

Case study two: Emma Vignette

Emma is 32. She is recorded as having a learning disability and attended a “special school” but does not currently receive any social care services. She lives in rented accommodation provided through a housing association.

Emma is known to the police due to repeated reports by her neighbours. Incidents have involved noise, intimidation of neighbours by visitors, fights between groups of young men and a complaint by Emma that her ex-partner Darren had locked her in the bathroom.

Emma and Darren had been together for five years. Darren moved into Emma’s flat very quickly after they started their relationship, offering to take care of the bills and shopping using a joint account. He said that because of her learning disability she shouldn’t be in charge of the money. At first Emma had enjoyed having a boyfriend and had felt “normal” but he had soon started to just use her flat as he wanted and tell her what to do “as if she was stupid”. Darren has taken out a loan in her name and she is receiving letters related to repayments which she can’t afford. Emma used to be really close to her mum who lives nearby, but hasn’t seen her in a while.

The housing association sent Emma a letter saying that she will be evicted if there are any other incidents of her visitors causing distress to other tenants. After the housing association letter Emma ended the relationship. Emma calls herself an idiot for letting him into her life in the first place.

Since the breakup Darren frequently turns up at her flat, banging on the door, shouting and threatening her. Darren is texting her constantly and has threatened to send intimate photos of her to her Dad if she doesn’t let him move back into the flat. He says he knows she will want him back like she has done before. He always seems to know where she is for example, turning up when she goes to the food bank or at the bottom of her Mum’s road.

Following an incident where Darren broke down Emma’s front door the police have raised an adult safeguarding concern. The referral states that Darren is unemployed and does not receive Job Seeker’s Allowance as he failed to actively apply for work. He has two previous offences for possession of marijuana and for theft of alcohol. The referral states that Emma does not want to give evidence to support police action against Darren as she is scared of what he might do to her. She consented to a safeguarding referral being made.

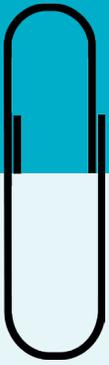


How would you make safe enquiry with Emma?

Who will meet with her?

Where?

How will you contact her to arrange the meeting?



Case study two: Emma

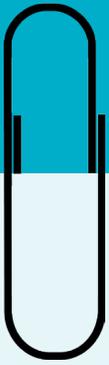
Support and safeguarding needs assessment with Emma

Form SC2: Assessment care and support needs

The worker will explain why they are having this meeting with you. Usually it is because you have asked for an assessment or because another agency that you have been in contact thought that we might be able to help.

You should have been asked if you were happy for them to tell us that you might need help.

| | |
|---|--|
| Who asked for or suggested this meeting: | <i>Ravinder Singh – Police officer (with Emma’s agreement).</i> |
| Who is at this meeting: | <i>Miriam Ali - Social Worker and Emma Pearson</i> |
| Part One: About You | |
| Name | <i>Emma Pearson</i> |
| Address | <i>Ground Floor Flat, 000 Whitechapel Road, Norwich, NW5 555</i> |
| Telephone | <i>07077 777 777 (can’t ring out – no credit)</i> |
| Email | <i>emmypea@xxxxxxxxx</i> |
| Gender | <i>Female</i> |
| Date of birth | <i>12.6.84</i> |
| Age | <i>32</i> |
| Ethnicity | <i>White British</i> |
| First language | <i>English</i> |
| Religion | <i>None</i> |
| GP | <i>Dr Ivan</i> |
| Support needed to take part in meetings/make decisions | <i>Emma cannot read long words or sentences easily. She prefers to have letters read to her, otherwise she “can get things muddled”. She can write some things and can use a text phone. She needs help to plan how to use money over the week and to remember to pay bills. Otherwise she can manage independently.</i> |
| Other person making formal health and welfare decisions? | <i>No (Emma is able to decide what support she wants)</i> |



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

I (Miriam Ali) explained that I had asked to see Emma because the police had had to go to her flat last Saturday night to stop Darren hurting her. I explained that the council can help people live more safely if that's what they want. I said that we call this "safeguarding work". I explained Emma was eligible for support through safeguarding under the Care Act 2014, because she is an adult with care or support needs who is at risk of harm. I explained she would not have to pay anything for this support.

Emma said she wanted help and said she had agreed for the police to pass on her information to social services.

I asked Emma if she would like the support of an advocate. I explained this is someone who works with her to get her views across when she's involved in safeguarding work. I explained this could be a friend or family member, or someone provided by an advocacy organisation. Emma said she "thought she would be ok" without an advocate, but she'd ask her mum to help if she needed. I explained she could change her mind at any time if she wanted to.

Quotes below are Emma's words.

Safety issues

> Does Emma feel safe?

