



The Adult Protection Phone Line is available on 01383 602200 if you or someone you know is at risk of harm or neglect. In an emergency or if you are in danger call 999. All Adult Protection information is online at: www.fife.gov.uk/adultprotection

Fife Adult Support & Protection
www.fife.gov.uk/adultprotection

Adult Protection for Covid-19 Mutual Aid Groups

Adult Protection means **protecting** the most **vulnerable** from **harm** and **neglect**.

Harm and neglect can happen in **different ways** and be perpetrated by **anyone**. Harm can be a **crime**.

If you **see something**, are **told something** or something **doesn't feel right** you need to **report it**.

Report concerns to **the Adult Protection Phone Line** on **01383 602200**.
If someone is in immediate danger call **999**.

Find out more online at:
www.fife.gov.uk/adultprotection

For concerns about a child call: 03451 551503



The Adult Support and Protection Committee have two posters giving advice: [one for people who are self-isolating](#) (on page 2 of this newsletter) and one [asking people to report harm or neglect](#) (left) if they see or hear anything that concerns them. Please download and share these messages with your staff and the people you support.

For medical information on Coronavirus please call NHS on 111 or find information online: www.nhsinform.scot/coronavirus. This includes easy read formats giving the [latest advice](#) and [guidance on isolation](#). Further coronavirus advice in easy read is available from [SCLD](#), [Photosymbols](#) and [Mencap](#).

Fife Council and Fife Voluntary Action (FVA) have launched the Helping Hand service to help vulnerable people in urgent need. Fill out a registration form at: www.fva.org/pandemic. Email: helpinghand@fva.org or call 0800 389 6046.



SUPPORT FOR OLDER PEOPLE A reminder of two useful phone lines:
[Age UK](http://www.ageuk.org.uk) Helpline 0800 12 44 222 is available Monday-Friday 9am-5pm

[The Silver Line](http://www.silverline.org.uk) 0800 4 70 80 90 is available 24 hours a day, seven days a week.

You can still use the Adult Support and Protection Committee easy read resource '[Staying Safe and Keeping Well](#)' to check numbers and websites of support organisations though services may be limited during the lockdown period.




CARERS EMERGENCY PLAN Unpaid carers are being asked to make an emergency plan to ensure levels of support and care can be provided if a carer becomes unwell or is self-isolating. A toolkit for carers can be found [here](#).

Fife Council's [Coronavirus webpage](#) gives advice and information. They have also launched a Fife Covid Community Helpline open Monday to Friday 9am-5pm for those not able to access information online. Call 0800 952 0330. The graphic below gives a reminder of Council services.

WELFARE & ASSOCIATED COUNCIL PROVISION

www.fife.gov.uk

'Emergencies'	Business as usual support lines	COVID Community Helpline		
<p>'Emergencies' 03451 55 00 99</p> <p></p> <p>Housing Repairs Registration Statutory Services</p>	<p>Money & Payments 03451 55 00 44</p> <p>Social Work 03451 55 15 03</p>	Food requests	Welfare Support	National Assistance Burial requests
<p>Adult & Child Protection 01383 602200</p>	<p>Community Alarms Response Service</p> <p>Welfare Fund 0300 555 0265</p>	Fuel Poverty	Foodbank referrals	Medication/ Prescription requests
	<p>Homeless 0800 028 6231</p>	Combatting Isolation	Request to Volunteer	Support for Carers

 <p>The Scottish Government Riaghaltas na h-Alba</p>	 <p>NHS SCOTLAND</p>	 <p>fife voluntary action</p>	<p>COVID Community Helpline</p> <p> 0800 952 0330 Open: Monday to Friday 9am to 5pm</p> <p> covid.communityhelpline@fife.gov.uk</p>
 <p>Fife Health & Social Care Partnership Supporting the people of Fife together</p>	 <p>Fife COUNCIL</p>		



SHUT OUT SCAMMERS This is proving to be a time when the community pulls together to help and look out for each other – while remaining at a safe 2 metre distance! It sadly can also be an opportunity for those who wish to take advantage of vulnerable people at this time.

To report a crime call 101 or in an emergency call 999.

