



Seen Something? Say Something.

Newsletter 17
March 2015

Adult harm can take many forms:

- **Physical harm:** such as slapping, punching, biting, hitting, shaking and kicking
- **Psychological harm:** being humiliated, intimidated, shouted at, threatened, bullied or constantly criticised.
- **Financial harm:** pressured to hand over money or possessions. Exploitation of property or welfare benefits or stopping access to own money or possessions. Stealing, cheating or fraud. Being pressured to re-write a Will.
- **Neglect:** being denied food or heating, medication, privacy, dignity or personal care by a responsible person/agency.
- **Sexual harm:** any sexual activity that a person doesn't feel comfortable with, want or understand.
- **Selfharm / Self-Neglect:** when you harm yourself or don't look after yourself.

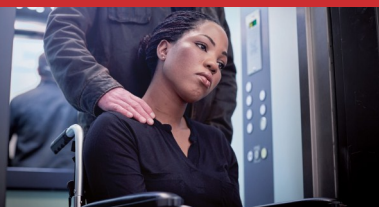


If you think an adult's being harmed, get it checked out. It's right to act on your suspicions.

Fife Adult Protection Committee is supporting the Scottish Government's 'Adult Support and Protection' campaign, aimed at raising awareness of adult harm and encouraging people to act on their gut feeling that somebody may be at risk of, or is experiencing harm.

John Myles, Independent Chair of Fife APC said: "Many people remain unaware of adult harm or of the need to act on their concerns. Adult harm can affect anybody, but people who can't look after or stand up for themselves can be particularly at risk, whether through personal circumstances, a physical or learning disability, or mental or physical illness. Everyone has a duty to look out for people in our communities. People often have an instinctual feeling that someone is being harmed or is at risk; a sense that something is not right. By acting on this, you could help a person who is at risk to overcome the situation and become safe from harm. Sometimes people don't want to get involved for fear of being seen to intrude on other people's privacy or that they might be wrong about the situation and subject another person to unfair accusations. But it's vital that they do raise concerns – you don't need to provide your details and the authorities will check the situation sensitively and support will be given, if needed."

**Call Fife Adult Protection Phone Line
01383 602200**



contactSCOTLAND

The Scottish Government is funding an NHS 24 online BSL Video Relay Interpreting Service pilot to improve access to health services for people in Scotland who are Deaf, deafened or hard of hearing. The NHS 24 pilot will now be extended to the rest of the public sector in Scotland and is called 'contactSCOTLAND'.



This is the first nationally funded public sector Video Relay Interpreting Service in the UK. Service users can contact any public service they need through the BSL Video Relay Interpreting Service. The new extended online interpreting service will allow Deaf people throughout Scotland to use BSL to make contact (webcam/signing) with public services such as their GP, Police Scotland, Council Services, Housing, Social Work and NHS 24. It is NOT for Emergency 999 calls.

If you receive a call from a Deaf person using the VRS system you should treat it in the same way as you would if it was from a hearing person. The only difference is that there is an interpreter acting as an intermediary: they will tell you this when you answer the phone. You simply need to be aware that you may receive a call in this way. You can also make a call to a Deaf person using the same system.

More information on how the BSL Video Relay Interpreting Service will work can be found on the contactSCOTLAND website at www.contactsotland-bsl.org. The website includes a video clip in BSL.



Identity Theft

Identity thieves have become increasingly savvy at gaining access to people's personal information. There is a lucrative black market for stolen identities, leading to elaborate schemes to steal your personal information.



Tips to avoid identity theft:

- Know which billing statements you expect to receive every month, and if you are missing one, contact the company right away.
- Switch to online statements from your bank or building society.
- Check your account statements as soon as they arrive in the mail or online for any activity that isn't yours.
- Shred any cancelled cheques.
- Use PINs and passwords with numbers, symbols and upper and lowercase letters that are difficult to guess.
- Ensure your computer has anti-virus protection.

For details of free downloads go to:

<http://www.moneysavingexpert.com/shopping/free-anti-virus-software>

If you believe your identity has been stolen:

- Contact the three credit bureaus, Experian, TransUnion and Equifax, and place a fraud alert on your credit reports if you suspect or know your identity has been stolen.
- Contact Police on 101 and report to Action Fraud on 0300 123 2040.
- Never pay a bill you don't owe.
- If you suspect someone else may be using your driver's license number, contact the DVLA (www.gov.uk/contact-the-dvla) and ask to speak with a fraud investigator.

