



DUMFRIES & GALLOWAY PUBLIC PROTECTION PARTNERSHIP



DGPPP NEWS

Public Protection is Everyone's Business

**National Adult Support
and Protection Day**
20 FEBRUARY 2021



Welcome to Dumfries and Galloway Public Protection Partnership (DGPPP) newsletter. In this edition we are supporting Social Work Scotland's National Adult Support and Protection Day on the 20/02/2021. This aims to increase awareness of adult protection and safeguarding activity across Dumfries and Galloway.

In Scotland protecting adults at risk of harm is underpinned by the principles of the Adult Support & Protection (Scotland) Act 2007. Should you be unfamiliar with the Act you can view a copy of it at:

FIND ACT HERE

<http://www.legislation.gov.uk/asp/2007/10/contents>

As a partnership we are committed to ensuring any interventions under public protection processes are consistent with the European Convention on Human Rights and the Human Rights Act 1998. We are working hard to consider how best to draw on service user and public experiences of public protection and safeguarding. If you wish to make any comments please contact us on:

publicprotection@dumgal.gov.uk



Covid-19 and Safeguarding

Since lockdown began in March 2020 the UK was thrust into the first ever nation-wide lockdown as a result of the Covid-19 pandemic. While this has had a significant impact on the whole population, older people and vulnerable children have been significantly affected by the virus and its impact.

Many older people have desperately struggled with loneliness and isolation, at times unable to access support services, targeted by scammers and others seeking to exploit them, and many experiencing neglect as their support networks decrease. Throughout the United Kingdom consumers have lost over £16 million to online shopping scams. There is a focus locally on helping people stay safe online and avoiding scam adverts on social media and fraudulent websites. In order to counteract potential scams a recently launched **BogusBuster** tool can check the authenticity of websites and online stores and has tips on how to spot fake products and how to report dangerous products being sold through online marketplaces.



Reports of social media users falling victim to scams and online crime from individuals who attempt to gain trust and persuade people to part



with money cautions us to take a few minutes and seriously consider who you think you are talking to during any calls or social media conversations which can come often through random friend requests through Facebook, Instagram etc.

If you are concerned an adult is at risk, it is right to get this checked out.



Sometimes instincts tell you something is not right, like seeing an adult who is at risk of harm or who has people persistently hanging around their property, whether friends or strangers. Following concerns, support can be offered if required.



It may be nothing but there is no harm in being sure. **Remember if you "See Something, Say Something".**

Borrowing or stealing?

Adults may be at risk of undue pressure from friends and family. If you have any concerns that an adult is

being taken advantage of please call and report this. You do not have to give your name: all concerns will be looked into. If you thought a child was at risk of harm, you would do something about it. It should be no different for an adult. If your instinct tells you something is not right, do not keep it to yourself.

Year of Childhood 2021



Children's Parliament has launched the Year of Childhood 2021 to celebrate the forthcoming incorporation of the UNCRC into Scots law and the organisation's 25th birthday.

The Year of Childhood aims to create an atmosphere of optimism and confidence for children and young people. A range of events, discussions and webinars will run across 2021 to inspire organisations to embed children's rights-based practices.

The Year of Childhood plans to bring together a network of organisations, public bodies and individuals who are willing to pledge their support for incorporation of the UNCRC and share good practice in the delivery of children's human rights.

Find out more about the Year of Childhood [here](#).

Call 030 33 33 3001 to report a concern about an adult or 101 for advice from Police Scotland, for emergencies call 999. For concerns out of hours call 01387 273660.

New service for adults at risk

Department for work and Pensions safeguarding team



DWP have appointed safeguarding managers across Scotland to strengthen relationships with other organisations that provide support for their customers. Whilst DWP does not have a statutory duty of care, there is a recognition that there is a positive impact to a more joined-up approach to protecting adults at risk of harm. Where there are concerns for the wellbeing of a person who is claiming benefits or using DWP services. DWP is working to better understand how they can provide greater support for the most vulnerable of customers and the role involves building the knowledge and awareness of DWP staff around Adult Protection and dealing with cases escalated to them directly from operational colleagues and across DWP. Following Adult Protection referrals to a local authority, DWP can be actively involved in case conferences where appropriate to enhance the multi-agency support put in place for the individual who needs support.

