



**Hillingdon Safeguarding
Partnership**



**Hillingdon Safeguarding Partnership
Communication and Engagement
Strategy
2021-2024**

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1. What is the Hillingdon Safeguarding Partnership?

The Hillingdon Safeguarding Partnership encompasses the joint safeguarding arrangements for all residents, regardless of age, in the borough.

The Vision

For every child and young person to be and feel safe, enjoy good physical, emotional and mental health, have pride in their unique identities, feel that they belong and have opportunities to thrive.

And for adults, irrespective of age, race, gender, culture, religion, disability or sexual orientation to be able to live with their rights protected, in safety, free from abuse and the fear of abuse.

The Partnership includes key statutory partners, who share joint and equal responsibility for all safeguarding in Hillingdon.

- The Metropolitan Police Service
- The North West London Clinical Commissioning Group
- London Borough of Hillingdon Council

These partners work together, through the Safeguarding Children Partnership Board and the Safeguarding Adults Board to continually improve safety and wellbeing of children and adults in Hillingdon. Both Boards chairing arrangements are rotated annually amongst the key statutory partners.

To find out more about the Hillingdon Safeguarding Partnership visit the [Safeguarding Children Partnership website](#) and the [Safeguarding Adults Board website](#).

➤ **The legal context**

The safeguarding arrangements for children are underpinned by the Children and Social Work Act 2017 and the statutory guidance [Working Together to Safeguarding Children 2018](#).

The safeguarding arrangements for adults are underpinned by the Care Act 2014 and the statutory guidance [The Care and Support Guidance](#), last updated 2021.

2. Why we have a Communications and Engagement Strategy

Communicating and engaging with the community, which the Partnership serves, is consistent with the principles and vision of the Partnership. It is also a legal duty of the partnership.

The Partnership is committed to enhancing and quality assuring safeguarding practice with adults and children. Engaging meaningfully and continuously with the community is vital to achieving this because:

- The voices of children and adults at risk need to be heard and incorporated into our work. This supports adult and child-centred practice across the partnership.
- Promoting awareness of safeguarding issues amongst the wider community, both individuals and organisations, supports everyone to recognise a safeguarding concern and be confident what to do about it. Safeguarding is everyone's responsibility.

3. Aims of the Strategy

- Provide information and assurance to the whole community, including individuals and organisations and practitioners, about the work of the Safeguarding Partnership about what is being done to help and safeguard children and adults at risk of abuse and neglect.
- To increase awareness and understanding in the local community, including individuals and organisations and professionals about the risks facing vulnerable adults and children and ensure that community members know how to protect themselves and others and mobilise support when necessary.

- To consult effectively with the community, including individuals, organisations and practitioners, to inform and shape the work of the Partnership, including identifying delivering on strategic priorities.
- To provide meaningful opportunities for the community, especially those with lived experience of adult safeguarding support, to provide feedback on their experiences as a means of providing quality assurance to the Partnership about the quality of safeguarding for adults and children.

4. How the joint **Hillingdon Safeguarding Partnership** keeps the community informed.

Communication method	Target Audience					
	People with care and support needs and informal carers	Adults, children and carers with lived experience of safeguarding support	Community organisations	Frontline practitioners	Wider Community	Other Partnership Boards
Published annual report	x	x	x	x	x	x
Easy Read annual report	x	x			x	
Partnership websites	x	x	x	x	x	x
Publishing Statutory Safeguarding Adult Reviews	x	x	x	x	x	x
Publishing Statutory Child Safeguarding Practice Reviews	x	x	x	x	x	x
Practice briefings			x	x		
Quarterly practitioner newsletter			x	x		
Easy-read information on types of abuse and how to keep yourself safe	x	x			x	
Attendance of the Safeguarding Partnership Team at People's assemblies	x	x			x	
Partnership newsletter for the community	x	x			x	
Poster and leaflet campaigns	x	x			x	

5. How the **Safeguarding Adults Board** consults with the community, including individuals, organisations and practitioners.

Engagement activities: Safeguarding Adults Board	Target audience					
	People with care and support needs and informal carers	Adults and carers with lived experience of safeguarding support	Community organisations and paid care providers	Frontline practitioners	Wider Community	Other Partnership Boards
Audits of practice include the voice of lived experience	X	X				
SAB Lived Experience Reference and Consultation Group	X	X				
Care provider Forum Participation in the work of the boards			X			
Audits include views of community organisations and practitioners			X	X		
Strategic working group attendance			X	X		X
London Safeguarding Voices Group		X				
Statutory Safeguarding Adults Reviews		X	X	X		
One off anonymous feedback sessions		X				
Quality assurance of accessibility of publicity by Project Search interns	X					
Safeguarding Learning Events			X	X		
Healthwatch Hillingdon are core members of the SAB	x	x			X	

6. How the **Safeguarding Children Partnership Board** consults the community, including children and parents, other community members, organisations and practitioners.

