



**Safeguarding
is everybody's
business**

December 2019

ERSAB

NEWSLETTER

SAFEGUARDING INFORMATION FOR PROFESSIONALS AND VOLUNTEERS

Welcome to the **East Riding Safeguarding Adults Board (ERSAB) Newsletter**. This newsletter focuses on providing information to safeguarding professionals and volunteers about the work of the Safeguarding Adults Board in the East Riding. Links to national topics will also be included when relevant.

National and Local Safeguarding Adults News



ERSAB Annual Report 2018-19



The ERSAB Annual Report for 2018 – 2019 was published in November. The report provides an insight on the progress being made during the first year of the current three year strategy and includes a contribution from many of the partner agencies. The report is now available to access in the 'about us' section at www.ersab.org.uk

National Safeguarding Adults Week 2019

18th to 24th November 2019

ann craft trust

National Safeguarding Adults Week 2019

Thank you to all Partners from across the East Riding Safeguarding Adults Board who collaborated with the Ann Craft Trust to raise awareness of the different forms of abuse.

The week was successful with a great media campaign and partners being visible in various locations across East Riding including Goole, Beverley, Pocklington, Withernsea and Anlaby. As part of the week the ERSAB launched some useful Factsheets about the 10 different types of abuse and a video resource created by the Ann Craft Trust which can be found on the ERSAB website What's new page www.ersab.org.uk.

Christmas is here - Are you aware of your drinking limits?



How can I help a friend, relative or colleague?

If you are concerned about a friend or family member's alcohol use and want to talk to them about it, you should make sure you have the right information about alcohol first from a reputable source. Plan when and where to have the conversation

and avoid raising your concerns when the person is under the influence of alcohol. Try to be calm, open and honest about your concerns and give the other person the space and time to reflect on what you've said. They may not see their use of alcohol as a problem and may be surprised at your concerns.

Where possible, try to be understanding about the issues behind the person's drinking and avoid criticising or judging them. The [East Riding Partnership](#) and ads-uk.org/ offers confidential support for families and carers around alcohol awareness and help with understanding alcohol problems. They can offer you further support and guidance on how to talk about alcohol concerns with friends and family.



Alcohol use and dependence might affect an employee's ability to work depending on the intensity and frequency of their drinking habit. Employers should have policies in place to help staff with their mental and physical health and to ensure safe working. A healthy and supportive working environment can help to reduce stress and the risk of alcohol dependence developing. If you are concerned that a colleague is drinking too much alcohol regularly follow the advice above on how to approach them and encourage them to contact The East Riding Partnership and Alcohol & Drug Service UK for further support and guidance.

Here are the links to services and the East Riding alcohol pages

<https://eastridinghealthandwellbeing.co.uk/> is the East Riding Health and Wellbeing website and covers a wide variety of health needs and topics.

Is the alcohol specific page and directs towards both local services and national resources such as the NHS One You website

www.nhs.uk/oneyou/for-your-body/drink-less/ is the NHS drink less resource on the One You website.

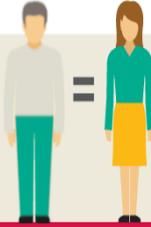
www.humber.nhs.uk/services/east-riding-partnership.htm is the East Riding Partnership website who provide our Adult drug and alcohol services.

<https://ads-uk.org/> is part of the East Riding Partnership and is one of our adult alcohol service providers.

UK Chief Medical Officers'

Low Risk Drinking Guidelines

Drinkaware explains



Unit guidelines are now the **SAME** for men & women. **BOTH** are advised **not to regularly drink** more than **14 units a week**

This is what 14 units looks like:



6 glasses of
13% wine



BUT don't 'save up' your 14 units, it's best to **spread evenly** across the **week**.

If you want to cut down the amount you're drinking, a good way is to have several **drink-free days** each week.



Note: 175ml 13% ABV wine and 4% ABV beer

If you're **pregnant** you **shouldn't** drink alcohol **at all**



Keep the short-term health risks low by:

- **limiting** the total amount of **alcohol** in **one session**
- **drinking** more **slowly**, alternating with **food** and/or **water**

The **guidelines** have been set at a level to keep the **risks of cancer** or other diseases **low**.

Fraud – Don't become a victim over Christmas



Did you know that between April 2018 and March 2019, 6,875 victims in Northern Lincolnshire and East Yorkshire were conned out of £8.6m. Fraud is an underreported crime and it is suspected that up to 40% of all reported and unreported crime is fraud which means you are more likely to fall victim to this type of offence than any other. Once you have been a victim of fraud there is a 30% chance that you will become a victim again in the next 12 months.

A large number of the fraudsters do not live in the UK, which means it is not possible for them to be arrested or get the victims money back. Therefore it is vital that people make themselves aware of the different types of fraud so they don't become a victim.

Almost all frauds now use computers or technology in some way, with criminals taking advantage of the anonymity of the online world to steal from their victims. In many cases criminals will search the internet to find insecure devices, send emails containing malicious software and set up fake websites.