Know Your Rights

A seminar for carers, sharing information on the Mental Health Act and the Adults with Incapacity Act, entitled 'Know your rights' is being hosted by the Mental Welfare Commission. The seminar will be jointly held with the Carers Trust, Support in Mind Scotland and the Mental Welfare Commission for Scotland, on 25 March 2015, 10am-3pm, at COSLA Conference Centre, Edinburgh. Visit: <http://www.mwscot.org.uk/about-us/latest-news/know-your-rights-seminar/>

Safe, Secure & Supported



This project has received its 100th referral for security advice. The partnership project, funded by the Big Lottery for 5 years, aims to support women and children affected by domestic abuse to live in a home of their choice through a range of additional supports provided by Fife Cares, Police Scotland, Housing providers and Fife Women's Aid. Victims of domestic abuse can have hard choices to make about their safety, with many continuing to live in fear after their relationship ends. Many perpetrators continue to stalk their victims leaving women and children feeling very vulnerable. This project aims to help women to feel safe by offering a range of additional services to address practical and emotional concerns.



Fife Cares is one aspect of the project - a dedicated security adviser can carry out a security survey on the home, and provide personal safety advice and support tailored to the individual. Dependant on the level of risk involved and results of the security survey a range of equipment can be fitted e.g. a door chain, a door viewer, a letter box lock or in some cases security lighting.

Bill Harley, Home Security Adviser said, "The project has helped a lot of women who are affected by domestic abuse to feel safer and be safer. More people who are affected by domestic abuse could benefit from this service so please submit a referral and I will make a visit."

Home security advice can be arranged for any woman with experience of domestic abuse. Referrals can be made via Fife Direct using the e-form - Do it online/Safe, Secure & Supported @ Home security referral' or self-referrals by e-form through Fife Direct (www.fifedirect.org.uk/sssh) or by phone via the Fife Council Contact Centre on 01383 441177. If you wish further information regarding a security visit please contact Bill Harley, Home Security Adviser on VOIP 450482 or mobile: 07801 548264.

Acting on behalf of a person with dementia

Only 22 per cent of people affected by dementia feel that businesses and organisations understand a person's rights around Lasting Power of Attorney. The poll by Alzheimer's Society was released to mark the launch of [Accessing and sharing information: Acting on behalf of a person with dementia booklet](#).

There are times when families or friends may need to access or share information on behalf of a person with dementia. The law in this area can be complex and often people, as well as organisations, are unsure about the rights that people have under the Data Protection Act. As part of the group, Alzheimer's Society collaborated with Office of the Public Guardian and a number of other organisations, including banks and utility providers, to produce this guidance booklet. Having a [Lasting Power of Attorney](#) means your choices count, no matter what happens in the future and everybody should consider having one. People needing advice on Lasting Power of Attorney and dementia can call the Alzheimer's Society Helpline on 0300 222 1122.



New dementia app Alzheimer Scotland have launched a new app called Pocket Pal.

The free app is a mobile (phone or tablet) application that helps to remind people when to use things around the home – for example the washing machine, the cooker, or the kettle. The app breaks down any household task into a series of small steps using images, text and/or voice. For information visit: http://www.alzscot.org/news_and_community/news/3242_pocket_pal_now_on_dementia_circle

Safer Banking

Using chip-and-pin in shops or at a cash machine can be a problem for some disabled people and many have to ask for the help of strangers. But a new guide explains how to keep banking secure. Almost three-quarters of people for whom using a bank card is difficult say they have given their PIN code to someone else in the past two years. Sharing this information breaks with the terms and conditions of many accounts. This means that if you've been a victim of fraud and the bank finds out you gave your PIN code to someone else, you may not get your money back.



In response, the Payments Council has produced a website: www.payyourway.org.uk It contains tips on banking safely when someone else does much of it on your behalf. The [Managing Payments Guide](#) gives advice such as how best to use internet and phone banking, how to set up a joint account with a trusted person, and how to create a "one time only" PIN code to withdraw a specified sum without handing over a bank card.