If no. What is it that Emma is afraid of? Who is making her feel afraid?

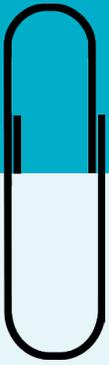
Emma told me "I am scared all the time". She is scared because her ex-boyfriend, Darren keeps "coming round and threatening" her. The police came because he broke the door down. Emma has experienced violence from Darren in the past - she said "he's grabbed me, I had bruises, and sometimes he pushes me around. I'm scared he'll come back and do it again, he seems really mad... I won't let him live here anymore".

Emma said she "is scared the housing are going to throw me out of my flat because Darren upsets the neighbours."

I heard how Darren has threatened Emma. Darren says he will send "embarrassing pictures" of her to her Dad if she does not agree to have him back. Darren is sleeping at his friend Nathan's at the moment - Emma doesn't know where that is.

Darren and his friends use drugs in her flat and "get into fights". It can be scary. They eat all her food.

Emma explained how Darren has the bank card for their joint account and so Emma doesn't have any money. Emma's benefits are paid into the joint account. She is "scared the bailiffs will come because Darren took out a loan to buy a new TV that he hasn't paid back".



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

If this is a situation of domestic abuse use the DASH-Risk assessment as a basis for talking with the person at risk about what is happening to them.

See DASH-RIC attached.

If the person is at risk and it is safe to do so, help them make a Safety Plan

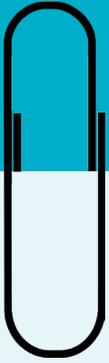
We made a safety plan for Emma to use if she is scared (see attached). Although Emma said she didn't want an advocate under the Care Act to start off with, after we discussed this some more she changed her mind. She would like the support of an Independent Domestic Violence Advocate (IDVA) to help her carry out the safety plan, and stay safe in the future. Emma will show the safety plan to the IDVA. Emma has agreed that the IDVA can see this assessment.

The outcomes I want and support I need

What do you want to happen next and what help do you want to make those things happen?

During the meeting Emma told me a lot of things that she wants to be better. Emma said

- > *“I want Darren to leave me alone*
- > *I want to stay in my flat.*
- > *I need the door fixed quickly*
- > *I want my own money and buy the food I want*
- > *I want my Mum to be able to come and visit me and to be able to go to her house when I want to (not wait for Darren to say its OK)*
- > *I want to see my friends and make new friends – not Darren's mates*
- > *I want to make peace with my neighbours*
- > *I want to explain who was making the noise to the housing officer*
- > *I want to go to college to do a childcare course”*



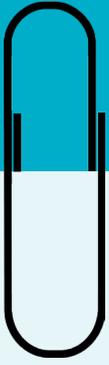
Case study two: Emma

Support and safeguarding needs assessment with Emma continued

We talked about the different things that might help Emma. I wrote the things into a list/plan below. Emma has signed this form to say that she agrees with the plan.

What next – plans to meet care and support needs and (if relevant) safety plan

| | What | Who will do this | By when |
|----|---|---------------------|--------------|
| 1. | Referral to be made to MARAC | Miriam | Tomorrow |
| 2. | Ask for a meeting with housing so Emma can explain to housing what has been happening | Miriam | Tomorrow |
| 3. | Stop my money going into the joint account | Miriam/DWP | Done |
| 4. | and to have a bank account that is just mine | Emma and Mum | Tomorrow |
| 5. | Find out about help for Emma to manage her money | Miriam | Next week |
| 6. | Emma to set up a meeting with “New beginnings” so they can help her decide what college course I want to do and where to go to make new friends | Emma and Mum | 2 weeks time |
| 7. | Safety plan - see attached | | |
| 8. | Front door fixed (temporary fix will be in place by tonight, and mum staying over this evening). | Housing association | Tomorrow |
| 9. | Contact the police to tell them about this plan and why it is needed | Miriam | Tomorrow |



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

Future contact

I (Miriam Ali) will come and see you each week for 6 weeks to make sure this plan is starting to work, and you feel safer. We will have a joint meeting with the IDVA after Emma has seen her. At the end of six weeks we will see how things have changed and make new plans if we need to.