What to do if you're a victim of fraud?

If you think you might have been a victim of fraud report it to Action Fraud by visiting actionfraud.police.uk or by calling 0300 123 2040, alternatively call Humberside Police on 101. In an emergency or if a crime is in progress dial 999.

If you have information regarding those responsible for fraud, please contact Crimestoppers on 0800 555 111.

Action Fraud Top Tips:

- Do not give any personal information (name, address, bank details, and email or phone number) to organisations or people before verifying their credentials.
- Make sure your computer has up-to-date anti-virus software and a firewall installed. Ensure your browser is set to the highest level of security and monitoring to prevent malware issues and computer crimes.
- Be extremely wary of post, phone calls or emails offering your business deals out of the blue. If an offer seems too good to be true, it probably is. Always question it.
- If you receive bills, invoices or receipts for things that you haven't bought, or financial institutions you don't normally deal with or contact you about outstanding debts, take action. Your identity may have been stolen.

Many frauds start with a phishing email. Remember that banks and financial institutions will not send you an email asking you to click on a link and confirm your bank details. Do not trust such emails, even if they look genuine. You can always call your bank using the phone number on a genuine piece of correspondence, website (typed directly into the address bar) or the phone book to check if you're not sure.

For more advice check out:

Friends Against Scams Training - <https://www.friendsagainstscams.org.uk/training/friends-elearning>

Little Book of Big Scams (comprehensive guides to preventing fraud) - <https://www.humberside-pcc.gov.uk/Document-Library/Humberside-Police-LBOBS-Online.pdf>

Take Five Financial Authority Campaign Page to tackle Scams - <https://takefive-stopfraud.org.uk/>

Banking and credit card fraud

FACT SHEET

What is banking and credit card fraud?

Banking and credit card fraud happens when personal information is stolen from your debit, credit or store card, or the card itself is stolen, in order for money to be taken from your account or used to buy items in your name.



What can be done if you are a victim?

- ✘ If you paid via bank transfer or debit card, contact your bank to discuss the possibility of getting your money back. There is no guarantee that your bank can do this.
- ✘ If you bought something that costs between £100 to £30,000 on your credit card, you may be entitled to your money back under the Consumer Credit Act 1974.
- ✘ Action Fraud cannot speak to the bank on your behalf or close down accounts.
- ✘ In some cases the police and other law enforcement agencies may want to contact you for further details so it is important that you keep any relevant information about the crime.
- ✘ It is difficult for police to investigate every instance of fraud – prevention and protection is a far better method of dealing with it. By taking some simple steps, you can avoid falling victim in the future.

How to protect yourself

- ✘ Look after your cards – keep them with you everywhere you go. Never hand over a card, particularly if you're paying using a contactless card machine.
- ✘ Be protective of your banking information. Either store your statements, receipts and documents safely or destroy them using a shredder.
- ✘ Sign new cards as soon as they arrive and cut up old cards through the magnetic strip and the chip once they've expired or been cancelled.



Action Fraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk

Banking and credit card fraud



FACT SHEET

When banking online:

- \ Make sure your computer has up-to-date anti-virus software and a firewall installed. Consider using anti-spyware software. Download the latest security updates, known as patches, for your browser and for your operating system.
- \ Before you bank online, ensure that the locked padlock or unbroken key symbol is showing in your browser. When a connection is secure, the beginning of your bank's internet address should change from 'http' to 'https'.
- \ Bewary of unsolicited emails — known as phishing emails — asking for personal financial information. Your bank or the police will never ask you to disclose your PIN.
- \ Always access internet banking sites by typing the bank's address into your web browser. Never go to a website from a link in an email.

What should you do if you've been a victim of bank card fraud?

- \ Immediately report lost or stolen cards or suspected fraudulent use of your card to your card company. Banks and companies have 24-hour emergency numbers printed on account statements.

\ Keep a record of all communications.

- \ Get a copy of your personal credit report from one of the credit reference agencies:

Callcredit (www.callcredit.co.uk)

Equifax (www.equifax.com)

Experian (www.experian.co.uk)

ClearScore: (www.clearscore.com)

Noddle: (www.noddle.co.uk)

- \ Consider contacting Cifas — the UK's Fraud Prevention Service to apply for protective registration. Once you have registered, Cifas members will carry out extra checks whenever anyone applies for a financial service using your name and address. (www.cifas.org.uk)



Report and get advice at:

www.actionfraud.police.uk

Other places for help and advice:

www.getsafeonline.org

www.cyberaware.gov.uk

ActionFraud
National Fraud & Cyber Crime Reporting Centre
www.actionfraud.police.uk

Training cancellation policy

ERSAB training is free and consequently is often fully subscribed. If you are unable to attend a session you are booked on please inform the team on 01482 396442 so that the place can go to someone else. A £50 'Non-Attendance Charging Policy' is in place.

