



**Hillingdon Safeguarding  
Partnership**



# Hillingdon Safeguarding Partnership Community Engagement Strategy 2024-2027

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## 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.**

**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.

- London Borough of Hillingdon
- North West London Integrated Care Board
- Metropolitan Police Service

The partners work together, and with the whole community, to improve the safety and wellbeing of children and adults in Hillingdon. When this document uses the word 'community' it means individual members of the public, people with lived experience of safeguarding support, any professionals and volunteers working with children or adults, and any organisations involved in supporting children or adults.

Some other organisations involved in the Partnership are:

- Central and North West London NHS Foundation Trust
- The Hillingdon Hospitals NHS Foundation Trust
- Healthwatch Hillingdon
- London Probation Service
- London Fire Brigade
- H4All
- Circle Health Group
- Guys and St. Thomas NHS Foundation Trust
- Department for Work and Pensions

- Border Force

## Aims and Objectives of the Community Engagement Strategy

The Partnership is committed to improving and quality assuring the way that partners work together to keep adults and children safe. Engaging with the community helps us achieve this because:

- Listening to the voices of children and adults at risk helps us keep them at the centre of all we do.
- Raising awareness of safeguarding issues across the community helps everyone recognise a safeguarding concern and know what to do about it.
- Sharing best practice information widely across the professional and voluntary sector helps improve safety and wellbeing for those in need of support.
- Safeguarding is everyone's responsibility.

The Community Engagement Strategy 2024-27 aims to support the vision of the Partnership by:

- increasing awareness and understanding across the community about the risks facing vulnerable adults and children.
- ensuring that members of the public know how to protect themselves and others and get support, when needed.
- consulting with the community to inform and shape the work of the Partnership.
- providing meaningful opportunities for adults and children with lived experience of safeguarding support, to contribute to the development of services.
- sharing information with the community about how the Partnership works together to keep people safe from abuse and/or neglect.
- ensuring local professionals and volunteers have ready access to high quality safeguarding guidance informed by local and national learning from practice and local issues.

The Safeguarding Partnership is committed to using the SCIE model of co-production where possible and otherwise to consulting members of the community.

## Achievements So Far

In 2021 the Partnership launched its first Communication and Engagement Strategy. Since then, the Partnership has completed two audits of practice that invited adults and children lived experience of support to give detailed feedback and views on the professional support they received. These audits resulted in a range of learning materials being developed and recommendations made to partners

about ensuring that the voice of the person is captured and considered in quality assurance of single agency services.

The family of an adult at the centre of a Safeguarding Adults Review featured in a teaching video to the Safeguarding Adults Board to support the dissemination of learning. Also, two adults with lived experience delivered a presentation to the SAB about their experiences and they also supported the development of a bite-sized recorded webinar about what good listening looks like to them, which was circulated across the partnership.

Two adults provided personal stories about the help they have received and the challenges they have faced. These were featured in a practice briefing for professionals, alongside the lived experience of children with mental health difficulties.

Children from the Children in Care Councils developed and delivered a presentation to the Safeguarding Children Partnership Board about the findings of the Voice of The Person audit from a children's perspective. This presentation was also shared with frontline professionals in a briefing on the Voice of the Person. The Partnership also published a coproduced Children and Young People's Annual Report.

The active engagement, at the boards, of representatives from the Children in Care Councils and from the adults' Safeguarding Voices Group will continue.

The Partnership is committed to including and amplifying the voice of the person in its practice development offer to professionals, and its quality assurance of safeguarding practice and support provision by safeguarding partners.

## How the 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, including private and voluntary sector service providers	Frontline professionals	Other members of the 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 and newsletters			x	x		x
Easy-read leaflets	x	x			x	
Attendance at People's Assemblies	x	x			x	
Poster and leaflet campaigns	x	x			x	
Webinars and learning events			x	x		x
Publishing annual independent scrutiny report	x	x	x	x	x	x
Commissioned training			x	x		x

## How the Safeguarding Adults Board Consults the Community

Consultation Activities	Target Audience					
	People with care and support needs and informal carers	Adults and carers with lived experience of safeguarding support	Community organisations, including private and voluntary sector service providers	Frontline practitioners	Other members of the community	Other Partnership Boards
Audits of practice	x	x	x	x		
Hillingdon Safeguarding Voices Group	x	x				
Participation in subgroups			x	x		x
London Safeguarding Voices Group		x				
Safeguarding Adults Reviews		x	x	x		
One off anonymous feedback sessions		x				
Healthwatch are core members of the SAB	x	x			x	
H4All are members of the SAB			x			
Attendance at a range of other relevant boards						X
Attendance at lived experience groups run by partners	x	x				

## How the Safeguarding Children Partnership Board Consults the Community

Consultation Activities	Target Audience				
	Children and Parents with lived experience of safeguarding support	Community organisations, including private and voluntary sector service providers and schools	Frontline practitioners	Other Members of the Community	Other Partnership Boards
Audits of practice	x	x	x		
Participation in subgroups		x	x		x
Statutory Local Child Safeguarding Practice Reviews	x	x	x	x	
Feedback sought after Child Protection Conferences	x	x			
Youth Voice Group	x				
Children in Care Council	x				
Walking in Our Shoes – young person-led training	x				
Interview Panel Participation	x			x	
Thinking Out Loud – informal talk with the director of children's services	x				
Brilliant Parents – mentoring by parents with lived experience	x				
Participation events for Looked After Children.	x				
Hillingdon Youth Council	x				
Young Healthwatch part of the board	x			x	
Young Inspectors Project	x				

## Participation Opportunities for People with Lived Experience

The partnership is already undertaking a significant amount of community engagement work. Partnership organisations and other local partnership boards also have existing opportunities for service users to get involved to ensure that the voice of people using their services are incorporated into quality assurance and service planning.

