

Health and Social Care Scrutiny Commission

Monday 5 February 2024
7.00 pm
160, Tooley Street, SE1 2QH

PRESENTATIONS

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Date: 16 April 2024

Hourglass

Older People and Domestic Abuse

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Community Response Officer (IDVA)

Helpline - 0808 808 8141



Hourglass

Hourglass

The Hourglass mission is simple:

end the harm, abuse and neglect of older people in the UK.

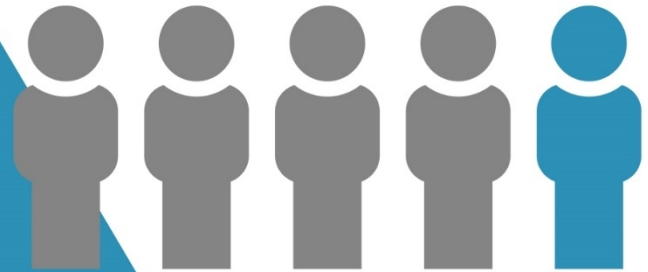
As the UK's only charity focused on stopping the abuse and neglect of older people, we staff a free 24/7 helpline. It's an absolute lifeline for older people suffering from all forms of abuse and other concerned individuals.

Abuse: Prevalence and Dynamics

Prevalence of abuse

1 IN 5

At least 1 in 5 (20%) of adults aged 65 and over will experience some form of abuse in a given year with many victims experiencing more than one type of abuse.



Source:

Results from Growing old in the UK 2020 survey (Hourglass, 2020) of 1,245 respondents UK-wide.
www.wearehourglassni.org/nipoll

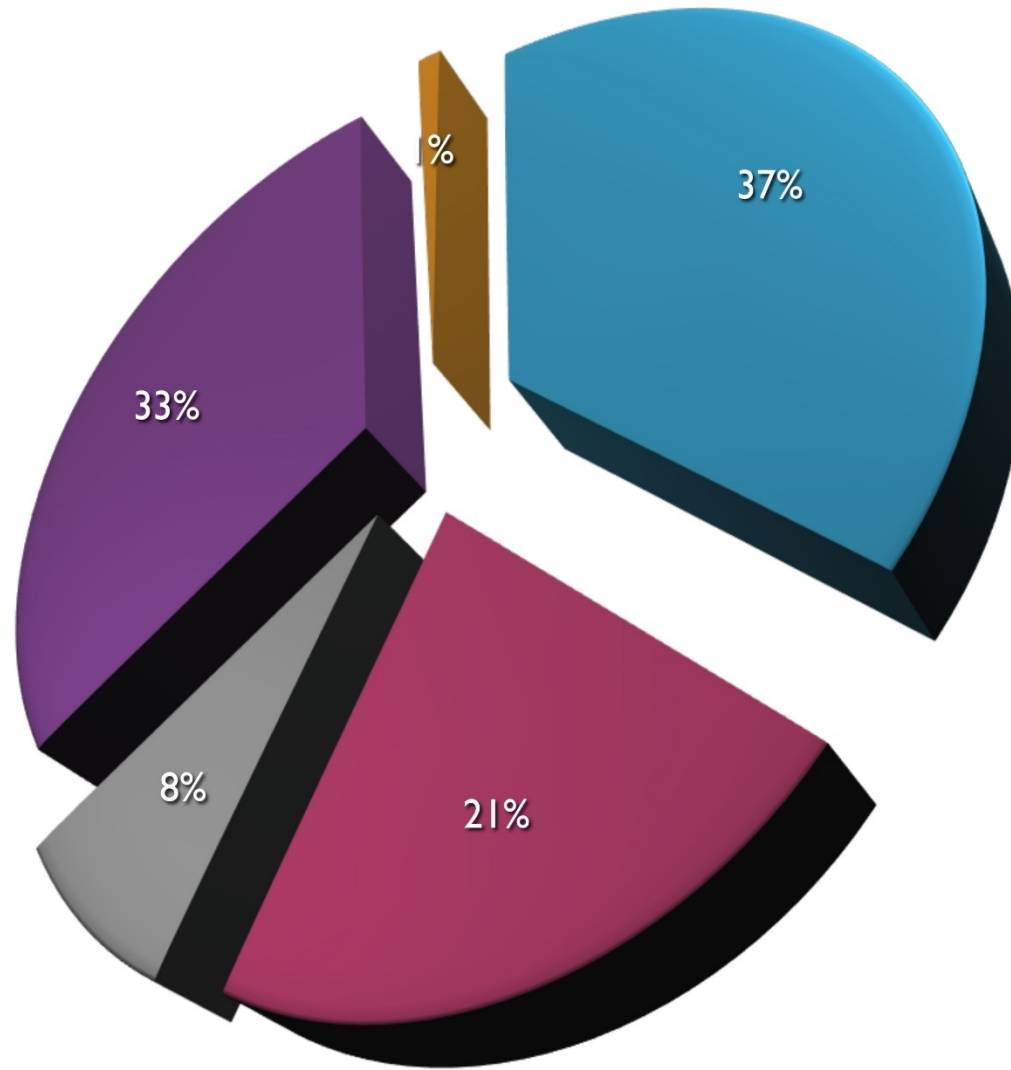
As many as **2.7 million people** in the UK are affected by the abuse of older people.

