



PROTECTING PEOPLE
in East Ayrshire

Working together to protect our communities



Community Planning in
EAST AYRSHIRE



East Ayrshire Adult Protection Committee

**Acting
against
harm**

Protecting People Through Zero Tolerance of Harm



What is *Protecting People in East Ayrshire*?



Protecting People in East Ayrshire is about people, services and organisations coming together to help everyone in our communities stay safe and protected.

There are lots of services and organisations who can assist people who need help, support or protection, no matter whether the person needing help is an adult, child, has a disability or not. However, services can only help if they are aware someone may need them.

Protecting People in East Ayrshire tries to raise awareness of the services available, and what to do if you are worried about yourself or someone else.

It's also about people finding ways to help keep themselves safe, and supports those who may be vulnerable to harm to feel safer in our communities.

There are a number of multiagency Partnerships with responsibilities around keeping people safe in our communities, and the work they are involved in supports the delivery of the East Ayrshire Community Plan.

They work with each other, and any others who can help to provide services and help make East Ayrshire a safe place to live, work and visit.

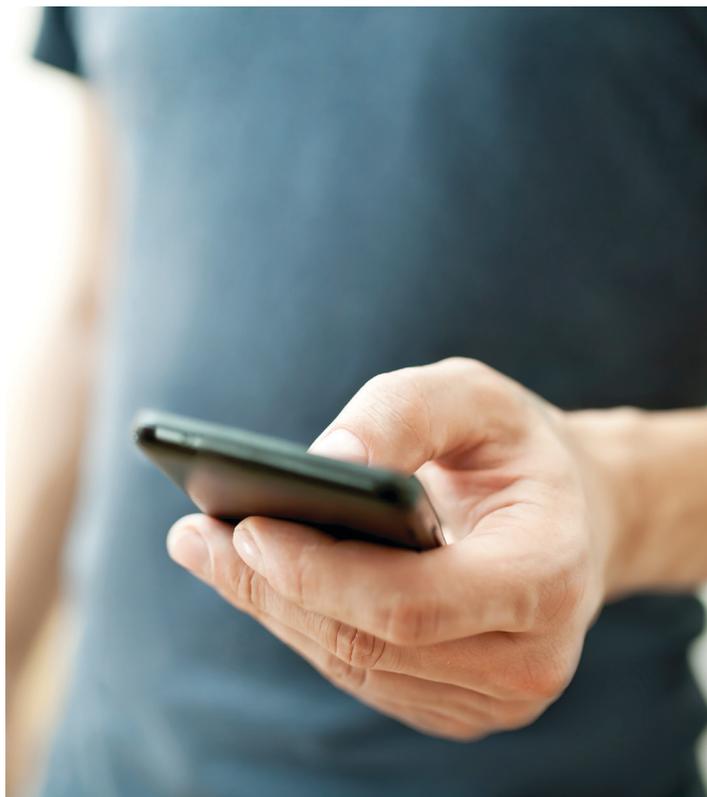
These Partnerships include:

- *East Ayrshire Adult Protection Committee*
- *East Ayrshire Child Protection Committee*
- *East Ayrshire Alcohol & Drugs Partnership*
- *East Ayrshire Violence Against Women Partnership*
- *East Ayrshire ChooseLife Partnership*
- *South West Scotland Community Justice Authority Multi Agency Public Protection Arrangements (MAPPA) Group*

Local services and organisations involved in Protecting People include:

Ayrshire College, Police Scotland, Scottish Fire & Rescue, Vibrant Communities, East Ayrshire Council, East Ayrshire Leisure Trust, Schools, NHS Ayrshire & Arran, Scottish Ambulance Service, Local Area Coordinators, Trading Standards, Community Voluntary Organisation, Advocacy Services, Carers Centre and many more of the third sector organisations working with the partnerships.





Worried about someone?

If you are worried about someone, the best thing to do is talk about it. Depending on the situation, you might want to talk to the person themselves, or involve outside help.

Telling services who might be able to help is the first step in helping the person access support and advice, as well as any protection that may be needed.

If you're worried about someone who you think might need our help, please call us. Don't worry about perhaps contacting the wrong service—we can always point you in the right direction if we're not the best ones to help.

Who can help?

If you think a crime has been committed, please contact the Police. You can do this by calling 999 if it's an emergency and 101 if it's not. You can also call in to a Police Station or talk to a Police Officer on the street.

If you think someone needs medical help, please contact the Ambulance Service or a Doctor or Nurse. Call 999 if it's an emergency or 111 if it's not. You could also call their GP surgery if you know where the person goes.

In case of fire, please call Scottish Fire & Rescue using 999 if it's an emergency. If you're worried someone may be at risk of fire, or would like a free Home Fire Safety Visit, Scottish Fire & Rescue would like to hear from you on 0800 0731 999.

