It is important that all partner agencies are accountable for delivering their part of the safeguarding process to the highest possible standard. There will be occasions where staff from one partner agency may have concerns about the way in which staff from another partner agency are delivering their part of the safeguarding process. Solihull Safeguarding Adults Boards expects that practitioners will challenge each other and raise concerns directly and immediately when they disagree with each other and that they retain a focus on the wellbeing of the adult.

Inter-Agency  
Dispute Resolution  
& Escalation Procedure



This procedure sets out how disputes should be resolved, the aim must be to resolve concerns at the earliest stage and lowest level and to ensure the adult concerned is safeguarded whilst the dispute is resolved.

[Link to Dispute Resolution and Escalation Procedure](#)

# 16 Days of Activism Against Gender-Based Violence

Saturday 25<sup>th</sup> November is the International Day Against Violence Against Women and marks the start of 16 days of Activism against Gender-Based Violence, which runs until Sunday 10<sup>th</sup> December.



This year's global theme is **"UNITE! Invest to end violence against women and girls"**. The campaign was launched in 1991 and has been used worldwide to call for the elimination of gender-based violence.

Solihull Council has joined with other local authorities in the West Midlands to raise awareness of the different forms that abuse can take and that it can happen to anyone regardless of their age, gender, sexual orientation, race, religion or disability.

Each day we will be exploring different themes including so-called "honour" based abuse, elder abuse, LGBTQ+, etc. For those with access, there will be a resource pack on the intranet for further information on each theme that we would encourage you to look through. We will also be sharing information through social media, which we encourage you to share and raise awareness.

## National Safeguarding Adults Week (20<sup>th</sup> – 24<sup>th</sup> November)

This year for Safeguarding Adults Week, we have chosen to concentrate on learning that promotes the prevention of abuse. To focus events on issues specific to the adults of Solihull, we have taken learning from the themes and trends in adult safeguarding and from our care quality notifications over the last year and have commissioned training in areas which we believe will help prevent abuse as well as support practitioners in investigating concerns.

Topics this year include understanding the impact of dementia on learning on behaviour, financial abuse and scams and recognising and responding to the risk of choking. The training will be delivered from a broad range of in house and external experts including Trading Standards and Coventry and Warwickshire Partnership Trust.

To maximise practitioners opportunity to attend we are holding training events throughout November and early December. Our aim is to support practitioners and staff to raise the profile of safeguarding by encouraging everyone to get involved, but for those who are unable to get to a session, there are recorded webinars on a wide variety of topics (exploitation domestic abuse, trauma responsive practice) on the SSAB website that you can watch at a time that suits you. [Link to Webinars](#)

You can get involved by:

- Having safeguarding focused discussions and activities in your teams or in your service settings.
- Participating in our training or recorded sessions
- Like and share our SSAB social media posts

This year, the training has been organised by SMBC Adult Social Care and is open to staff in provider services, practitioners and managers from Adult Social Care and partner agencies, please see training schedule which has details on how to book.