> **What is your preferred way for us to contact you?**

Text or phone me – I can't ring back (no credit)

> **Is it safe to contact you anytime? If not, when is the safest time?**

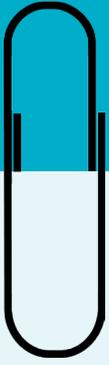
All times OK if Darren stays away

> **If we contact you and it's not safe to talk, can you think of something that you could say that would let me know that it's not safe to talk?**

"I've run out of milk"

> **Is there anything else you would like us to be aware of when contacting you?**

Don't ring too early



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

Conclusion

In my professional opinion, Emma has been and is still experiencing coercive control from Darren. Examples of this include:

- > Darren has control of Emma's money at the moment, and has taken out a loan in her name. This is financial abuse.
- > Darren is harassing and threatening her on a regular basis; verbally, physically, and with threats of sharing personal images of her with her Dad.
- > Darren has isolated Emma from her mum
- > Emma has reported that Darren seems to know her whereabouts. It is possible that he has planted spyware on her phone.
- > Darren has used Emma's learning disability against her to discredit her capability and undermine her independence – for example by telling her that she shouldn't be in charge of money because of her learning disability.
- > Darren kicked down Emma's door – this is both threatening behaviour, and criminal damage.

The combination of these behaviours is making Emma afraid. She is worried she may be homeless soon. She is hungry a lot of the time and has not been able to see her family, friends or go to college.

This is a safeguarding issue. Emma needs help to stop the abuse as she might let Darren back just to get some peace from the harassment and to stop him sending pictures to her Dad.

Emma has a safety plan (see attached)

We rang the housing association and Emma spoke to them about the door. They have put temporary security in place, and will make sure it is repaired fully tomorrow. Emma will ring Terry 07896 xxxxxx if they don't come by 11.30am

We rang Emma's mum. She was very glad to hear from Emma as she has been very worried but scared that if she came round it would make things worse for Emma. She isn't cross with Emma just with Darren. She is going to come to the flat and stay with Emma this evening. Emma will try to speak with her neighbours so they can call the police if Darren comes back.

Emma's mum will go with her to the bank to take her name off the joint account and open a new account tomorrow.

We rang DWP and Emma's benefits will no longer be paid into the old joint account. They will keep this month's benefits until Emma tells them the new bank account details.

Emma will set up the "Hollie guard" app.

I will keep the safeguarding case open.

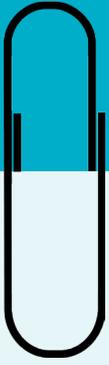
We have made a referral to MARAC. Emma will see an IDVA. The IDVA should text Emma tomorrow.

The police and the housing association may be able to help stop Darren coming round. The police will speak to Emma about possible legal options.

We can have a meeting with everyone who can help (a safeguarding meeting) if we need one.

I will come and see Emma and her mum at Emma's flat next week on Wednesday at 4pm to see how our plans are getting on and make new ones if needed.

2



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

| Safeguarding enquiry summary | | | |
|---|---------------------|--|----------------------|
| Is/are there an adult/s at risk | Yes | Information shared with the police? | Tomorrow |
| Who is at risk? | Emma Pearson | Who from | Darren Kidderminster |
| | | Relationship | Ex-partner |
| Are there any child protection concerns | No | Has a child protection referral been made? | N/A |
| About who? | N/A | | |
| Has a DASH-RIC been completed | Yes | High risk? | Yes |
| Has a referral been made to MARAC? | Yes | | |
| Is there a safeguarding/protection plan? | Yes | | |
| Is the plan in place? | No | | |
| Date of any multi-agency safeguarding meeting | None | | |
| Review date | Today plus 13 weeks | | |
| Signed consent given to this support plan (see below) | Yes | Mental capacity to consent to this plan? | Yes |

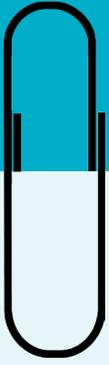
Completed by

Name: *Miriam Ali*

Role: *Social worker (North area -Adults)*

Organisation: *Adult Social care*

Date: *Today*



Case study two: Emma

Support and safeguarding needs assessment with Emma continued

Signing this form

Please ensure you understand the statement below, then sign and date the form.

I understand that completing this form will lead to a computer record being made which will be treated confidentially,

Information I have provided on this form will only be shared as allowed by the Data Protection Act. The worker completing this assessment with me has explained what the Data Protection Act says.

I understand that the council will store this information so that they can provide me with information, advice and support. To do this they may also share the information with NHS organisations and providers of care services who may be able to help me.

This means I won't have to give the same information to lots of different organisations. I understand that all health and social care services have a similar duty to treat my information confidentially in accordance with the Data Protection Act.

If I am at serious risk for example from domestic abuse or if other people are at risk from someone who is abusing me then the council may share my information with other organisations such as the Police to help keep me safe and protect other people

If I have given details about someone else in this assessment, I will make sure that they know about this unless doing so might place them or me at risk of harm.

The worker completing this assessment has explained that I will be involved in all decisions that are made about my care and support and that if I am unhappy about the support I am offered or the way in which services are delivered I can make a complaint - firstly to the manager of the service who will try to put it right and then if I am not happy to the Social services complaints office. Tel: 01234 567890.

Name: Emma Pearson

Signature: *Emma P*

Date: *Today*