

The Leeds Approach

# Citizen-Led Practice Guidance

Including Top Tips for Practitioners



Leeds Safeguarding  
Adults Board



**TALK**  
TO ME,  
**HEAR**  
MY VOICE

# Introduction by the Touchstone Service User, Safeguarding Adults Group

**Put yourself in my shoes and think about what it feels like for me to have someone else making decisions about me, and my life, and not listening to what I want to happen.**

Then think about what a difference it would make to me:

- to have someone work properly alongside me – working with me, not doing to me;
- to really listen to what I want to happen;
- to focus on my needs and not the needs of the organisation.

**Please think about what it feels like for me to have assumptions and judgements made about me, by people I don't know, based on my situation, what has happened to me or what's written in my file.**

Then think about what a difference it makes to me:

- to be treated as an individual; recognising my strengths and diversity;
- as someone special;
- as someone worth your respect; and
- without judgements and assumptions being made about me.

**Please think about what it feels like for me to have had to shout all of my life to be listened to.**

Then think about what a difference it makes to me:

- if you take the time to stop and listen;
- if you treat me gently;
- if I don't have to shout.

**Put yourself in my shoes and think about what it feels like for me to have my views and lived experience dismissed by someone who thinks they know better.**

Then think about what a difference it would make to me:

- if my lived experience both good and bad was valued;
- my views were acknowledged and respected; and were
- not dismissed in a “doctor knows best type of way”.

We believe that working in this way will really make a difference to people in Leeds.





# Citizen-groups involved in developing this guidance

This guidance has been produced with the support of citizen groups engaged with the following organisations:

**Touchstone**

**Leeds Survivor-Led Crisis Service**

**St. George's Crypt**

**Barca Leeds**

**Pennington Court**

**Carers Leeds**

**Osmonthorpe Hub**

**Oakwood Hall**

**Leep1**

## Safeguarding Principles

The national guidance says that six principles should guide all safeguarding adults work:

**Empowerment**

**Protection**

**Partnership**

**Proportionality**

**Prevention**

**Accountability**



# Empowerment

What this means to me...

## Talk to me, hear my voice

In my words, empowerment means:

For someone to talk to me about the concerns for my safety

For someone to always ask me what help I want, if any

For someone to explain what the choices or options are

For someone to stop and listen to what I am saying -  
Do not underestimate the value of listening

Work with me - be someone I can trust

To have everything explained to me, in a way I can understand

To always look at the person and what problems they have and treat them as individuals

To receive the help I need to make decisions, for myself

To not make assumptions about what I want or need

Be honest with me - don't make out everything is okay if its not

To be in control of decisions about my safety - don't take over

Be invited to meetings about me - involve me in decisions

Don't make judgements about me

To be treated with respect at all times

Talk to me, not my carer, or my mother, I am not a child

To be kept informed, even if there is nothing new to report

Take time to understand what is important to me

Please recognise how hard it is when you are poorly to be able to speak up for yourself

Use layman's terms and tell it how it is - it can be like professionals speak a different language





# Protection

What this means to me...

**Work with me, to support me  
to be safe**

In my words, protection involves:

Getting the help I need

Having people on my side

Knowing people will help me

Not feeling scared all the time

Being able to go out again

Letting me live my life the way  
I want

# Partnership

What this means to me...

**Work together, with me**

In my words, partnership means:

Everyone working together to  
help me

A whole team approach

One plan everyone is working to

Everyone here is here for you,  
not for their organisation

Knowing you will get the  
support you need from  
different people

Not having to say things over  
and over to each new person





# Proportionality

What this means to me...

**Work with me, to resolve my concerns and let me move on with my life**

In my words, proportionality means:

Listen to what I want to happen

I don't want the process hanging over me

Look into my concerns properly...

...but don't take longer than needed

I need to be able to put it behind me and move on

Put yourself in my shoes...

...think about how it would feel

## Prevention

What this means to me...

**Support me to be safe now and in the future**

In my words, prevention means:

I want to know this won't happen to anyone else

I want to feel safe - and know this won't happen again

I hope people have learnt from what happened to me

You can't keep saying it's alright that these things happen if it's not alright, and it's not

I know who I can speak to now if I need to





# Accountability

What this means to me...

**Work with me, knowing you  
have done all you should**

In my words, accountability means:

It is important to have confidence that services will act on concerns properly

It is about knowing everyone is doing their best to help

It is important to have support from someone who you know will listen to you and act on what you tell them

If something is not possible or its going to take longer, update us so we know why and that we are not being ignored

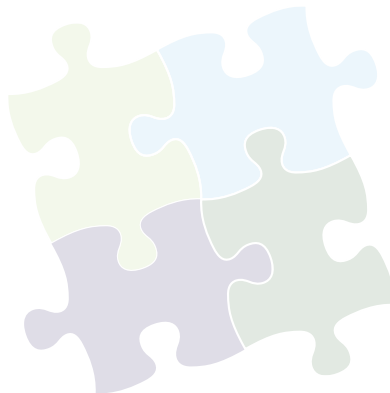
It is important that concerns are looked into properly

People listen to me if I disagree

Keep me informed of progress, even if nothing is happening so that I am not worrying about it

If you say you are going to do something, mean it, don't say it for the sake of saying it

Make sure I know who I can talk to, if I am unhappy with what is happening





# Conversations with me

Citizen groups highlight the need for practitioners to involve people and talk to them about what is happening, and what they would like to happen. We have tried to use what citizen groups told us, to produce this guidance for practitioners.