## National Safeguarding Adults Week – Mon 20<sup>th</sup> to Fri 24<sup>th</sup> November 2023

Day 1 – Monday 20th November	Day 2 – Tuesday 21 <sup>st</sup> November	Day 3 – Wednesday 22 <sup>nd</sup> November
<p><b>Where Worlds Collide</b></p> <p>Understanding Distressed Behaviour with Dementia</p> <p><b>10:00am – 1:00pm</b> (3 hours MS Teams session)</p> <p>Where Worlds collide will take participants on a journey to understand the common causes of distressed behaviour by people with dementia and support practitioners to understand the importance of effective approaches to communication.</p> <p><b>To book a place contact Carmen Smith</b> <a href="mailto:carmen.smith@solihull.gov.uk">carmen.smith@solihull.gov.uk</a></p>	<p><b>Dementia: Older Adults - Introduction to Positive Approaches to Behaviour</b></p> <p><b>10:00am – 1:00pm</b> (3 hours MS Teams session)</p> <p>This training by Maybo will help learners to understand preventative measures to reduce risk. Know how to use de-escalation strategies.</p> <p><b>To book a place contact Carmen Smith</b> <a href="mailto:carmen.smith@solihull.gov.uk">carmen.smith@solihull.gov.uk</a></p> <p><b>Stop Loan Sharks</b></p> <p><b>2:00pm – 3:00pm</b></p> <p>Stop Loan Sharks investigates and prosecutes illegal money lenders and provides support for borrowers in the UK. Training will how loan sharks take advantage of the people highlight cost of living</p> <p><b>To book a place contact Graeme Trayer</b> <a href="mailto:graeme.trayer@solihull.gov.uk">graeme.trayer@solihull.gov.uk</a></p>	<p><b>Friends Against Scams (Trading Standards)</b></p> <p><b>11:00am – 12:00pm</b> (The Loft)</p> <p>This seminar aims to raise awareness of the many forms of Scams and false promises to con victims out of money.</p> <p><b>To book a place contact Graeme Trayer</b> <a href="mailto:graeme.trayer@solihull.gov.uk">graeme.trayer@solihull.gov.uk</a></p> <p><b>Medication Errors Support to Care Home team</b></p> <p>(3 hours MS Teams session)</p> <p>The Support to care homes team will be providing training on safe and effective medication and what to do when an error occurs</p> <p><b>To book a place contact Carmen Smith</b> <a href="mailto:carmen.smith@solihull.gov.uk">carmen.smith@solihull.gov.uk</a></p>
Day 4 – Thursday 23 <sup>rd</sup> November		Day 5 – Friday 24 <sup>th</sup> November
<p><b>Stop Loan Sharks</b></p> <p><b>10:00am – 11:00am</b></p> <p>Stop Loan Sharks investigates and prosecutes illegal money lenders and provides support for borrowers in the UK.</p> <p><b>To book a place contact Graeme Trayer</b> <a href="mailto:graeme.trayer@solihull.gov.uk">graeme.trayer@solihull.gov.uk</a></p>	<p><b>Mental Health and Alcoholism - SIAS</b></p> <p><b>10:00am – 1:00pm</b> (3 hours MS Teams session)</p> <ul style="list-style-type: none"> <li>• Raise awareness with alcoholism and drug misuse with adults 50+.</li> <li>• Understand supporting an individual with taking medication while under influence.</li> <li>• Sign posting to support services.</li> <li>• Understand Communication with adults with addiction.</li> </ul> <p><b>To book a place contact Carmen Smith</b> <a href="mailto:carmen.smith@solihull.gov.uk">carmen.smith@solihull.gov.uk</a></p>	
<p><b>LD/Autism Understanding Behaviour - A PBS Approach</b></p> <p><b>1:00pm – 4:00pm</b></p> <p>This Training by MAYBO will help learners Understand the Principles of Positive Behaviour Support (PBS) and understand factors that can influence behaviour.</p> <p><b>To book a place contact Carmen Smith</b> <a href="mailto:carmen.smith@solihull.gov.uk">carmen.smith@solihull.gov.uk</a></p>		

## Learning from Safeguarding Adult Reviews

The Care Act 2014 requires Safeguarding Adult Boards to arrange Safeguarding Adult Reviews (previously known as Serious Case Reviews) if there are concerns that partner agencies could have worked more effectively to protect an adult with care and support needs from serious harm or abuse, whether the adult has died or not.

### Elizabeth's Story – Sandwell published 25<sup>th</sup> May 2023

Sandwell Safeguarding Adults Board have developed a video resource to share the learning from Elizabeth's story. Elizabeth was 32 years old when she died in July 2021 at the home she shared with her parents following a fire. [Link to Animation Video](#)

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### Eileen Dean SAR – Lewisham published 11<sup>th</sup> November 2022

Eileen Dean was a 93-year-old white British woman who had moved into a care home in Lewisham in June 2020. Eileen led a full and independent life until she developed dementia which ultimately curtailed her interests. Although her capabilities were reduced by dementia, Eileen remained happy and contented.

