

# What do Barnsley people know about Adult Safeguarding?

January 2024



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**Safeguarding the rights of  
others is the most noble and  
beautiful end of a human being**

**Khalil Gibran**

# About Healthwatch Barnsley

Healthwatch Barnsley is your local health and social care champion. From Penistone to Goldthorpe and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

If you recently visited your GP or local hospital, or used any health and social care services in Barnsley we want to hear from you. Whether you've had a good or bad experience we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you say.

We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you get the support you need. Our service is free, simple to use and can make a real difference to people in Barnsley and beyond.

Find out more about us on our website [www.healthwatchbarnsley.org.uk](http://www.healthwatchbarnsley.org.uk)



## Our vision

- **A world where we can all get the health and care we need**



## Our mission

- **To make sure people's experiences help make health and care better**



## Our values

- **Listening to people and making sure their voices are heard**
- **Including everyone in the conversation – especially those who don't always have their voice heard**
- **Analysing different people's experiences to learn how to improve care**
- **Acting on feedback and driving change**
- **Partnering with care providers, Government, and the voluntary sector serving as the public's independent advocate**

# Project background

Barnsley Safeguarding Adults Board is committed to empowering citizens of Barnsley to stay safe by providing them with information and enabling them to share concerns with relevant organisations. Barnsley Adult Safeguarding Board have a target to increase the number of referrals from the public and the creation of the post is part of this strategy to increase knowledge of and confidence in safeguarding with residents in Barnsley.

Funding the post was possible due to delays in recruiting to the training post and a temporary reduction in other staffing costs. A small percentage was provided by the Barnsley Safer Partnership Board in recognition that the post would identify concerns that fall under their remit.

Lots of engagement has taken place since the post became active in March 2023 and at the end of December 2023 the Engagement Officer (Adult Safeguarding) has

- Spoken to **1094** individuals about Adult Safeguarding and how to raise a concern
- Has attended **123** group meetings or events to speak about Adult Safeguarding
- Has raised **12** individual Adult Safeguarding concerns
- Signposted **56** people for additional support including Counselling, Debt Advice and support with Drug and Alcohol misuse.

As we approached the last quarter of this funding we wanted to get a deeper understanding of what Adult Safeguarding means to the people of Barnsley and during Safeguarding Awareness Week 2023 we became aware of some work that was done on public engagement by Healthwatch Wakefield. We decided to replicate a survey they ran and this report is a result of that.

# Method



We replicated the survey used by Healthwatch Wakefield which covered the main questions of

- What are people's understanding of safeguarding?
- Are they aware of the Safeguarding Adults Board? If so do they know what their role is?
- If they were worried that an adult they knew was being abused or neglected, would they know how and where to get help?
- What more do they think could be done in Barnsley to support adults who may be at risk of abuse or neglect?

The survey ran for 10 days (12th – 22nd December 2023) and was promoted via Healthwatch Barnsley website and social media channels, it was also shared with the Barnsley Place Communications Team and Barnsley Councils Weekly Circulation from the Community Engagement Team. It was also promoted by Barnsley Safeguarding Adult Board.

In addition to this the Healthwatch Barnsley Engagement Team spent some time in the atrium at Barnsley Market on the 12th December and spoke to people face to face and completed paper copies of the survey with them.

# Survey Findings

## Q1. What does “Adult Safeguarding” mean to you?

We received **71** responses to this question and many had a good understanding of Adult Safeguarding;

**“Peoples best interests. Ensure people are safe People have autonomy and have choices and their voices are heard”**

**“It means protecting all adults from the risk of harm, abuse and neglect. It can cover issues ranging from physical, mental, emotional, sexual, financial and more.”**

**“Ensuring adults are safe from harm, abuse and any form of neglect.”**

**“Ensuring adults do not come to any harm. Making sure they are safe from neglect.”**

**“Ensuring safety of adults and preventing any abuse whether physical mental or financial.”**

However, **9 people (13%)** stated they do not know what Safeguarding is or have never heard of it. **30%** of responders believed Safeguarding only concerned vulnerable adults.