Overview of role

- Representing DWP at Local Authority adult support and protection reviews in order to take account of any individual customer's experiences during their DWP claimant journey.
- Providing support, guidance and coaching to DWP colleagues to deliver a consistent service for customers who require additional support.
- Actively participating in multi-agency meetings and working with local agencies to ensure all stakeholders are clear about DWP's role and accountabilities and how we are committed to supporting vulnerable customers.

Please contact the safeguarding lead for Dumfries and Galloway area

 Scotland Senior Safeguarding Leaders	CENTRAL & SOUTH WEST
	Elaine Gallacher 07747764337 elaine.gallacher1@dwp.gov.uk

DGPPP are supporting Child Protection Scotland's Keeping kids safe during lockdown campaign.

Not all types of abuse are visible - Many children have not been at school and families across the country face new challenges and stresses, some have limited access to friendships and are lonely and access to friends through attending school and other activities.

If you are worried that a child or young person may be at risk of harm, call 030 33 33 3001 and ask for the Child MASH.

If there is immediate risk call 999.

PUBLIC PROTECTION IS EVERYONE'S RESPONSIBILITY



Dumfries and Galloway's Public Protection Partnership are supporting CPC Scotland campaign to keep children safe from harm - if you see something say something !

Remember Children and Adult Services are always available even during lockdown.

Adult Support and Protection and Safeguarding Five Nations Conference Series

A series of learning and sharing events is being held throughout adult support and protection groups. This will involve discussion regarding the current Scottish Review, of Human Rights and Adult Protection, Mental Health and Capacity. The sessions will be led by John Scott Q.C.

With the key objectives

- To maximise learning on adult protection and safeguarding activity across the five nations.
- To share debate on adult protection and safeguarding law and guidance, within a human rights framework.
- To draw on published research and analysis on adult protection and safeguarding practice.

- To examine the wider aspects of safeguarding and adult protection in all areas of health and social care practice.
- To consider how best to draw on user and public expectation on adult protection and safeguarding.
- To enable connections between practitioners, researchers, and policy colleagues across the five nations.



Human Rights and a person's right to have choice and control over their support.

Scottish legislation and human rights continue to promote choice and control through the introduction of the self-directed support legislation.

This has led to a paradigm shift in social care in Scotland which is going through a culture change on how the workforce engage with individuals and families who receive care and support.

Instead of asking 'what is the matter?', we are now talking about 'what matters to you?'

This requires a more personal outcome approach to practice and recording, focusing on what matters to the person and incorporates the person's voice within meetings and recordings identifying which has the most impact for children and adults.

What people say matters, the implementation of self-directed support has seen changes in assessment and planning with people who have care and support needs. At the heart of this, lies the relational 'what matters' conversation, which focuses on personal outcomes.

The approach helps build positive relationships in practice which directly influences decision-making at an individual level; and an agency level which limits the focus on accountability, performance and ticking boxes, to one which focuses on building healthy relationships and improving people's lives.

The principles of self-directed support and the continued focus on human rights should be fully considered in everything we do. The best decisions are often made as a result of people recognising and valuing different opinions and how different opinions are balanced and recorded, with clear evidence of negotiation, ensuring that personal outcomes are not drowned out by practitioner and organisational outcomes but benefit the person and their families .



Co Production

The importance and value of a co-productive approach in identifying, using and recording outcomes is the Exchange Model (see figure below). This model identifies and values the views of different people and brings them together through healthy dialogue to develop personal outcomes. This can be really important when there are tensions between views of everyone involved; for example, parents and practitioners in children's services and adults and Carers in adult protection.



(Smale & Tuscon 1993)

New E-Learning Platform from "Your Options. Understood".



Check out the new E-Learning platform, 'Your Options Understood' which offers "a unique insight into the world of disability by delivering a high standard alternative to face to face training on an online platform" once again doing things differently throughout the pandemic.

[Click here to find out more!](#)

Wellbeing During a Pandemic & Beyond

National and Local Staff Wellbeing Resources



Do not run on empty – help and support is out there.

Click [here](#) to find out more.