The Abuse of Older People

A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

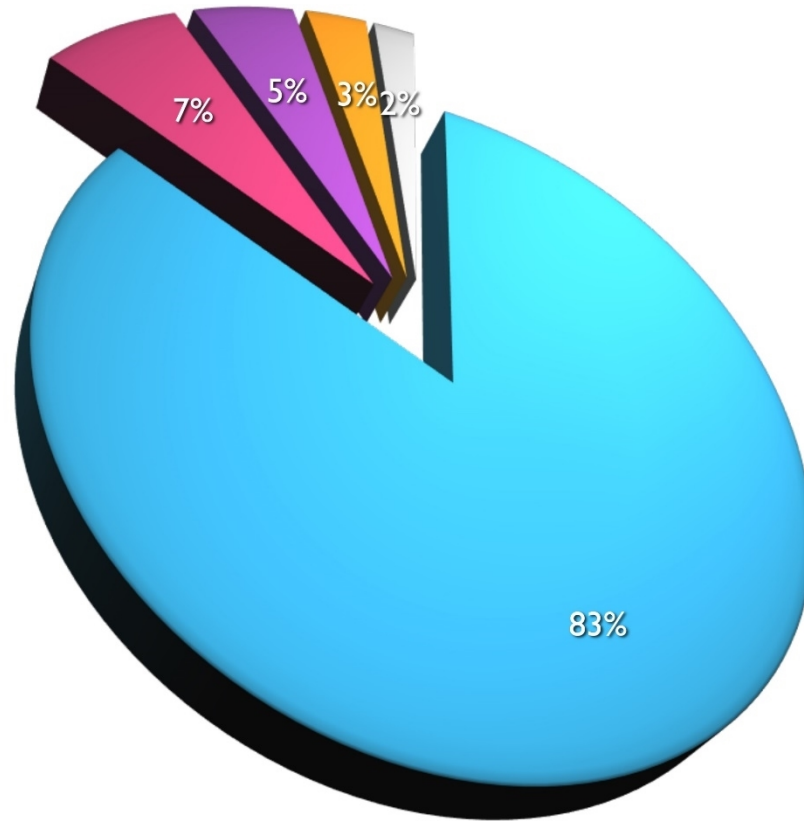


Types of abuse 2021/22



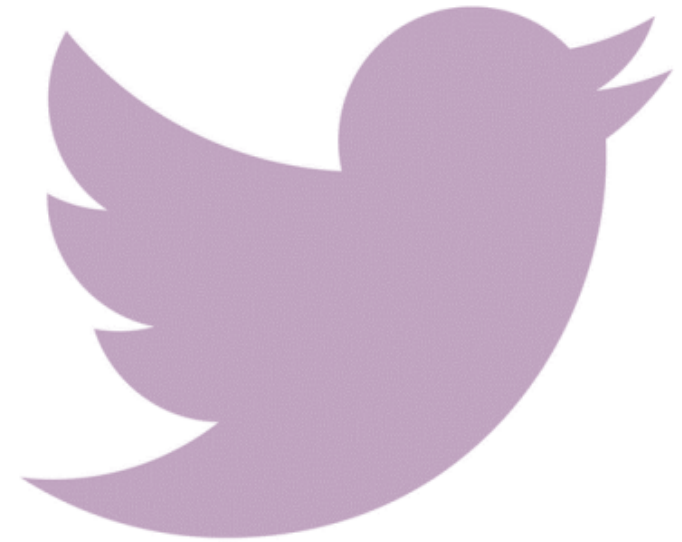
- Financial
- Neglect
- Physical
- Psychological
- Sexual