## **Q2. Do you feel our definition of Safeguarding adults is clear and easy to understand?**

We shared the following statement in the survey

**“Safeguarding Adults” means protecting an adult’s right to live in safety, free from abuse and neglect. It is about stopping abuse and neglect and also reducing the risk of abuse or neglect happening in the first place”**

**51 (72%)** people who answered this question felt that the definition was clear and easy to understand, although **4** people thought it was too repetitive and could be made simpler.

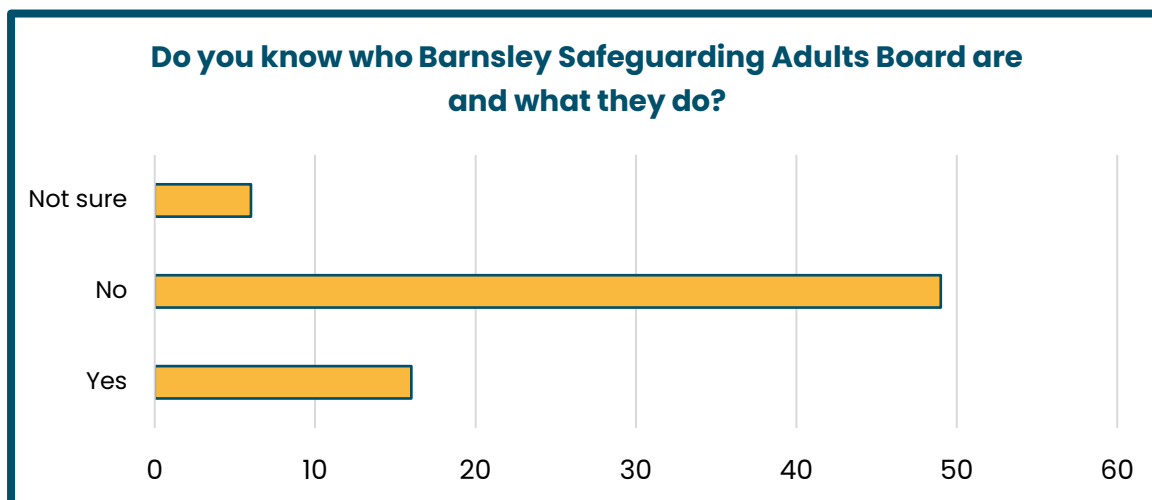
There were suggestions of an easy read version for people who struggle with the written language and there was also some suggestions of using the word prevent in there.

**4** people also thought the term “Adult” should be made clearer – does this mean vulnerable adults? Adults with special needs? Over 18 years? Over 25 years? Or all adults?

**“Overall, it provides a comprehensive and easily grasped understanding of the purpose of safeguarding adults.”**

**“It frames safeguarding as a fundamental human right.”**

### Q3. Do you know who the Barnsley Safeguarding Adults Board are and what they do?



All **71** respondents answered this question with the majority **69%** saying they do not know who Barnsley Safeguarding Adults Board are and what they do. Almost a quarter (**23%**) of respondents did know who Barnsley Adult Safeguarding Board were and had a broad understanding of what they do.

**22** respondents also left a comment on this question, including the 2 below;

**“Barnsley Safeguarding Adults Board is a local authority or multi-agency partnership in Barnsley, responsible for coordinating and overseeing adult safeguarding activities in the area. I believe their primary responsibilities include:**

**Policy Development: Creating and implementing policies related to safeguarding adults in Barnsley.**

**Coordination: Bringing together various agencies, organizations, and professionals involved in adult care to ensure a collaborative and coordinated approach to safeguarding.**

**Training and Awareness: Providing training for professionals and raising awareness in the community about adult safeguarding issues.**

**Review and Improvement: Regularly reviewing safeguarding practices, incidents, and outcomes to identify areas for improvement and ensure effectiveness. Reporting and Monitoring: Overseeing the reporting and**