As we go through further restrictions and a second wave of Covid-19, we are all experiencing additional pressures and it is as important to focus on our own and others' wellbeing. Frontline staff have shown remarkable resilience over the last 10 months and have pulled together, the cumulative impact of the last year should not be underestimated. This, combined with our usual ways of coping being reduced due to lockdown measures, means that more than ever we need to all apply our emotional PPE.

There are a number of resources available to support staff wellbeing and encourage self-care, which apply during a crisis and beyond. These are freely available and can be used by individuals or within peer groups to support each other. Below is a link to some of the main resources that include animations, Modules, key websites, podcasts, and specific sources of support. This link can be shared widely.

Link to Dumfries and Galloway Volunteer Mental Health Champions and Mental Wellbeing Resource Pack.

Here are some other organisations that can also help you:

- Breathing Space on 0800 83 85 87
- Samaritans 116 123
- Anxiety UK 03444 775 774
- Calm 0800 58 58 58
- Mind 0300 123 3393
- Calm 0800 58 58 58
- Shout Crisis text line (text) 85258

Click [here](#) to find out more.

Call the National Wellbeing Helpline: 0800 111 4191

 **National Wellbeing Hub**
For people working in Health and Social Care



A national wellbeing helpline has been set up for all health and social care workers to access 24/7 mental health support

 **0800 111 4191**

Launch of new Online course

Level 1 Adult Support and Protection



The Public Protection Communication and Engagement Subcommittee and Care Training Consortium (CTC) are delighted to launch a new online Level 1 Adult Support and Protection awareness course.

The course is free to all providers and agencies across Dumfries and Galloway and seeks to raise awareness of adult support and protection. A certificate will be sent following completion of the course.

Some feedback from initial testing by users of the eLearn

the course provided an oversight and enhanced my knowledge of ASP.

Love it - so straightforward to use

the course was straightforward to use.

[Click here to access this course](#)

If you have any difficulties accessing the course, please contact info@caretrain.co.uk



National Trauma Training Programme

Trauma is Everybody's Business

Introducing the National Trauma Training Programme Webinar

19th February 2021

10.00am - 11.30am

Online – MS Teams Live event



Introducing the National Trauma Training Programme

The experience and impact of trauma and adversity in the lives of Scottish people is more pervasive than has previously been recognised and has been exacerbated by the COVID pandemic. The National Trauma Training Programme supports the shared ambition of the Scottish Government, COSLA and partners from across Scotland of a trauma informed and responsive nation and workforce that is capable of recognising where people are affected by trauma and adversity, able to respond in ways that prevent further harm while supporting recovery and can address inequalities & improve life chances.

This **free** webinar is open to anyone with an interest in learning more about the National Trauma Training Programme and is a repeat from the session delivered in December 2020. The session will:

- Provide an overview of the National Trauma Training Programme and its role in supporting organisational recovery from the impact of COVID 19.
- Update on commitments across local authorities and public services.
- Introduce the freely accessible animations, workshops and learning modules to support you to develop and build trauma informed, skilled and responsive practice in your role and service.
- Highlight the importance of leadership in driving trauma informed change.

[Click here](#) for more information on the NTT

[Click here](#) to register your interest in attending the webinar.



**Dumfries & Galloway
ADVOCACY SERVICE**

Delivering Advocacy in the Region since 1993

**A free confidential & personal
independent advocacy service
01387 247237**

What is it?

Independent Advocacy is about empowering people who are involved in using or receiving services. We work across Dumfries & Galloway and strive at all times to stand by the client and minimise conflict of interest.

We work on a one-to-one basis to find solutions to our client's issues and help them to understand the options that are available to them, while protecting their rights and ensuring they are treated with



respect and dignity. We will help a client understand what might be happening in their life and support them to take control of their circumstances by empowering them to help themselves. We will use listening skills and help a client think through their problems or find information that will help them make informed choices and decisions. An Independent Advocate can speak on a client's behalf if they feel unable to do so, making sure their thoughts, feelings and wishes are fully understood by others and also ensure the client understands what may be said to them or about them. An Independent Advocate will never make decisions for a client or put forward their personal views.

In the case of Adult Support and Protection (ASP), Dumfries and Galloway Advocacy Service can support the client throughout the ASP process including the investigative interview when required, whilst throughout protecting their Human Rights under The Human Rights Act 1998.