If you are worried about a child or adult, the best thing to do is call the local Social Work office closest to where the person lives. If you don't know which this is, any Social Work office will be able to help.

If it's not during normal office hours or is in the evening, overnight or at the weekend, please call the Ayrshire Wide Out of Hours Social Work Service on 0800 328 7758.

PHONE NUMBERS FOR SERVICES WHO CAN HELP

| | | |
|------------------------|----------------------------------|---------------|
| Police | Emergency | 999 |
| | Non Emergency | 101 |
| NHS | Emergency | 999 |
| | Non Emergency | 111 |
| Fire Service | Emergency | 999 |
| | Advice / Home Fire Safety Visits | 0800 0731 999 |
| Social Services | Kilmarnock | 01563 528011 |
| | Cumnock | 01290 420755 |
| | Irvine Valley | 01563 503400 |
| | Doon Valley | 01292 552900 |
| | Out of Hours | 0800 328 7758 |

What do the *Protecting People Partnerships* do?

ChooseLife

Suicide prevention in Scotland

CONTACT

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Linda.chisholm@east-ayrshire.gov.uk

Suicide is preventable, and talking about it, along with collaborative working, are key to reducing the number of completed and attempted suicides in our communities. In line with the national strategy to reduce suicide across Scotland, the East Ayrshire ChooseLife Partnership priorities include a co-ordinated suicide prevention programme. This incorporates a multiagency calendar of safeTALK, ASSIST and STORM training and an annual awareness raising and suicide prevention week. Access to information, support and signposting to local organisations and groups is offered via the CHIP van (mobile healthy living centre) as well as regular campaigns to promote positive mental health. The work of the ChooseLife partnership is reported regularly through the Mental Health and Learning Disability Partnership and links to a Pan Ayrshire Action Plan. Local support groups are also promoted and supported.

The Support and Protection of Adults at Risk of Harm is a priority for our Adult Protection Committee in East Ayrshire. Working together, we are committed to ensuring the safety of the most vulnerable adults by supporting communities, individuals and their families to fulfil their individual rights and responsibilities and in doing so, to safeguard their welfare.

We support people to keep safe by making sure that Local Authorities, Police, Health Boards, Ambulance Services, Scottish Fire & Rescue and many others have policies and procedures that mean they share information and cooperate with each other to protect someone from harm. Harm can be financial, sexual, physical harm or can be self harm or self neglect amongst other types. We monitor the types of harm that people experience so we can share this information with anyone who has an interest in learning from them about what needs to change to make a difference to people. We have an Adult Protection Unit Team that provides information and training for the public and professionals, and also visits to community groups. We can support people to make their ideas happen such as our work on raising awareness of Hate Crime or ways to keep safe from bogus callers and mail scams.

East Ayrshire Adult Protection Committee

Acting against harm

Protecting People Through Zero Tolerance of Harm

CONTACT

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CONTACT

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The East Ayrshire Child Protection Committee is an inter-agency strategic partnership between East Ayrshire Council, NHS Ayrshire and Arran, Police Scotland, Scottish Children's Reports Administration (SCRA), Crown Office and Procurator Fiscal Service (COPFS), East Ayrshire Children's Panel and the third sector. It is responsible for the design, development, publication, distribution, dissemination, implementation, embedding and evaluation of all child protection policy and practice across the public, private and wider voluntary/third sectors in East Ayrshire. Its vision, simply put, is: 'Working together to keep our children and young people safe.'

The Committee has responsibility for co-ordinating multi-agency training courses focussed on raising awareness and understanding of child protection related matters. It also works through its sub groups to ensure that important safety information is given out to the public, and that work practices are regularly audited and constantly improved, so that services to children and their families are maintained at the highest possible standard.



CONTACT

MAPPA Coordinator
Ayr Police Office
1 King Street, Ayr KA8 0BU
01292 664069
MAPPA_SouthWest@scotland.pnn.police.uk

Multi Agency Public Protection Arrangements (MAPPA) keep communities safe and protects people by managing sex offenders and some violent offenders when they are living in our communities. These arrangements mean that Local Authorities, Police, Health Boards and other services such as Housing must share information about offenders and take action if they believe an offender may be posing a risk to anyone. Sex offenders and violent offenders live in all of our communities but are strictly managed under the MAPPA processes. Often offenders who are released from prison will return to the communities they previously lived in to allow them to be supported by family and friends. This is an important part of their rehabilitation but is done in a controlled manner under the MAPPA process which constantly assesses the risk they pose. Sexual and violent offences do happen but are thankfully rare. Children are more at risk from someone they know rather than an unknown person. People can take sensible steps to keep themselves and their loved ones safe.