Here are some tips to help:

- Only let somebody into your home if you know who they are. Be wary if someone turns up unexpectedly. If in doubt, don't answer the door.
- Check their identity card. Close the door and phone the organisation to confirm their identity if you are unsure.
- Don't be embarrassed to ask questions about their identity. Genuine callers will expect you to be careful.
- Never hand your bank card or give card/bank details to someone at the door. Pay with cash.
- A trusted organisation will never for your financial/personal details over the phone or by email.
- Be wary of emails, texts or WhatsApp messages about Coronavirus. Don't click on links or open attachments from a sender you don't recognise.
- Don't be pressured into donating money, and never make donations by cash or gift card, or send money through transfer agents such as Western Union or Moneygram.



Adult Protection for people self-isolating



We want to make sure **vulnerable people are safe** when they are self-isolating. Here are things to think about if you are offered, or need support during this time.

Try to use **existing and trusted community groups**. If not, could a **family member, friend or neighbour** who you know and trust help?



Not sure? Don't answer the door.

If you're not sure about an offer of help, ask the person to leave details. Talk to someone you trust about it.

Call the **Adult Protection Phone Line** on **01383 602200**.
if you need support or you feel unsafe.
In an emergency, call **999**.



If you are worried about a child, call 03451 551503.

These 5 Adult Support and Protection Committee booklets will be of use:

[Financial harm: scams](#)

[Keeping your money safe](#)

[Internet safety: security and sharing](#)

[Internet safety: scams and shopping](#)

['I've made a new friend online. But I'm scared. What do I do?'](#)

Trading Standards Scotland have a scam checker which you can access [on their website](#), and people can also contact Advice Direct Scotland on 0808 164 6000 or visit [consumeradvice.scot](#)

Friends Against Scams

[e-learning](#) has been updated to include information about coronavirus scams. Send it to your friends and family to make sure everyone is #scamaware.

Trusted Trader schemes are back by Police Scotland and Citizens Advice. Trusted Traders should only be called out and enter people's homes for urgent and emergency work. Visit [trustedtrader.scot](#) for information.

MENTAL HEALTH SUPPORT If you need some support with your mental health the two main national sources of support are still available: [Samaritans](#) by calling 116 123 or email: jo@samaritans.org. They also have online information for [if you are worried about your mental health during the coronavirus outbreak](#). [Breathing Space](#) is available by calling 0800 838587.

[See Me Scotland](#) has a list of resources that may help.

[ParentClub](#) is a source of information and advice for parents, and the following websites have excellent support and advice for children and young people: [ChildLine](#) ; [Who Cares Scotland](#) ; [YoungScot](#) and [YoungMinds](#).

GIVE YOUR VIEWS [The Scottish Commission for Learning Disability](#) want to hear the views of people with learning disabilities and their supporters about your experiences of the Coronavirus crisis. They will use your experiences to help inform the Scottish and UK governments. There is a survey for [people with a learning disability](#), a survey for [parents, carers and supporters](#) and a [video explanation](#)



DOMESTIC ABUSE/SEXUAL VIOLENCE SUPPORT IS STILL AVAILABLE BY TELEPHONE, E-MAIL AND ON-LINE **IN AN EMERGENCY CALL 999**

FIFE WOMEN'S AID / SHAKTI WOMEN'S AID (FIFE)

Emergency visits only

0808 802 5555 (available 24/7)

NATIONAL DOMESTIC ABUSE AND FORCED MARRIAGE HELPLINE (24/7)

0800 027 1234

helpline@sdaformh.org.uk

FAMILY PROTECTION UNIT for women & men

DOMESTIC ABUSE INVESTIGATION UNIT/CHILD PROTECTION

101

FIFE RAPE AND SEXUAL ASSAULT CENTRE (FRASAC)

Telephone support during office hours

01592 642336

info@frasac.org.uk

KINGDOM ABUSE SURVIVORS PROJECT

01592 644217

SAFE SPACE

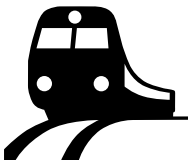
01383 739084

contact@safe-space.co.uk

DOMESTIC ABUSE SUPPORT



Please note as per the graphic above, domestic abuse and sexual violence support remains available by telephone, email and online. Online information is available from [Fife Violence Against Women Partnership](#). The NHS Gender Based Violence Team is also available on 01592 729133 or email: fife-uhb.gbvtteam@nhs.net.



RAIL TO REFUGE People escaping domestic abuse anywhere in Britain during the coronavirus lockdown can apply for free train travel to refuge accommodation, through a partnership between train companies and Women's Aid. Find out more information [here](#) and contact Fife Women's Aid on 0808 802 5555.

