

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

Welcome to the Autumn 2020 edition of our Public Protection Newsletter.

The reintroduction of restrictions across Glasgow City serves as a stark reminder to us all that COVID-19 is not a passing medical crisis and will indeed impact on the way we live our lives for some time to come. It is also clear that the pandemic is having a disproportionate impact on the most vulnerable members of our communities and as we emerge from certain aspects of lockdown, risk factors will increase for this group of people.



Colin Anderson
Chair of Glasgow City Adult and
Child Protection Committees

This has long term implications for our member organisations who are responsible for planning and delivering services to those whose health and wellbeing are most affected by the crisis.

On behalf of our committees, I would like to record our thanks and admiration for those managers and frontline staff/volunteers across all our statutory and voluntary organisations who will for some time to come, be required to mitigate the impact of COVID -19 and provide a range of support services to the most vulnerable people in our community.

continued on next page

Child Poverty, Neglect and Covid-19

Glasgow City Health and Social Care Partnership - Carers Covid-19 Update

Domestic Abuse and Older People

MAPPA Development Day

The Advocacy Project

Glasgow Disability Alliance

Host Family Supported Carers

Glasgow Helps? - Third Sector Response to Covid-19

Life in Lockdown for Care Experienced Young People

For copies of all our newsletters go to the [Glasgow Adult Support & Protection Committee](#) and / or [Glasgow Child Protection Committee](#) Websites.

As you will see from the article on Child Poverty, Neglect and COVID-19, the pandemic has had a disproportionate impact on families who were already suffering from social and economic inequalities. Glasgow was already a leader in researching the impact of child poverty and redesigning family support services to address these needs and as Public Protection Committees we will continue to support this work.

As committees we receive regular data analysis, written and verbal reports on challenges emerging from the crisis and how services are being developed and adapted in response. We began to hear about the impact of mental health issues on family functioning and this was followed by an increase of mental health issues featuring in police reports on vulnerable persons. This culminated in us receiving reports of a 50% increase in compulsory detentions under mental health legislation. In response to this we are establishing a Rapid and Thematic Review using a new methodology so we can better understand and address the reasons behind this trend. This is a good example of how the committees interact and use data analysis to identify where we need to ask more searching questions.

Some 6 months into the epidemic, we are beginning to see reports emerging from different sources on how our services have responded to the crisis. As said previously the committees are unequivocally confident that all managers and frontline staff across range of statutory and voluntary organisations did their absolute best to meet the needs of our most vulnerable service users. We have a strong reputation in Glasgow for using case reviews as a source of learning and, as recent research shows, we are good at disseminating and applying that learning. We no longer indulge in using case reviews for "blame gaming" or scapegoating but rather take a systems approach so we can understand implications a particular case might have for the interaction of wider services.

It is my intention that our committees should adopt the same approach when receiving reports on how COVID-19 has impacted on vulnerable people and how our services have responded. As emphasised previously, we are in this for the long haul and need to work in collaboration to ensure the continuation of a flexible and adaptive approach to providing services. Our Public Protection Committees are well placed and equipped to give a clear lead in this regard.

I hope you enjoy the articles in our newsletter but as always, we depend on you to keep it relevant so if you have any thing that you think might interest the wider public protection community in Glasgow then please feel free to share it with us.

Stay Safe
Colin Anderson

Child Poverty, Neglect and Covid-19

The impact of Covid-19 on world economies has been well documented and both UK and Scottish governments have taken unprecedented steps to compensate businesses and some workers.

However, for those working in child protection and family services, the COVID-19 crisis has only served to emphasise the split between haves and have nots. Families who were already suffering from social and economic inequalities, particularly poverty and debt, may find it even more difficult to provide basic human needs in these calamitous times.

I was in a supermarket queue recently and heard a mother of three children complain that selfish hoarders had grabbed all the own-brand cheaper goods she usually relies on and as a result her weekly shopping bill had rocketed. Just one snapshot of how families living from week-to-week face real COVID-19 challenges on an already low income.