The Violence Against Women Partnership brings together individuals and organisations who can provide a comprehensive partnership response to violence against women in East Ayrshire. It is made up of a wide range of public and independent organisations which include: East Ayrshire Council, NHS Ayrshire & Arran, Police Scotland, Ayrshire College, South West Scotland Community Justice Authority, Victim Support, East Ayrshire Women's Aid, Rape Counselling and Resource Centre, Break the Silence, Barnardo's Scotland, Scottish Children's Reporter Administration, Crown Office and Procurator Fiscal Service and Kilmarnock Prison among others.

The partnership leads on, as well as produces, information and resources on topics such as Forced Marriage, Honour Based Violence, the East Ayrshire Violence Against Women Access Pathway and Resource Directory, 16 Days of Action, White Ribbon Campaign and related training. It aims to strengthen prevention and early intervention work across the services, maximising the use of all partnership resources to respond to the needs of women and girls across a variety of circumstances.



CONTACT

<http://eac.eu/eavaw>



CONTACT

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We know that a number of our communities within East Ayrshire have experienced the impact that the misuse of alcohol and/or drugs can have on individuals and families. The East Ayrshire Alcohol and Drugs Partnership is a multi agency group developing and implementing a local strategy that focuses on supporting individuals on a rehabilitation and recovery route. The strategy supports community focused alcohol and drugs prevention, looking at positive attitudes and positive choices. It aims to reduce the number of people who drink above the recommended guidelines by increasing knowledge and changing attitudes towards alcohol to reduce the acceptability of hazardous drinking and drunkenness. Ultimately, the partnership wants to reduce the number of people requiring care and hospital admission for drug or alcohol related conditions, while promoting a recovery approach to tackling dependencies. This should increase the number of problem drug/alcohol users being discharged from services to positive destinations while reducing the impact of problem drug and alcohol use on local communities. This also involves working across partnerships on joint efforts to minimise the risks to children and vulnerable adults as a consequence of substance misuse by ensuring early intervention and support is available.

This is just a quick overview of some of the work we do and the responsibilities of the Partnerships. More detailed information about the Partnerships and services involved in Protecting People can be found on the East Ayrshire Council website at www.east-ayrshire.gov.uk

How we can make a difference...

Here are a few brief examples of how Protecting People can make a difference:

JOAN: Joan was too embarrassed to tell anyone her family were physically hurting her. She felt so scared that she couldn't face getting up in the morning. Joan pretended she could cope, and when her family visited they made so much noise that Joan's neighbours complained and she was at risk of losing her Council house. The local Anti Social Behaviour Officer spoke with Joan, found out what was happening and helped Joan tell her doctor who realised she was depressed. The officer also spoke with Social Work, who used Adult Support and Protection legislation to ban her family members from Joan's house. This gave her time and space to take control back and to recover her health. Joan felt safe again and became stronger and more able to deal with her situation. She told us her worst fear was losing touch with her family, and with support they were able to keep in touch safely.



REBECCA: Rebecca was 11 when she started smoking and messing about with drugs. She was really closed in, and wouldn't talk to people about the things she knew weren't right in her life. Rebecca started self-harming and eventually she was excluded from school because of her attitudes and behaviour. Rebecca started to shoplift to pay for her drugs, then began dealing drugs and eventually became involved in prostitution. This continued for some time before Rebecca started at a new school. One day a teacher noticed Rebecca in the playground before class. The teacher was really worried about her. Although Rebecca thought it was pointless, her teacher listened to her and helped Rebecca talk to her parents about what was going on. She also put them in touch with services who could help. Withdrawing from drugs was difficult for Rebecca – she didn't see the people she'd hung around with before, split up with her boyfriend and stayed in at night. Over time though, it got easier and Rebecca became more determined to turn her life around. Rebecca's relationship with her family is getting better, her grades at school have improved and she's looking forward to her future.

STEPHEN: Stephen has learning difficulties and was befriended by an older man he met on the internet. They chatted online for a few weeks before the man asked Stephen to send him some personal photos. After exchanging intimate photographs, the man asked Stephen to meet him. Stephen was uncomfortable about this, but was told that if he didn't meet the man, his family would be told about the photographs. This worried Stephen so he told his support worker, who supported him to tell his parents. Together they spoke to the Police. Stephen's phone and iPad were checked by the Police and enough evidence was found to bring charges against the older man. Stephen then attended training about internet safety and was able to use what he learned to stay safe online.



DEREK: Derek has dementia, poor mobility and a long term illness which requires oxygen and medication. He recently moved into the area with his son and daughter-in-law. They didn't register Derek with a local GP, and often sent him away for days at a time with friends of his son. Social workers in the area where he used to stay were worried about Derek, and contacted Social Work here, who arranged to check on Derek. To start with, Derek's son would not let them in or allow a GP to visit to check Derek's health. The workers were also concerned about Derek's finances. Social Work went to Court under the Adult Support and Protection Act to get the Sheriff's permission to ask Derek to go with them to a place of safety where he could be treated and they could find out what had been happening to him. Once he felt better and his medication had been sorted, Derek made it clear he felt safe and happy in the nursing home and didn't want to return to live with his son. Although his health is still poor, Derek has company, regular meals and lives in a warm and caring environment where he is happy.