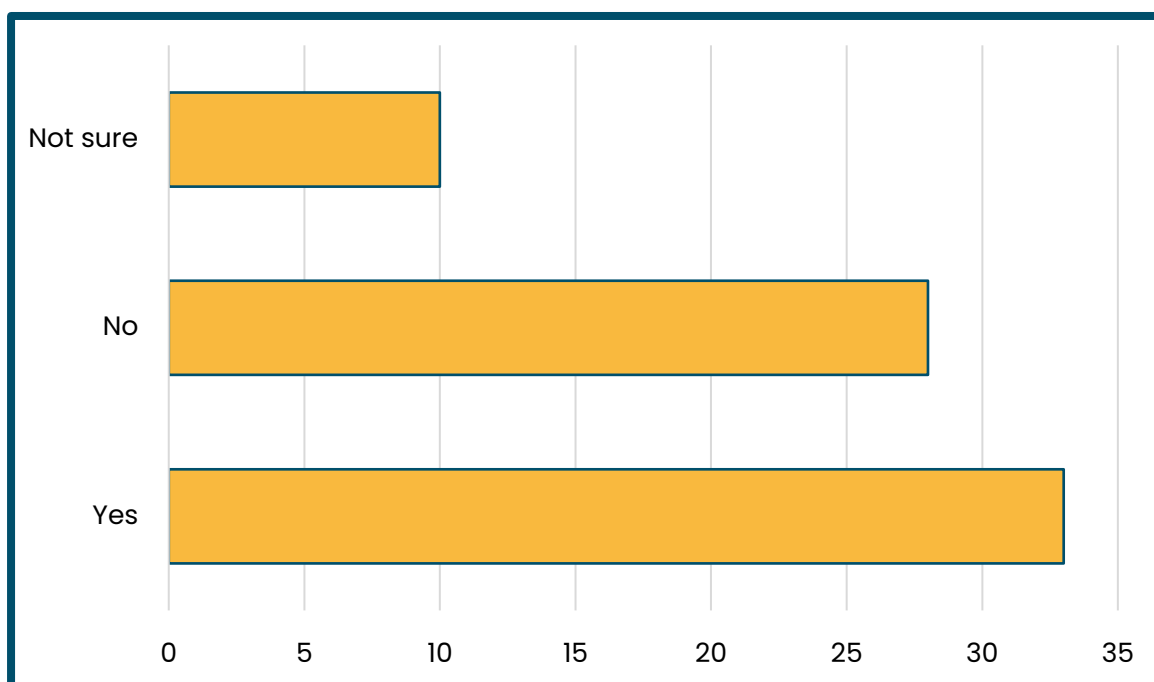


monitoring of adult safeguarding cases, ensuring that appropriate actions are taken to address concerns.

**Community Engagement: Engaging with the local community to understand their needs and concerns, and involving them in the safeguarding process.”**

**“As a 40-year-old veteran in Barnsley, I would likely be aware of the Barnsley Safeguarding Adults Board. This board is likely a local authority or multi-agency partnership responsible for coordinating and overseeing adult safeguarding activities in the area. In my perspective, I would expect the Barnsley Safeguarding Adults Board to play a crucial role in developing and implementing policies related to safeguarding adults, collaborating with various agencies and organizations involved in adult care and support services. They may conduct training programs to raise awareness and ensure that individuals, including veterans, are informed about safeguarding procedures.”**

**Q4. If you were worried about an adult being abused or neglected, would you know who to tell or where to get help?**



Again, all survey respondents answered this question with almost half (**47%**) stating they would know where to go to get help.

**46** people left comments to tell us which service they would contact in the first instance with the majority going to Adult Social Care or the Police. Of the **46** responses **21** people told us they would go to a family member, ask a friend or Google for advice. Others would opt to contact a service they were familiar with for advice in the first instance.

