

## Newsletter – May 2020

This newsletter is produced by the Kirklees Safeguarding Adults Board (KSAB) to keep you up to date on safeguarding issues. The Board has simplified the look of this newsletter edition to ensure it is digitally accessible to everyone. The Board welcomes any feedback / comments / suggestions in relation to this. Please email [KSAB@kirklees.gov.uk](mailto:KSAB@kirklees.gov.uk).

### Message from the Board

During this period of unprecedented uncertainty, the Board recognises that there will need to be constructive consideration of any adjustments to care and support arrangements put into place for vulnerable adults. The Board is continuing to perform its duties, as much as partner priorities and new Coronavirus legislation allow. This means that for the first time in the Board's history, we are working virtually, which in itself has given challenge which we have risen to.

This newsletter contains useful information to help raise awareness of preventative measures that can be taken to keep our vulnerable citizens safe during this challenging and unprecedented time.

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## Coronavirus – Latest local and national information

With all the information available about Coronavirus; tips, help and support, what to watch out for, national and local government, NHS and CQC (Care Quality Commission) updates to name a few, life can become very confusing and overwhelming. Listed below are links to our partnerships' websites for further information:

[Kirklees Council: Coronavirus help and advice](#)

[Kirklees Council Adult Social Care and health: Coronavirus – managing your mental health and wellbeing](#)

[West Yorkshire Police: Coronavirus / COVID-19](#)

[Greater Huddersfield Clinical Commissioning Group: Coronavirus help and advice](#)

[North Kirklees Clinical Commissioning Group: Coronavirus help and advice](#)

[Healthwatch Kirklees: COVID-19 \(Coronavirus\) information](#)

[Locala: COVID-19 Coronavirus news](#)

[Calderdale and Huddersfield NHS Foundation Trust](#)

[Mid Yorkshire Hospitals NHS Trust](#)

[South West Yorkshire Partnership NHS Foundation Trust: Coronavirus](#)

[Kirklees Neighbourhood Housing \(KNH: COVID-19 FAQs - Information](#)

[West Yorkshire Fire and Rescue Service](#)

[Gov.uk: Coronavirus \(COVID-19\): What you need to do](#)

## Coronavirus – Easy read guidance

For those working, living with or supporting people who may be finding COVID-19 and everything related to it difficult to understand, we would like to highlight the importance of using easy read information.

Below are links to some easy read guides which should help explain to people important things such as general COVID-19 information, shielding, mental health and wellbeing, and changes to the Care Act.

[UK Government: Coronavirus - Easy Read](#)

[Public Health England: Protecting people most likely to get very poorly from Coronavirus \(shielding\)](#)

[Public Health England: Coronavirus - Looking after your feelings and your body \(mental health and wellbeing\)](#)

[Easy Read Online: About the Coronavirus](#)

[West Yorkshire Police: Coronavirus - How the police are making sure that people are staying safe](#)

[Books Beyond words: Beating the Virus - story in pictures](#)

[Easy read set of posters about Coronavirus to download](#)

[Mencap: Coronavirus \(COVID-19\) Advice and support](#)

## Coronavirus – Be SCAM aware

Unfortunately there are people who are willing to take advantage of those who are most vulnerable even at this unprecedented time when we should all be pulling together.

Criminals will use every opportunity they can to scam innocent people and their businesses and they have come up with clever ways to take advantage of the pandemic. They are experts at impersonating people, organisations and the police. They spend hours researching you for their scams, hoping you'll let your guard down for just a moment.

They can contact you by phone, email, text, on social media, or in person. They will try to trick you into parting with your money, personal information, or buying goods or services that don't exist. The UK Government suggest a few simple steps you can take to protect yourself:

### Stop

- taking a moment to stop and think before parting with your money or information could keep you safe

### Challenge

- consider if it could be fake - it's ok to reject, refuse or ignore any requests - only criminals will try to rush or panic you
- the police, or your bank, will never ask you to withdraw money or transfer it to a different account - they will also never ask you to reveal your full banking password or PIN
- do not click on links or attachments in unexpected or suspicious text messages or emails
- confirm requests are genuine by using a known number or email address to contact organisations directly

### Protect

- Contact your bank immediately if you think you've fallen for a scam and report it to [Action Fraud](#)
- to keep yourself secure online, ensure you are using the latest software, apps and operating systems on your phones, tablets and laptops - update these regularly or set your devices to automatically update so you don't have to worry
- Visit [Take Five](#) for more advice on how to protect yourself from fraud and [Cyber Aware](#) for advice on how to keep yourself secure online.

### Take a stand against scams

The Trading Standards Scams Team run [Friends against Scams](#), an online learning session that aims to empower people to take a stand against scams. It helps to build community resilience and prevent people from falling victim to scams by teaching them how to spot the signs and share the messages. It has recently been updated to cover coronavirus-related scams.

