

Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Waltham Forest is the health and social care champion for local residents.

[Join now](#) and get involved!



Picture: Queen Elizabeth's Lodge

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Contact us for alternative formats

Contact Us

➔ New Local NHS Advocacy Complaints Service

NHS Complaints Advocacy helps people to make their NHS complaints. The new service, operated by Healthwatch Waltham Forest, provides practical support and information to people who want to complain about an NHS service that they, or someone else, has received.



Sandra Ifield, Advocacy Co-ordinator

The service is independent of the NHS, confidential and free to all residents in Waltham Forest.

NHS Complaints Advocacy is here to provide you with practical support and information throughout the complaints process and to give you information about the different ways you can deal with your concerns. If you have a complaint against an NHS funded service (like a GP surgery, hospital, dentist or optician) and feel you would benefit from support to make your complaint, then please get in touch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Healthwatch Committee Recruitment

We are recruiting new Healthwatch Waltham Forest Committee members. We are looking for 12 local residents who are passionate about health and social care to join our committee.

For more information and an application pack please contact the Healthwatch office.

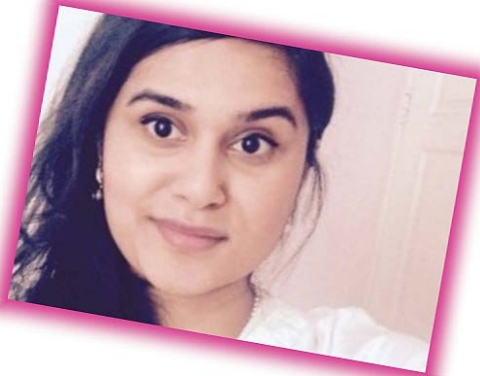
“I can have tea in my room when I like.”

[Join us today](#) and have your say!

➔ Introduction from Sumita

Sumita Ahmed, the new Volunteer and Engagement Officer at Healthwatch Waltham Forest says “Currently I’m working on engaging more young people through the recruitment of young volunteers, placement students and interns.

So far, I have been collaborating with Sixth Form colleges and Universities across Waltham Forest to engage more young people in Healthwatch Waltham Forest activities. I have designed a young patients’ experience survey, that I hope will begin in January.



Sumita Ahmed, Volunteer and Engagement Officer

I am now the main contact for the Health and Wellbeing Forum at Healthwatch Waltham Forest. I also represent Healthwatch at other engagement events such as the Waltham Forest Clinical Commissioning Group (CCG) Patient Reference Group and the Whipps Cross Hospital Patients Panel.

I am so excited to be working with young volunteers and to see what their views are about young peoples’ and children’s health and social care services across Waltham Forest.”

“I want to be treated as a person, not an issue.”

[Join us today](#) and have your say!

➔ Festive Season Closing...

The Healthwatch Waltham Forest offices will be closed from 22nd December 2017 to 2nd January 2018 inclusive, during the festive period.

We would like to convey Seasons Greetings, and wish you a happy new year!

➡ Safeguarding Adults Board Forum

Would you like to share your views on adult safeguarding with health, social care and other services? Are you a local resident or a voluntary sector professional working in the borough?

If you have an interest and/or an opinion on safeguarding adults then we would really like you to attend our forum and tell us what you think. The purpose of the forum is to give a Waltham Forest resident's voice to the Safeguarding Adults Board.



Safeguarding is everyone's responsibility

What do we mean by adult safeguarding: it is about protecting adults' rights to live in safety from abuse and neglect. At times this means balancing the rights of an adult to make their own informed choices and decisions against the right to be safe.

All agencies work under the Care Act 2014, more information is available online. ➡ [More](#)

The Safeguarding Adults Board Forum event is facilitated by Healthwatch:

➡ Thursday 9th November, 5.00pm – 7.00pm

➡ Waltham Forest Town Hall

The Safeguarding Adults Board is made up of all the main partners in the borough from health, the Local Authority, Police, Fire Brigade, and voluntary sector organisations.

