

London Safeguarding Voices (LSV) presentation at the Chief Social Worker Launch

Tuesday 24th May 2022

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'Our Voices Together Are Stronger'



healthwatch
Kingston upon Thames

How did the LSV come about?

- At the end of 2020, Healthwatch Kingston's (HW Kingston) Chief Executive Officer was asked to chair the Voices workgroup of the London Safeguarding Adults Board (LSAB).
- In January 2021, acknowledging HW Kingston's involvement in the development of the London Safeguarding Voices group (LSV) concept, HW Kingston was commissioned by the London Association of Directors of Adult Social Services (LondonADASS) via Healthwatch England, to coordinate the establishment of the group.

What is the aim of the LSV?

- To bring together three people with lived experience of Safeguarding from each London borough.
- HW Kingston worked with local Safeguarding Adults Board (SAB) Chairs and Managers, and local Healthwatch organisations to identify a range of local representatives with lived experience of Safeguarding, tapping into and sharing local approaches.
- This initiative will support the LSAB to ensure its work is co-produced and more person-centred in future.
- We made a short film about what the LSV project is about. See the film [HERE](#)
- Once the LSV group is more established, members will be asked to nominate three representatives, who will be democratically elected to sit on the LSAB.



LSV Story so far...

- We now have 17 members, from 11 London Boroughs
- We continue to have 3 meetings a month:
 - A Main LSV meeting - 90 minutes
 - Communication and Resource Forum - 45 minutes
 - Conference Involvement Forum - 45 minutes

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Commitment to Equality, Diversity and Inclusion

- We ensure as many documents as possible are in Easy Read and emails are in large font.
- Our monthly LSV member meetings are via Zoom to avoid travel across London.
- Provided all members with supporting documents of '[How to join a Zoom Meeting for the first time](#)' and '[How to join a Zoom meeting by dialling in on your phone](#)'.
- Hen offers a variety of further support for members as and when they need it.

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3 Main LSV areas of focus:

1. **Communication and Engagement** - How we tell people what we are up to and get others to join us.
2. **Involvement in the London Safeguarding Adults Board (LSAB) Conference** – Making sure people with lived experience of safeguarding are at the heart of the safeguarding agenda.
3. **Emerging safeguarding themes and how we work with the LSAB** – What we are identifying as safeguarding issues for people with lived experience across London and how can we work with the LSAB to tackle these.



Communication and Engagement

- We want to keep things as simple as possible – stay away from jargon. Our message is simple – **‘safeguarding is everyone’s business’**.
- We want every London borough to have a voice within our group.
- It is important that those most vulnerable are able to join. We’ve noticed barriers to people joining like carer costs and accessibility issues – we are working with the LSAB to address this.
- We learn from each other - everyone in the LSV has lived experience of safeguarding, whilst some have professional experience too.
- We made a short film about why it is important to be part of the LSV – see the film [HERE](#)



Involvement in the LSAB Conference

- Reflecting on what worked well and how we can learn from LSAB Conference 2021.
- Reduce jargon and acronyms. Although this is OK for professionals, if we want more people with 'lived experience' to be involved, the balance needs to be right for presentations.
- Co-production is key - LSV members more involved all the way through the planning, design, and delivery of Conference 2022 to enable a more joined up approach and focus on people with lived experience of safeguarding.
- Power of language is important – professional voices can be daunting. We need the conference to be accessible to all as **'safeguarding is everyone's business'**.
- A promo film for LSAB Conference 2022 can be seen [HERE](#)

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Emerging safeguarding themes

Looking at 'front door' access to safeguarding.

- Written a survey to assess each London borough fairly.
- Is it accessible, responsive and timely in each borough?
- A better understanding of the safeguarding process – what happens when a referral is made? How many don't go any further? And why?
- Do boroughs have Multi Agency Safeguarding Hubs?

Better understanding of what safeguarding is for all.

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

Using real lived experience of safeguarding to make processes better.



Using Real Lived Experience of Safeguarding

We talk very honestly about our experiences of safeguarding in a safe environment within the group.

Joined up services
not working

Language is a
barrier for many

Trust issues with
those in authority

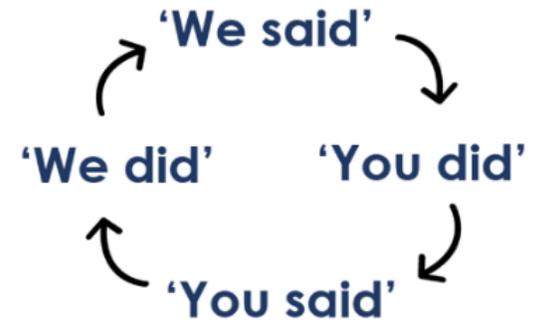
More support
needed for victims

Better
understanding of
safeguarding for all

Prevention and
early intervention
is essential

Working with the LSAB

- Work more collaboratively with the LSAB whilst keeping our own agenda.
- Establish a 'you said, we did, we said, you did' environment to enable us to measure our impact.
- Member training and support is key – use experienced LSAB members to help us and invite LSAB members to our meetings.
- Does every Local SAB have people with lived experience on it?



LSV Next Steps...

- Ensure people with lived experience are involved in all safeguarding projects.
 - We have been invited to present our work at an Adult Safeguarding Practice Conference on 16th June 2022.
 - We were part of the LBBB Peer Review in May 2022 being experts by experience
 - Taking part in this Chief Social Worker launch event.
 - Recruitment panel for LondonADASS Programme Manager and Project manager interviews
- Progress work on the LSAB Conference 2022 in November by working with the Conference Planning Team.
- Recruitment from all London Boroughs is essential.
- Work more collaboratively with the LSAB.
- Look at training needs for our members – invite members of LSAB to our meetings to benefit from their safeguarding experience.
- Continue to learn from each other and host useful information about safeguarding on our Safeguarding Resource Hub hosted on the HW Kingston website.



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

LSV Member



Any Questions?

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