



## Derbyshire Safeguarding Adults Board Safeguarding Adults Week 2024 Special Edition Newsletter

Our newsletters are used to update professionals and volunteers who work with adults with care and support needs on key information related to the Board.

The DSAB works with organisations across Derbyshire to ensure they have safeguarding policies and procedures in place and work together in the best way possible to protect adults with care and support needs.

**If your organisation would like its safeguarding work featured in a future newsletter, please contact the DSAB's Service Manager, Natalie Gee [DerbyshireSAB@derbyshire.gov.uk](mailto:DerbyshireSAB@derbyshire.gov.uk)**

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## Introduction

This week is Safeguarding Adults Week



During the week we try to encourage discussion, education, and awareness raising about safeguarding adults, and reflect on the role that we all play in preventing abuse and neglect and protecting people from harm and abuse.

For Safeguarding Adults Week this year the Derbyshire Safeguarding Adults Board and the Derby Safeguarding Adults Board have joined forces to arrange eight webinars and workshops to support front line staff and managers who work for agencies in Derbyshire and Derby City to feel confident and competent when working with people who have been referred for adult safeguarding support. The sessions cover the following themes:

- MCA and Executive functioning
- Making safeguarding personal
- Disclosure and Barring Service and Safeguarding adults
- Professional boundaries
- Trauma informed practice
- Professional curiosity
- Cybercrime and online safety
- County Lines and exploitation

This newsletter also has a focus on the above themes to give those who are unable to attend the training an opportunity to refresh their knowledge.

We also encourage you to follow and support Derbyshire Safeguarding Adults Board on social media. Please 'like' and 'share' our posts on [X](#) and [Facebook](#) during the week to help us raise awareness during the week and keep the safeguarding adults conversation going. Visit the [Derbyshire Safeguarding Adults Board website](#).

Finally, we also have a variety of leaflets, posters, podcasts and animations available on our website. If you are not familiar with these resources, please take a few minutes to have look as they may be useful in your safeguarding work.

- [Leaflets and posters - Derbyshire Safeguarding Adults Board](#)
- [Podcasts - Derbyshire Safeguarding Adults Board](#)
- [Animations - Derbyshire Safeguarding Adults Board](#)

## MCA and executive functioning

The main purpose of the Mental Capacity Act is to provide a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves



It is important to know whether someone has mental capacity to make a decision. Whether they have or not will affect the option for dealing with their affairs, such as whether it is still possible to make a lasting power of attorney (LPA).

If someone can make a decision for themselves, they are said to have the mental capacity to make that decision. If they are not able to make a decision, because of some form of mental disability, they are said to lack the mental capacity to make that decision.

Our [guidance to assessing mental capacity and making best interests decisions](#) aims to demystify the Mental Capacity Act and make key aspects workable in practice.

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## Making Safeguarding Personal

The Care Act 2014 emphasises a personalised approach to adult safeguarding that is led by the individual, not by the process



It's important that the adult feels that they are the focus and they have control over the process. The approaches of agencies and services to adult safeguarding should be person-led and outcome-focused.

Making safeguarding personal (MSP) is not simply about gaining an individual's consent, although that is important, but also about hearing people's views about what they want as an outcome.

MSP is also about ascertaining the extent to which the outcomes the individual wanted were achieved in the end.

Read more about making safeguarding personal:

- the [Local Government Association](#)
- the [Social Care Institute for Excellence](#)

The Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) have produced a resource to support safeguarding adults boards and partners in developing and promoting MSP. The document, which is attached to this page, supports boards both in their assurance role and in actively supporting and leading a culture change towards MSP.

The [safeguarding adults what to expect leaflet](#) is an accessible guide for adults aged 18 years old or over and/or their advocate to explain what to expect if they are involved in the safeguarding adults process.

For more information and resources, please visit the [Making Safeguarding Personal section](#) on the Derbyshire Safeguarding Adults Board website.

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Derbyshire Safeguarding Adults Board Service Manager, Natalie Gee, has been creative this Safeguarding Adults Week and has kindly contributed a poem about Making Safeguarding Personal

## Making Safeguarding Personal Poem

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For safeguarding adults practice to shine, we should tailor our approach, every time.

Outcomes discussed and views recorded; personalisation is the way we move forward.

