Richmond Safeguarding Adults Board

Safeguarding Annual Report 2015-16

Easy Read Version

Introduction

Abuse happens when someone hurts you or does or says bad things to you.

It is when someone hurts you or treats you badly.

Or when someone does or says things to you to make you upset or frightened.

Or when someone takes your money or your things without asking.

Or when someone doesn't look after you properly or helping you when you need it.

What is the Safeguarding Adults Board?

The Board is made up of lots of different organisations.

The Council, Police and health services, like the NHS are part of it.

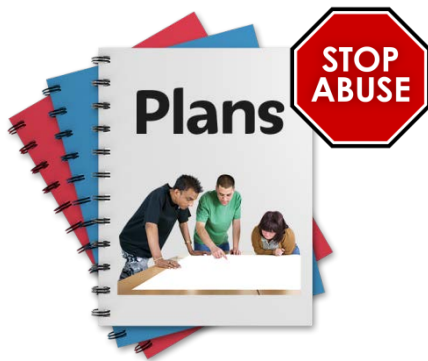We work together to stop abuse from happening.

Safeguarding is everyone's business!

What did we do in 2015-16?

People contacted us 1041 times about possible abuse last year.
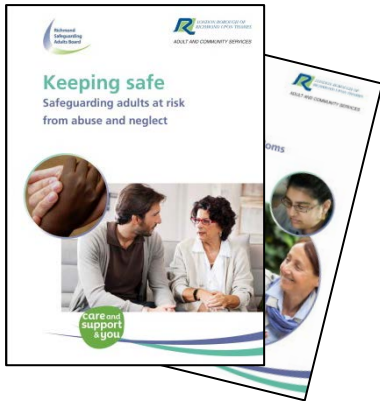
This is more than ever before.

We worked together to agree what we will do to keep people safe in Richmond.

We have updated our policies and procedures to make sure our safeguarding work is of a good standard.

We checked to see how well we are doing to keep people safe in Richmond.

We want everyone to know who we are and how to report abuse.

Our new leaflet will help with that.

Sometimes we decide to look at what happened to someone and how we could have worked better to help them.

This is called a Safeguarding Adults Review and it can help us to improve how we work.

We did this five times last year.

We have changed the way we hold meetings about abuse to make sure we listen to what people and their families think.

Our priorities in 2016-17

We want everyone in Richmond to be safe from abuse and neglect.

We will continue to work in partnership to help people who are unable to look after themselves or put others in danger.

We will work with providers, like care homes to improve the quality of care and stop abuse from happening.

We will develop a new website that is easy to access and use and offers more information about our work.

We will work with an organisation independent from the Board to ask people and their families how they found the safeguarding process.

We will develop a performance framework to monitor how we are doing.

How to report abuse

If you or someone you know is in danger, contact the police by calling **999**.

If there is no immediate danger, you can contact the police on **101**.

If you know someone who you think is at risk of abuse, it is important to get help.

You can contact the Council by telephone on **020 8891 7971**

Out of office Hours please call **020 8744 2442**