



# **North Somerset Safeguarding Adults Board**

## **Annual Report 2023-2024**

### **Easy Read**

## What is the North Somerset Safeguarding Adults Board?



The North Somerset Safeguarding Adults Board works to keep people safe from **abuse** and **neglect**.

This work is called **Safeguarding Adults**.



**Abuse** is when someone does or says things that hurt you, upset you or make you frightened. They might make you do things you don't want to do.



**Neglect** is when someone is meant to look after you, but does not give you the care and support you need.



**Self-neglect** is when you are not able to look after your health or care needs and you find it difficult to accept support.



There are people on the Board from lots of different organisations like Adult Social Services, NHS and the Police.

## What is this report about?



This report is about our work supporting people in North Somerset to be safe from abuse and neglect.



2575 people contacted us for help this year.

### **The most common concerns were:**



Staff or families not providing the help and support that some people needed.



People being hurt, for example being hit or kicked.



People having money taken from them.



People being made to feel sad, upset, scared or not important.

## How we have been improving safeguarding in North Somerset?



We have worked hard to listen and learn. We have more people helping us now. We have made sure the right people are part of our team.



We are planning more with local partners. Working together helps us keep everyone safe and supported.



We held an online event to stop adults from being hurt. This was part of the Stop Adults Abuse Week. Many people joined to learn and share ideas.



We held a special week about self-neglect in July 2024. This helped people learn more about taking care of themselves.



We started a newsletter. This helps us share news and updates with everyone. It is a good way to keep people informed about what we are doing.



We looked at how we work and made a plan for 2023 to 2026. This plan will help us do our job better and keep everyone safe.



We made our website easier to use. Now, people can find what they need more quickly. This helps everyone get the information they want.



The Multi-Agency Risk Management (MARM) helps people who are at high risk. We work together to keep people safe. The MARM includes the emergency services, health, and social care.



We are giving more help to the people who lead our meetings. They now have time to catch up with each other to share information. Our subgroups are also doing well and growing.



## Our plans for next year



We will look at how well the MARM project is doing.



We want more people to know about keeping adults safe in the community.



We need to make the Safeguarding Adult Review Process stronger and better. We will learn from reviews and events to improve how we keep people safe.



We will work on our website and work together with other groups as partners.



We want to work better with other organisations in our area to keep people safe.



We want to listen to people who have lived through abuse and neglect and include their voices in our work.



We need to have better connections with groups that focus on community safety and domestic abuse.



We want to share what we learn with more people in different ways.



We will look again at our data, rules, and plans with our new groups.

## How to get help



Please remember that abuse and neglect is always wrong. There are people that can help you.



If abuse or neglect is happening to you or someone else tell someone you trust as soon as you can. This might be a member of your family, a care worker, a doctor, a nurse, a social worker, a leader at a group you go to, or someone else.



If you need help, call our Care Connect service who can put you in touch with someone to talk to. For out of hours assistance, contact the Emergency Duty Team.

Care Connect (Monday to Friday 8am - 6pm) - 01275 888 801.

Emergency Duty Team (Out of hours and weekends) - 01454 615 165.



If you are deaf or hearing impaired text 'EDT' followed by your name and message to 60066.

You will be sent an immediate autoreply to confirm that your text has been received.

You will be contacted by an Emergency Duty Team officer via text to discuss your concerns. This should happen within 30 minutes, although during busy periods this may take longer.

Texts will cost your standard network rates.



In an emergency, please ring 999 and ask for the police.



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