At 12.30am on 4 Jan 2021 Eileen Dean was assaulted whilst lying in bed by a fellow resident. Eileen sustained significant injuries and died in hospital later that day. [Link to Eileen Dean SAR Resources](#)

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### Joshua SAR – Lewisham published 7<sup>th</sup> June 2023

Joshua was a 35-year-old Black Caribbean man. He was of Guyanese background and came to the UK as a child. Joshua was close to his family, especially his mother, who also lived in Lewisham. Joshua was the eldest child and had four siblings. It was recorded that Joshua identified as both a Christian and a Rastafarian. Joshua was described as a 'popular' man; 'other residents looked up to him.' He was recognisable and well known in the local area.

On 9<sup>th</sup> March 2018 Joshua was reported missing by support staff, the police found him and requested an ambulance. Upon arrival the London Ambulance Service reported that Joshua was being restrained on the floor. On examination, Joshua was in cardiac arrest and cardiopulmonary resuscitation (CPR) was commenced, he was declared deceased at the hospital. At the Coroner's inquest the jury found system-wide failures contributed to his death. A Regulation 28 Report to prevent future deaths was issued to the Metropolitan Police Service and the London Ambulance Service. [Link to Joshua SAR Resources](#)

## The Experiences of Former Carers – Carers UK

Every year, more than 4 million people stop providing care. This research report considers the experiences of former carers: i.e., people who used to provide unpaid care to a family member, friend, or neighbour. This mixed methods research consisted of a survey with 991 former carers, and semi-structured interviews with nine former carers.



Recommendations include:

- Health and social care services could communicate and engage with former carers when the caring role has come to an end. Acknowledging the impact that the end of caring might have on carers' health and wellbeing, and signposting former carers to further support to help them overcome these challenges.
- Carers centres and organisations supporting carers could develop specific programmes and activities supporting former carers, including peer support groups, or help and advice services to support with bereavement and/or PTSD, as well as financial and legal matters.
- Organisations supporting carers could help carers prepare for life after caring, particularly those struggling with loneliness. This might include supporting carers to plan for the end of their caring role, helping carers to manage any mental health issues while they are still caring, and creating opportunities for carers to connect with other carers and share their experiences.
- Commissioners of carers support services should consider commissioning for a short period of support for bereaved carers from carers services. This would enable carers to continue to receive support from a service which they may have found helpful while caring.
- Further research could be conducted by Carers UK, or other organisations and research bodies, with former carers who have provided palliative care at home, to understand more about their specific experiences.

[Click here to read the report in full](#)

## National Partnership Agreement: Right Care, Right Person (RCRP)

Right Care, Right Person (RCRP) is an operational model developed by Humberside Police that changes the way the emergency services respond to calls involving concerns about mental health. It provides a framework for assisting police with decision-making about when they should be involved in responding to reported incidents involving people with mental health needs.



Department  
of Health &  
Social Care

The National Partnership Agreement sets out a collective national commitment from the Home Office, Department of Health & Social Care, the National Police Chiefs' Council, Association of Police and Crime Commissioners, and NHS England to work to end the "inappropriate and avoidable involvement of police in responding to incidents involving people with mental health needs". Where it is appropriate for the police to be involved in responding, this will continue to happen.

Many forces across England are beginning to adopt the RCRP approach, in a letter sent to leaders of London health and social care providers on 24 May 2023, Commissioner Sir Mark Rowley confirmed that the Met will begin to introduce RCRP from September. To successfully adopt the approach, strong partnerships need to be formed between police forces, health bodies and local authorities to identify how to implement this approach in a way that best meets the needs of the local population and the shared aims of the agencies involved. To supplement the strategic approach set out in this document, the National Police Chiefs' Council, College of Policing, and NHS England are producing detailed guidance to support local areas with the operational delivery of RCRP.