Service	No.	Percentage
Adult Social Care	17	40%
Police	15	35%
Council (Main Switchboard)	11	26%
Family Member	10	23%
Ask a Friend	6	14%
Google it	5	12%
GP	2	5%
Advocacy Service	2	5%
Don't know	2	5%
Shared Lives	1	2%
IDAS	1	2%
Age UK	1	2%
My employer	1	2%
Local Councillor	1	2%
Homeless Support Service	1	2%

One response stated they would tell the persons family in the first instance as **“Police could make matters worse”**

**“It depends where the abuse and or neglect was occurring. If it was at an organisation, I would inform a senior member of staff there. If they were at home or in the community and they were in danger, I'd ring 999. If they weren't I'd look on the council website and find a number to ring.”**

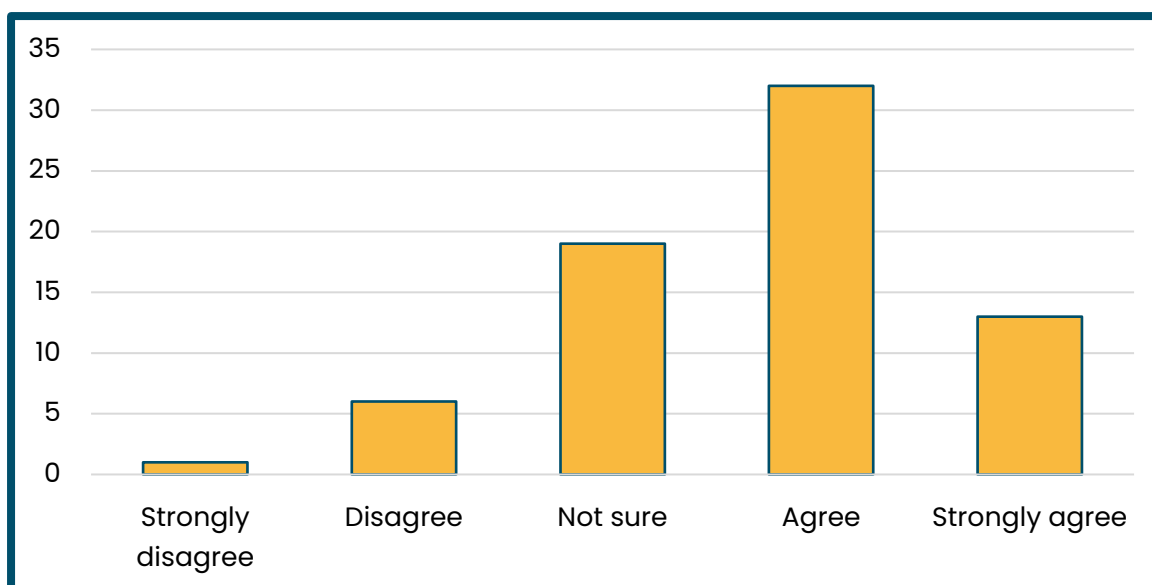
**“A safe or trusted person, such as parent or person of authority.”**