Prior to any ASP Case Conference, the Independent Advocate will explain to the person the types of things that may be discussed and the decisions that may be made. The Independent Advocate would attend the case conference to support the person to understand what is being said



and what they are being asked, and if required speak on their behalf if they do not feel able to or are unable to due to capacity. Once the conference has taken place, we will discuss the content of the meeting with the person to ensure that they have fully understood the outcomes.

We are an issue-based service, and as such, once the client's issue is finished, we will contact them and/or their referrer about closing the case and if they have any further issues in the future, they can come back to us at any time.

We are not able to support clients with Employment Issues or give Benefits Advice and we do not attend Employment or Benefit Tribunals / Assessments. We are also not able to support a client or speak on behalf of a client to the Media.

Situations Dumfries and Galloway Advocacy Service provide support for:

- NHS and Local Authority
- Mental Health issues including Tribunals
- Adult Support and Protection
- Older persons issues
- Child Protection, Children's Hearings, Reviews
- Adults with Incapacity
- Learning Disability
- Acquired Brain Injury
- Carers Issues
- Autistic Spectrum / Asperger's Syndrome

How do you refer to our service?

Any person can refer from any agency whether Health, Social Work, Third Sector etc. but the client must be aware of and be able to consent to the referral unless they lack capacity, and it is then the responsibility of the referring agency to make the referral. Clients can also self-refer.

www.dgadvocacy.co.uk



t: **01387 247 237** • e: **info@dgadvocacy.co.uk** • 9 Church Crescent, Dumfries, DG1 1DF



Spotlight on Current Public Protection Development Work

Sincere thanks are due to all those who contributed to the development of a small test of change. Their expertise and insight were crucial to its development and is an example of partnership working in practice.

Adult Support & Protection – Alert and Discharge Notification - Small Test of Change Proposal

A small test of change is currently in progress in Annandale and Eskdale and aims to improve and ensure safe hospital discharges for people who are managed by Social Work under Adult Support and Protection (ASP) processes. The short life working group comprises of professionals from both Health and Social Work and the model chosen for this improvement project is the Plan, Do, Study, Act (PDSA) cycle.

The aim question of the test of change is: *Will an ASP and discharge alert function on Clinical Portal improve admission, treatment and multi-agency communication, discharge, and safety planning for adults at risk of harm and who are subject to ASP processes?*

Plan A list of SMART tasks were identified along with the person responsible for each of these and timescales were agreed. Development of an ASP alert function on clinical portal; development of a reliable system and process to send and receive weekly ASP activity worklists.

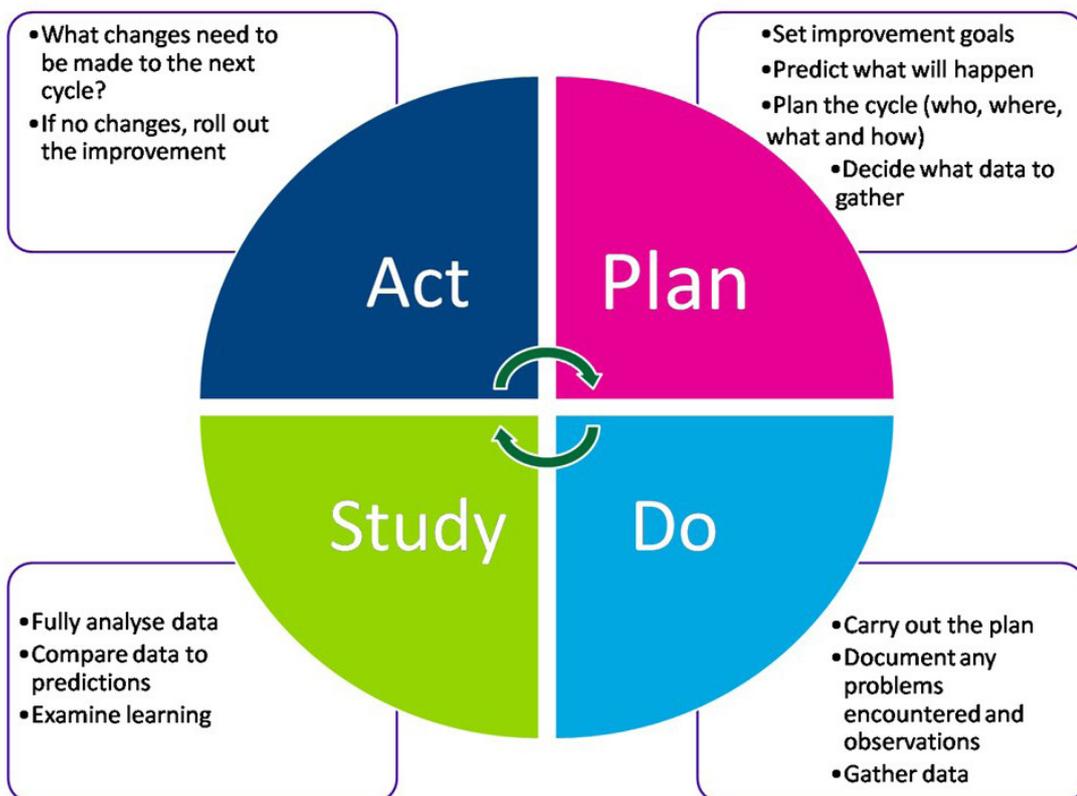
Do A four-week test run started on 8th Jan 2021. An initial list of people who are managed under ASP processes has been supplied by Social Work to Health for an ASP flag to be applied to their electronic health records.

