

**By promoting health and well-being
we aim to strengthen, safeguard and protect vulnerable people.**

As Independent Chair of both Adult and Child Protection Committees it gives me immense pleasure to introduce this, our first public protection newsletter. The success of our Adult Protection newsletter exceeded all expectations and it kept a wide range of people and organisations informed of key challenges and developments. The newsletter has been supported by Advocacy services, health and social work and members of the Committee have all contributed.

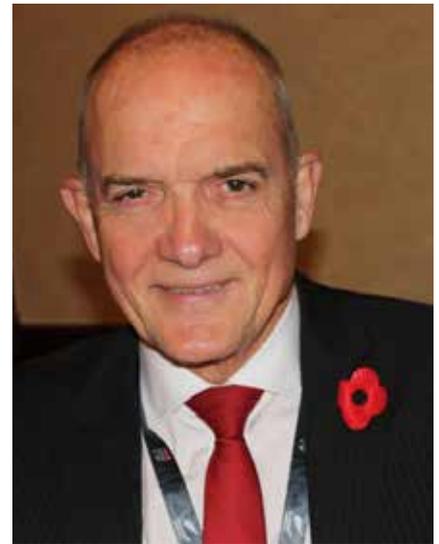
However, mainly due to the hard work of our Service User Group, it became much more than just an information tool allowing people to engage with key challenges and to influence policy and actions.

The adult and child protection committees have already had several joint sessions which have allowed us to share knowledge and experience across a number of areas where we have shared interest. This initiative has also allowed us to explore how we might better tackle issues such as violence against women, sexual exploitation of vulnerable children and young people and how we might better understand and work with our multi-agency public protection arrangements for the management of sexual and high risk offenders.

Over the coming months you can expect to see articles which begin to address these and other key issues. As I said, however, this will very much be your newsletter so we need to understand what concerns you might have and what you think of our plans and the services we offer to protect vulnerable people in Glasgow. Contact details for the newsletter are on page 2 but I have an open access email and anyone can contact me at Colin.Anderson2@glasgow.gov.uk.

Best Wishes

Colin Anderson



Colin Anderson
Chair of Glasgow City Adult and
Child Protection Committees

Included in this issue :

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For copies of all our newsletters go to the Glasgow Adult Protection Committee and/or Glasgow Child Protection Committee Websites.

New Lead for Public Protection - Karen Frew



Pictured: L-R: Public Protection Staff; Debbie Proctor, Business Support Officer, Nicola Forrester, Clerical Officer and Karen Frew, Lead Officer Public Protection.

I moved to the post of Lead Officer Public Protection in March of this year, having worked previously in Children & Families social work and Addiction services. This is a new post for Glasgow, providing lead officer support for both adult and child protection committees. I have been made welcome by committee members, and am enjoying attending the subgroups and getting to know the people involved.

With the assistance of the support team Debbie Proctor and Nicola Forrester, I am co-ordinating our public protection event, which will take place on 12th September in the City Chambers. Third sector partners will have a significant role in the event, as we focus on the role of communities and the voice of the service user in public protection.

We will also be launching our public protection newsletter at the event. The new look newsletter will include content on topics about adult support and protection, child protection, and some that cover both. The change is in recognition of Glasgow's integrated approach to public protection, and the shared goals and common themes that run throughout the work that we do. We hope it will increase our knowledge and understanding of the broad spectrum of protection issues, and improve the joint working between adults' and children's services.

I am delighted to be part of the progress towards a public protection partnership, and look forward to the opportunities and challenges this will present.