Given that the links between child poverty and neglect have been irrefutably evidenced, those of us working in child protection fear that the impact of COVID-19 outbreak will place even more children at risk of neglect and abuse.

This body of evidence has been developed by the UK-wide “Child Welfare Inequalities Project” led by Professor Paul Bywaters, which concluded that “It is time to pay serious attention to the impact of poverty and inequality on children’s chances of experiencing child welfare interventions”.

The study also reports the stark fact that each 10% increase in neighbourhood deprivation brings a 30% increase in children likely to be “looked after” in local authority care or placed on a child protection register.

Following a seminar in Glasgow, Professors Featherstone and Morris prepared the following key messages:

1. Poverty is a contributory causal factor in Child Abuse and Neglect (CAN) and being in poverty significantly increases a child’s chances of becoming looked after or subject to child protection registration
2. It has a direct impact ... e.g. lack of food, shelter
3. Indirect includes the stress on parental and family relationships of worrying about money, living in poor and unsafe neighbourhoods
4. Poverty is an active feature of everyday life and decision making ... it is implicated in all sorts of decisions big and small and colours interactions between parents, parents and children, other family members, neighbours and services

5. Shame is strongly associated with poverty – people in poverty feel shame and are shamed
6. Services can reinforce the shame through their actions and inactions, e.g., not providing bus fares or making procedures for recovering bus fare money very bureaucratic

These findings have been replicated by a major Scottish City which found that 54% of children on the Child Protection Register came from just six postcode areas. There was also clear evidence that, according to the Scottish Index of Multiple Deprivation rankings, “the vast majority of children on the child protection register lived in the most deprived areas of the city”.

Scotland’s own Independent Care Review highlights two elements of child poverty as being structural and stressor, describing how “the impact of poverty on parents’ resources to look after children is a structural pressure that undermines parents’ scope to look after their children. Poverty then also impacts via stress that affects parents’ ability to function”.

Before COVID-19 struck, there was already growing concern that the Scottish Government was missing its own Child Poverty targets. In December 2019, CPC Scotland was advised that the Relative Poverty target of 10% was in fact sitting at 24% and by 2030, if things stayed the same, would hit 30%.

There were similar missed targets and projected escalations in Absolute Poverty, Persistent Poverty and Combined Low Income and Material Deprivation. Put simply and by every official measure, child poverty was about to get a lot worse.

On 31 March, in response to the COVID-19 crisis, the Scottish Government published new guidance where it acknowledged:

“It is also likely that the vulnerability of some children will increase because of the additional pressures placed on families and communities by the COVID-19 outbreak. This may mean that some children could be at risk of harm and neglect, where that would not otherwise have been the case. With people staying at home, we might expect increased incidence of domestic abuse. Children may be exposed to more risks online. We should also be alert to signs that individuals or groups are using the current crisis as an opportunity for the criminal or sexual exploitation of children”.

It is worth noting that the guidance did not discuss the exacerbating impact of COVID-19 on child poverty, including the heightened risk of child neglect. It did however mention that, when keeping children safe, practitioners should respond to the particular challenge of helping families experiencing poverty to access fresh food for their children. The Scottish Government guidance talks about dealing with poverty outcomes without acknowledging or mitigating the cause.

It is clear to me that additional pressure from COVID-19 induced poverty, overlying as it does pre-existing health and social inequality stressors, will place families under tremendous stress, and inevitably lead to a significantly greater risk of child neglect and abuse.

Add to that mix a projected increase in domestic abuse, the prospect of families being cooped up in what is often unsuitable accommodation, increased scope for criminal and sexual exploitation, and a reduction in frontline child protection services and staff, and a worrying scenario unfolds.

Many councils and partnerships already had contingency response plans in place before the Scottish Government issued its COVID-19 Supplementary National Child Protection Guidance. As a result, children already identified as vulnerable and at risk from abuse will receive prioritised oversight from COVID-19 stretched local authorities, but there are many other “unseen” children who will be at increased risk of harm during this difficult time.