Silent Solution



MAKE YOURSELF HEARD Silent Solution gives advice on what to do if you need urgent police help through the 999 service, but can't speak. Listen, and respond to instruction to make yourself heard by coughing or tapping. Or if you're using a mobile phone, press 55 when prompted. Find out more [here](#).



GENDER BASED VIOLENCE AND LEARNING DISABILITY

GUIDANCE This new guidance aims to help frontline staff working with adults with a learning disability who have experienced, or are at risk of experiencing, gender-based violence. The guidance is online [here](#) and for printed copies email: kevin.campbell1@nhs.net



GET HELP OR GET CAUGHT

Grooming a child is a crime, online or in the real world.

#GetHelpOrGetCaught has a clear message. If you wouldn't do offline, don't do it online. Sexualised conversations with children and young people, arranging to meet or asking for images is illegal. Reach out for help today from [Stop It Now! Scotland](#) or call them on 0808 1000 900. Find the campaign video [here](#) and

more information from [Police Scotland](#).

The Adult Support and Protection Committee easy read resources which were created in partnership with Stop It Now! Scotland are also available at: www.fife.gov.uk/adultprotectioneasyread.

'What am I looking at online?' gives advice to adults at risk of internet offending as a consequence of accessing and distributing child abuse imagery, when their understanding of the implications of their actions is limited or absent due to a learning disability or problem with cognition.

'I've made a new friend online. But I'm worried. What do I do?' gives advice about grooming, sexting, sharing images and information, and how to get support and help if this is happening to you.



INTERNET SAFETY With many of us working from home and young people doing schoolwork online it's a good time to remind ourselves about internet safety. [SaferInternet](#) and [ChildNet](#) have resources for 11-18 year olds.

[Childline](#) has advice for children and young people to help keep safe online and to know what to do when things go wrong. The [Thinkuknow](#) and [UK Safer Internet Centre](#) have learning activity and information to help young people keep themselves safe from sexual abuse and exploitation. [CEOP - Child Exploitation and Online Protection](#) is a safe and secure place to report if you have been a victim of sexual online abuse or you're worried this is happening to someone you know.

If you're not confident about using the internet, the SafetyNet booklets **'Scams and Shopping'** and **'Security and Sharing'** give you information about staying safe online.



EASY READ INFORMATION Download any of our wide range of easy read information at: www.fife.gov.uk/adultprotectioneasyread. It covers topics including financial harm, internet safety, disability hate crime, consent and capacity.



NEED ADULT PROTECTION TRAINING? Anyone currently working from home can access the Adult Protection E-Learning module which should take around an hour to complete. Visit: <https://fifecouncil.learningnexus.co.uk/> and click on either of the blue sections: 'Do you belong to a Fife Council Partner Organisation' or 'Are you a Fife Council employee' to start.

Tips and hints to help get through the lockdown period.



Ask for help if you need it. Organisations who provide support and advice are still there.



Limit how much you watch the news. Take a break from it and find the positive stories and the good things that are still happening. Find the funny things that people are putting online to make us laugh and take our mind off things.



Try to keep to a routine and do things that help you look after your mental health and keep you comfortable, safe and happy. Try to eat healthy meals and get enough sleep.



Stay active if you can. We can still go out for a daily walk – it's important to get fresh air even if it's a walk around your garden or up and down your street.



There are videos for indoor workouts on the NHS One You website www.nhs.uk/oneyou or look on YouTube.com for dance tutorials or indoor workouts. Search for BBC Sounds 10 Today has a 10 minute daily workout for older people.



If you're a member of a Fife library you can access eBooks, eAudiobooks and Digital Magazines. Visit: onfife.com/get-online



Keep in touch with family and friends if you can. You can still phone, or even write a letter although it might take a bit longer to get there. You can phone and video call people on Facebook, or try video-calls using Zoom or Skype. If it's your first time using technology and social media check boldnewworld.co.uk/get-connected/ for advice.



Most of all be kind to yourself and anyone you are isolating with. Don't feel you have to use this time to start a new project or get fit. Look after your mental and physical health.

- **Stay safe, follow the medical advice and ask for support if you need it.**

**Don't forget – if you've seen something – say something.
Call the Adult Protection Phone Line on 01383 602200.**