

Welcome to the newsletter from the Gloucestershire Safeguarding Adults Board (GSAB). The GSAB is a multi-agency partnership that is committed to promoting the health and well-being of adults at risk in our community.

As well as this newsletter, we also send out GSAB Alerts to those signed up to our mailing list. Alerts are sent via email and provide information on hot topics. To sign up for GSAB Alerts, please visit <https://www.goucestershire.gov.uk/gsab/> and sign up in the top right hand corner of the homepage.

GSAB Vision

“To provide assurance that adults at risk are safeguarded from abuse and neglect. All partner agencies of the GSAB will work together to assure that people who have care and support needs are empowered to be kept safe from harm, abuse and neglect and that when abuse occurs, partner organisations respond effectively and proportionately”.

How to report a safeguarding concern

- Professionals: Use the Online Portal:
<https://forms.goucestershire.gov.uk/AdultSocialCareReferral>
- Members of the public: Telephone 01452 426868 (8am to 5pm Monday to Friday). You can also email: socialcare.enq@goucestershire.gov.uk
- For out of hours, call the Emergency Duty Team on 01452 614194

Information that would be helpful includes:

- Why you are concerned
- The name, age and address of the adult at risk
- If anyone lives with them
- If they are getting help from any organisation
- Who may be causing the abuse

Don't delay in reporting the abuse, even if you are not sure about some of these details.

Learning from GSAB Audits - Self-Neglect

The Audit Group met in September to consider three cases where the person had been self-neglecting and was resistant to offers of support. A “deep dive” approach was taken which provided qualitative information on the section 42 enquiries undertaken.

This audit found good practice in all three cases. The Social Care workers showed persistence in working to build relationships with the individuals and there was evidence of good multi agency working with the Police, Ambulance service and Housing teams as well as liaison with family and friends as appropriate. Responses were proportionate and the person’s views and wishes were respected.

[learning-on-a-page-self-neglect-sept-24.pptx](#)

GSAB Audit Group - LEARNING ON A PAGE – Self-Neglect

Pen picture of cases	Areas of note and good practice	Learning points	Checklist
<p>75-year-old white male, lived alone. Self-discharged from hospital, concerns re state of property and no electricity (on oxygen). Distrustful of services and displayed aggressive behaviours towards professionals.</p> <p>60-year-old white woman. Property in poor state, human/animal faeces, fleas from pet. Refusing offers of help and support, alcohol misuse.</p> <p>69-year-old white man. Hoarded property, issues with harassment by local youths, resistant to offers of support.</p>	<p>Compassionate persistence shown by ASC worker. Had capacity for decision making, support offered to get electricity back on, emergency services attended to his welfare when called to the property. Good communication with relevant agencies and a friend of the adult when the adult would not engage.</p> <p>Multi agency meetings held, ASC worker maintained regular contact despite difficulties and adult's refusal to see her. MCA considered and longitudinal approach to assessment taken due to fluctuating capacity.</p> <p>Multi agency meetings held and frequent liaison with the police/housing. Worker managed to build rapport with the adult through sustained efforts at maintaining contact.</p>	<p>Bereavement and loss is often a feature in self-neglect. An empathetic, trauma-informed approach can help to encourage people to engage with the support available.</p> <p>The willingness of all agencies to persevere with the individuals and work together to look for “creative solutions” was evident in all three cases. This demonstrates the effectiveness of professionals “thinking outside the box” and being professionally curious.</p> <p>Multi agency meetings offer the opportunity to come to jointly agreed actions in a timely way. The adult should always be included in any meetings about them in a way that maximises their involvement.</p>	<p>Gloucestershire has recently joined the Making Every Adult Matter (MEAM) network. This is a useful resource for working with people who have experienced trauma and multiple disadvantage.</p> <p>Home - MEAM</p> <p>The GSAB Self-Neglect Best Practice Guidance is available on the GSAB website:</p> <p>gloucestershire-self-neglect-best-practice-evidence-august-2022-final.pdf</p> <p>Research in Practice have also published guidance on working with people who self-neglect.</p> <p>Research in Practice working with people who self-neglect</p>



GSAB Annual Report 2023/24 Published

The GSAB Annual Report 2023/24 has been published and is available on the GSAB website. Producing an Annual Report

is a statutory requirement of the Care Act 2014. The Annual Report includes details of how partner agencies have worked together to improve the safety of adults at risk of abuse in the county, key achievements, and challenges, as well as information on safeguarding adults activity in the county and Safeguarding Adults Reviews (SARs).

Below is the link to the GSAB Annual Report:

[Safeguarding adults board annual reports | Safeguarding Adults in Gloucestershire](#)

County Lines

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.



They exploit vulnerable people, including children and those with mental health or addiction issues, by recruiting them to distribute the drugs. Criminals may also use a person's home as their base of operations. This is known as '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 people by using their home as a base for dealing drugs, a process known as cuckooing. Dealers often convince the 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

For further details on County Lines, visit: [County lines | Gloucestershire Constabulary](#)



Stop Loan Sharks

The England Illegal Money Lending Team (IMLT) is the government body behind Stop Loan Sharks. The team was set up in 2004 to investigate and prosecute illegal money lenders while protecting those who have borrowed money from a loan shark.

Stop Loan Sharks investigate, prosecute and put loan sharks in prison. They are the only organisation in England who have the power to stop loan sharks and illegal money lenders.

Since launch, the England IMLT has supported over 32,000 people and written off over £91.3 million worth of illegal debt. It has secured 426 successful prosecutions of loan sharks, leading to 609 years in prison.

The Christmas Toolkit can be downloaded here:

<https://www.stoploansharks.co.uk/social-media-toolkit-3-2/>

Further information, both for professionals and the public, can be found at:

[Home - Stop Loan Sharks](#)

GSAB Train the Trainer Workshops



Two Train the Trainer Workshops are being held for organisations that have 150 employees or more and wish to have their own internal Adult Safeguarding or

Mental Capacity Act (MCA) trainer.

Details are as follows:

Safeguarding Level 2 Train the Trainer on Wednesday 29th January 2025,
09:30-13:00 at Gloucester Farmers Club

Mental Capacity Act Level 2 Train the Trainer on Tuesday 4th Feb 2025, 09:30-13:00 at Gloucester Farmers Club

For more information or to book a place on the Train the Trainer workshop, please contact Proud to Learn: proudtolearn@gloucestershire.gov.uk or 01452 324306.

Forced Marriage

Forced marriage is where one or both people do not, or cannot, consent to the marriage. Forced marriages can happen to anyone from any background and nationality and can affect both males and females. It is different to an arranged marriage where there is a choice and both people agree to it. Forced marriage can be linked to honour-based abuse, although this is not always the case.

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- arranging a marriage for someone who lacks mental capacity (whether they are pressured to or not)
- arranging a marriage for someone before they turn 18

[Forced marriage - GOV.UK](#)

GSAB Updated Policies and Procedures

The following GSAB Policies have been reviewed and updated over the last few months:

Escalation Protocol

Positions of Trust Framework

Medication Errors Guidance



Safeguarding vs safeguarding

These, and all the other GSAB policies can be found at:

[Multi agency safeguard policy and procedures | Safeguarding Adults in Gloucestershire](#)

Safeguarding is everyone's responsibility