Many councils and partnerships had already taken steps to mitigate some of the structural impacts of child poverty. For example, among other things, the Scottish City I mentioned earlier is transforming children’s services so they can disinvest from expensive out of area care placements and reinvest in child and family support services. They have also taken steps to ensure that all families with children on the child protection register have an income maximisation check.

There are many other examples across Scotland of attempts to mitigate the impact of child poverty, but the situation will not improve until, as one expert in the field said, we have a joined-up poverty policy and child welfare/protection policy in a public health approach, underpinned by a social justice perspective.

We are now getting used to the terms “new normal” and “unprecedented”. My personal wish would be that the new normal should include unprecedented measures to address child poverty and neglect.

Colin Anderson
Chair
Neglect Subgroup
Child Protection Committees Scotland
3 April 2020

This article was published in The Herald in April 2020.

The Covid-19 outbreak has created unprecedented challenges for both unpaid carers and services. During the Covid-19 lockdown, unpaid carers were providing even greater levels of care and support due to reduced availability of home care, social distancing and shielding.

Glasgow City Health and Social Care Partnership (GCHSCP) remains fully committed to delivering the best outcomes for unpaid carers and the person they care for. GCHSCP provides £3.859 million funding annually for the Carer Partnership. The Carer Partnership consists of carer centres, social care services and condition specific organisations working together to support unpaid carers.

A survey by Carers Scotland of 890 unpaid carers in Scotland during Covid-19 outbreak showed that, on average, carers are providing up to an additional 10 hours of unpaid care per week, helping loved ones with personal care, practical tasks and emotional support. More than half (53%) of carers told the charity, "They feel overwhelmed managing their caring responsibilities during the outbreak and are worried about burning out in the coming weeks."

In the first 8 weeks of lockdown Carer Centres in Glasgow provided 2,224 telephone welfare contacts with unpaid carers. "For you to take time to call me and chat so easily has cheered me and brightened up my day and it is so reassuring to know you can help me if so required." [84 year old lady caring for 92 year old husband]

379 Emergency Plans have been completed with 482 Carer have been signposted to Anticipatory Care Plans.

117 Carer Self-direct Support Applications have been processed.

Anyone providing regular support to a vulnerable friend or relative should be aware of protecting their own health, and the health of those they look after, during the ongoing COVID-19 outbreak unpaid carers are being acknowledged as having a keyworker role and as such are able to request Covid-19 testing.

continued on next page

Unpaid carers who are providing personal care also have access to Personal Protection Equipment. This can be requested via the Carers Information Line or online carer self-referral.

Unpaid carers can access support and information through the Carers Information Line **0141 353 6504**. GCHSCP has also developed an online [carer self-referral](#) to make referring for support easier for carers and professionals.

Unpaid carers will continue to be keyworkers beyond the Covid-19 outbreak and require support and information to be able to continue caring for as long as they are willing and able to do so.

Glasgow City Health and Social Carer Partnership staff will continue to play a key role in identifying, involving and supporting unpaid carers. A Carers (Scotland) Act 2016 online training module are available for GCHSCP staff. Once it is safe to do so GCHSCP will also be providing further local training to support implementation of the Carers (Scotland) Act 2016.

Domestic Abuse and Older People

Dewis Choice is a Big Lottery UK funded community-led project, based within the Centre for Age, Gender and Social Justice at Aberystwyth University. They are the first dedicated service across the UK that has been designed and evaluated by older people, key practitioners and policymakers to integrate justice, civil, criminal and restorative options with wellbeing support.

Dewis Project staff provided an input to Glasgow City Council staff in January 2020 with further information on their background and core principles.

The project involves awareness raising, providing direct support to clients and engaging with policy-makers to ensure services are responsive to all older people's needs (inclusive of gender and sexuality). They provide new solutions to addressing conflict and difficulties people aged 60 years and over face within their relationships with friends, family and intimate partners. Through active involvement with people who have first-hand experience, they are able to ensure their voice is at the heart of the solution.