Image of how ASP flag looks like on electronic health records:



Study based on the measurable outcomes agreed at the outset, data regarding the test of change will be collected by the group.

Act Plan any necessary changes and or plan full implementation of the improvement.



- What changes need to be made to the next cycle?
- If no changes, roll out the improvement

- Set improvement goals
- Predict what will happen
- Plan the cycle (who, where, what and how)
- Decide what data to gather

- Fully analyse data
- Compare data to predictions
- Examine learning

- Carry out the plan
- Document any problems encountered and observations
- Gather data

Better Relationships

Better Learning



New Relationships Framework

Dumfries and Galloway Council's Better Relationships Better Learning approach promotes a positive whole school ethos and aims to get it right for every child, the vulnerable children, and young people as well as the more resilient. The Supporting Learners Team have developed a Relationships Framework document which aims to provide practical strategies for the managers of educational establishments to implement relation-based approaches in partnership with staff, parents, and pupils in order to achieve positive well-being benefits for all.

Better Relationships Better Learning is part of the national multi-agency approach to building positive relationships in the community by understanding the social and emotional well-being needs of all children, and then applying this knowledge with practical strategies in, and out of, the classroom. Within education, this is reflected in our local and national policies, where our approaches focus on the key evidence-based relational strategies of nurture, restorative, solution-focused, rights-respecting, resilience, and anti-bullying approaches.



Care Experienced Education Team

LAC Education

In June 2018, the multi-agency LAC Raising Attainment Group was formed, which reports to the Corporate Parenting Group. As part of the agreed Improvement Plan, the LAC Raising Attainment Group developed the Scottish Attainment Challenge Funding proposal which led to the setting up of the Care Experienced Teachers team in February 2019. In October 2019, the Care Experienced Support Officers team was also established within Supporting Learners. These teams together form the Care Experienced Education Team, which supports targeted care-experienced children and young people with their literacy and numeracy attainment, as well as attendance and engagement in education.

A significant action of the LAC Raising Attainment Group has been to improve the use of LAC data to inform our planning and to target the most vulnerable young people. A LAC data report is produced every 6 months, using reporting data, live data and monthly traffic light reports to give an overview of the local authority's performance in relation to looked-after children. The report also analyses the impact of the work of the Care Experienced Education Team.



Friends Against Scams

is a National Trading Standards initiative and aims to protect and prevent people from becoming victims of scams

Our top 10 tips on how to protect yourself from fraud and scams:

1. Never give your personal or banking details to anyone you do not know or trust.
2. We will never ask you to transfer money to another bank or withdraw money and hand it to a courier
3. Never give your customer number, full PIN and password or card reader code to anyone.
4. Your Bank will never ask you for your full PIN or password in a text or email or when Banking online.
5. Be careful what information you share on Social Media - fraudsters can use that information to impersonate you.
6. Always phone your Bank on an independently sourced number - even if you receive a message from your Bank which contains a telephone number to call back on
7. Always shred documents which contain any personal information.
8. Always delete suspicious texts, often they may try to trick you into giving away personal and security information.
9. Scammers will always attempt to communicate with you - especially online - to get personal information from you but will rarely tell you much about themselves.
10. Be cautious about online relationships – often they will target your emotions to get you to send money to them.