Location of abuse 2021/22



- Own Home
- Care Home
- Hospital
- Sheltered Housing
- Nursing Home

- On twitter, abuse of animals was mentioned **6 times** as much as abuse of older people
- Out of over **500,000 tweets** mentioning domestic violence and abuse only **0.3%** also referenced older people



∞

Examples of Abuse

- ▶ Isolating you from friends or family
 - Monitoring your communications
 - Controlling where you go and who you can see
- ▶ Controlling your finances
- ▶ Attending personal appointments
- ▶ Making threats
- ▶ Putting you down
- ▶ Dehumanising you
- ▶ Depriving you of basic needs
 - Moving walking aids of out reach
 - Withholding medication or overmedicating

Hourglass Services



Hourglass

Hourglass Services

National – Helpline + Online

Helpline

- 24/7 telephone helpline service
- Instant messenger and text service
- Email

Website

- Policy and research
- Regional updates
- Information and advice

Knowledge bank

- Regional specific information
- Signposting
- Law and legislation
- Webinars

Local – Community Response

Casework

- 1-1 support with a dedicated worker
- Advocacy and tailored advice
- Localised expertise

IDVA

- Independent domestic violence advocacy/advice
- Safety planning
- Risk assessment
- Client led support

Safer Ageing Service

- Awareness Raising
- Training
- Pop Up Clinic

Making a referral



24/7 Helpline



External Professional Referral Form

**1 in 5 older people
are abused in the
UK every year.**



**SAFER
AGEING**

**Hourglass is the only charity in
the UK dedicated to calling time
on the harm and abuse of older
people and we are here to help.**

HOW TO GET IN TOUCH



Call our 24/7 helpline
0808 808 8141

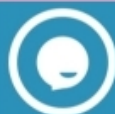


Text message our helpline
07860 052906



Email us

helpline@wearehourglass.org



Talk to us live on our **INSTANT MESSENGER** at
www.wearehourglass.org



Get information from our **CHATBOT** at
www.wearehourglass.org



Get information from our **KNOWLEDGE BANK**
knowledgebank.wearehourglass.org

Our helpline is entirely confidential and free to call from a landline or mobile. The number will not appear on your phone bill. Our lines are open 24/7 – including evenings and weekends and bank holidays. You can also interact with us via our Chat Bot and Instant Message or get useful information from our Knowledge Bank. Find out how to get in touch 24/7 www.wearehourglass.org/hourglass-services.

Email, text and instant message options are currently only available during business hours.

Text messages from outside the UK will be charged at their standard international rate which will differ depending on location and service charges of your phone provider. The number will appear on your bill and in your phone records but will not be identified as Hourglass.

Please email us at enquiries@wearehourglass.org for more details and sign up to our newsletter to get regular updates.

Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.