Although the project is primarily delivering a service, they are also conducting research to capture older people's 'lived experiences' of healthy, unhealthy and/or abusive relationships in later life.

Dewis Choice adopts a 'whole families' approach, where it is safe to do so, including restoring family relationships damaged by unhealthy or abusive behaviours. The workers engage with family members to restore communication.

continued on next page

In cases where abuse occurs, the workers explain the effects of abuse to family members so they are in a better position to support the older person effectively. Project staff liaise with the older person, harmers, and family members (including families of choice and significant others) to agree how best to resolve their situation. Ultimately, the client's wishes take precedent.

In cases where the person is living with dementia the service can work with harmers, family members and other agencies to reduce risk and increase families' skill sets, and facilitate ways to bring about subjective positive change.

Utilising the knowledge gained from the Dewis Project input, a scoping exercise was carried out across Glasgow establishing the extent of domestic abuse affecting older people and what specific service provision is available. This research has highlighted that people over the age of 60 are at greater risk of harm specifically due to being older. It is widely acknowledged that older people are more vulnerable to isolation, especially where they are no longer a member of the workforce, and it is anticipated that abuse may often go unseen. Generational attitudes, understanding and acceptance of domestic abuse make disclosures and seeking of support less likely. Risk of physical harm is also increased as severity of injury can be exacerbated by frailty.

The committees' Learning and Development team are currently developing a training package specifically designed to enhance understanding of the risk factors and barriers older people face in regards to domestic abuse and to improve the response provided across Glasgow.

MAPPA Development Day

The Glasgow MAPPA Development Day was held on the 20th February 2020 at Hampden Stadium. Over 90 representatives attended from Agencies including Social Work, Homeless Services, Scottish Prison Service, Police Scotland, Forensic Mental Health, Risk Management Authority and the Third Sector. The event was opened by Pat Togher, Chair of the MAPPA Strategic Oversight Group (SOG) for Glasgow. The day comprised of four workshops delivered by Speakers focussing on variety of topics relevant to those working in the field of Public Protection. The quality and knowledge of the speakers in their respective fields made the day a success.

Professor Marc Kozlowski of Napier University delivered a fascinating input titled "Paraphilia's – what's Risk got to Do With it" which generated a lot of discussion within the workshops. Superintendent Gail Johnstone spoke about the MAPPA Significant Case Review (SCR) process which included a review of the published SCRs as well as a discussion around some of the challenges within the existing SCR process. Feedback from this Workshop was very positive. Dr Alina Kopric from the Douglas Inch Forensic Service Workshop was titled "Adults with Incapacity Workshop:

continued on next page

The practical approach to assessing capacity” which focused on the link between risk and capacity. The final workshop was an input from Carole Murphy who works at the Centre for Youth and Criminal Justice who spoke about Young People who are subject to MAPPA and how we can manage the risk they present to others whilst looking at how to engage them within the process.

Feedback from the day was very positive with attendees reflecting on the learning they will take back to their respective workplaces, the impact of the workshops for their practice and a sense the day had provided opportunity for reflection, to share learning and network with colleagues from other professions.



The Advocacy Project continues to provide independent advocacy for adults at risk of harm throughout the emergency COVID-19 period. The service, like many other elements of the restrictions imposed upon the contact workforce, is provided remotely via tele/video conferencing and able to engage with vulnerable people and provide support.

It is vital in these times that individuals continue to have access to support services such as independent advocacy to ensure they retain some element of choice and control when issues of harm are highlighted.

Independent advocacy continues to offer a voice and a means for individuals to express their preferences and get support to minimise harm.

A recent example of support provided:

T has a brain injury and addictions issues. He requested advocacy support to link in with his addiction's worker. Following the outbreak of COVID-19 and the limitations on time out of house, T became very anxious about access to his medication and the shops for essential groceries.