Whilst working together to keep people safe, remember each person is different, we should work at their pace.

Think about the extra help someone might need – advocates, interpreters, easy read.

Ask what we did well, where can we improve, so we give the best service, with barriers removed.

Remember the initials 'MSP'-make every interaction the best it can be.



## The Disclosure and Barring Service and safeguarding adults

When you make a barring referral to the Disclosure and Barring Service (DBS) it is important you provide them with good quality information



DBS relies on the quality of information you provide. When considering what information to provide in your barring referral, it is important to assess the relevancy and appropriateness of the information in relation to relevant conduct/harm.

DBS makes fair, consistent and thorough barring decisions that are proportionate, and balance the effect of the bar on the individual with the future risk of harm to vulnerable groups. By providing a good quality referral, you are enabling them to make accurate and appropriate barring decisions.

The powers of DBS to include persons on a Barred List are contained within the Safeguarding Vulnerable Groups Act 2006 (SVGA), particularly at Schedule 3. To determine whether the case falls within the DBS legal powers under the SVGA, consideration is given as to whether there is evidence that the person has previously worked in, is currently working in, or might in the future work in regulated activity. Further information on regulated activity can be found on the [DBS guidance leaflets GOV.UK page](#).

When this test has been satisfied, DSBS will use the evidence provided to decide whether the referred person:

- has engaged in relevant conduct; or,
- presents a risk of harm through their thoughts or beliefs

Find out more about [making good quality barring referrals](#), along with examples of what to include in your referral.

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## Trauma-Informed practice and safeguarding

Traumatic events can happen at any age and can cause long-lasting harm



Everyone has a different reaction to trauma, so you might notice any effects quickly, or a long time afterwards.

Trauma, particularly in early childhood, can have a severe impact and can continue to have effect on the way adults interact with others throughout their life. They are more likely to become a victim of abuse or become a potential perpetrator in their own relationships.

Half of the people in contact with mental health services have experienced physical abuse. More than one-third had experienced sexual abuse in childhood or adulthood, indicating rates that were significantly higher than the general population (Mauritz, Goossens, Draijer, & van Achterberg, 2015).

The long term impact of trauma can result in:

- Depression
- Anxiety
- Obsessive compulsive disorder
- Suicidal behaviour
- Non-suicidal self-harm
- Onset of autoimmune diseases in adults
- Dissociation
- Eating disorders
- Substance misuse
- Psychosis

There are many models of trauma informed-practice, but this is a good starting point for practitioners to begin to understand principles that will help to improve trauma-informed practice. Trauma-informed practice seeks to avoid re-traumatisation, which is the re-experiencing of thoughts, feelings or sensations experienced at the time of a traumatic event or circumstance in a person's past. Re-traumatisation is generally triggered by reminders of previous trauma, which may or may not be potentially traumatic in themselves.

The purpose of trauma-informed practice is not to treat trauma-related difficulties, which is the role of trauma-specialist services and practitioners; instead, it seeks to address the barriers that people affected by trauma can experience when accessing health and care services.

### **Key principles of trauma-informed practice in safeguarding**

1. Efforts made by practitioners and organisations to ensure the physical and emotional safety of people in safeguarding and those supporting adults in safeguarding is of paramount importance. This includes ensuring reasonable freedom from threat or harm and attempts to prevent further re-traumatisation. As well as the Care Act 2014, Article 3 of the Human Rights Act provides a duty not to be tortured, suffer degrading treatment or punishment, and Article 2 of the Human Rights Act gives a positive obligation to prevent a death.
2. Adults and frontline staff have meaningful choice and a voice in the decision-making processes of safeguarding. Making Safeguarding Personal embeds personal choice in safeguarding process. Rights and responsibilities should be informed clearly and in away the adult understands.
3. Organisations should recognise the value of people using services and frontline staff and their role in improving knowledge of how to overcome challenges and improving the system as a whole. Adults have a significant role in planning and overcoming challenges and developing services.
4. Transparency exists in an organisation's safeguarding policies and procedures, with the objective of building trust among staff, clients and the wider community. Recent feedback from a transitions audit clearly showed the trust that young people had in their Leaving Care Workers had a positive effect on safeguarding and the adult's safety.
5. Skills of adults in services and empowerment should be prioritised by those working with them. Efforts should be made by organisations and practitioners to share power and give adults a strong voice in addressing needs around safety, developing resilience and improving their lives. Organisations should use this voice in service development and improvement, recognising trauma and how to work with its affects in structural improvements (Filson & Mead, 2016).
6. Cultural consideration. Move past cultural stereotypes and biases based on, for example, gender, sexual orientation, age, religion, disability, geography, race or ethnicity by offering access to gender responsive services. They understand the healing value of traditional cultural and incorporating policies, protocols and processes that are responsive to the needs of individuals served.