For more information, visit the Friends Against Scams website: www.friendsagainstscams.org.uk ; search 'Royal Bank Security' online; or talk to us in branch.

Friends Against Scams Online Learning Awareness Session - Free to teams and organisations

For further details contact, Amber Reid

Community Banker
Customer Engagement & Distribution
Retail Banking
amber.little@rbs.co.uk



Older people deserve the right to feel safe.



Hourglass Scotland (formerly Action on Elder Abuse Scotland) is the only charity in Scotland dedicated to calling time on the harm, abuse, and exploitation of older people. We support older people experiencing (or at risk of) harm, abuse or exploitation, and work towards safer ageing and a fairer society for all older people.

Every year, more than a hundred thousand older people in Scotland experience acts of neglect and harm including physical, emotional, financial, or sexual abuse. Thousands are also plagued by the scourge of scams, doorstep crime and those who deliberately target older people who they believe to be vulnerable. This is a sad indictment of how our society views and values older people. The abuse of older people is not a new issue, but one that has now reached a critical threshold that can no longer be ignored, nor tolerated by a just society.

With a broader focus on 'safer ageing', the focus is on an end-to-end model from prevention and early intervention, right through to recovery and moving on from abuse. The pandemic has had a devastating impact on many older people, and unfortunately some may be at increased risk of being harmed or exploited as their support networks reduce.



Would you like to receive a regular check-in call?

Sign up to receive Safer Ageing calls from one of our volunteers.

This is a free service for over-65s, to promote your safety and well-being.



Safer Ageing Calls, offered through the new Community Hub, are a safe way for older people to have a regular, friendly conversation with a specially selected and trained volunteer, to promote safer ageing and well-being, and to help build confidence and resilience.

If you, or someone you know, would like to make use of this service, please call Colin Scott on 07496323801 - This service is free to use. Call times and frequency can be arranged between both parties. The aim is to provide weekly calls.

Public Protection – INVOLVING CARERS in Adult Support and Protection processes

It is imperative that Carers' views are considered when investigating Adult, Support & Protection issues. Whether the ASP issue involves the Carer direct or was caused by someone else, it will be a highly emotive situation and the Carer may be feeling regret, guilt, or anger.

Support should be provided to allow the whole picture to be realised and all views considered. In some instances, the Carer may be the only person who understands the adult at risk or is able to communicate with them. Having to relay information to a Council Officer may be extremely upsetting and stressful for the Carer. Sometimes Carers may feel like they are "on trial" and being accused of something which may make them feel defensive. It is crucial this is considered to ensure the Carer/family members are offered support from services or another relevant agency, e.g., Dumfries & Galloway Carers Centre and or Advocacy.

All Carers are entitled to complete an Adult Carer Support Plan which allows them to express their feelings in several areas of their life, including their caring

role and how they feel. They are then supported to achieve good outcomes and take time for themselves. It is also a useful tool for any professional when looking at the bigger picture.

Carers can also be at risk of harm from the adult they are caring for. Although they may not be classed as "at risk" they may be vulnerable to abuse within a situation they are unable to leave. It is therefore important that Carers are also considered, listened to, and supported to find a solution to any issues which are putting them at risk of harm. Part of this discussion and negotiation may be that the Carer gives up their caring role.

When investigating an Adult Support and Protection issue, where there are children within a house this will always be considered and a decision made to report to social work where there may be child protection issues. At this stage it is also vital to consider if the child has any caring responsibilities, whether this be a physical caring role or there is an emotional impact. If this is identified, a referral to the Young Carers Project could be made and the appropriate

support would be provided. All Young Carers are entitled to be offered and supported to complete a Young Carers Statement which enables them to look at their life, caring role, supports and future plans. Completing this means the Young Carer's voice is heard and we can ensure they have a suitable caring role, consider what is working well, what needs to change and who can help them achieve this.