If you have any suggestions for the newsletter, or would like to submit an article please contact Linda Gunn on Linda.Gunn@glasgow.gov.uk or Karen Frew on Karen.Frew@glasgow.gov.uk

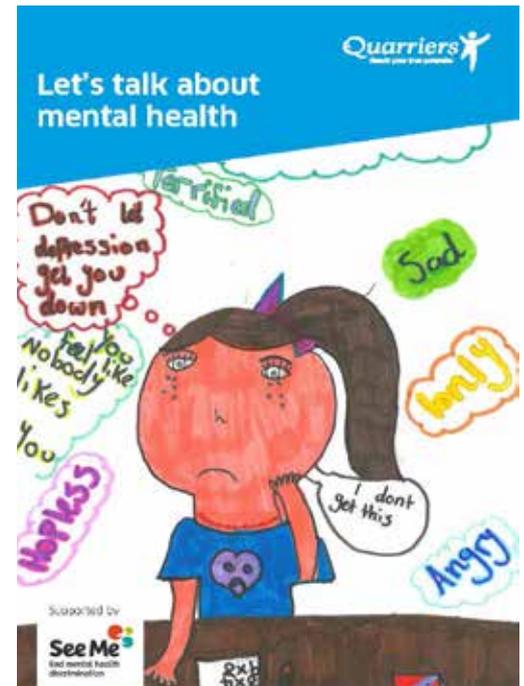
Quarriers Let's Talk Project

Quarriers Let's Talk Project is a schools programme helping to support the mental health and wellbeing of children within primary schools. Initially our project was funded by SeeMe Scotland as a pilot to help develop a programme of mentally healthy primary schools in the North East of Glasgow but has expanded with the assistance of the pupil equity funding. Our workers visit their assigned school on a weekly basis to provide a timetable of support which has been customised to meet the needs of the individual school. The programme can be varied but we provide services such as group work, drop in for parents and children, lessons focusing on mental health specific issues as well as emotional literacy and wellbeing.

Within the Let's Talk programme our ethos is to encourage children to talk about everything they have going on within their life, whether on a one-to-one basis or through our classroom lessons. We explain to children that some of

the situations within their life impact on their health and wellbeing and the best thing to do is talk to someone about it, no matter how hard it is. During sessions children have spoken about their home situations and parental mental health issues within a class, providing teachers more information about a child's home life they did not previously have.

We also encourage our parents to come and talk about their life, their mental health and their own concerns. We are trying to break down barriers with them regarding the third sector and other organisations. We explain that working with all agencies can be beneficial. The work we do helps encourage people to become involved with services to prevent child protection but also to seek support should they be involved with the process. Follow us on Twitter [@QLetsTalk](https://twitter.com/QLetsTalk)



Safeguarding African Families and Cultural Competence training

Work is underway to launch a new training programme "Safeguarding African Families Together". This one day course aims to enhance practitioners knowledge, skills and confidence in working with African families; explore differences in cultural practices which impact on parenting, increase knowledge and awareness of behaviours and practices which may necessitate a child protection response, and understand the barriers and challenges when supporting African children and their families. Integral to the learning is the concept of "The Two Houses" as fundamental to culturally competent practice, and the transferability of this in assisting practitioners to become more culturally confident in their practice, thus reflecting the diversity of the city's population.

This programme was developed following a period of research in the city which explored the representation of black African children on the Child Protection register, positive community engagement with African families in the city, and consultation with national/local organisations involved in supporting African families. It is anticipated that the programme will be rolled out by the end of the year and will be open to multi-agency participants – please check the CPC training calendar for dates. For further information on the programme or the research that informed it, please contact maura.harrigan@sw.glasgow.gov.uk; liz.owens@sw.glasgow.gov.uk or alison.cowper@sw.glasgow.gov.uk.

Community Safety Glasgow

- Helping to Protect Vulnerable Residents

Who are we?

Community Safety Glasgow (CSG) was created in 2006 to tackle antisocial behaviour, promote community safety and prevent crime. To do this, CSG works in partnership with Glasgow City Council and Police Scotland and with other partners in delivering a range of services to the diverse communities of Glasgow. CSG's priorities have been identified to address the four areas that have the biggest detrimental impact on the lives of individuals, families and communities in Glasgow. They are:

- Reduce antisocial behaviour and offending behaviour
- Supporting Victims of Gender Based Violence
- Improve Community Safety
- Reduce environmental incivility

How does CSG help protect Vulnerable Residents?

Community Safety Glasgow (CSG) are working with the Glasgow Health and Social Care Partnership (HSCP) to improve health and social care services for people with dementia. The HSCP approached CSG for a technology solution to support elderly and vulnerable people at risk within their homes and the communities of Glasgow. CSG was able to offer a location based device.