## Citizen Voices and Expectations

- ☐ Talk to me about the concern
- ☐ Ask me what I want to happen
- ☐ Ask me what changes I would like to achieve (my desired outcomes)
- ☐ Talk to me about reporting concerns
- ☐ Talk to me about what is happening at this stage and why
- ☐ Talk to me about what actions are being taken and why
- ☐ Talk to be about findings and learning
- ☐ Talk to me about risks
- ☐ Talk to me about plans to manage those risks
- ☐ Talk to me about whether changes I want have been made
- ☐ Talk to me about whether life is now better for me
- ☐ Talk to me about whether any further actions are needed
- ☐ Talk to me about support and representation if I need it
- ☐ Talk to me about what I can do if I am unhappy with decisions made or progress

These topics should be considered a useful starting point for conversations that will often be helpful to people. Unless there is a good reason not to, such as placing someone at more risk, try to work in this way.



# Citizen-led expectations of service

Citizen groups have also explained what the experience of safeguarding should feel like; and what outcomes they would usually hope could be achieved for them. We have tried to use what these groups told us, to produce this guidance for practitioners.

## Citizen Voices and Expectations

- ☐ I am confident that any concerns about my safety and wellbeing have been taken seriously
- ☐ I have been asked what I want to happen, and changes I want to achieve
- ☐ I have received the support I need to express my views
- ☐ I have had the support I need to be involved
- ☐ I know that my wishes and views have been taken into consideration
- ☐ I know if the multi-agency procedures are being followed or not, and what this means for me
- ☐ I have had a conversation about what is happening at each stage and why
- ☐ I know how my concerns were looked into
- ☐ I know what was found out
- ☐ I know what was learnt
- ☐ I have been involved in assessments of risk and the development of risk management plans
- ☐ I know people have sought to achieve the changes I wanted and explained when this was not possible
- ☐ I have had the support I need to take part
- ☐ I know who I can speak to, if I am concerned about decisions
- ☐ I know who I can speak to in the future about concerns

Seeking to achieve these outcomes where possible, will often be helpful to the person to feel involved in the support provided. Unless there is a good reason not to, such as placing someone at more risk, try to work in this way.

# Planning and Risk Management

Citizen Groups in Leeds have produced this advice for practitioners as to how they would wish to be involved in developing plans for their safety and wellbeing. Wherever possible, practitioners should seek to work in this way.

## Citizen Voices and Expectations

### Planning and Risk Management

Speak to me about it - hear my voice

Ask me what I would like to happen and why

Don't presume you know what I want

Talk to me about the options - and explain them

Ask me if there are any services I would like to be referred to

Let's agree - what I am going to do

Let's agree - what you are going to do

Don't take over - help me make my own decisions

If you need to make decisions I don't agree with, explain to me why

Enjoy helping people

# Planning Safeguarding Meetings

This advice has been produced by Citizens Groups in Leeds. It should be considered a practice guide for practitioners, to help make the experience of attending meetings as supportive as possible.

## Citizen Voices and Expectations

### Attending meetings

Think about how I am feeling -

Think about how you would feel in my shoes

If there is a meeting about me that I am not invited to - tell me why.  
Remember people are making decisions about my life

A few days before the meeting either call me or send me a letter  
telling me what will happen

Introduce everyone in the room -

tell me your job title, what you do and why you are here

Put me at ease, offer me a cup of tea

I need someone with me who I can trust to support me -  
make sure this happens

Allow for breaks - Recognise when I have had enough and will agree  
to anything because I have shut down

Ask me what I want from the meeting - Don't presume you know

Be interested in what I have to say - ask me what I think

Think about how I am feeling that day - I might be finding this more  
difficult than I thought I would

It shouldn't be people talking about me - it should be people talking  
with me, about what I want

Think about how the room is set up. Don't sit together with me on my  
own - don't make it like an interview

Explain things in a way I can understand - check that I do



# What I want from the people who provide me with support

This advice has been produced by citizens in Leeds. It outlines the practice and qualities people often seek from practitioners when they are being supported with difficult and sensitive issues of abuse and neglect.

## Citizen Voices and Expectations

### What I want from people supporting me

Openness and honesty

Empathy, kindness, selflessness, patience

To always feel that people are looking out for you

For people to have your back and speak up for you when you can't

To have stickability - be there for the long haul - even the tough stuff

To offer reassurance no matter what

To be knowledgeable about the world

To ask what they can do to help you

To give support and massive encouragement

To take into account what you have been through

To give you confidence and the ability to value yourself -  
when the help is there you want to just pull it in with both arms !

To always feel that people are looking out for you

To be treated with respect



To report a safeguarding concern or seek advice:

Contact Adult Social Care: **Tel. 0113 222 4401**

Out of hours: **Tel. 07712 106 378**

Deaf British Sign Language (BSL) users can access  
SignVideo at **[www.leeds.gov.uk/BSLlive](http://www.leeds.gov.uk/BSLlive)**



**Leeds Safeguarding  
Adults Board**

For information about safeguarding adults and the  
Leeds Safeguarding Adults Board:

**[www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)**