The board also has lay members who are local residents. The purpose of the board is to ensure that all the partners work together so that adults in the borough are safeguarded.

To book or for more information, get in touch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➡ Enter and View

Healthwatch Volunteer Frances Martineau writes "I am one of a number of volunteers who work alongside the staff team at Healthwatch Waltham Forest. I have been volunteering with Healthwatch for about two years now.

I've spent most of my working life in the health and social care sector especially working with vulnerable women and children. About a year ago I became involved in Enter and View and took part in an extensive training programme to become an authorised representative. I carried out an Enter and View visit with Joyce Osei, who is the lead Co-ordinator for the project at Healthwatch. This was a really positive and worthwhile experience and since then I have become lead volunteer for the project.



Frances Martineau, Healthwatch Volunteer

What is Enter & View? Healthwatch is able to visit health and social care premises to see and hear how services are provided and to look at particular topics.

What do we do? We find out people's views on the service, we talk and listen to staff, patients, residents, carers and family about the service. We make observations about how the service is being run, most importantly we gather evidence-based findings and we report our findings good or bad in a report that is available for people to look at online.

Healthwatch Waltham Forest has an ambitious programme for visiting health and social care providers from October 2017 - February 2018. For further information please contact Joyce Osei at the Healthwatch office.

**“Parking at the hospital
can be a challenge.”**

[Join us today](#) and have your say!

➔ Locals Urged to Take Up Free Flu Vaccine

People in Waltham Forest who are most vulnerable to flu are being urged to protect themselves and their family this winter by having the flu vaccination.

Flu is a highly contagious viral infection that anyone can catch, and it can be very serious for some. It is most common over the winter period.

Getting the flu jab or nasal spray is one of the most effective ways to reduce potential harm from the seasonal flu virus. The vaccination is free to those at increased risk from the effects of flu.

This includes children aged two to eight; people aged 65 and over; pregnant women; people with long-term health conditions; carers and front-line health and social care workers.



The flu jab is an 'effective way to reduce potential harm'

Dr Anwar Khan, a local GP and chair of NHS Waltham Forest Clinical Commissioning Group (CCG), said:

"Getting the free flu vaccination can help the most vulnerable people in Waltham Forest to prepare for winter and avoid having to visit hospital due to common winter illnesses.

The vaccine is updated every year to combat the latest strains of the flu virus, so if you are in an at-risk group and had the jab last year, you will need another one this year." [➔ More](#)

"The receptionists do a difficult job."

[Join us today](#) and have your say!

➔ 60 Seconds, Annette Bailey

Barts Health has some 'ingenious ways' to engage with young patients so they can improve the care they are providing. At Whipps Cross Hospital, 'golden tickets' enable those on the children's ward to tell staff when they've had particularly good care.

Children can also hang paper tops and pants on a washing line, giving their views on what's been 'top' and what's been 'pants' about their experience. Meanwhile, a Youth Empowerment Squad helps to design new services.



Annette Bailey, Whipps Cross Paediatric Department

"I prefer to see my own GP."

[Join us today](#) and have your say!

We caught up with Annette Bailey who works in the paediatric department as a key mentor and junior sister on Acorn Ward:

How long have you worked here? Since April 2016.

What attracted you to the job? That's easy, the friendly and supportive staff.

What does your job involve? Caring for children with a variety of conditions, mentoring students and supporting newly qualified nurses.

What do you like most about your job? Caring for children with long term conditions such as cancer.

What's your proudest achievement? First of all, being a key mentor and clinical practice facilitator. And more recently, Acorn Ward winning the commended placement of the year award at 2017's City University School of Health Sciences Awards.

➔ 60 Seconds, Marie Clough

We catch up with Marie Clough, Patient Experience Lead at Whipps Cross Hospital:

How long have you worked here? I have worked at Barts Health since September 2016. Previously I was Patient Experience Manager at Kings College Hospital in South East London working over 5 hospitals and before that I worked at South London and Maudsley as a Patient Experience Lead in Psychosis.