ENID: Enid has memory issues due to Alzheimers. On a few occasions she has forgotten her cooker was on, which has caused pots to burn. Her support worker, who was worried this could cause a fire, contacted both the SMART supports team and Scottish Fire and Rescue. The SMART team installed a Temperature Extremes Sensor above Enid's cooker, which triggers an alert at the 24/7 Risk Management Centre if it detects extreme heat. The Prevention and Protection Team from Scottish Fire and Rescue visited Enid and carried out a Home Fire Safety Visit. They installed smoke detectors in Enid's home and explained their use.



SOPHIE: Sophie started taking drugs as a teenager, and had her first baby at 15. Over the years, Sophie had more children, but due to her issues with drugs as well as other concerns, all her children were removed into the care of Social Work. Her last child was removed at birth while Sophie was still in the hospital. Sophie wanted to keep her baby, and realised becoming drug free was the only way to do this. Although rehab was hard, Sophie managed to get into a routine and become drug free. She hasn't used drugs for more than two years now, has a council house and got her baby back. Her other children come and visit now too. They feel like a family at last. Sophie knows she didn't get help because she felt she was ready to 'get clean' but because she wanted to get her baby, and her life, back.



ADAM: Adam was an alcoholic and due to his alcohol misuse, his life and his marriage were falling to pieces. He had spent the night in the police station and was still drunk and confused when he was released in the morning. He went missing from his family for a number of days before they managed to track him down. His wife Kate was feeling really low and depressed as a result of how dependent Adam had become on her. She spoke to her doctor about how she was feeling, who helped her access services and support for her and Adam. Adam has been receiving treatment for his alcohol misuse, and Kate has benefited from therapies too – she has new levels of confidence and has learned ways to help prevent Adam from drinking.

MARY: Mary lived alone and had suffered a stroke. She was unhappy and lonely, and started to smoke and drink too much. People who befriended her started to take advantage of her, and she couldn't manage her money very well following her stroke. Mary's neighbours noticed her heating had been cut off, that she had no money for clothes, food or rent, and was struggling to cope. They contacted Social Work who arranged for some social care support for Mary and also supported her to appoint a Power of Attorney to manage her money. Mary is no longer frightened – her home feels safe, her bills are paid and she has money for clothes and food.



MARK: Mark used to call 999 for things which did not require support from the emergency services. The Police were concerned about him doing this, as they realised he may have additional support needs and contacted Social Work. They spoke to Mark and found that he did indeed have additional support needs and was unsure and scared about living alone. He was living in accommodation which did not suit his needs and he was struggling. A full support package was provided for Mark, and he was rehomed in a more suitable location. Mark now feels supported and no longer needs to call 999 unless it is an emergency.

JASON: Jason lived alone after his Mum died. Due to his low self esteem and addiction issues, he tended to hang around with the wrong people. His neighbours never really liked him living in their neighbourhood as the house was a bit too big for him and they did not like the friends he kept. Jason was repeatedly physically, mentally and financially harmed by his so called friends. Since Jason was getting help from addictions services, he talked to his worker about moving to a smaller home which would be easier for him to keep warm and would mean less housework. His worker helped Jason to get a nice flat in a new area away from the old contacts which allowed him to start afresh with none of his old acquaintances knowing the new address. Life has got a lot better for Jason and he has now become involved with some local groups and is meeting new people in recovery who have been very supportive of him.



PENNY: Penny had previously been diagnosed with Post Traumatic Stress Disorder due to events in her past which caused her to become dependent on alcohol. Her doctor had referred her to addictions services, and Penny's recovery was progressing well, but her mental health wasn't really improving. Her addictions worker helped her to access other local services including trauma counselling which has improved her journey of recovery by helping Penny work through the historical issues at the root of her addiction. Penny is now successfully volunteering within her community.

* the individuals represented here are posed by models

Everyone Together

Protecting People in East Ayrshire works best when we all work together – partnerships, services, organisations, communities and individuals. People are what matters within Protecting People, and its people who can make the difference.

We welcome new ideas about how to keep people safe and what would work best for different areas. The only way we can do this is to work with and for our communities here in East Ayrshire.

If you or your group would like to talk to us about your ideas or would like more information, please just call or email us using the details on the Protecting People Partnership contacts page.

We look forward to hearing from you to help keep our communities safe and protected.

If you have specific concerns or are worried about someone in your community, please use the information in the 'Worried About Someone?', 'Who Can Help?' and 'Phone Numbers for Services Who Can Help' sections of this booklet.



Remember, if you see something, say something.
If you suspect, it's time to protect...