### Q5. How much do you agree or disagree with the following statements?

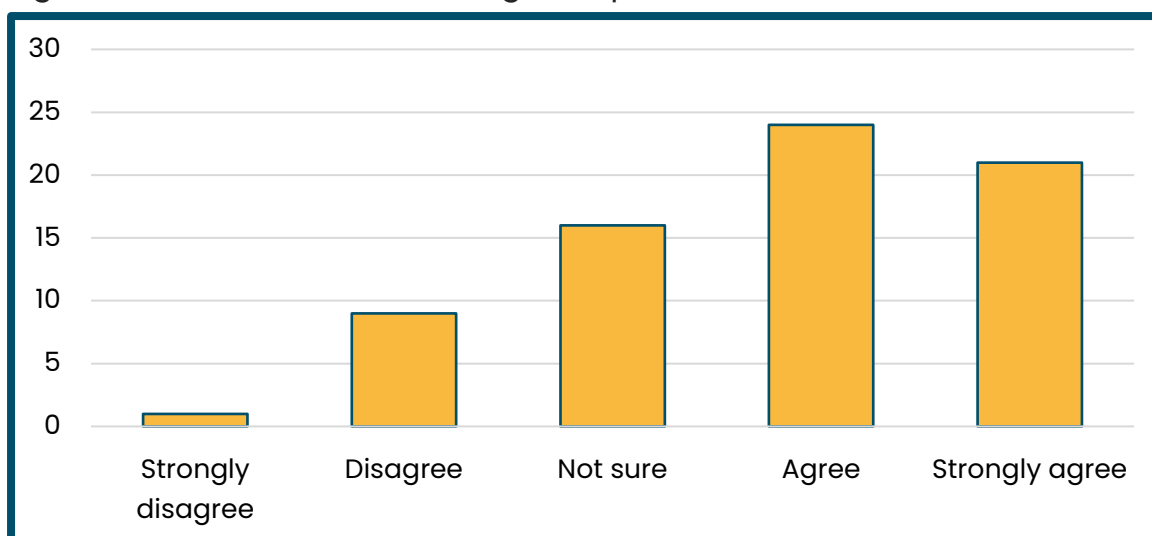
We gave 5 statements in the survey based on the principles of adult safeguarding and asked respondent to choose how much they agreed or disagreed with each of the statements.

We have shown the responses in the graphs below.

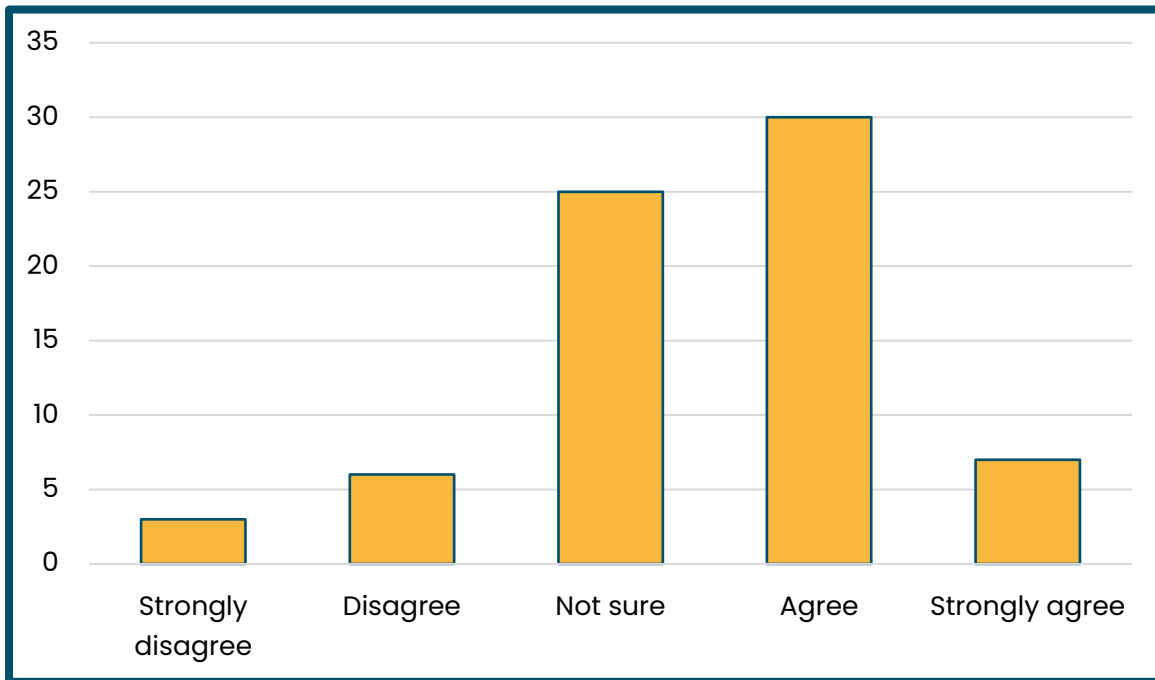
**Statement 1** – If I reported a safeguarding concern, I feel that my concerns would be listened to