Prepaid cards can be bought at the post office and some supermarkets, and you don't need a bank account to do so. Money can be put on to them via SMS, online and at the Post Office and because they are from a major credit card company they can be used anywhere. Third party mandates are also recommended. These give a trusted person access to an individual's main bank account meaning they can then withdraw money or pay bills for somebody else. The Pay Your Way campaign has also worked with banks and building societies on new best practice guidelines to boost staff awareness and to make sure accessibility needs are built into products of the future.

Banking Text Alerts

Brian Rosie of the Adult Protection Committee advised us about a text alert system he uses on his bank account. We asked Lisa Marriage from the Community Protection Team of the Royal Bank of Scotland (RBS) for more information. The Royal Bank of Scotland have been working with the Scottish Business Resilience Centre on ways to tackle financial harm.



The link: <http://personal.rbs.co.uk/personal/ways-to-bank-with-us/text-alerts.html?extcam=furl-alerts> and the information below is specific to RBS. Check with your own bank or building society to see if they provide a similar service. Alerts can be:

- **Activity Text Alert** – Tells you about activity on your account, for example when a payee is added or amended or when a regular payment is changed or created.
- **Balance Text Alert**– Gives you a weekly balance reminder or gives an up to date balance on demand. Be informed when your balance reaches a high or low limit, chosen by you.
- **An email alert when your statement is available online**
- **Act Now Alert (by text and/or email)** When you need to pay money into your account to help minimise or avoid fees for unarranged overdrafts and unpaid transactions. They specify the time by which you should pay money into your account to cover all payments and/or to bring your account back into credit or within any arranged overdraft limit.

Keeping Your Money Safe

The Adult Protection Committee have revised the Easy Read booklet '[Keeping Your Money Safe](#)' following input from People First. The booklet gives advice about mate crime, bogus callers, power of attorney, and keeping your financial information safe.

The APC have worked with Fife writers 'Suit and Pace' - Beth Hamilton-Cardus and Andrew Coull who created a drama presentation called 'Cuckoo's Nest'. It tells the story of financial harm within a family. Suit and Pace have since completed six performances and workshops across Fife which helped to promote keeping safe from financial harm.

Domestic Abuse

Fife Adult Protection Committee are working with Fife Domestic and Sexual Abuse Partnership on an Easy Read booklet about domestic abuse. It is hoped that this will be launched at an awareness-raising event later this year.

A video made with and for women with learning disabilities describes what domestic violence is and tells women how they can get help. It was produced by Memedia2u.co.uk with the Tizard Centre, University of Kent, Canterbury. It is available at: <https://vimeo.com/116967832>.

The Women's Health Improvement Research Project (WHIR) wants to hear from women who have been affected by domestic or sexual abuse and have faced becoming homeless as a result. The questionnaire is voluntary and confidential. To take part:

- text WHIR to 80800 (texts are free)
- Email: whir@scottishwomensaid.org.uk
- Visit: <https://www.surveymonkey.com/s/womensquestionnaire>
- or pick up a copy from Fife Council offices or Fife Women's Aid.

When Dad hurts Mum

Two new books have been created to combat domestic abuse through informing non-readers and people with learning disabilities about the risks involved, how to spot abuse and how to access help. The books contain no text and are beautifully illustrated allowing the reader to tell their own story through the pictures.

The books were produced in partnership with Eliminate Domestic Violence Global Foundation (EDV Global Foundation) and Respond.

'When Dad Hurts Mum' deals with the subject of domestic abuse—an issue which affects millions of women in the UK and women with learning disabilities are even more at risk of becoming involved in an abusive relationship.

'Finding a Safe Place from Abuse', which continues the story, will be available in 2015. Katie meets David and falls in love. She moves in with him, but the relationship turns difficult and dangerous when David begins to steal her money and hurt her physically. Katie quickly gets help through her GP. After a stay in a refuge, Katie begins a new life with an increased sense of confidence.

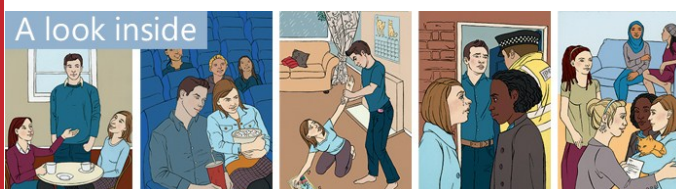
These books will help people of all ages and abilities to recognise the different types of abuse that can happen in relationships, how to seek help, and how a safe and rewarding life can follow after abuse.