Engagement activities: Safeguarding Children Partnership Board	Target audience				
	Children and Parents with lived experience of safeguarding support	Community organisations and paid care providers	Frontline practitioners	Wider Community	Other Partnership Boards
Monthly audits of safeguarding practice proactively seek the voice of the child, parents and carers.	X				
Strategic working group attendance, where appropriate	X	X	X		X
Statutory Local Child Safeguarding Practice Reviews	X	X	X	X	
Feedback sought after Child Protection Conferences	X	X	X		
Youth Voice Group	X				
Children in Care Council	X			X	
Walking in Our Shoes – young person-led training	X				
Interview Panel Participation	X				
Thinking Out Loud – opportunity to talk informally with the director of children’s services	X				
Brilliant Parents – mentoring by parents with lived experience	X				
Annual Participation events for Looked After Children.	X				
Hillingdon Youth Council	X				
Young Healthwatch are part of the SCP Board				X	
Young Inspectors Project	X				

7. Implementation, monitoring and review of progress of our communication and engagement work

The partnership is already undertaking a significant amount of communication and engagement work. Partnership organisations and other local partnership boards also have existing service user engagement frameworks for ensuring that the voice of community members using their services are incorporated into quality assurance and planning.

Existing consultation and engagement opportunities for children and parents with experience of using safeguarding support is comprehensive. Publicity of existing opportunities and how to get involved is available on the Safeguarding Adult Board website, and will be available by February 2022 on the Safeguarding Children Partnership website.

Children participation:

The information and views of children gathered from the Children In Care Council and other consultation and engagement opportunities are fed into the Safeguarding Children Partnership Board by the Children's Rights and Participation Manager.

During the financial year 2020-21 the Participation team developed a new engagement group (Youth Voice) that includes children who have experience of safeguarding services and who are not Looked After Children. This group started meeting and it will be fully operational at the beginning of the financial year 21-22. The valuable feedback and support from this group will be reported back to the board every other meeting ensuring that the board hears from all the children with experience of safeguarding services.

Adults participation:

There are key pieces of work related to consulting and engaging adults with lived experiences and their carers and representatives being further developed. These are the London Safeguarding Voices Group, the Hillingdon Safeguarding Adults Board Lived Experience Reference and Consultation Group, and one-off feedback sessions from people with lived experience. The plans to address these three areas are set out below.

➤ **London Safeguarding Voices Group**

Healthwatch Hillingdon, with the support of partners, launched an advertising campaign in November 2021 to recruit volunteer representatives with lived experience of adult safeguarding support to represent their views at the London Safeguarding Voices Group. This is a subgroup of the London Safeguarding Adults Board and is a joint project between London Association of Directors of Adult Social Services (ADASS) and Healthwatch England.

The Hillingdon Safeguarding Partnership Team and Healthwatch Hillingdon provides support with explaining the project to prospective volunteers, sharing further information and liaising with the project leadership in London ADASS when suitable volunteers are identified. There may be a turnover of volunteers over time and we are committed to working with Healthwatch Hillingdon to support new volunteers as needed.

Support and training are provided primarily by the coordinators of the London Safeguarding Voices Group but also locally as needed from Healthwatch Hillingdon.

➤ **Hillingdon SAB Lived Experience Reference and Consultation Group**

The Safeguarding Partnership Team are working with Healthwatch Hillingdon, with the support of community organisations, to recruit volunteers to participate in a reference and consultation group of adults and carers with lived experience of adult safeguarding support. This group will be consulted quarterly, together, in an online video meeting format, about the work of the SAB and the various strands of work that are underway. The aim is to commence this group as soon as willing volunteers are recruited by Healthwatch Hillingdon.

Their views and ideas about the work of the SAB, in specific reference to the strategic action plans underway for each subgroup and proposed new Partnership policies and practice briefings. Their views are to be summarised in an agreed written format and presented to the SAB quarterly for consideration.

Those who wish to volunteer for this role will be screened and supported by Healthwatch Hillingdon, in consultation with the Safeguarding Partnership Team, and they will be invited

to sign confidentiality agreements prior to participation in the Consultation and Reference Group.

➤ **One-off feedback sessions**

Where an adult or carer with lived experience wishes to provide feedback or ideas to the SAB they will be able to contact the Safeguarding Partnership Team. They will be offered an interview with the Safeguarding Partnership Team where their experience and views will be heard and recorded anonymously and incorporated into a bank of lived experience data which can be used to inform strategic work going forward.

The interviews will follow a standardised set of questions to gather some basic demographics and basic details of their experience of safeguarding support and provide space for them to share the information that they wish to. These interviews can be provided by telephone, by video call or in person, depending on risk assessment and implications of the Covid 19 pandemic.

These interviews are not an alternative to utilising existing formal complaint processes of organisations involved in the safeguarding support provided.

Monitoring and Review:

The Safeguarding Partnership Practice Development Forum, a multidisciplinary and senior level subgroup of the Boards, will be provided with updates by the Safeguarding Partnership Team about progress of work against this Strategy and will review the strategy as and when required. Progress against the Strategy will also be reported to the Boards.

A Task and Finish group made up of the Safeguarding Partnership team and a range of local community organisations will work together to ensure that the reach of the communications and engagement activities is as great as possible.

8. Equality and Diversity

The Communication and Engagement Strategy is implemented and monitored in accordance with the Safeguarding Partnership Equality and Diversity Statement. In pursuance of this all public awareness material and leaflets will be considered for translation to the most common languages spoken in the borough and consideration will be given as to how to maximise access of the information to people who do not have English as a first language.