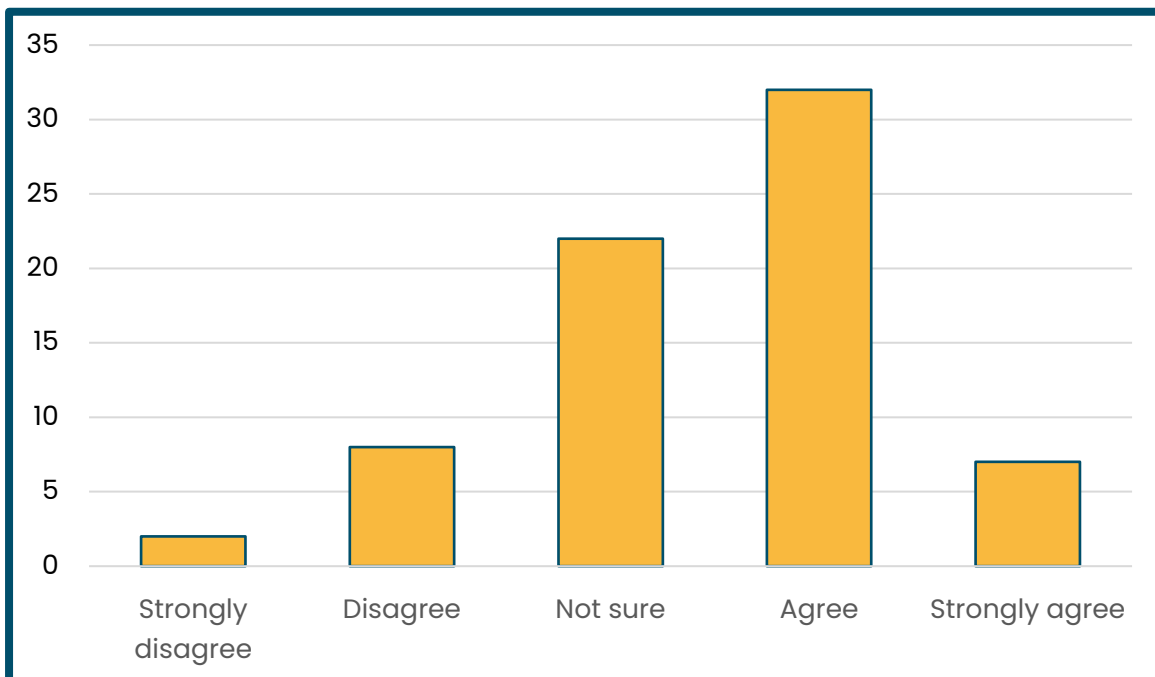
**Statement 2** – I understand what abuse is, I know how to recognise the signs and I know what to do to get help