What attracted you to the job? After working more strategically at Kings I was really excited about the opportunity to work on the 'front line' working with staff and patients to engage with and act on Patient Feedback and I believe that this job gives me the opportunity to do that, after working in South East London so long I was keen to make a change although commuting after walking to work for 8 years takes some getting used to!

What does your job involve? A work in progress, the aim of my role is to ensure that the Patient's Voice is heard and acted on with the overall aim of improving Patient Experience at Whipps Cross. At the moment it's just me doing this so my role is very varied, I work with staff to engage them with 'I Want Great Care' to encourage surveys to be given out and feedback is considered and acted upon, creating site wide reports on progress and performance to identify areas of good practice and areas that need improvement, I support teams that are struggling with response rates to create improvement plans. I am working with the Patient's Panel at Whipps Cross to help create a more robust structure and accountability. I work with external stakeholders such as Healthwatch, supporting their patient engagement work,

What do you like most about your job? The variety! I enjoy the autonomy which gives me the opportunity to work across the whole site, the longer I am here the more I am learning about the great Patient Engagement work that has happened and the genuine passion that local people have for the hospital, I feel very optimistic about the potential for the future.

“ NHS 111 gave spot-on advice. ”

[Join us today](#) and have your say!

In what way does what you do help patients?

I have always been very passionate about ensuring the Patient's Voice is heard and working with staff to engage with what they are saying. I would hope that I help patients in facilitating ways for them to feedback and for staff to act on the feedback so that their experience gets better as a result. I also hope to help staff in that the majority of feedback we get is very positive and motivating and a genuine reflection of their hard work and commitment.



Marie Clough, Whipps Cross Patient Experience Lead

What's your proudest achievement? Work wise being part of a pan-London Wellbeing Project called 'Well London' working with the 20 poorest boroughs to improve their health and wellbeing is something I am very proud of, over 3 years we worked across London developing projects focusing on keeping fit, gardening, positive mental health, creativity, work skills etc. etc. the list goes on and on. Creating relationships over the 3 years and genuinely seeing the difference we had made together was very inspiring. More personally becoming a mother to my Son Tate (7) and daughter Rose (3) whilst very much still 'a work in progress' have turned out to be the best thing I have ever done.

What has been your biggest challenge? Patient Experience can just be seen as 'another thing to do' and quite far down on the 'list' when staff are busy and overwhelmed, encouraging staff to engage with the feedback and act on it has been a major challenge throughout my 'Patient Experience' career, regardless it is a challenge I am happy to work on.

What one thing would make Barts Health a better place in which to work and be cared for? In the short time I have been here there seems to be little time to think and reflect both on the positive and what needs improving on, what has worked and what hasn't, being more proactive and less reactive both in how we treat our staff and patients and listen to what they are saying.

➡ Having a Blood Test in Waltham Forest

North East London NHS Foundation Trust (NELFT) is to take over delivery of the Community and Domiciliary Phlebotomy Service from Barts Health NHS Trust.

Once operating at full capacity, the new service will see longer opening hours, more appointments per day across the borough, and the introduction of an online appointment booking system to reduce queuing and overcrowding during peak periods.

The change follows patient feedback that the existing walk-in and wait service was not working out on too many occasions. In order to deliver an improved service with more appointments available overall, the community-based service will be delivered from fewer sites, these are:

Silverthorne Medical Centre

2 Friars Close, Chingford, E4 6UN

St James Medical Practice

47 St James Street, Walthamstow, E17 7NH

Langthorne Health Centre

13 Langthorne Road, Leytonstone, E11 4HX

Initially, while the new service is getting up and running, the new clinics will be open (first to last appointment) in the morning only from 8.15am to 12.30pm. Patients can go to any of the three clinics.