### Children's Participation

The Children's Participation Team work with over 400 young people known to services in Hillingdon. The valuable feedback from these children is reported back to the board every other meeting ensuring that the board hears from all the children with experience of safeguarding services. In 2023, our young people were able to present directly to the board and had some brilliant feedback.

#### Children in Care Councils

The children in care councils provide an opportunity for looked after children and young people in Hillingdon to talk about how they're being cared for, make suggestions to make services better and get involved in making changes and improvements.



- **Talkers** - for 7 to 11-year-olds in care
- **Step Up** - for 12 to 15-year-olds in care
- **Stepping Out** - for 16 year-olds and over in care and care leavers

### Youth Voice

Youth Voice is an engagement group for children who have experience of safeguarding services but who are not Looked After Children.



## Aim High

Aim High is a Special Educational Needs and Disabilities (SEND) youth forum which was named 'Aim High' by its members. This is for children and young people aged 14-26 with lived experience of SEND and associated services. The members take part in a range of fun activities and talk with professionals about their experiences as a young person with SEND. They work with the SEND and Alternative Provision Local Area Partnership and discuss how support for young people with SEND can be improved. They have their voice heard and help other young people with SEND to have their opinions recognised.

The information and views of children gathered from the Children In Care Councils, Youth Voice and Aim High, and any other consultation and engagement opportunities are fed into the Safeguarding Children Partnership Board by the Children's Participation Manager and through direct engagement with the Safeguarding Partnership Team.

## Adults' Participation

There are a range of ways that adults and carers with lived experience of support can participate in the work of the Safeguarding Partnership.

### London Safeguarding Voices Group

Healthwatch Kingston, with the support of partners, launched the London Safeguarding Voices Group in 2021. 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 and Healthwatch Hillingdon have provided support with talking through the project with local volunteers, sharing further information and liaising with the project leadership in London ADASS when suitable and willing volunteers have come forward.

Three volunteers from Hillingdon have attended the LSVG.

Support and training for volunteers is provided primarily by the coordinators of the London Safeguarding Voices Group but also locally as needed. This will continue for the foreseeable future as and when further volunteers come forward.

The London Safeguarding Voices Group reports into the London Safeguarding Adults Board and London Association of Directors of Adult Social Services. Hillingdon Safeguarding Partnership is part of the regional network of SABs and will draw on any resources or information fed through from the London Safeguarding Voices Group.

## Hillingdon SAB Safeguarding Voices Experts by Experience

The Safeguarding Partnership Team have recruited volunteers to form Safeguarding Voices Experts by Experience, which forms a subgroup of the Safeguarding Adults Board. The volunteers may be adults or carers with lived experience of either adult safeguarding support or care and support to promote safety and wellbeing. The recruitment is an open-ended process, and new members would be welcomed at any time.

The aims of this group are:

- To ensure that the voices and experiences of adults, their carers and representatives are amplified
- To provide insight that informs the direction and focus of strategic safeguarding work in Hillingdon
- To identify opportunities for development, and to highlight good practice
- To make recommendations to the SAB about key areas of safeguarding practice
- To act as a conduit for feedback from the diverse consultation, and co-production groups that already exist across the multi-agency partnership

The subgroup will operate flexibly according to the needs and preferences of members. Members will be supported by the Safeguarding Partnership Team to contribute when, and as much as, they would like to.

Members will maintain confidentiality regarding any personal experiences shared within the group. Any advice, or feedback, collated for the SAB will be delivered on behalf of the subgroup, and not individual members. This ensures a safe and supportive environment for all subgroup members.

Decisions will be made collaboratively, with the aim of reaching a consensus. When necessary, a simple majority vote will be used. A summary of the subgroup's activity will be shared with the SAB on a quarterly basis.

The group has been advertised in Hillingdon People, on the Hillingdon SAB website, the Healthwatch Hillingdon website, the Carers Trust newspaper, and has been explained to the People with Disabilities Assembly and the Older people's Assembly in Hillingdon. Periodically, awareness in the community of the opportunity to be part of this subgroup will be raised.

## One-off Individual 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 a conversation with the

Safeguarding Partnership Team where their experience and views will be heard and recorded anonymously to help shape the work of the Partnership.

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 on the telephone, by video-call or in person.

These interviews are not an alternative to utilising formal complaint processes of members of the Safeguarding Partnership. Complaints should be directed to the relevant organisation who delivered the service about which a person wishes to complain. The complaint process of any local organisation should be explained openly to any adult, carer or child, who asks for it, from the relevant organisation.

## Opportunities for Development

During 2024-27 the Partnership aims to continue with the existing community engagement activities and to find ways of seeking out seldom heard voices of adults with lived experience of care and support needs, including those with Learning Disabilities, mental health needs, those in care homes and homeless people. This will be an area of development for the Safeguarding Voices Experts by Experience group in consultation with safeguarding partners and Healthwatch Hillingdon.

Key partners undertake a range of activities to capture the voice of the people who use their services and use their voices to develop and enhance services. The Partnership may benefit from sharing of learning between partners gathered from those who use services.

## Monitoring and Review of Progress

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.

## Equality and Diversity

The Community Engagement Strategy will be implemented and monitored in accordance with the Safeguarding Partnership Equality and Diversity Statement. The community in Hillingdon is diverse. Care will be taken to ensure plain English is used in any published material. Where possible, easy read versions of the annual report, and any information aimed at members of the public and users of services will be published. Material published by the Partnership, intended for use by members of the public, will be translated where possible into one of the 5 most common languages in the borough.

## Conclusion

Hillingdon Safeguarding Partnership will continue to engage with the community. The Partnership is committed to encouraging and facilitating meaningful collaboration between safeguarding partners and people who use their services.