Hourglass
Safer ageing · Stopping abuse

Balancing Autonomy and Liberty

Think about Professional Curiosity

- Be aware of professional bias
- Do not assume – trauma responses differ

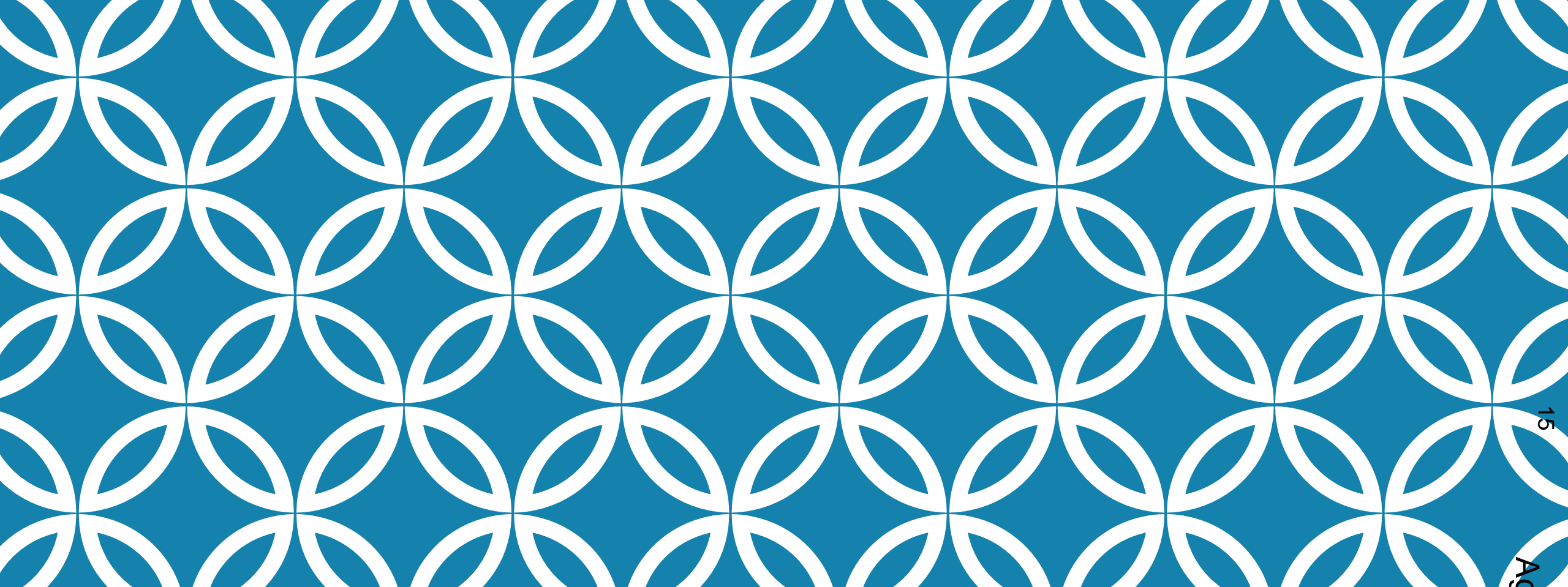
Understand the Complexity

- Think about terminology
- Learn about current and past familial relationship dynamics

Communication

- Liaise with other third sector organisations and specialist services.





ACCESS TO TOILETS

Headline report

REVIEW PURPOSE

The review is driven by members concerns that limited toilet provision is impacting on mobility for disadvantaged groups, particularly older people, disabled people, pregnant women and parents and carers of young children.

CONTEXT - LONDON AND NATIONAL LOO CAMPAIGNS

- i. The review took place during a resurgence of campaigns over the last few year for more loos, driven largely by older people and older people's campaign groups, led in part by Age UK London.
- ii. The GLA health select committee wrote a report: The Toilet Paper in November 2021. In May 2023 London Councils held an event focusing on Toilet Strategies, Community Toilet Schemes and more.
- iii. Age UK London have produced several resources on producing Toilet Strategies, Community Toilet schemes and using planning and public information.
- iv. Age UK London have supported local Southwark residents to campaign.

CONTEXT - CHANGING PLACES

- i. There is growing awareness of the access needs of people with higher access needs – people who are most disabled.
- ii. The government has provided funding for more Changing Places loos and Southwark has made good use of this.
- iii. Government guidance / regulations are expected on this (details to be sourced)



OUTCOMES

The primary outcome the review aims to achieve is that the council develops a Southwark Toilet Strategy with local stakeholders.

BACKGROUND –SOME HISTORY

The council has reviewed its approach to toilets twice formally in the last twenty years :

- i. In 2005 Cabinet agreed a mini review and decided to open up more toilets in its estate, work with stakeholders including local supermarkets to increase provision, improve signage and close toilets not DDA compliant
- ii. In 2018 the Council Plan refresh undertook to create a network of accessible toilets and baby changing facilities

HOW THE COUNCIL DELIVERS TOILETS

The council delivers toilets through:

- i. Public Conveniences it maintains on the street and in parks.
- ii. Opening up toilets in buildings owned by the councils to the public, for example the office at Tooley Street and libraries.
- iii. Working with partners to increase publicly available provision, for example in Leisure Centre, Network Rail owned stations and by encouraging more provision through regeneration and planning.
- iv. Supporting Community Toilets whereby the council works with business to open up toilets in café, pubs, supermarkets etc to local people.
- v. Provision of information on the council website and through AssessAble.

TOILETS ARE AN EQUALITY AND PUBLIC HEALTH ISSUE

- i. Lack of toilets disproportionately impacts on old and disabled people, who will often not leave the home unless they can be sure of adequate provision.
- ii. Parents with young children also particularly need toilets.
- iii. Women need more toilets than men.
- iv. Race is a barrier to accessing public provision in café and pubs.
- v. Men with prostate cancer need bins.
- vi. Poor provision is an environmental health issue and negatively impact on the health and wellbeing.