### **Trauma-informed support for frontline workers**

It is important that frontline workers who work with adults in safeguarding understand trauma-informed practice and are prepared for working in a way that contemplates secondary traumatic stress from taking on their experiences.

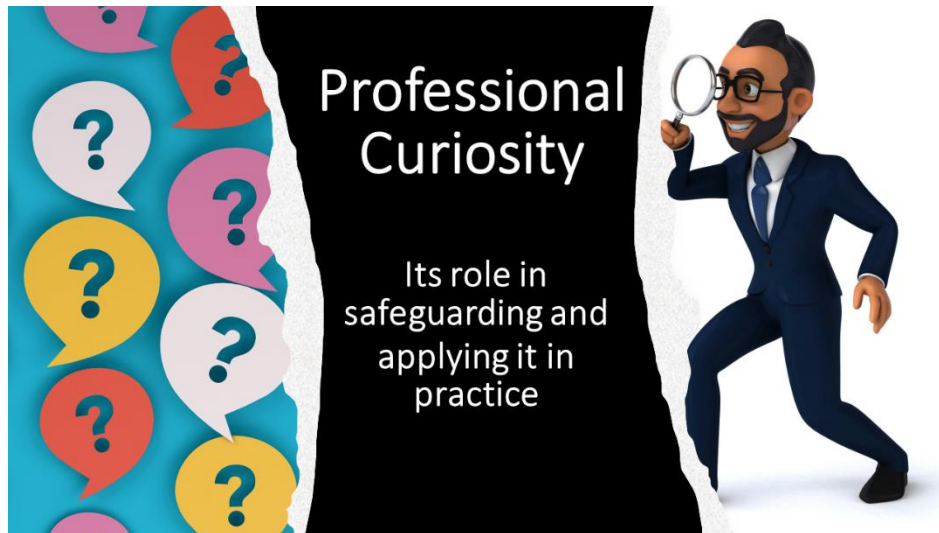
Sharing emotional responses with colleagues can help you to feel like you are not alone and support accessing further support. Take advantage of supervision or workplace counselling services that may be available in your workplace. Taking time to develop a healthy work-life balance is important, as is ensuring that work does not occupy time that should be for family, and private life.

Good practice in this includes reflective practice sessions, and adequate supervision, team meetings, and to give them space to be addressed in a timely and non-judgemental way before the needs of staff escalate. Promoting a culture of cohesion and group support is a key part of protecting staff mental health.

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## Understanding the concept of professional curiosity

Professional curiosity is looking, listening, asking questions, checking out information, and reflecting on information received



It means being curious and seeking clarity around a situation, bringing together information from different sources to gain a better understanding of a person's circumstances and level of risk.

Applying professional curiosity can help practitioners to identify the less obvious signs of abuse and neglect. A recurring theme within Derbyshire Safeguarding Adult Reviews (SARs) is a need for professional curiosity to be applied when safeguarding adults who have care and support needs.

Key principles of professional curiosity:

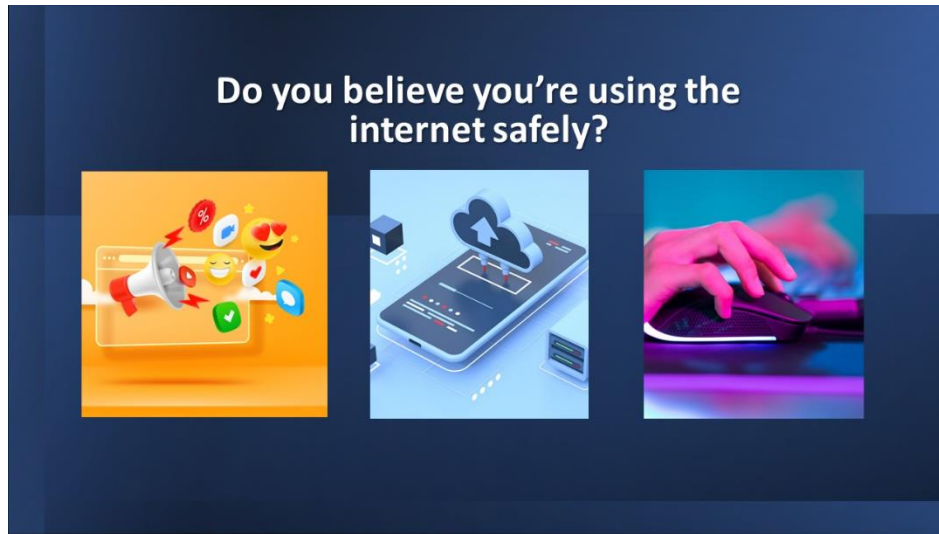
- Do not make assumptions
- Have an awareness of your own personal bias and how may affect the way you view a set of circumstances.
- Remain open minded
- Obtain information from different sources rather than taking information from one source at face value
- Ensure you have an understanding of the person's past history
- Ask clear questions in a respectful manner
- Challenge the information you are being given if contradicts with what you have seen.

Read our [Professional Curiosity 7-Minute Briefing](#)

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## Cybercrime and online safety

Simple steps to protect yourself, your information and your money. Don't assume everyone knows – share this information with others



### Scams and fraud to look out for

#### Courier Fraud

Neither the Police nor banks will ever contact you to:

- Transfer money to a safe account
- Withdraw funds for safekeeping
- Assist with a covert investigation
- Purchase high value items or jewellery
- Collect cash, bank cards or PINs

#### iTunes and gift card scams

- HMRC (HM Revenue and Customs) do not instigate debt collection via telephone, and the Police do not give advance notice of exercising a warrant for arrest. No legitimate debt can be paid in iTunes vouchers or any other type of gift card - #HangUp on that call

#### WhatsApp Scams

- Beware of messages seemingly from relatives claiming to have a new number which then go on to ask for financial help. Never forward a verification code, no matter how convincing your "friend" messaging you seems.

#### Bank Accounts

- It is a criminal offence to allow your bank account to be used for making payments on behalf of others – it's [money laundering](#).

#### Thinking of investing?

- Sadly, there are many fake investment scams being offered via telephone, social media, email and the internet. Always check the [FCA \(Financial Conduct Authority\) register](#) before investing money.



## Keep up to date

- Quite simply, our first line of defence against cybercrime, are the devices we use to access internet and email. So whatever devices, operating systems, software or apps you use, always ensure you are running the most up to date versions.
- Updates include security patches to fix vulnerabilities. If you can, select 'Auto Update'. Windows 8.1 users, this will become unsupported from January 2023 – you need to start planning your upgrade.

## Keeping safe and protecting yourself

### Antivirus

- Make sure, as a minimum, you have any default AV running and make sure you are always running the most up to date version running. If you can, select 'Auto Update'. Mobile devices do not need AV installing.

### Passwords

- In a nutshell, you need to have a different password for everything you log in to. Make sure you're using #ThreeRandomWords to create a strong, separate password for each account, adding uppercase letters, numbers and symbols for complexity. Consider installing a Password Manager App. You can save passwords in browsers, but this should only be where you are the only person using that device. Take your [email security](#) to another level.
- To help with the problem of remembering passwords, we advise considering downloading a "Password Manager" App. If that's not for you, consider noting down your username and a hint or reminder of your password. If you need to note this down in full, it's very important that this is kept safely, away from your devices and not accessible to others.

### Protecting your online accounts

- You can check on the [Have I Been Pwned](#) website to see if your details have been compromised in known data breach incidents. By click 'Notify me' from the menu at the top of the homepage, you will be contacted anytime your passwords are found to be available new breaches, allowing you to immediately change your passwords to protect your online accounts.

### #2FA Turn it on

- Most email accounts, shopping and social media accounts will allow you to choose 2 Factor Authentication (2FA) in the security settings. It means you'll need to carry out an extra step to log in if you are using a different device or from somewhere new, but it means that ONLY you will be able to log in to your accounts. For step by step instructions on how to set this up for different platforms, visit [2FA Directory](#).
- If the worst should happen, the National Cyber Security Centre has advice about [recovering a compromised account](#).