There is support available throughout Dumfries & Galloway for Carers of all ages. Our Young Carers Project supports children from age 7, Young Adult Carers aged 18-25 and all Adult Carers.

We provide information, advice and support to Carers and can also access other services, including counselling for Carers where appropriate. Our knowledgeable staff team approach Carer support with compassion, empathy and understanding in a non-judgemental manner.

Dumfries & Galloway Carers Centre
Email info@dgalcarers.org
Website www.dgalcarers.co.uk



Throughout COVID-19 all services have had to run differently.

Please find details of how to access CAMHS during the restrictions.

CAMHS Child & Adolescent Mental Health Service

ISSU 18 Young People's Substance Service

NHS Dumfries & Galloway

Child Adolescent Mental Health Services (CAMHS) & ISSU 18 (Young People Substance Service) are open and continuing to do our best to ensure that all children and young people get the care they need, by offering virtual appointments via:

NHS Near Me and /or **Telephone Appointments**

If after speaking to you by NHS Near Me or on the telephone, we agree that you need to be seen face to face, we would then arrange this.

If you have an **Enquiry**, regarding a child or a young person, please call CAMHS on: **01387 244662** (Monday-Friday) between, 10am-4pm to speak to a Clinician.

Parent/Carers and young people can self refer to CAMHS & ISSU 18, either by calling **01387 244662** or send an  to: **dg.camhs-mail@nhs.scot**

Find us on Facebook @DGCAMHS

 @CAMHSDG

 @CAMHS_DG_NHS

When Love turns sour

Read the poem top to bottom.
then read the poem bottom to top.

[Click here for more information on domestic abuse.](#)

MY HUSBAND, MY LOVER

What does he love about me?
My 'cute little face'
He is punching
Above
His weight
When we're in bed
It is hard
Not to lose control
He is so desperately keen
For a lover
Leaving racy messages
In case I am
Searching
My phone
He feasts his eyes on
My every movement
He knows
Me
Better than
Anyone
He now wishes that he'd married
The moment we set eyes on each other
We were so instantly in love

(now read from bottom to top)



Refuge

If your partner turns on you, turn to us. refuge.org.uk

For women and children.
Against domestic violence.

Lockdown Rules do not Prevent People from Escaping Domestic Abuse

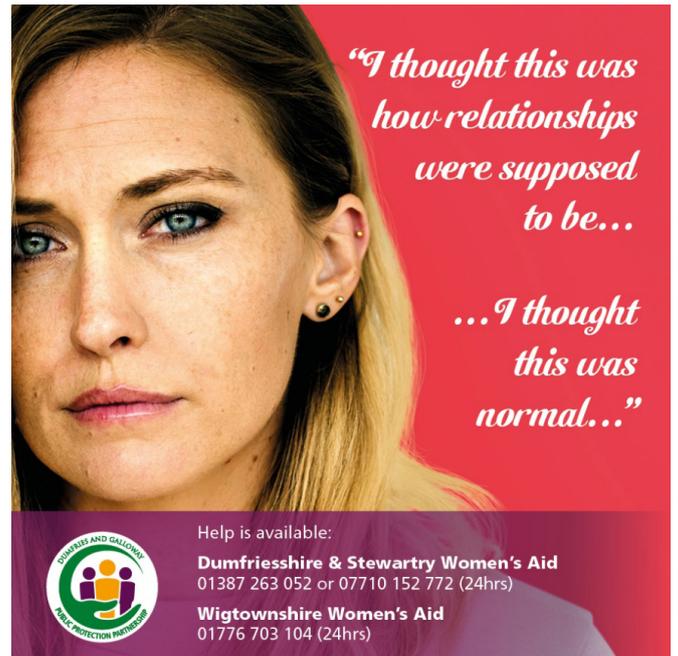


Coronavirus rules do not prevent anyone from leaving their home to escape domestic abuse or taking other measures to keep themselves safe from domestic abuse.

Domestic abuse is a crime.