### Report fraud and cyber-crime to Action Fraud

If you think you have been scammed, defrauded or experienced cyber-crime, [Action Fraud](#) is the UK's national reporting centre for fraud and cyber-crime.

You can call Action Fraud on 0300 123 2040 or via [Action Fraud](#). For the latest information on coronavirus-related fraud you can [follow Action Fraud on Twitter](#).

### Self-neglect

The revised Kirklees multi-agency self-neglect policy and guidance is now live.

Self-neglect is a complex area of work and often arises from a wide range of causes. Safeguarding Adult Reviews or SARs (described in the Care Act statutory guidance as, to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again') frequently highlight self-neglect signs and symptoms as a factor in or indicators of subsequent serious events that have resulted in life threatening consequences or even death.

The Board has been proactively developing its broader role in promoting the wider understanding that safeguarding is a responsibility for everyone. This means as well as having oversight of swift and effective responses to claims of abuse, the Board also has a key priority to promote an environment where abuse is prevented. The Board accepts that, while self-neglect is not necessarily a form of abuse carried out by others, it is nevertheless Board business because of the serious risk of harm to individuals who are often unable to help themselves.

The self-neglect policy was signed off by the Board at the end of January 2020. A series of events have taken place to inform staff of its launch and to answer any questions which may arise from it.

The purpose of this policy and practice guidance is to reduce risk and wherever possible, prevent serious injury or death of individuals who appear to be self-neglecting.

There are 4 key changes to the old document which came about following recommendations

from a recent non-statutory SAR which was carried out in Kirklees;

- Multi-agency involvement and working is expected
- Multi-agency (multi-disciplinary) meeting criteria has been strengthened
- Staff support expectation is defined
- Pathway and referral redesigned with (crucially) the introduction of a Risk Escalation Conference for when partners feel they have exhausted internal mechanisms for managing the risk, or where more formal consultation with colleagues from other agencies would enhance their response.

The document can be found on the Kirklees Safeguarding Adults Board pages on the Kirklees Council website; [Self-neglect multi-agency policy and guidance](#). This policy will be a live working document, and will be amended as required to keep it current.

We are inviting feedback over the coming months to ensure that this document is as effective as it can be, so if you have any comments/feedback/proposals to improve it, please email [KSAB@kirklees.gov.uk](mailto:KSAB@kirklees.gov.uk) with your comments for consideration.

Kirklees Learning & Organisation Development will be running some Learning Bytes sessions later in the year for staff and partner agencies to participate in, to feedback on how this policy works in practice. We will let you know when these are taking place so that you can get involved.

The KSAB would like to pass on its thanks to all partners who were involved in pulling together this self-neglect policy and guidance document.

## Kirklees Safeguarding Adults Board updates

### KSAB on Twitter!

Kirklees Safeguarding Adults Board (KSAB) are currently developing a presence in the world of Twitter. KSAB will be using Twitter to share key message and stories from local partners, regional and national organisations about Safeguarding matters.

Follow us @KirkleesSAB

## Linked agenda: Housing, homelessness and rough sleeping

### Rough Sleepers and Coronavirus

At the end of March, the Government recognised that people living on the streets were particularly vulnerable to Coronavirus due to a higher number of health conditions and low or no access to washing facilities. All Local Authorities were therefore asked to ensure that they did all they could to appropriately accommodate and safeguard this group of people.

Over a very short period, the Kirklees Council Rough Sleeping Team together with colleagues and partner agencies successfully supported 14 verified rough sleepers into temporary accommodation and continue to provide regular support and engagement. Liaison with Public Health colleagues takes place to ensure the latest Coronavirus guidance is given to those who are deemed high risk vulnerable and/or those who are symptomatic, and they are supported to follow this.

Reports continue to be received from agencies and members of the public that people are still 'rough sleeping'. The Outreach workers and partners go out as needed to respond to these reports and offer the same support and accommodation as and when they identify people. The team are aware of one individual who has so far chosen not to take up the accommodation offer and is still living on the streets, however the team are continually engaging with them with an open offer of accommodation and support should they change their mind.

If you are concerned about someone you think is sleeping on the streets, you can report this through the StreetLink website: [www.streetlink.org.uk/](http://www.streetlink.org.uk/). You will need to register but it only takes a few minutes and it will then ask you some basic questions about where you saw the person, a description of them and any other relevant details.

You can also call StreetLink on 0300 500 0914 (freephone). Lines are open 24 hours a day, seven days a week.

If you believe there is an immediate threat to life, please call 999.

## Interboard News

'Interboard' is made up of Kirklees Safeguarding Adults Board (KSAB), Kirklees Safeguarding Children Partnership (KSCP), Kirklees Communities Board and Kirklees Health & Wellbeing Board (HWB) coming together to work collaboratively on linked agendas.