Training Course**E-Learning
Level 1**

Please click on the link to access the E-Learning method of training.

www.ersab.eastriding.gov.uk/ersab-elearning/

Face to Face Learning

Level 1 (3 hrs)

Recognising Adult Abuse

Level 2 (3 hrs)

Mental Capacity Act (MCA) 2005

Level 2 (3 hrs)

Reporting Concerns

Level 3 (1 day)

The Role of the Manager

Level 3 (1 day)

Section 42 Making an enquiry

Level 3 VARM – Vulnerable Adult Risk Management (3 hrs)

Level 4 (2 days)

Cascade Training

ERSAB constantly assesses all adult safeguarding training programmes ensuring that we deliver high quality training.

Please refer to the **Training Calendar** available at www.ersab.org.uk

Business Implementation Group

8 January 2020

Learning & Improvement Group

11 March 2020

Safeguarding Adults Review Group

22 January 2020

Audit & Assurance Group

5 February 2020

Safeguarding Adults Board

30 January 2020

Please visit

<http://ersab.eastriding.gov.uk>

**Care Sector Forum**

4th February 2020

10am to 3.30pm
(Registration 9.30am)

Willerby Manor Hotel,
HU10 6AR

For further details please email:

contact.qualityassurance@eastriding.gov.uk

The ERSAB will host a stand at this forum

ERSAB - Board Update



The **Safeguarding Adults Board** meet on a quarterly basis to gain assurance from partner agencies that local safeguarding issues are addressed in an effective and proportionate manner. The Board is supported by a number of sub-groups.

The work of the SAB and its sub-groups is facilitated by a small support team and can be contacted on 01482 392092 or sab@eastriding.gov.uk.

A quarterly Board meeting was held on 23 October 2019.

The agenda included:

- The SAB Annual report 2018/19. This is now available on the ERSAB website
- An update was provided from Community Voluntary Sector Adult Safeguarding project on engagement with this sector
- Partners from the ERSAB took part in the first Annual Conversation which allowed partners to share details regarding activity in 2018/19 and consider priorities for the next twelve months
- Some joint work which is being undertaken with the Children's Partnership, the SAB and the Community Safety Partnership.

www.ersab.org.uk

ERSAB website?

The East Riding Safeguarding Adults Board website is full of useful information regarding Safeguarding Adults. This is the start of the website update with more to follow in the near future. The website has been designed with everyone in mind and I hope you will find the content informative, thought-provoking and of practical use. www.ersab.org.uk

Contact Information

Action Fraud

UK Tel: 0300 123 2040/
Website: www.actionfraud.police.uk

Age UK

Tel: 0800 169 6565
Website: www.ageuk.org.uk

Alzheimer's Society

Tel: (01482) 211255
Website: www.alzheimers.org.uk

CASA (Sexual Abuse)

Tel: 03302230181
Website: www.casasuite.org
Email: casasuite.org

Connect to Support East Riding

<https://eastriding.connecttosupport.org>

East Riding of Yorkshire Council Safeguarding Adults Team

County Hall

Beverley

HU17 9BA

(01482) 396940

Email: safeguardingadultsteam@eastriding.gov.uk

East Riding of Yorkshire Council Carers' Support Service

18 Wednesday Market, Beverley, HU17 0DJ

Tel: (01482) 396500 or 0800 917 6844

Website: www.eastriding.gov.uk/living/crime-and-community-safety/domestic-violence/

Email: ERCarers@eastriding.gov.uk

East Riding of Yorkshire Domestic Violence and Abuse

Partnership (DVAP) Tel: (01482) 396368

Confidential Helpline: (01482) 396330

Email: dvap@eastriding.gov.uk

Emergency Duty Team (01377) 241273

Humber Modern Slavery Partnership

Website: <https://www.humberantislave.com/>

Advice Email: a.smith9@hull.ac.uk

Mencap

Tel: 0808 808 1111 Website: www.mencap.org.uk

Modern Slavery

Tel: 0800 0121 700

Website: www.modernslavery.co.uk

Single Intake Duty Team (SIDT)

Ring this team to discuss entitlements to various council services

Tel: (01482) 392040 Email: adults.single.intake@eastriding.gov.uk

www.ersab.org.uk

Email: sab@eastriding.gov.uk

Tel: (01482) 396940

Are you concerned about an adult at risk of harm? Call 01482 396940

Please visit www.ersab.org.uk to access all relevant information concerned with the safeguarding of adults at risk of harm.

The website provides detailed information on adult safeguarding including the procedure to follow when making a referral, as well as updates and useful information on local and national issues.

Would you like to submit an article or be added to the mailing list?

Please email: lorraine.clarke@eastriding.gov.uk

Tel: (01482) 392291

The next issue of the ERSAB Newsletter will be available in **January 2020**



If you would like to know more about the work of ERSAB or would like to be involved in any of the work you read about, please don't hesitate to get in touch or visit www.ersab.org.uk



All in the ERSAB team wish everyone a



Merry Christmas and Happy New Year



www.ersab.org.uk

Email: sab@eastriding.gov.uk

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