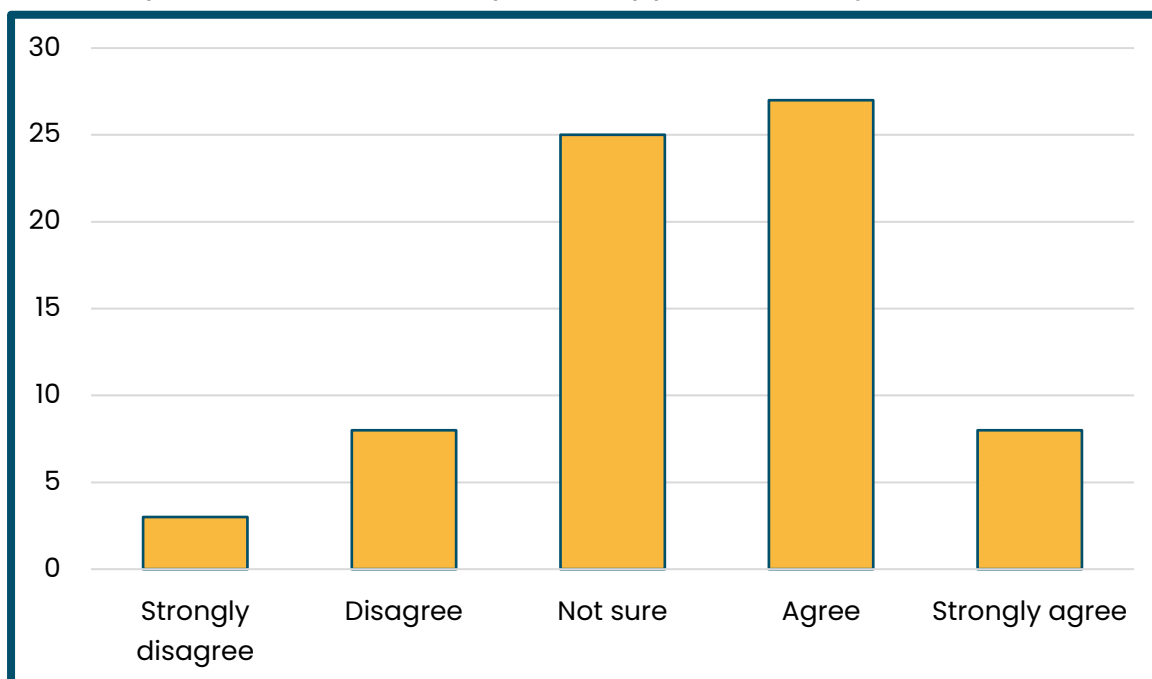
**Statement 3** – If I reported an adult safeguarding concern, I am confident that professionals would only get involved as much as necessary



**Statement 4** – If I reported an adult safeguarding concern, I am confident that the person I was concerned about would get the help and support they needed.



**Statement 5** - If I reported an adult safeguarding concern, I am confident that the people from different organisations would work together to make sure the person had all the help and support that they needed.



As you can see from the graphs it was an overall positive response to the statements with most people feeling confident at recognising abuse in the first instance and they feel if they reported a safeguarding concern they would be listened to and that the person they were concerned about would get the appropriate help and support. People were less confident in services only becoming involved as much as necessary and that different organisations would work in partnership to ensure the person had all the help and support they needed.

### **Any final thoughts or comments**

Thirty-three people left additional comments on safeguarding with a third of them being based around raising awareness of the services on offer and the different types of abuse.

**“You spend the majority of the time on the phone being passed from pillar to post trying to speak to the right person.”**

**“It’s not advertised enough through the community or televised at all”**

**“In the above question about different organisations, it would be helpful to know who those organisations are.”**

**“People should be made aware of what help is available”**

There were also comments of people’s experience of reporting a safeguarding concern and the quality of the service they felt they had received. It was also mentioned that once a referral has been made the person should receive an update to say what action has been taken.

**“Depends who the person is who takes the concerns, depends if they are working for safeguarding or just working for a wage.”**

**“Depends on who you speak to within that department – Experience offered home for a vulnerable adult in the area known for drug abuse – BMBC wouldn’t help or listen.”**

**“Recently done safeguarding concern through BMBC for a vulnerable woman fleeing domestic abuse. BMBC offered a home in a place know for cuckooing and drugs, lady was told this was the only offer, like it or lump it”**

**“I’ve not had a good experience of using council services. Staff were not very helpful when my wife was seriously ill, they had no care or compassion. They were only interested in cost and money. They would be the last service I would approach.”**

# Recommendations

We recommend that Barnsley Safeguarding Adults Board take into account the feedback given in this report when updating their strategy and to consider

- The language and format of promotional and awareness literature making it as clear and accessible as possible. Consider producing easy read versions where appropriate.
- Clearly define what is meant when using words such as “adult”, “neglect” and “abuse”
- Consider sharing the draft strategy with members of the public or set up a group, or reading panel to ensure the above recommendations have been met.
- Continue to engage with residents to increase awareness of what safeguarding means and how to raise a concern.