A CSG location based device provides real time information, with virtual boundaries, a family accessible portal and a professional public service response. The device is programmed to provide alerts to the CSG Alarm Receiving Centre when the individual ventures outwith agreed virtual boundaries. These alerts are responded to by an agreed escalation procedure. Potential escalations include; Social Work Services Response Service contacted and dispatched; Family members or neighbours contacted; CSG Public Space CCTV informed to locate and obtain a visual of the individual; CSG Community Enforcement Officers dispatched to the last known location and the Emergency Services.

Central to the model is the ability to locate elderly and vulnerable people at risk as quickly as possible and this technology allows us to do so.

Case Study

An example of this in practice was the case of Mrs M, aged 82, living on her own, diagnosed with Dementia. As a client of Social Work Elderly Care Services (SWECS) Mrs M was assessed as being suitable for a location based device to support her continuing to live at home. The device along with her support network, afforded her the ability to safely remain at home independently for as long as she wished and her condition allowed.

When Mrs M was issued with a device, a virtual boundary (geo fence) was programmed covering the areas she was allowed to access e.g. medical centre, local shops and extended areas around her property. Should Mrs M venture outwith these areas the device would send an alert to the CSG Alarm Receiving Centre (ARC) to provide a response – 24/7.

The service continues to support 60 individual elderly and vulnerable people at risk across Glasgow, providing the same safety net and enabling them to remain in the comfort of their own home.

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To find out more about the range of services within CSG, you can contact us by email: CommsafetyCustomerSupport@glasgow.gov.uk
by phone: 0141 276 7400
Website: www.communitysafetyglasgow.org
Facebook - [CommSafetyGlasgow](#) Twitter - [@CommSafetyGlasg](#)

Adult Support and Protection Self Evaluation

The Glasgow Health and Social Care Partnership will be undertaking its annual joint self-evaluation of Adult Protection Cases in September 2018. This initiative will be undertaken not only by the HSCP staff but also by Greater Glasgow and Clyde NHS staff from both primary and acute services. The joint initiative will be supported by the Care Inspectorate and our local link inspector, Ian Kerr. We will be using the Care Inspectorate self-evaluation template tool which they have recently modified to meet the requirements of Adult Support and Protection inspections. We will also link our evaluation to the 9 National Health and Wellbeing Indicators. We have identified a random selection of cases from across the partnership which should offer a mix of age, gender and case categories. We will have paired readers from both statutory organisations as well as staff from the partnership available over the four days to offer advice. The findings will allow us to consider our current practice and interventions but also to benchmark ourselves against the six recently inspected partnerships from across Scotland. The Care Inspectorate undertook these thematic joint inspections over a ten month period and produced a report of their findings.

Liz Crichton, Service Manager for Adult Support and Protection advised: "We will report on the self-evaluation and its findings directly to the Adult Protection Committee for consideration at the November APC and devise a continuous improvement plan."

Banking Protocol - Protecting Vulnerable Consumers

The "Banking Protocol" is a multi-agency initiative between trading standards, banking institutions and police services which aim to detect and prevent fraudulent activity on customers' bank accounts. The process requests bank staff to recognise any unusual or out of character withdrawals or transactions and ask further questions to establish whether their customers may be victims of fraud. Bank staff then call 999 to report to police quoting "Banking Protocol". The police will then go to the bank and carry out primary investigations or make an arrest if the alleged suspect is within the vicinity of the bank.

The "Banking Protocol" initiative is in operation in a majority of police areas throughout the UK, it was launched in Scotland in March 2018. Since its launch it has prevented over £21 million worth of attempted fraud and led to 180 arrests in the UK. This figure includes incidents reported in Scotland which, to date, have prevented approximately £1.2 million worth of attempted fraud. In the west of Scotland there have been 58 Banking Protocol incidents in the first 3 months with 17 of these being in Glasgow.