From 16th November, blood tests will be available at the St James Medical Practice site all day, with an afternoon clinic held from 1.15pm to 5.30pm.

To ensure a robust phlebotomy service is in place across the borough, the clinics which used to operate at Chingford Health Centre, Comely Bank Health Centre and Oliver Road Polyclinic will no longer run as of 31st October 2017.

More information is available on the NHS Waltham Forest Clinical Commissioning Group (CCG) website. They will also be tweeting about the new arrangements from the CCG's Twitter account @nhs_wfccg. Please get in touch with any queries:

✉ wfccg.communications@nhs.net

**“They treat symptoms,
not the root problem.”**

[Join us today](#) and have your say!

➡ Patients Association Helpline

The Patients Association helpline is the national non-disease specific helpline for anyone trying to navigate the often complex health and social care systems in the UK. The helpline service is free and confidential.



Get practical information and guidance

The practical information and guidance the helpline gives covers access to treatments; concern about treatments; how to make a complaint about any health or social care service; social care; patient's rights and responsibilities; changing (or finding) your GP or dentist or seeing your medical records.

The helpline will often signpost callers to other organisations when appropriate.

☎ 020 8423 8999

✉ helpline@patients-association.com

**“The midwife was right
there for us.”**

[Join us today](#) and have your say!

➡ London Ambulance Service Patients' Forum

The London Ambulance Service (LAS) Patients' Forum invites you to attend their next event:

➡ Monday 13th November, 5.30pm - 7.30pm

➡ LAS, 220 Waterloo Road, SE1 8SD

To find out more:

✉ PatientsForumLAS@aol.com

➔ Ethnic Women's Voices in New Maternity System

What do you want in your local maternity provision? How can you influence the service? From the Race Equality Foundation and First Steps, an event on 'Hearing Minority Ethnic Women's Voices in the New Maternity System':

➔ Monday 13th November, 10.00am - 1.00pm

➔ 27 Greenwood Place, London, NW5 1LB

Recommendations from Better Births has led to a national transformation of maternity services to improve choice and care for every woman.



Improving choice and care 'for every woman'

It is recommended that local maternity systems establish Maternity Voices Partnerships as the independent committee to influence and share in decision-making representing service user voices.

“Our social worker was very informative.”

[Join us today](#) and have your say!

Aim - this half day event aims to inform black and minority ethnic women and those organisations working with these women about the Local Maternity Systems and how their voices, issues and concerns can be heard in the new local system.

Objectives - to provide an overview of what the new local maternity services look like; hear how women can work together with commissioners through their Maternity Voices Partnership to design and influence local maternity services; explore how diverse and vulnerable women are to be supported to be engaged with in the maternity system. ➔ [More](#)

➔ CQC State of Care Report 2016/17

'State of Care' is the Care Quality Commission's annual assessment of health and social care in England. The report looks at the trends, highlights examples of good and outstanding care, and identifies factors that maintain high-quality care.



Health and care services 'are at full stretch'

This year's report shows that the quality of care has been maintained despite some very real challenges. Most of us are receiving good, safe care and many services that were previously rated inadequate have recognised inspection findings, made the necessary changes and improved.

The fact that quality has been maintained in the toughest climate most can remember is testament to the hard work and dedication of staff and leaders. However, as the system continues to struggle with increasingly complex demand, access and cost, future quality is precarious. The number of people with complex or multiple conditions is increasing. We have an ageing population, and the total number of years people can expect to live in poorer health continues to rise. ➔ [More](#)

➔ New Provider at Orient Community Practice

A new provider, Living Care Medical Services, has been awarded the long term contract for Orient Community Practice, Oliver Road. The new contract commenced on 1st October 2017. NHS England has written to all registered patients to advise them of the change. You can also find information about the provider online. ➔ [More](#)

“The phone is engaged constantly!”

[Join us today](#) and have your say!