If you, or someone you know, is experiencing domestic abuse help is available:

- **Call** Scotland's Domestic Abuse Helpline on 0800 027 1234 or visit Safer.Scot.
- **Call** Police Scotland on 101 to report it or 999 in an emergency.
- **Call** Dumfriesshire and Stewartry Women's Aid on 01387 263 052 or 07710 152 772 (24hrs)
- **Call** Wigtownshire Women's Aid on 01776 703 104 (24hrs)



Help is available:

Dumfriesshire & Stewartry Women's Aid
01387 263 052 or 07710 152 772 (24hrs)

Wigtownshire Women's Aid
01776 703 104 (24hrs)



HM Government

SAFE SPACES

IF YOU ARE EXPERIENCING DOMESTIC ABUSE,
WE ARE HERE TO SUPPORT YOU.

ASK FOR ANI 
FOR IMMEDIATE HELP

OR

IF YOU NEED A SAFE SPACE
OUR CONSULTATION ROOM IS ALSO OPEN

FOR FURTHER INFORMATION
VISIT.GOV.UK/DOMESTIC-ABUSE

Ask for ANI Scheme is Now
Running at all Boots Pharmacies
in Dumfries and Galloway



The Ask for ANI (Action Needed Immediately) Scheme was launched 14 January 2021 and staff have been specially trained to provide a safe, private space for victims of domestic abuse.

Click here to find out more.
#YouAreNotAlone

Ongoing audit and self-assessment is an important element in our commitment to protecting and safeguarding adults and children.



Whilst grades are given against the standards, there will also be qualitative reporting and sharing of good practice to ensure ongoing service improvement.

Overall Quality of Practice		
1	Excellent	<div style="width: 100%; height: 10px; background-color: blue;"></div>
2	Very good	<div style="width: 80%; height: 10px; background-color: orange;"></div>
3	Good	<div style="width: 60%; height: 10px; background-color: green;"></div>
4	Adequate	<div style="width: 40%; height: 10px; background-color: purple;"></div>
5	Weak	<div style="width: 20%; height: 10px; background-color: yellow;"></div>
6	Unsatisfactory	<div style="width: 10%; height: 10px; background-color: cyan;"></div>

EXAMPLE

During the pandemic social work staff in adult and children services have been doing a tremendous job working together to ensure that we continually develop and improve our work in Public Protection.

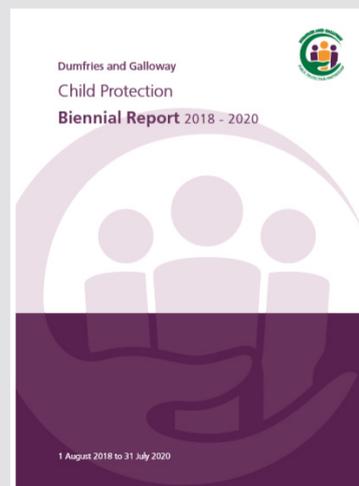
In Adult Services, staff have worked in pairs using Microsoft Teams to audit 36 cases during September to December 2020.

In Children & Families Social Work, Child Protection practice is also sampled each month. Staff receive individual feedback, and quarterly reports are provided on the overall quality of their practice which has shown a steady improvement over the last two years.

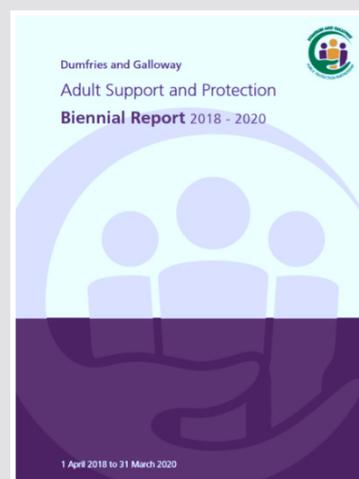
This allows us to develop and understand through self-assessment what works best to protect children and adults who may be at risk of harm.

All auditors consider work undertaken against the standards set out in the adult protection and child protection peer audit tool that is agreed and supported by the Care Inspectorate.

The standards have been widely used and shared within teams and there has been positive feedback from staff that taking part is contributing to ongoing practice. A number of staff have been involved so far and this work is ongoing.



Click [here](#) to download the Child Protection Biennial Report



Click [here](#) to download the Adult Support and Protection Biennial Report



Help end domestic abuse and other forms of violence against women and girls!

Support the D&G White Ribbon Campaign!

Click [HERE](#) for more information.