When Dad Hurts Mum is available at:

<http://www.booksbeyondwords.co.uk/news/when-dad-hurts-mum-now-available>

Pre-order 'Finding a Safe Place from Abuse'

<http://booksbeyondwords.co.uk/bookshop/paperbacks/finding-safe-place-abuse-pre-order>



APC Chair



John Myles has been Chair of Fife Adult Protection Committee since December 2010. He was already Chair of the Child Protection Committee and since early 2014 also chaired the Offender Management Group. His tenure as Chair is coming to an end on 31st March 2015. The Committee would like to extend warm thanks to John for his thoughtful and consistent leadership during his time on the Committee. We wish him well for the future and trust he will enjoy his retirement. We asked John to reflect on his time with the APC and to share with the newsletter his best bits and to give us some pointers on what he sees as the challenges ahead.

“I’ve seen the Committee mature and become more cohesive in its approach to issues that crop up. Adult Protection is a complex business and it has taken time to develop the integrated policies and processes required. There is still work to do here, particularly around joint risk assessments but the foundations are solid and will support this future work identified in the Improvement Plan which runs to March 2016.

Seeing the outcome of the work done to increase adult at risk referrals from A&E and minor injury clinics is most gratifying. That setting is pivotal in early identification of adults experiencing harm and neglect and having that workforce fully engaged in the process is really useful. In the same vein, I am delighted that we now have GP representation on the Committee, which provides a useful conduit between local surgeries and the APC. This is helping to understand and unblock some of the obstacles to truly joined up adult support and protection work and it is important that that the links made are built on in the future.

My real interest and focus was to see a thorough self-evaluation system implemented and I am pleased that we are now beginning to see this work bearing fruit; it’s only through self-evaluation and monitoring that we can be clear that we are improving adult protection outcomes for adults at risk in Fife. All learning from the self-evaluation processes is being reflected in the revised and new Council Officer training about to roll out. This means that those at the frontline will be fully aware of how self-evaluation can influence practice positively.

The service user conferences arranged by the APC have been excellent and the commitment to an annual staff conference is worthwhile, this year’s one on financial harm was well received and provided a launch pad for the Financial Harm Guidance, a useful resource. The work done on internet safety and disability hate crime has been exemplary and I can’t miss out the newsletter itself; it’s provided a real record of what the committee has achieved since its inception in an engaging and informative way. The newsletter has provided local and national adult protection related information for practitioners and service users on a quarterly basis and it’s something as Chair I have been very proud of.”

John will be replaced by Alan Small from 1st April. Alan was a Superintendent with Fife Constabulary and brings a wealth of experience of policy at a national level and the Committee look forward to working with him.

Internet Safety

As part of events to mark Safer Internet Day, the Adult Protection Committee highlighted the SafetyNet booklet. Created with the Community Safety Partnership, the

SafetyNet information reminds us that it’s not just children and young people who need advice about responsible use of online technology and mobile phones. Adults need support and protection too. The SafetyNet booklet is available in an Easy Read format, and a BSL version. Information is available at: www.fifedirect.org.uk/internetsafety www.safernet.org.uk gives advice on staying safe online for people with learning disabilities. Visit: www.fifedirect.org.uk/adultprotection and go to our ‘Keeping Safe’ page where you’ll find a link to ‘Internet Safety.’

Public Protection Updates

Offender Management

- The SOLD Network aims to reduce offending and improve support for offenders with learning disabilities in Scotland. Visit: <http://soldnetwork.org.uk/>
- Funding of £1m for three leading voluntary organisations working to reduce reoffending in Scotland has been announced by the Scottish Government. The funding will allow Apex Scotland, SACRO and Families Outside to continue to deliver a range of specialist services in 2015/16 for offenders and their families, helping to stop the cycle of reoffending.

FGM

The Women's Support Project have new resources to address FGM in Scotland at: www.fgmaware.org. Access to the resources is free and open to everyone.