➔ Youth Community Champions

Are you a young person aged 16 - 21 and know your local area? Do you have community ideas? Would you like to see changes? Come and tell us what they are! A local project, by First Steps and the Race Equality Foundation is looking for Youth Community Champions! They want to work with young people to carry out research that will support young people in your area.



Could you be a 'Youth Community Champion'?

You can take in this important role by attending two half day workshop sessions:

- ➔ 18th November & 9th December, 10am - 3pm
- ➔ YMCA, 642 Forest Road, Walthamstow, E17 3EF

You will get a £20 thank you voucher for taking part. They want you to share the attitudes, wishes and feelings of children and young people living or being educated in your local borough.

You can be anyone - disabled; black and minority ethnic; a girl or boy; of a particular faith, so long as you are a young person! They will provide training and support to carry out the research. The research and ideas and solutions about what else would help young people, will be presented to local organisations.

To find out more contact Tracey Bignall:

- ☎ 020 428 1884
- ✉ tracey@racefound.org.uk

**“I want to be involved
In decisions.”**

[Join us today](#) and have your say!

➔ Community Waltham Forest Training & Events

Community Waltham Forest are here to support, represent and strengthen voluntary organisations, community groups, social enterprises and volunteers to make an even greater contribution to Waltham Forest and the people who live and work here.

They offer support with free training programmes; 1 to 1 expert support and advice sessions; a website packed with online resources on funding, managing finance, governance and other useful topics; support for people who want to volunteer, and advice for organisations working with volunteers.



Practical training, information, advice and support

They also produce regular bulletins and updates with funding opportunities, news and events, and advise on funding bids, including opportunities to meet funders.

**“Our district nurse goes
the extra mile.”**

[Join us today](#) and have your say!

Their upcoming training and events include:

- 8th November: Connected Network Meeting
- 9th November: Syrian Refugees Community Event
- 27th November: Governance Made Easy
- 30th November: Volunteer Manager's Network
- 7th December: Managing Volunteers Made Easy

Find out more online, or get in touch. ➔ [More](#)

☎ 020 3893 9790

✉ hello@communitywalthamforest.org

➡ Windmill Friendship Group, Chingford

Are you worried about being alone? Want to meet new people and not sure how? Or new to the Chingford area?

Come and join a relaxed morning get-together, to meet new people and try new activities:

➡ 21st November, 19th December, 11am - 12.30pm

➡ Windmill Court, 4a Weale Road, E4 8LP

Refreshments included and everyone welcome!

To find out more contact Alison Gordon:

☎ 07790 362715

✉ alison.gordon@walthamforest.gov.uk

“I can't go shopping without support.”

Join us today and have your say!

➡ Feel Good Walks!

Free Feel Good Walks are here! Walking is a low impact exercise, so it's easy for you to get involved.



Walking 'could help you feel great again!'

Even if you're not feeling your best, walking could help you feel great again!

The walks will be weekly, from Tuesday 10th October 2017.

To find out more contact Ralph Robinson:

☎ 020 8496 3698 or 07973 153 956

✉ ralph.robinson@walthamforest.gov.uk

➡ Singing for the Brain

From the Alzheimer's Society, a singing group for people living with Dementia, families and carers:

➡ Every Tuesday, 2.00pm - 4.00pm

➡ The View, 6 Rangers Road, E4 7QH



A relaxed and supportive singing group

Come and enjoy singing in a relaxed and supportive environment. Disability facilities and parking available on site.

For more information please get in touch:

☎ 020 8556 8171 or 07483122449

✉ walthamforest@alzheimers.org.uk

➡ Over 50's Monthly Network Event

From Leyton Orient Trust, come along to a friendly new monthly network for residents aged 50+:

➡ 24th November, 22nd December, 12pm - 1.30pm

➡ Leyton Orient Stadium, Brisbane Road, E10 5NF

Meet other like-minded people who want to socialise and get out more. Find out about clubs, groups and other activities going on in your area.