There are numerous types of frauds being committed and the Metropolitan Police has published "the little book of Big Scams" which explains them and provides advice on prevention. <https://www.met.police.uk/SysSiteAssets/media/downloads/central/advice/met/fraud/the-little-book-of-big-scams.pdf>

Older People At Risk - Scottish Fire and Rescue Service Appeal for Help

Over the last five years three-quarters of preventable fire deaths in Scotland were people aged 50 years or over – and almost a third of people injured through fire were aged 60 or over. The Scottish Fire and Rescue Service (SFRS) are appealing for help to ensure those most at risk get free home fire safety visits from local firefighters. Glasgow City Council talked to Assistant Chief Officer (ACO) David McGown, the SFRS director of prevention and protection, to find out more.

ACO McGown explained: “There are lots of reasons why older people are being affected by fire. Older people may spend more time at home or live alone. They are more likely to be affected by limited mobility or long term medical conditions. Limited sight or hearing can mean an individual is less likely to be aware of fire when it breaks out. Some types of medication can have an impact. Any of these factors can make someone more likely to experience a fire in the home. The result can be devastating. Fire can break out very quickly and smoke will rapidly spread.



With older people clearly being particularly at risk from fire, SFRS are offering a free service which could save lives.

“We offer a free Home Fire Safety Visit service. The visits only take around 20 minutes and help householders spot fire hazards and make sure their home is safer. Firefighters also help residents plan what to do if fire does break out and identify any other agencies who could provide useful support. SFRS crews even fit smoke alarms free of charge if they are needed.

ACO McGown added:

“We want to reach people before it’s too late. Before fire has a chance. If you know an older person who, for example, doesn’t have working smoke alarms in their home, please tell them about our service or call us to see how we can help. We need your help to make sure every older person is offered that support. Are you aged 60 plus? Have you got a friend, relative or neighbour who could be at risk? If the answer is yes, contact us today!

“It’s easy to arrange a visit. Picking up the phone could save someone’s life.”

To request a free home fire safety visit for you, or someone you know, call 0800 0731 999 or text ‘FIRE’ to 80800 or visit www.firescotland.gov.uk

“We all lead busy lives, but taking the time to check on an older person can really make a difference. Every hour, every day there is a house fire in Scotland. Our crews constantly work with a number of partners to keep our older people safe but the help of the public is absolutely key to preventing fire tragedies.”

Quick Fire Safety Tips

- Check your smoke alarms are working. Replace batteries if necessary.
- Consider fitting a heat alarm in your kitchen. It will give you early warning of a cooking fire.
- If you've been drinking alcohol, don't cook.
- Smoking is the main cause of death from fire in the home. Make sure cigarettes are put out properly. Never smoke in bed. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.
- Keep portable heaters away from curtains and furniture and never use them for drying clothes.
- Unplug or switch off portable heaters when you go out or go to bed. If you have gas heating or gas appliances you should also fit a Carbon Monoxide detector in your home.
- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'. Check your blanket for damage like fraying fabric, scorch marks or exposed wires. If you're in any doubt, don't use the blanket.
- Make sure candles are extinguished before you go to bed. In particular, never leave a burning candle in a bedroom.
- At night-time switch off and unplug all electrical appliances not designed to be left on overnight. Close all doors – it can keep your escape route free from smoke and may stop a fire spreading. If possible, make sure that you have access to a phone. A mobile phone on your bedside cabinet for example. (But don't charge the phone while you are sleeping.)
- Think about how you would get out of the house if you were to have a fire. If there is a fire in your home, close the door where the fire is. This will help protect your escape route and stop the fire spreading so quickly. Get out, stay out and dial 999.

If you know or suspect that an Adult or a Child is being harmed then you need to report your concerns.

Don't assume that someone else has already reported it. The person being harmed or neglected may not be able to report it themselves. Remember, the person who did this may be doing it to others too.

**Phone Social Care Direct: 0141 287 0555
textphone: 18001 0141 287 0555
Outwith Office hours phone: 0300 343 1505**

**Police Scotland; 101 - non emergency, 999 - in an emergency
Scottish Children's Reporter Administration: 0131 244 2100
ChildLine: 0800 1111**