### Beware of phishing emails and text messages

- Always #TakeFive and remember, emails, texts and phone calls can all easily be spoofed. Never assume any contact is genuine until you have verified that it is. Don't click on links in emails or open attachments unless you are certain they are safe.
- If an email relates to an account issue of any sort, always log in via a browser or an app – never click on a shortcut in a text or email to log in or "resolve" an issue to ensure you avoid fake, copycat websites.
- Did you know that you can forward any suspected phishing emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk). Suspicious texts can be forwarded to 7726 (spells SPAM on your keypad).

### Cyber Aware Action Plan

- Learn how to protect yourself with the [Cyber Aware Action Plan](#). Answer a few questions on topics like passwords

### Social Media

- Social media is a great way to stay in touch with family, friends and keep up to date on the latest news. However, it's important to know how to manage the security and privacy settings on your accounts (turn that #2FA on), so that your personal information remains inaccessible to anyone but you.
- Step up your security and [use social media safely](#).
- To further protect your social media accounts and protect your personal information, you can also [download Social Media Checklists](#).

## Choosing Virtual Private Network Apps (VPN) and Password Managers

- Paid-for solutions are always going to be superior to free versions
- Just as you would when researching restaurants or holidays, read reviews from other users
- Search for articles about best products and visit [Get Safe Online](#), [the National Cyber Security Centre](#) and 'Which?'
- Note the number of downloads and reviews left - if not many, or negative, avoid
- What score do other users give it?

## Reporting Cybercrime and Fraud

- Under-reporting of incidents is still high. Please report all incidents of cybercrime and fraud to Action Fraud, either [online](#) or by telephoning 0300 123 2040.

## Want to know more?

- For more advice follow [Derbyshire Police Online Safety on Facebook](#) and [Derbyshire Police Cyber Protect Officer and Digital PCSO on X](#)
- Sign up to [Derbyshire Alert](#), which is a free Community Email Messaging Service for local beat information, crime prevention, fraud and cyber advice.
- [Cyber Aware](#) - advice on how to stay secure online
- The [National Cyber Security Centre](#)
- [Get Safe Online](#) is the UK's leading internet safety website, providing unbiased, factual and easy-to-understand information on online safety.
- [Action Fraud](#) is the UK's national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cybercrime in England, Wales and Northern Ireland
- [Take Five](#) is a national campaign offering straightforward, impartial advice that helps prevent email, phone-based and online fraud
- [East Midlands Cyber Secure](#) – cyber security advice for the East Midlands
- [UK Safer Internet Centre](#) – helping children and young people stay safe online
- The [National College](#) – online safety advice for parents and educators

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## County Lines and exploitation

County lines is the name given to drug dealing where organised criminal groups (OCGs) use phone lines to move and supply drugs, usually from cities into smaller towns and rural areas



**'County lines' or 'going country'** refers to groups or gangs using young people or vulnerable adults to carry and sell drugs from borough to borough, and across county boundaries.



**'Cuckooing'** is when the home of a vulnerable person is targeted by criminals for drug dealing.

Organised criminal groups exploit vulnerable people by recruiting them to distribute the drugs. This is often referred to as 'drug running'. Criminals may also use a vulnerable person's home as their base of operations. This is known as 'cuckooing'.

There are several signs to look out for that may indicate someone is involved in county lines:

- Repeatedly going missing from home and being found in other areas
- Having money, new clothes or electronic devices and they can't explain how they paid for them
- Getting high numbers of texts or phone calls, being secretive about who they're speaking to
- Decline in school or work performance
- Significant changes in emotional or physical well-being

### Ways organised criminal gangs use social media

Criminal networks use social media to groom and recruit people for county lines. They may send them direct messages (known as 'DMs'), or share messages to wider groups as 'stories' or 'posts'.