[Click here for the full report](#)



# EQUALITY, DIVERSITY & INCLUSION

## Black History Month – October 2023

October was Black History Month and the theme this year was Saluting Our Sisters which highlights the crucial role that Black women have played in shaping history, inspiring change, and building communities.



### Reading

Solihull library has an extensive collection of novels from Black Writers, as well as non-fiction titles exploring race, identity, and the Black experience. A 2023 curated list has been created to celebrate this year's theme.

[Click here to find the reading list](#)

### Podcasts

[Balanced Black Girl | Podcast on Spotify](#) – A podcast and wellness community based around approachable health, self-care, personal development, and well-being.

[BBC World Service - Witness History, Black history](#) Black history - This BBC World Service podcast profiles several pioneering Black women and delves into important moments in history from politics, film, sport and law in bitesize episodes.

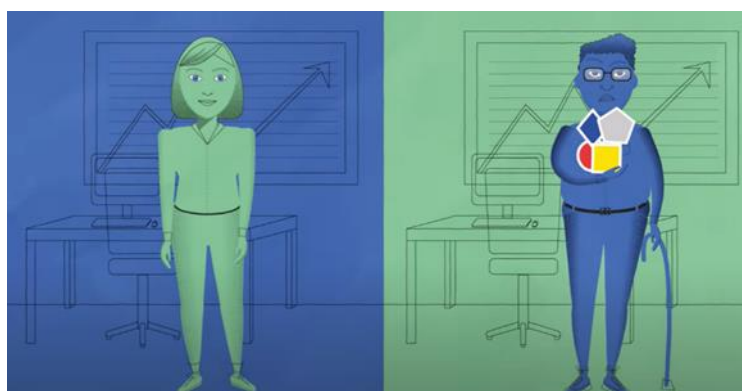
Visit [Black History Month 2023 - Celebrating our Sisters](#) for more engaging content and insights.

## What is Intersectionality

Intersectionality is a lens used to ensure no one is left out of the fight for justice and equal rights. It helps us to analyse how different forms of oppression and inequality reinforce one another.

Intersectionality is the acknowledgement that everyone has their own unique experiences of discrimination and oppression, and we must consider everything and anything that can marginalise people – gender, race, class, sexual orientation, physical ability, etc. First coined by Professor Kimberlé Crenshaw back in 1989, intersectionality was added to the Oxford Dictionary in 2015.

This short video explains more: [What is intersectionality? - YouTube](#)



# Adultification Bias

Jahnine Davis, one of the UK's leading specialists in the safeguarding of Black children, writes that adultification is a presumption of maturity that can have a deeply harmful impact. Children are seen through a lens of deviancy and not acknowledged as victims, where their innocence and vulnerability are erased over time.



The preconditions of adultification are based on various biases which intersect, such as systemic inequalities and where certain communities, and particularly those from Black communities are pathologized, and considered an “other”, and therefore not necessarily seen through a lens of safeguarding.

A recently published Child Safeguarding Practice Review in Birmingham identified the need for practitioners to be aware of their own, or others’ adultification bias where some children are seen as more streetwise, savvy and grown up by professionals, losing sight of them still being children.

The full review can be found on Birmingham Safeguarding Children Partnership’s website, and they have also shared the link to a short video which explains adultification bias and highlights some of the stories discussed by Black women and girls during focus-group research conducted in America. Watch - [End Adultification Bias \(Full Version\) - YouTube](#)

[Click here for the CSPR report and learning briefing](#)

## LEARNING AND DEVELOPMENT

### Training on Behalf of Act on Energy

Are you a front-line worker who works with people who may be struggling to pay their bills? If this sounds like you- we’d love to meet you at one of our sessions.