On 10<sup>th</sup> March at the request of Interboard, KSAB, KSCP, Kirklees Council's Domestic Abuse and Safeguarding Partnership (DASP) organised and held a multi-agency event; Light out of Dark which focussed on learning from experience and practice arising from Safeguarding Adults Review, Safeguarding Practice Reviews and Domestic Homicide Reviews.

The event was well attended with faces from across the adult and children's partnerships and was opened by **Christina Fairhead (Designated Nurse, Safeguarding Children for Greater Huddersfield CCG and North Kirklees CCG)** who explained the importance of learning from these reviews and introduced the days speakers:

**Alison Clarkson (Deputy Manager KSAB)** gave an overview of each review and talked through the importance of frontline staff and learning from these reviews.

**Sheila Lock (Independent Chair – KSCP)** talked through the learning gained from Serious Cases and the emerging issues for the partnership.

**Alexia Gray (Service Manager - Domestic Abuse and Safeguarding Partnerships)** Shared learning from West Yorkshire Domestic Homicide Reviews and presented a powerful real-life story; [Alice Ruggle](#)\* who was tragically murdered as result of domestic abuse with links to coercive control. Alexia also talked through the [8 lethal steps](#); which is an eight-stage pattern of behaviour/actions that was found in 372 killings in the UK. \*(Please note the Alice Ruggle film is published on YouTube and the link may first open with an advert).

**Saf Bhuta (Head of Safeguarding & Quality, Kirklees Council)** presented the good practice in Safeguarding Adults Reviews and talked through the recent launch of the new Self Neglect Protocol and the function of the Kirklees Risk Escalation Conference.

Attendees also contributed via tabletop exercises to providing useful feedback on how they would best like to learn from future reviews, to help shape the future of learning from SARs, SPRs and DHRs. This has now been collated and is being fed back to relevant Boards and their subgroups to address how we can get learning from reviews out to staff and embedded into everyday practice.

Thanks to our colleagues in Kirklees Learning and Organisational Development for supporting the event.

## Linked agenda: Domestic Abuse

Domestic abuse has always been a 'hidden' crime and, whilst the nation is being instructed to comply with social distancing and self-isolation, along with more people staying at home to work and look after children, it is important to recognise that these measures may mean that the number of domestic abuse incidents and crimes go up. This is already becoming evident globally, and in the UK, the National Domestic Abuse helpline reported that it received 25% more calls and requests for help in the first week of lockdown.

We are doing our best to make sure that we are getting messages into communities safely so that people are aware of where they can seek help and you can also help with this by keeping vigilant and being aware of local support services you could signpost people to.

We also recognise that unfortunately some of our own staff may be living in households where domestic abuse is happening and we want to assure you that even in these difficult times, we have support available for you to access in a number of ways. Equally, you might be concerned about someone else close to you, such as another family member, friend or neighbour and need to seek advice:

You can access a short presentation (Domestic Abuse COVID-19 briefing) through the [Safeguarding Adults Board](#) to refresh your knowledge around domestic abuse and access all the emergency and support services available.

- **WEST YORKSHIRE POLICE**
  - Always contact the Police on 999 if it is an emergency
  - Also contact the police on 101 if you wish to report a crime or need non-urgent assistance
- **KIRKLEES CHILDREN' SERVICES**
  - For concerns about a child, call 01484 456848 (Mon-Fri 9am – 5pm). If it is outside these hours & it is urgent, please call: 01484 414933 (Emergency Duty Team)

- **KIRKEES GATEWAY TO CARE**
  - For concerns about a vulnerable adult call 01484 414933 (this also diverts to Emergency Duty outside office hours)
- **KIRKEES COUNCIL AND EMPLOYEE HEALTHCARE**
  - Contact your line manager if you are concerned. They can provide you with options, including how to contact the council's Carefirst helpline, or Employee Healthcare, which provides counselling and emotional wellbeing support as part of their service.
- **PENNINE DOMESTIC ABUSE PARTNERSHIP (PDAP)**
  - PDAP is a key local provider of domestic abuse support and services.  
24 hr helpline: 0800 0527222 website: [PDAP.co.uk](http://PDAP.co.uk)

Other useful local and national support services are listed below:

- **Women Centre (Kirklees and Calderdale)**
  - 01484 450866 or [womencentre.org.uk](http://womencentre.org.uk)
- **Karma Nirvana**
  - 0800 5999 247 (UK helpline open Mon to Friday 9am -5pm) or [karmanirvana.org.uk](http://karmanirvana.org.uk)
- **Freephone National Domestic Abuse Helpline, run by Refuge**
  - 0808 200 0247 or [nationalda.org.uk](http://nationalda.org.uk)
- **Galop (for lesbian, gay, bisexual and transgender people)**
  - 0800 999 5428 or [galop.org.uk](http://galop.org.uk)
- **Men's Advice Line (for male victims)**
  - 0808 801 0327 or [mensadviceline.org.uk](http://mensadviceline.org.uk)
- **Rape Crisis (England and Wales)**
  - 0808 802 9999 or [rapecrisis.org.uk](http://rapecrisis.org.uk)
- **Respect (for anyone worried that they might be harming someone else)**
  - 0808 802 4040 or [respect.uk.net](http://respect.uk.net)

## **Campaign launches safe space in Boots stores for victims of domestic abuse across the UK**

As of 1<sup>st</sup> May, 2020, victims of domestic abuse are able to access safe spaces at Boots pharmacies consultation rooms where they can contact specialist domestic abuse services for support and advice. Launched by charity Hestia's [UK SAYS NO MORE](#) campaign, the scheme is in response to the desperate situation facing many victims who are isolating with perpetrators during lockdown.

Hestia says it has already seen a 47 percent increase in victims reaching out for information and support on its free domestic abuse app, Bright Sky. While 1 in 4 women and 1 in 6 men experience domestic abuse, the charity is concerned that the figures will be much higher during lockdown, making access to support critical. Whilst in the consultation room, people will have access to the 24-hour National domestic abuse helpline and Men's advice line.

## **Linked agenda: Modern Slavery and Human Trafficking**

### **Modern Slavery and COVID-19: What to look out for and how to get help**

Modern slavery is a hidden crime, and its victims may be especially isolated during the coronavirus outbreak. During the pandemic, criminal gangs may exploit people's vulnerabilities, such as sudden unemployment or loss of earning, by drawing them into Modern Slavery.

Victims who are living in secure accommodation may be feeling particularly anxious and lonely, as a result of social distancing. Some of them may feel so desperate that they decide that life will be better if they return to the people who are exploiting them.

It can be challenging to identify a potential victim of modern slavery and potential victims may be reluctant or unable to come forward themselves. That is why it is important for frontline staff and others in the community to look out for signs of modern slavery.

A potential victim of modern slavery may:

- Show signs that their movements are being controlled
- Show fear or anxiety
- Allow others to speak for them when addressed directly
- Look malnourished, unkempt or have untreated injuries
- Not be in possession of their passports or other travel documents, as these documents are being held by someone else
- Not have control of their own money or bank accounts
- Believe they must work against their will
- Be subjected to violence or threats of violence against themselves or against family members and loved ones

For more information on COVID-19 and modern slavery visit [Gov.uk: Coronavirus \(COVID-19\): support for victims of modern slavery](#)

More information about modern slavery and human trafficking and to report online visit [Kirklees Modern Slavery](#)

### **Other ways to report**

Call the modern slavery helpline on 08000 121 700

Call Crimestoppers anonymously on 0800 555 111

**You do not have to be sure that Modern Slavery is taking place...a suspicion is enough**



## Partner update: West Yorkshire Police

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### Domestic abuse

West Yorkshire Police have launched a simple, new form on their website which enables people to report domestic abuse directly to them online, and as an alternative to speaking on the phone.

The form is only for use by the person experiencing the abuse in non-emergency situations and the information people provide on the form will be dealt with in the same way as any other report of domestic abuse.

If it is an emergency or a crime is in progress, then 999 should still be called. Similarly, third party reports should still be made via 101 or 999

Link: [West Yorkshire Police - report domestic abuse](#)

## Partner update: West Yorkshire Fire & Rescue Service

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### WYFRS Kirklees District

During the COVID-19 crisis, West Yorkshire Fire & Rescue Service are delivering a reduced Prevention service. Home visits have ceased and been replaced by a Safe & Well telephone service, focused on giving priority advice to occupants over the telephone until they are able to complete a visit. This approach was introduced as a protection measure for vulnerable customers to reduce unnecessary contact and in order to maintain our emergency response. This has enabled us to provide a safe and resilient emergency service with no impact to service delivery on that front.

WYFS priority Prevention messages during Lockdown have focussed on encouraging virtual home safety checks, linking to the [WYFRS website](#) and highlighting the increased risks of domestic fires with more people staying at home, cooking, working etc. This also supports the national message of #StayHomeSaveLives.

Please visit [West Yorks Fire & Rescue Service - Stay home, Save Lives](#) for further information.

## Thank you and Goodbye ...

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Jacob (Jack) Senior, the Partnership team Business Support Manager has successfully secured a new role within Kirklees Council. Jack was a much valued member of the team and his hard work and commitment will be greatly missed.

The Partnership and Kirklees Safeguarding Adults Board would like to pass on their gratitude and thanks to Jack for supporting the Board and wish him every success for the future.