Try out an activity taster. Light refreshments provided by Tesco. If it's your first time coming to the stadium, get in touch and we can support you to attend. To book or for more information:

☎ 07715536872

✉ carolyn.sellick@walthamforest.gov.uk

“The repeat prescription service works well.”

Join us today and have your say!

➡ Volunteering is 'Good for People'

Recent years have seen a huge push by the government and voluntary sector to encourage youth volunteering.

Rates of volunteering among 16-25 year olds rose by 50% between 2010 and 2015. Millions of young people have been mobilised. It's a 'great success story'.

But at the same time, and without any of the same kind of attention, people at the other end of the age spectrum have continued to do their bit. Those aged over 75 are just as likely to volunteer once a month as people aged 16-49.



Gaining 'increased self-esteem and a sense of purpose'

That is vital, because volunteering has always been an important way of combating the loneliness epidemic currently besetting older people.

People over 50 tell us at the Centre for Ageing Better that social connections and a sense of purpose matter just as much to them as health or financial security.

There is consistent evidence that older people who make a contribution to their community are happier as a result.

They are less likely to be depressed, and there's even evidence that people who volunteer regularly are likely to live longer. By meeting new people and doing something that matters for others, they gain increased self-esteem & a sense of purpose. ➡ [More](#)

“I want a single point of access.”

Join us today and have your say!

➡ Positivetools4life

Positivetools4life is a community-based, volunteer-run organisation aiming to support people in Waltham Forest suffering from stress, anxiety and depression by providing low-cost counselling and affordable wellbeing workshops and classes.

They believe people can be helped to find their own solutions given the right support and they aim to offer a range of tools to help with this.

As well as counselling, they currently offer mindfulness meditation workshops and drop-in classes. Counsellors are fully qualified or trainees in the final stage of their professional qualification. All are registered with the British Association for Counselling and Psychotherapy.

Positivetools4life is a growing charity and they hope to be able to offer a fuller range of services soon to help people manage their lives in a healthy way using a holistic approach in order to move towards mental wellbeing. To find out more get in touch, or visit the website. ➡ [More](#)

☎ 07999 949 843

✉ Positivetools4life@outlook.com

➡ The 'Effective Lay Partner' Event

The London Leadership Academy would like to invite you to the 'Effective Lay Partner', an upcoming three-day course:

➡ 23rd and 24th Nov, 16th Jan, 9.45am - 4.30pm

➡ Friends House, 173 Euston Road, NW1 2BJ

This course is designed for patients and carers who have taken on 'lay partner' or 'lay member' roles in a local Healthwatch, Clinical Commissioning Group, Hospital or other healthcare-related organisation.

You will have the opportunity to meet other people from across London that have these roles.

The course is highly interactive and you will have the opportunity to share your expertise as well as learning from others.

Please note that each day builds on the one before - they are not standalone - so priority will be given to those who can make all three dates. Register online, or get in touch for more information. ➡ [More](#)

✉ patient.leadership@hee.nhs.uk

➔ 'Living with Dementia' Information Booklet

Alzheimer's Society Waltham Forest has produced a booklet, packed with useful information.

Titled 'Living with Dementia', it provides information about the services available for people diagnosed with dementia and for their carers and families.

Topics include Health Services - assessment, diagnosis and support; Council and Social Services; Services for people with dementia and their families; Regular dementia friendly social clubs; Day clubs; Counselling services and other support.