Wilful Neglect

Responses to a consultation on the introduction of an offence of wilful neglect or ill-treatment in health and social care settings have been published by the Scottish Government. The offence would be similar to those that presently exist in relation to mental health patients and adults with incapacity. For information visit: <http://www.gov.scot/Publications/2015/02/1780/0>

Duty of Candour

The Scottish Government has published responses to the consultation to introduce a Statutory Duty of Candour for Health and Social Care Services. The proposal made by the Scottish Government would make it a statutory requirement for organisations providing health and social care to have arrangements in place to demonstrate their commitment to disclose instances of physical or psychological harm. The Care Inspectorate's response to the consultation has also been published. For information visit: <http://www.gov.scot/Publications/2015/02/6913>

Training and Development

The APC Training and Development Working Group have been busy on a refresh of the Inter-agency Working Together adult support and protection 1 day course. The new dates are on the Council CLMS system and NHS intranet and FifeDirect now. The course is suitable for staff from any agency with previous adult protection training (single agency provision or Fife APC e-learning module, for example).

Child Protection

The Child Protection Committee and the Children in Fife Group have been working together to deliver services to children and young people across the wellbeing spectrum. This collective work has included the development and delivery of the Child Assessment Pathway Guidance. The Pathway outlines a Getting It Right, early intervention approach to addressing emerging needs or risks and is utilised where Named Persons identify, or receive information that there are, or may be concerns around a child or young person. The Pathway is now in use across universal services and in child and family social work services. This will help to ensure children remain safe and have their needs met through effective early intervention. Work is also at an advanced stage in the expansion and developing of a children's services performance report. The report will evaluate the delivery of the Children's Services Plan, Child Protection and Corporate Parenting priorities. These are examples of Child Protection's drive for continuous improvement.

'Care Opinion' is an independent site gathering your experiences of adult social care services, good or bad. Fife is one of the two pilot areas in Scotland.

If you have an experience of health or social care in the last 3 years, either as a service user yourself or as a carer or friend of someone else, they want to hear about it. Feedback is shared with the staff who run the services, so that they know what is good and what should be improved. Feedback is published anonymously on the website, so that everyone knows what happened and how the service responded. You can visit: www.careopinion.org.uk or share your story by phone on 0800 122 31 35.



Carers Rights

Carers Scotland has a new guide entitled [Carers Rights Guide - Looking after someone](#), and a series of [Factsheets](#) to help carers find financial and practical support.

Age and social isolation

An inquiry into the extent and impact of social isolation among older and younger people living in Scotland has been launched by the Scottish Parliament's Equal Opportunities Committee. A call for evidence has been issued and a report on the findings will be published in the summer.

<http://www.scottish.parliament.uk/newsandmediacentre/85778.aspx>

BSL Bill

A briefing on the British Sign Language (Scotland) Bill has been published by the Scottish Parliament Information Centre (SPICe). The briefing includes a proposed timetable for the publication of BSL plans and performance reviews.

http://www.scottish.parliament.uk/ResearchBriefingsAndFactsheets/S4/SB_15-05_British_Sign_Language_Scotland_Bill.pdf

Self-Injury

The Adult Protection Committee highlighted Adult Protection issues on Self-Injury Awareness Day on 1 March. Self-injury is any deliberate, non-suicidal behaviour that inflicts physical harm on the body and may relieve emotional distress. John Myles – Independent Chair of the Adult Protection Committee explains more:

“Self-Injury Awareness Day gives us the opportunity to raise public awareness of this serious and sensitive issue, in a positive way. If you or someone you know is experiencing self-injury, call Breathing Space on 0800 83 85 87 or Samaritans on 08457 90 90 90. Life Signs is a user-led organisation which gives support to those who rely on self-injury as a coping mechanism. Their information can be accessed through our website: fifedirect.org.uk/adultprotection on the 'Keeping Safe' page. If you have concerns about an adult at risk who self-harms, you can call the Adult Protection Phonenumber on 01383 602200.”

ALLIANCE websites

The Health and Social Care Alliance Scotland (ALLIANCE) has two new websites to help share innovative ideas and change, and to help people influence their own health and wellbeing and contribute to the design, delivery and improvement of support and services. The websites are:

<http://pphw.alliance-scotland.org.uk/?iru=GQLC86XPE7>

<http://www.alliance-scotland.org.uk/>

STOP HARM. SPEAK UP!

If you or someone you know is being harmed or neglected, call the Adult Protection Phone Line

01383 602200

If you have an idea or article for inclusion in our next newsletter, please email: shona.mcewan@fife.gov.uk