T explained he was unable to travel to the health centre to pick up his daily prescription. T also has difficulties engaging with his addictions worker and felt unable to address this. Advocacy assisted him to link in with the addictions worker to come up with a plan for home delivery of the medication.

T also had concerns about going to the shops due to underlying health conditions, considering himself to meet the criteria for the “shielding” group but not having received any notification. Advocacy assisted him to link in with a local organisation to arrange food parcels for delivery and consider a home delivery service from the local supermarket.

Our duty team can be contacted between 9am - 5pm, Monday - Friday by:

- Telephone: 0141 420 0961
- Email: enquiry@theadvocacyproject.org.uk



In recent weeks Glasgow Disability Alliance (GDA) has reached out through postal surveys to over 5000 disabled people and wellbeing telephone calls to over 1500, with an in-depth survey completed by 1177 disabled people. Findings so far highlight that the COVID-19 pandemic is supercharging inequalities already faced by disabled people:-

- 40% of disabled people so far are worried about food, medication or money. Existing poverty and financial exclusion mean many of our members have no way to pay bills or buy essentials under lockdown. Many are falling between the cracks, with huge delays processing benefits applications.
- Food insecurity has spiked. Many disabled people already reliant on foodbanks or supermarket deliveries tell us they are left short of food, as demand has overwhelmed these services.
- Isolation. Already twice as high amongst disabled people, this is now even more of a concern with over 72% worrying about becoming acutely isolated. This was partly because many disabled people have no internet access, and many rely on others for support with day to day tasks and looking after themselves. While lives clearly depend on reducing our contact with others, isolation is a huge worry, with knock on impacts on our mental and physical health, and resilience.
- Vital Information is not reaching disabled people in clear, accessible formats.
- Digital exclusion is a huge factor. Only 37% of disabled people reported to have home broadband or IT, and many lack the confidence or skills to use it.
- Despite a huge mobilisation of local voluntary sector responses, of the disabled people we spoke to 76% were not aware of any of these local support services or were unable to access them.

What GDA is doing?

- GDA's Welfare Rights and Resilience Response teams have delivered advice, support and essential supplies to 404 disabled people and their families in Glasgow including food, medication and communication resources, and registered a further 571 on the edge of crisis, requiring support in the coming weeks.

continued on next page

- GDA is connecting disabled people to information and vital services, including digital inclusion efforts locally and nationally.
- GDA is also ensuring that the rights and needs of disabled people are firmly on the agenda through their campaigning and participation in forums such as the Adult Support and Protection Committee.

For more information contact GDA on **0141 556 7103** or email info@gdaonline.co.uk

We Need More Host Family Supported Carers Glasgow cares for their future - can you?

The role of the Host Family Supported Carer Service (HFSCS) in terms of Public Protection is to offer safe and supportive accommodation for Unaccompanied Asylum Seeking Young People (UASYP) aged 16-18 years. The HFSCS grew out of Glasgow's humanitarian response to the civil war in Syria in 2017.

By November 2019, Glasgow Health and Social Care Partnership appointed a Team Leader and three Qualified Social Workers to grow this service to help to meet the needs of UASYP arriving in Glasgow. Many, if not all of these young people will have experienced trauma on their long journey and certainly all of them will be dealing with issues of separation and loss.

Since the beginning of March 2020, we have placed four UASYP with HFSC; two of these are newly approved placements by way of tele-conferencing the Host Family Carer Panel and with the support of Senior Management as the Agency Decision Makers.

Three of the young people are from Vietnam and the other young person is from New Guinea. Trafficking is prevalent amongst this group and two of the young people have definitive decisions that they have been trafficked.

We link very closely with the Asylum / Roma Team who are the responsible team for the young people and work collaboratively to ensure each young person feels safe and has access to health, education and legal support through the maze that is making an Asylum Application.