Providing information and practical advice

To find out more:

✉ walthamforest@alzheimers.org.uk

Latest Newsletters

➔ NICE - Public Involvement Update, October 2017 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ The Latest News from the Waltham Forest Echo ➔ [More](#)
- ➔ Half of adults aged 55 and over have experienced common mental health problems, say Age UK ➔ [More](#)
- ➔ Social care quality stable despite 'toughest climate in memory', says CQC ➔ [More](#)
- ➔ One million people to receive mental health first aid training ➔ [More](#)
- ➔ NHS targets super-sized chocolate bars in battle against obesity, diabetes and tooth-decay ➔ [More](#)
- ➔ £20 million fund to make children's services work more closely together ➔ [More](#)
- ➔ Drawing on lived experiences of social care can shape research and practice ➔ [More](#)
- ➔ NHS data loss scandal deepens with further 162,000 files missing ➔ [More](#)
- ➔ Inspectors to spend more time with social workers under new Ofsted regime ➔ [More](#)
- ➔ Home-testing kits that detect bowel cancer could almost halve invasive examinations by 2020 ➔ [More](#)
- ➔ New annual A&E statistics report published ➔ [More](#)
- ➔ NHS England to help tackle rising costs of GP indemnity with £10 million boost ➔ [More](#)
- ➔ Vulnerable children could be put at risk by falling numbers of specialist NHS nurses ➔ [More](#)
- ➔ NHS leaders unveil action to boost flu vaccination and manage winter pressures ➔ [More](#)
- ➔ First detailed skills statement for social work with older people launched ➔ [More](#)
- ➔ New report captures views of social workers ➔ [More](#)
- ➔ More adult care users need help with daily living, national survey finds ➔ [More](#)
- ➔ CQC annual State of Care report shines light on state of mental health services ➔ [More](#)
- ➔ Cancer Research UK's campaign about the Early Diagnosis Workforce ➔ [More](#)
- ➔ Prime Minister announces independent review of the Mental Health Act ➔ [More](#)
- ➔ NHS patients to be asked about sexuality ➔ [More](#)
- ➔ What does becoming a multispecialty community provider mean for GPs? ➔ [More](#)
- ➔ First adult social care budget rise since 2010 spent on higher costs ➔ [More](#)



There are up to 13,000 victims of slavery in the UK today.

Modern Slavery what to look out for



Forced labour



Forced criminal activity



Sexual exploitation



Domestic servitude



Child exploitation



Organ Harvesting



Human trafficking

Spot the signs

- Unexplained injuries and/or looks neglected
- Controlled or always watched by another person
- Anxious, scared, withdrawn, distrustful or lacks confidence
- Unexplained injuries
- May live and work in the same place and/or doesn't know work or home address
- No access to passport or documents. These may be held by somebody else.
- Limited contact with family or outside world
- Forced or intimidated to work with little or no pay
- Bonded by debt or has money deducted from their salary
- Controlled by another person
- Over occupied house in a poor state with people leaving and entering in large groups early or late at night

If you are concerned about someone who you think might be a victim of Modern Slavery contact the **Modern Slavery helpline on 08000 121 700**

In an emergency contact the Police on **999**

For a Child in Waltham Forest contact the Multi-Agency Safeguarding Hub.

Phone: **020 8496 2310**

(Monday to Thursday 9am–5.15pm, Friday 9am–5pm), 020 8496 3000 (out of hours)

For an Adult in Waltham Forest with care and support needs contact Adult Social Care.

Email: **WalthamForestDirect@walthamforest.gov.uk**

Phone: **020 8496 3000**



Strategic Partnership Boards

SAFETY SAFEGUARDING WELLBEING



Health & Wellbeing Forum

 Would you like to **share your views** on Drugs and Alcohol, **Mental health** and End of life Care.

 Are you a **voluntary sector** professional or **local resident**?

If you have an expert opinion on **health and social care services** we would like you to attend our forum events.

The purpose of the forum is to give a public voice to the **Health & Wellbeing Board business**.

The event is facilitated by Healthwatch.

Date: Wednesday **22nd November**, 14:00 pm – 17:00 pm

Venue: Waltham Forest Resource Hub (Central)
1 Russell Road, London, E10 7ES

To book a place or for more information:



info@healthwatchwalthamforest.co.uk



020 3078 9990



07507483288



Healthwatch_WF



<http://www.healthwatchwalthamforest.co.uk/events>

In partnership with