TOILETS ARE AN EQUALITY AND PUBLIC HEALTH ISSUE - RECOMMENDATION

Recognise that a lack of toilets disproportionately impacts on people with a Protected Characteristic, including old and disabled people in particular. A Toilet Strategy ought to conduct an Equality Impact Assessment. Poor provision is also a Public Health and environmental health issue and negatively impacts on the health and wellbeing of residents.

TOILET COLD SPOTS

- i. Provision is particularly poor in Peckham and Camberwell
- ii. Peckham Rye Station is due to have a toilet – however it unclear if this will only be a Changing Places Toilet and if other toilets will be provided in addition and if they will be located behind a barrier.
- iii. Concerns about anti-social behaviour are thought to be a concern here. These can and mitigated through engagement and good planning.
- iv. The council is a partner in the regeneration of the station led by Network Rail and such can use its influence to ensure provision meets the public's needs.
- v. Camberwell Green toilet provision is poor . The automatic toilet is frequently out of action and the library toilet is not cleaned frequently enough. There is potentially an opportunity in nearby supermarkets and fast food places.

TOILET COLD SPOTS - RECOMMENDATIONS

Improve provision in Peckham Rye Station by prioritising this in the Toilet Strategy and Regeneration plans. Together the council and Network Rail ought to provide more transparency on the plan, and options for toilets at Peckham Rye Station, and consult with local residents and stakeholders to bring clarity by 2025.

Improve Camberwell Green toilet provision by a) ensuring the library toilet is cleaned frequently enough b) engage nearby supermarkets and fast food places through a Community Toilet Scheme.

COMMUNITY TOILETS

- I. Southwark had until recently a Community Toilet scheme whereby it would work with businesses to promote use of toilets , however this has fallen into disuse over the last few years and is no longer actively supported.
- II. The Local Economy team are willing to liaise with businesses through their fora to promote such a scheme.
- III. There are a variety of good Community Toilet schemes, including ones in Richmond and Lewisham.
- IV. Community Toilet schemes enable the opening up or more toilets, particularly during business hours, in a resource effective way. They do require some consistent investment from the council and cannot be the only solution.

COMMUNITY TOILETS - RECOMMENDATION

1. Invest in a refreshed Community Toilet scheme using London boroughs, such as , Richmond and Lewisham as examples .

OPENING UP SOUTHWARK ESTATE TOILETS

- I. Since 2005 Southwark has open up toilets in the council's control to increase public access.
- II. There is now an accommodation review looking at over 200 toilets in building in the council's control as well as local partners. It is anticipated that around 100 can be opened up to the public.

SOUTHWARK ESTATE TOILETS - RECOMMENDATION

1. The Commission supports the accommodation review and recommends this is incorporated into a Toilet Strategy to maximise engagement and information.

INFORMATION AND SIGN POSTING

- i. Southwark maps out toilet provision on the council website but the map is not always accurate.
- ii. Southwark uses AccessAble, which is a well used resource.

INFORMATION AND SIGN POSTING - RECOMMENDATION

The Commission supports the use of AccessAble, which is a well used resource . It recommends that the website is kept updated in the short term and over the longer term more work is done as part of a Toilet Strategy to provide accurate information to residents and visitors .

TOILET STRATEGY

Strategies are important as lots of different parts of the council have responsibility for different aspects of toilet provision. A plan will bring these together:

Age UK say a good toilet strategy should include:

- i. Meaningful ongoing community engagement with residents. This should be a diverse group, including older residents, representative of the wider community. It is important that meaningful consultation is inclusive and that people without the internet are included.
- ii. A needs assessment based on mapping existing toilets available for public use, identifying gaps by working with communities and other partners to identify solutions.
- iii. An action plan to review and improve public information about provision. Consideration should be given to the quality of signage, maps, website information, and the use of newsletters, media, posters and leaflets to raise awareness about toilet locations.
- iv. Aim to mainstream public toilet provision into strategic policy such as urban planning policy.

TOILET STRATEGY - RECOMMENDATION

Develop a Toilet Strategy through engagement with a range of local people, mapping needs and gaps, co-creating solutions and provision of an action plan that interfaces with planning and regeneration.

NEXT STEPS

- i. Request information on upcoming Changing Places regulations/ guidance
- ii. Request on update on provision in parks and leisure facilities
- iii. Request an update on the accommodation review
- iv. Any thing else?