During "Lockdown" all of this has continued, and we appreciate the great work of our carers. They have been creative about how to help the young people learn English, making use of on-line resources. In a couple of cases, the HFSCS have people in their network who are qualified to Teach English as a Foreign Language doing frequent "Facetime" lessons. They cook and eat meals together, exercise and garden together; all learning about each other in a family setting. In times ahead, the HFSCS will help each of the young people access all the great opportunities that Glasgow has to offer. The Host Family Supported Carer will help each young

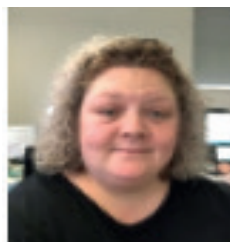
person work towards independence when it is right for them. We have learned that, even though they have moved on our young people keep in touch with the carers and they themselves offer friendship and advice to new arrivals.

Glasgow is proud of the support that we offer displaced and disadvantaged young people and we are keen to grow this service. **If you would like to find out more about becoming a Host Family Supported Carer, please email us: HostFamilyService@glasgow.gov.uk.**

Our Team



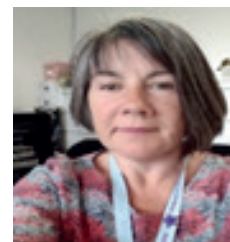
Fiona McLean
Team Leader



Gillian Stewart
Social Worker



Stephanie MacFarlane
Social Worker



Lorraine Ward
Social Worker

Host Family Experience

When lockdown happened, I thought that the process of becoming a host family carer for a young asylum seeker would be on hold. I was surprised and delighted when the host family service in Glasgow got in touch to check I was ok and to ask if I was comfortable to continue with the process during this difficult time, embracing the digital age! I was, and it was only a few weeks before I went to panel and became an approved host family carer.

The ink was barely dry before I got another call one lunchtime, this time to tell me of a young person in dire need; a teenage boy from Vietnam, escaped from traffickers, physically abused and terrified of being found by them, with no family or friends in the UK, and nowhere to go. Three hours later he arrived with a toothbrush, a mobile phone and a change of clothes. After a brief introductory call with a very helpful translator, the two very kind social workers left us to it and our two weeks of quarantine began. It may not have been a conventional start, but that time together helped us to get to know each other; to communicate, to cook for each other, to garden and to bond with the dog. Meanwhile support networks rallied round bringing clothes, games, movies, food and ice cream!

Six weeks on and though things are still new for us, there have been many rewarding moments already. There's nothing like watching as your young person begins to feel more secure, sleep better and have fewer nightmares; feeling proud of him when he chooses to go out to the shop himself for the very first time; welling up a little as he chases after the dog up a grassy hill, arms outstretched and whooping for the sheer joy and freedom of it. I consider myself lucky to have a great kid sharing my home, and urge anyone interested in hosting a young asylum seeker to find out more - am certainly glad I embraced the challenge and am excited to see where it leads.



Third Sector Response to COVID-19

Following lockdown for COVID-19, many voluntary sector organisations swiftly pivoted and adapted to meet the needs of people in the city struggling with the new restrictions.

Glasgow Council for the Voluntary Sector (GCVS) began to map these new services and decided to create a directory so that everyone could see what was being offered in response to the crisis. The first version of the directory was produced within days and listed 80 organisations. At the beginning of April, we launched a website, which now lists over 300 organisations offering a wide variety of services and has been viewed by over 7,000 people.

In tandem with the development of the website, GCVS began discussions on launching a phone line for members of the public looking for help. This helpline is a partnership between Glasgow Council for the Voluntary Sector (GCVS), Volunteer Glasgow, Glasgow City Council and Glasgow Health and Social Care Partnership. Staff from all these bodies, and from the Scottish Fire & Rescue Service have volunteered to answer calls. The helpline was launched at the end of March and had taken over 1,500 calls by the end of May. The latest improvement to the service is a weekly check in call, which people can book by sending a text message.