**“Barnsley Safeguarding Adults Board welcomes the findings in the report and will continue to work with Healthwatch Barnsley and all partners to help Barnsley Citizens to stay safe”**

**Cath Erine**

Safeguarding Adults Service Manager









# Demographics










Please tell us your age				
Answer Choices			Response Percent	Response Total
1	16 - 17 years		1%	1
2	18 - 24 years		8%	6
3	25 - 49 years		38%	27
4	50 - 64 years		23%	16
5	65 to 79 years		27%	19
6	80+ years		1%	1
7	Prefer not to say		1%	1
8	Not known		0%	0
			answered	71
			skipped	0






Please tell us your gender				
Answer Choices			Response Percent	Response Total
1	Woman		61%	43
2	Man		35%	25
3	Non-binary		0%	0
4	Prefer not to say		4%	3
5	Prefer to self-describe		0%	0
			answered	71
			skipped	0















Please select your ethnicity

Answer Choices			Response Percent	Response Total
1	Arab		0%	0
2	Asian/Asian British: Bangladeshi		0%	0
3	Asian/Asian British: Chinese		0%	0
4	Asian/Asian British: Indian		1%	1
5	Asian/Asian British: Pakistani		3%	2
6	Asian/Asian British: Any other Asian/Asian British background		0%	0
7	Black/Black British: African		1%	1
8	Black/Black British: Caribbean		0%	0
9	Black/Black British: Any other Black/Black British background		1%	1
10	Mixed/multiple ethnic groups: Asian and White		3%	2
11	Mixed/multiple ethnic groups: Black African and White		1%	1
12	Mixed/multiple ethnic groups: Black Caribbean and White		1%	1
13	Mixed/multiple ethnic groups: Any other Mixed/Multiple ethnic group background		0%	0
14	White: British/English/Northern Irish/Scottish/Welsh		87%	62
15	White: Irish		0%	0
16	White: Gypsy, Traveller or Irish Traveller		0%	0
17	White: Roma		0%	0
18	White: Any other White background		0%	0
19	Prefer not to say		0%	0
20	Other (please specify):		0%	0
			answered	71
			skipped	0

Which of the following best describes your current (main) employment status?				
Answer Choices			Response Percent	Response Total
1	Working full time (employed or self-employed)		32%	23
2	Working part-time (employed or self-employed)		17%	12
3	Unemployed and looking for work		3%	2
4	Unemployed and unable to work (health issues/ disability)		4%	3
5	Retired		32%	23
6	Stay at home parent		3%	2
7	Student		1%	1
8	Doing unpaid work/ volunteering		6%	4
9	Prefer not to say		6%	4
10	Other (please specify):		0%	0
			answered	71
			skipped	0

Which of the following statements apply to you?				
Answer Choices			Response Percent	Response Total
1	I belong to the LGBTQ+ community		1%	1
2	I don't have a support network (friends and/or family)		0%	0
3	I consider myself to be neuro-diverse (e.g., autism, dyslexia, dyspraxia, Tourette's etc.)		4%	3
4	I am a veteran (have been in the armed forces)		1%	1
5	I am homeless		1%	1
6	I live in a rural/isolated setting		1%	1
7	I am an ex-offender		0%	0

Which of the following statements apply to you?				
8	I am a refugee or asylum seeker		0%	0
9	I am a serving member of the armed forces		1%	1
10	I have experienced domestic abuse (e.g., violence, psychological or financial)		7%	5
11	I am a sex worker		4%	3
12	None of the above		69%	49
13	Prefer not to say		8%	6
14	Other (please specify):		0%	0
			answered	71
			skipped	0

What area of Barnsley do you live in? If not Barnsley, please tell us where you live?				
Answer Choices			Response Percent	Response Total
1	Central		17%	11
2	Dearne		6.1%	4
3	North		7.6%	5
4	North East		25.8%	17
5	Penistone		6.1%	4
6	South		25.8%	17
7	Doncaster		7.6%	5
8	Sheffield		1.5%	1
9	Wakefield		3.0%	2
			answered	66
			skipped	5

# For more information

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