



A guide to recognising and helping adults at risk of harm

East Ayrshire Adult Protection Committee

**Acting
against
harm**

Protecting People Through Zero Tolerance of Harm



Are you worried about yourself or another adult?

Are you or someone you know at risk of harm?

Help is here.

Everyone has a right to be safe and free from harm. If a person is causing harm, they may be doing it to others too or the person being harmed may not be able to tell someone themselves.

What the law says

The Scottish Government introduced a law to protect adults from harm. It is called the Adult Support and Protection (Scotland) Act 2007. This law respects an individual's right to have their wishes and feelings taken into account and to have the minimum amount of intervention in their personal life.

An "Adult" is anyone aged sixteen years or over. However, if you are worried about a child, you can still use the contacts in this leaflet to get advice about how to report your concerns.

What is harm?

Harm is any harmful conduct.

Some examples of this are:

- **Physical:** hitting, slapping, pushing, shaking, being locked in a room against your will
- **Psychological:** threats of harm, being isolated, humiliation, intimidation, causing distress, verbal abuse, bullying, blaming, constant criticism, controlling, depriving contact with others
- **Neglect/Self-Neglect:** failure to provide or access medical or physical care, access to a doctor or other services the person may need, denying someone medication, food or heating, privacy or dignity
- **Self-Harm:** refusal to eat or drink, drug/alcohol misuse, cutting, burning, scalding or hitting parts of own body, calculated and dangerous risk taking, banging head or other parts of the body, swallowing harmful substances, overdosing
- **Financial:** stealing, fraud, pressure to hand over or sign over property or money, misuse of property or welfare benefits, or stopping someone getting their money or possessions
- **Sexual:** any sexual activity that a person doesn't understand and/or want, which includes contact that is made through social media

Who can cause harm?

Anyone.

It could be:

- *The adult themselves*
- *Partner, child or relative*
- *Friend or neighbour*
- *Unpaid carer*
- *Volunteer*
- *Power of Attorney or Legal Guardian*
- *Member of staff in any setting*
- *Stranger*

Where can harm happen?

Anywhere.

It can happen in the family home, hospital ward, care home, day services, social clubs, day centres, at work and in public places.

What can I do if I am worried?

Don't ignore it.

If you are worried that you or someone you know is being harmed; or is experiencing neglect, it is important to tell someone. That person can be a friend or a person you trust, or the contacts on this leaflet.

Do you need to give your name?

Any information you give will be treated with care. If you do not give your name, inquiries can still be made into the person's care and welfare.

What will happen next?

Your concerns will be taken seriously.

Councils, Police, health staff and other public agencies must work together and share information to protect "adults at risk".

Councils have a duty to make inquiries where harm is known or suspected.

There are Council Officers who are specially trained Social Workers who will make sure the adult:

- *Is visited and spoken to*
- *Is safe and understands what is happening*
- *Has access to independent advocacy if needed*
- *Has access to/or support if needed*
- *Has support provided for any family or unpaid carer*

They will also make sure that everyone's rights are respected.

How will the worker identify themselves?

In most cases you will be contacted to arrange a visit, unless it is an emergency.

All workers who visit and/or interview people will carry identification badges showing who they are, their job title and which department they work for. They must show you this. You are always advised to ask to see this identification whenever a visitor claims to work for East Ayrshire Council.

If in doubt, you don't need to answer the door, you can phone one of the telephone numbers provided in the contacts in this leaflet to verify who the person is.

Who can you tell?

If the person is in immediate danger, dial 999

Otherwise, contact your local social work services or you could speak to a health professional. They will all take your concerns seriously.

Social Work

Kilmarnock (including Annick & Irvine Valley) 01563 554200

Southern (Cumnock/Doon Valley) 01290 427720

Email: HSCPCustomerFirst@east-ayrshire.gov.uk

Ayrshire Urgent Care Service

(Social Work Out of Hours)

0800 328 7758

Police Scotland

Non-Emergency 101

To report a crime anonymously contact

Crimestoppers: 0800 555 111

NHS 24

NHS Freephone: 111

East Ayrshire Independent Advocacy 01563 574442

East Ayrshire Carers Centre Kilmarnock 01563 571533
Cumnock 01290 426404

Other Useful Information

You can find further information and supports on the following areas by clicking the links below:

- [Hate Crime](#)
- [Cuckooing](#)
- [Harm from Bogus Callers or Scammers](#)
- [Forced Marriage/Gender Based Violence/
Human Trafficking](#)
- [Alcohol and Drugs](#)
- [Suicide Prevention](#)

This information is produced by the
East Ayrshire Adult Protection Committee.

For further information on Protecting People or the Committee, visit our
webpages at: <http://www.east-ayrshire.gov.uk/asap>

Alternatively contact Protection and Learning Team on 01563 576728

درخواست کرنے پر یہ معلومات نایمانا افراد کے لئے اُبھرے حروف، بڑے حروف یا آڈیو میں میڈیا کی جاسکتی ہے اور اس کا مختلف زبانوں میں ترجمہ
بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

本信息可慮應要求提供盲文，大字印刷或音頻格式，以及可翻譯成多种語言。以下是詳細聯系方式。

ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ
ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formacie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaime agus
tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu
bhith a' cur fios a-steach.

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East Ayrshire Council
Comhairle Siorrachd Àir an Ear