Organisations have managed to provide food, prescription pick up, and financial help as well as emotional support to thousands of people. Food provision is by far the main cause for concern, followed by mental health due to isolation and financial difficulties. The co-ordination of resources across the city has also been impressive as there are clusters of organisations working together in support of one other. Some examples of these are:

Castlemilk Together, a collective of organisations, churches and housing associations formed pre-COVID to tackle food insecurity, were in a strong place to adapt to the crisis and will continue to distribute food parcels and wellbeing packs in the South East. They share local knowledge and avoid duplication.

The Yoker Hub is the centre of a growing network of organisations in the North West, supplying food, collecting prescriptions, and providing telephone support to elderly and vulnerable people.

continued on next page

Food banks have been outstanding across the city, including Al-Khair and Sikh food bank delivering to a wide range of people where necessary.

COPE, Healing for the Hearth and Good Morning Service have formed a collaborative, working relationship with GCVS in providing mental health support to the increasing number of people in need at this time. There is an expectation that these services will be in greater demand as restrictions are lifted further.

The flexibility of Funders in allowing services to be adapted has also been invaluable and there have been many positive, productive relationships with public partners to help the most vulnerable.

Helpline number: 0141 345 0543 (Monday – Friday 9am to 5pm)

Email: helpline@gcvss.org.uk

Directory: www.glasgowhelps.org/

Life in Lockdown for care experienced young people - a view from Plenshin Court

What's been happening at Plenshin Court since the COVID-19 restrictions were introduced?

The house created social stories and used the latest best practice guides to keep our care experienced young people best informed about the Coronavirus pandemic. The information was set from aged 10 years through to 19 years of age. We have PPE packs for any essential visitors and our young people.

Five young people remained living in the house and three young people went to live at home – what supports have been put in place?

For the five young people residing in the house, there have been three - four staff on each shift allowing a high level of one to one support, this includes three of the young people being 'home schooled'. Residential workers have been creative in trying to replicate some of the young people's school timetable such as gardening work, social distancing exercises and assault courses in the back garden. The house held a VE day party with an outstanding cake decoration being produced. As we entered into phase one of lockdown easing, the young people have enjoyed cycling and long local walks with social distancing. One young person has benefited from cycling with the Outdoor Resource Centre and another helping out in the kitchen as part of their school day.



VE Day Party Cake

The young people and staff have been working together with innovative house games and arts & crafts, and even a few dodgy haircuts.

For the three other young people living at home during this period, unit staff have maintained weekly contact and visits with all receiving needs - led financial support and any other supports that they have required such as medication, food and toiletries and their pocket money. One young person has been working in her role as a vital key worker in her food retail position in the local supermarket.

Megan McIntyre received a Princes Trust Award for her two week voluntary role which led to Megan being offered a retail post at Tesco Silverburn, we are so proud of Megan in her vital key working role and she has been working full-time hours during the Covid-19 Pandemic.



Megan McIntyre receiving a Princes Trust Award



How have we maintained care planning and communication for our young people?

Plenshin Court assisted the Care Inspectorate in testing both the Care Inspectorate NearMe set up for accessing online video calls and the same for the NHS Attend Anywhere. Young people have taken part in both NHS Attend Anywhere video calls with key professionals such as Child and Adolescent Mental Health Service, and Looked After and Accommodated Child's video conference calls. One young person took part in a Care Inspectorate NearMe video call and provided excellent feedback on her experience of this video call. For each of the eight young people their GPs / local Health Centre are aware that they can participate in the NHS Attend Anywhere online video appointments facility.

Young people have been able to contact their friends and family via the latest technologies available at Plenshin Court and, as we entered phase one, some young people have been able to have social distancing visits and walks with family members, which has been so important to them. Unit staff have been communicating with Social Work Area Teams and other key professionals in Health,

Education, Community Police and other Community Resources which in turn has helped young people have a better understanding of something important to them.

We asked our young people about the best things they've liked or have happened during the restrictions:-

- Getting to see my Aunty
 - Cycling with Kevin from the ORC
 - Baking and Arts & Crafts
 - Shaving my own hair
 - Tidying up our garden
 - The Egg & Spoon Race
 - Making Easter bonnets
 - Better relationships with staff
-

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