Attending a training session will provide you with the essential knowledge and skills to better support your clients and to understand what is going on in the world of energy.

Book your tickets now to avoid disappointment! We will be covering key issues including:

- What is Fuel Poverty – and its impact
- Understanding the Energy Crisis and where we are now with pricing and billing.
- What help is available now
- Longer term solutions

Having a better understanding of fuel poverty and what steps can be taken to tackle it, could help you support those in need in your local area.

The global pandemic and the cost-of-living crisis means more households than ever are having to choose between heating, eating and paying the rent. This training could help you spot the signs of fuel poverty and take action to help those in your local community.

Act on Energy is an energy advice charity working to promote energy conservation and tackle fuel poverty. With years of experience working first hand with those struggling with fuel poverty, we want to share our knowledge alongside the Energy Outreach Project, so that even more people can be supported when they need it most.

Contact [administration@actonenergy.org.uk](mailto:administration@actonenergy.org.uk), if you have any further questions or about group staff training session specifically for your organisation if you feel several of your staff and/or colleagues could benefit from this.

Please note that there are multiple dates available. This can be found using the more options tab under the date and time on the reservation page.

Link to reserve a ticket: [Energy Advice Training Tickets, Multiple Dates | Eventbrite](#)

## SSAB Training (November – January)

**Course:** Domestic Abuse Revisited  
**Date/Time:** Tuesday 12<sup>th</sup> December - 10:00am to 1:00pm  
**Trainer:** David Gell  
**Delivery:** Online, via Zoom  
**Book your place:** [Domestic Abuse Revisited Registration, Tue 12 Dec 2023 at 10:00 | Eventbrite](#)

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**Course:** Recognising and Responding to Economic Abuse  
**Date/Time:** Wednesday 24<sup>th</sup> January - 9:30am to 1:30pm  
**Trainer:** Surviving Economic Abuse  
**Delivery:** Online, via MS Teams  
**Book your place:** [Recognising and Responding to Economic Abuse Registration, Wed 24 Jan 2024 at 09:30 | Eventbrite](#)

## MAKING SAFEGUARDING PERSONAL

### Hospital Passports

Did you know that healthcare providers, families, and caregivers can send the latest version of Hospital Passports to be included in a person's official NHS health records? This helps to solve the ongoing problem of hospitals misplacing these important documents.

To do this, you just need to send an email to [vulnerabilities@uhb.nhs.uk](mailto:vulnerabilities@uhb.nhs.uk)

Make sure to include the person's NHS Number along with any updates or changes. This helps the doctors and medical staff to review and confirm the person's diagnosis and mark it appropriately in the records.

By sending in updates, you make sure that the information in the records is always current and accurate.

This helps everyone involved in the person's healthcare to have the most up-to-date and reliable information available.

# Orange Button Scheme

People who are having thoughts of suicide or who are worried about a friend or family member can ask Orange Button wearers in their community for information and support.

Orange Button  
Community Scheme



The orange button is worn by people in Solihull and Birmingham who have undergone specialised suicide prevention training, and while they are not able to counsel people, they can provide comprehensive signposting to relevant services.

Originally developed in Lancashire and South Cumbria, the scheme has three aims:

- create a community of people trained in suicide awareness who have gained skills from quality assured training
- create a network of organisations with Orange Button wearers who can listen to someone and signpost them to support
- ensure all communities are aware of the Orange Button, what it signifies and how people can be involved, by promoting from within the community

[Link to more information](#)

# BOARD & SUB-COMMITTEE NEWS

The Board's priorities for 2023-24 are:

1. **To improve our understanding of who Solihull's communities are and use this to improve the accessibility and quality of safeguarding information as well as service development.**
2. **To understand from Solihull's communities and those with lived experience of safeguarding, what they need from an effective safeguarding response and act on this.**
3. **A robust response to financial abuse.**

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## Safeguarding Adults Board Meeting

At our meeting on 7th September 2023 we reviewed our progress against our priorities and were satisfied with progress to date. We reviewed the performance dashboard and risk register which we do each quarter. We received a presentation from BSol ICB on their health strategy and a safeguarding update and we received a presentation on the Learning from lives and deaths of someone with a learning disability or an autistic person (LeDeR) Annual Report. We received an update on a SAR referral which had been considered by the SAR Subcommittee and we looked at a new Discriminatory Abuse Framework and considered where Solihull measures in terms of our work in this area. We agreed the Policy and Procedure Subcommittee will take work forwards on this.