- Advertising drugs through photos, emojis, and price lists
- Posting statuses that show money, new drugs or when a dealer is open for business
- Dealers sharing 'stories' to followers, and using social platforms to expand their network with 'suggested' friends
- Tricking people with 'fast cash' scams, which is often referred to as 'squares'. Victims may end up working for no little or no money, which is known as 'debt bondage'
- Advertising for 'workers' or 'runners' to recruit people into county lines activity
- Using hashtags linked to drugs
- Using emojis as code for drug, violence and sexual activities, e.g., the snowflake emoji (for buying cocaine), 8-ball emoji (for buying an eighth of an ounce) or the rocket emoji (for purity of drugs)

### Cuckooing

OCGs often use high levels of violence and intimidation to protect the 'county line' and control them. One of these forms of control exploits vulnerable people by using their home as a base for dealing drugs, a process known as cuckooing. Dealers often convince the vulnerable person to let their home be used for drug dealing by giving them free drugs or offering to pay for food or utilities.

Often OCGs target people who are lonely, isolated, or have addiction issues. It's common for OCGs to use a property for a short amount of time, moving address frequently to reduce the chance of being caught.

There are several signs to look out for that may indicate someone is a victim of cuckooing:

- frequent visitors at unsociable hours
- changes in your neighbour's daily routine
- unusual smells coming from a property
- suspicious or unfamiliar vehicles outside an address

There are a number of factors that can increase the risk to adults, such as:

- Mental health problems
- Drug/alcohol addiction
- Physical/Learning disability
- Neurodiversity / Autism
- Unaccompanied asylum seekers
- Older adults
- People with care needs who live independently
- Drug debt/financial difficulties
- Living alone
- Socially isolated
- Reduced contact with services
- Living in a ground floor flat, having a spare room

### Further information, support and reporting

- The [National Crime Agency County Lines website](#) explains more about county lines and indicators of exploitation in your area.
- If you're concerned about drug-related crime in your area or think someone may be a victim of drug exploitation, [report it online](#).

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## Anti-Social Behaviour Awareness Week 18 - 22 November 2024

Anti-Social Behaviour Awareness Week is also running alongside Safeguarding Adults Week



Organisations across Derbyshire are supporting national Anti-Social Behaviour Awareness Week to help residents understand what is classed as anti-social behaviour and how they can report it.

If someone you know, or a service use you're working with is experiencing anti-social behaviour, you can signpost them for information and support to:

- [Derbyshire Anti-Social Behaviour Hub](#)
- Support for victims of ASB through [Derbyshire Victim Services](#)

Find out more on social media [#ASBAwarenessWeek](#) [#DerbyshireASBAwarenessWeek](#)

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## Derbyshire Domestic Abuse Helpline

The Derbyshire Domestic Abuse Helpline, facilitated by The Elm Foundation, is a safe, welcoming, supportive place for any man, woman or child affected by domestic abuse

**Derbyshire Domestic Abuse Helpline**



A friendly, informal, peaceful haven in which you can talk freely and make sense of your thoughts. A hub that can provide the advice, support and tools you may need to change your situation; where you will feel empowered to take back control of your life.

- Tel: 08000 198 668
- Hard of hearing/deaf text: 07534 617252
- Email : [derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk)
- [Online](#)

## Reporting a safeguarding concern



**Derbyshire Safeguarding Adults Board**

# There is NO Excuse for Abuse

If you or someone you know in Derbyshire is being abused or neglected please tell someone

In an emergency, contact the police, tel: **999** or if you are deaf/hard of hearing use emergency SMS by texting **999** from your phone, or use the NGT Relay Assistant by dialling **18000** from the app or textphone

If the person is not in any danger now but there has been a crime, contact the police, tel: **101**

If you're worried about yourself or someone else being abused or neglected, please contact Call Derbyshire, tel: **01629 533190**

**Derbyshire Safeguarding Adults Board**

**[www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)**

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In an emergency, contact the Police, tel: 999 or if you are deaf/hard of hearing use emergency SMS by texting 999 from your phone, or use the NGT Relay Assistant by dialling 18000 from the app or textphone.

If the person is not in any danger now but there has been a crime, contact the Police, tel: 101.

If you're worried about yourself or someone else being abuse or neglected, please contact Call Derbyshire, tel: 01629 533190.

There are eight 'There is NO Excuse for Abuse' posters. They are available to download from the Derbyshire Safeguarding Adults Board website, [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)



For queries or comments please contact:

Natalie Gee (DSAB Service Manager) at [DerbyshireSAB@derbyshire.gov.uk](mailto:DerbyshireSAB@derbyshire.gov.uk)



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