Our next meeting is 7th December 2023

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## Engagement & Prevention Sub-Committee

At our meeting on 24th October 2023 the group received the financial abuse guidance for staff and information leaflets for the public. We discussed the refreshed dispute resolution & escalation procedure and shared situations where this may be helpful to use. The group were reminded about the online feedback forms for those who have received support as well as for relatives/carers/friends and for advocates/providers following safeguarding intervention; to ensure this is utilised to encourage more feedback. The group received a presentation from the DWP about Universal Credit and information in relation to domestic abuse victims accessing this benefit was shared. The group shared feedback about what they are hearing from the community about safeguarding and where they would access support.

Our next meeting is 16th January 2024

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## Policies & Procedures Sub-Committee

At our meeting on 3rd October 2023 we approved financial abuse guidance for staff and agreed final drafts of information leaflets for the public on the same topic. We also approved a refreshed dispute resolution and escalation procedure and received the final version of a video raising awareness of domestic abuse and older people. We also agreed to add some actions to our workplan to improve our response to discriminatory abuse.

Our next meeting is 9th January 2024

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## Safeguarding Adults Review Sub-Committee

At our meeting on 8th August 2023, we started with a SAR decision panel meeting for a referral the Board had received. The decision was that the referral did not meet the criteria but that there was learning from the case that needs to be shared – work is underway to implement agreed actions and a practice briefing will then be developed to share learning. We then agreed a practice briefing for learning from Sam – a local case and we received information on the learning from a SAR in Sandwell – Elizabeth's story. We discussed how we can make sure learning from local SARs is shared with care providers, even when they have not been involved in the case.

Our next meeting is 7th November 2023

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## Performance, Quality & Audit Sub-Committee

At our meeting on 2nd November 2023, we received information from BSMHFT on a new guidance document to support clinicians when incidents of patient-on-patient abuse occurs. We also received information from SMBC on resident-on-resident abuse and the guidance and training available for care homes. We made plans to receive further updates at a future meeting on both of these items. The group reviewed audit plans for the remaining year and considered pre-planning audit arrangements for the new year. The group received a report on the demographics of individuals referred under Section 42 to understand if there is any over or under representation with the population of Solihull.

Our next meeting is 25th January 2024

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## Learning & Improvement Sub-Committee

At our meeting on 12<sup>th</sup> October 2023 the group received information about the financial abuse guidance for practitioners and leaflets for the public. We considered the refreshed Multi-Agency Risk Management Guidance and discussed circumstances where this could be used. The group discussed the newly created cultural competency survey and were encouraged to share this with their organisations for completion. The group received information about National Safeguarding Adults Week and we discussed organisations training needs in relation to contextual safeguarding.

Our next meeting is 11<sup>th</sup> January 2024



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### **West Midlands Adult Safeguarding Policy & Procedures**

Adult Safeguarding: Multi-Agency Policy and Procedures for the protection of adults with care and support needs in the West Midlands --- [Click here to view the Procedures](#)

### **To Report Abuse**

Tel: **0121 704 8007** (Office Hours)  
Tel: **0121 605 6060** (Out of Hours)  
Tel: **101** – Police (Call **999** in an emergency)

### **Safeguarding Referral Form**

**Public** - [Find the details on our website](#)  
**Professionals** - [Click here to make a referral to SMBC Adult Social Care](#)