

## Useful Contact Numbers

To discuss or report your concerns then please contact the appropriate service:

### Duty Contact Details

- Clydebank Area - 01389 811760
- Dumbarton Area - 01389 776499
- [wdadult@west-dunbarton.gov.uk](mailto:wdadult@west-dunbarton.gov.uk)
- Out of Hours - 0300 343 1505

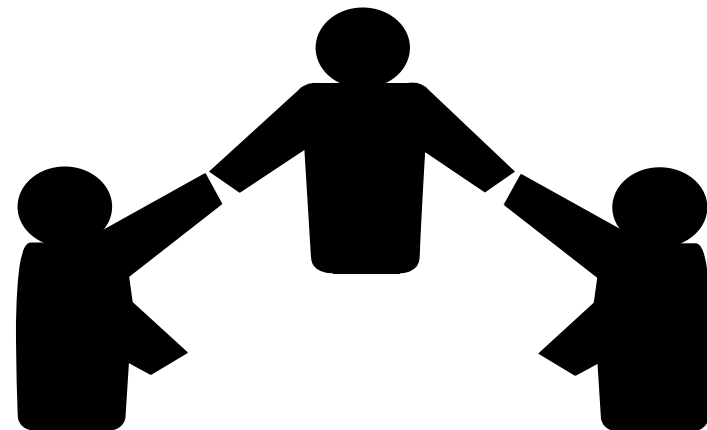
If you are in immediate danger and require an emergency service please dial **999**

If you would like to report a crime but do not require immediate attention then please contact **101**

For a list of other useful numbers please visit:  
<http://www.wdhscp.org.uk/public-protection/adult-support-and-protection/>



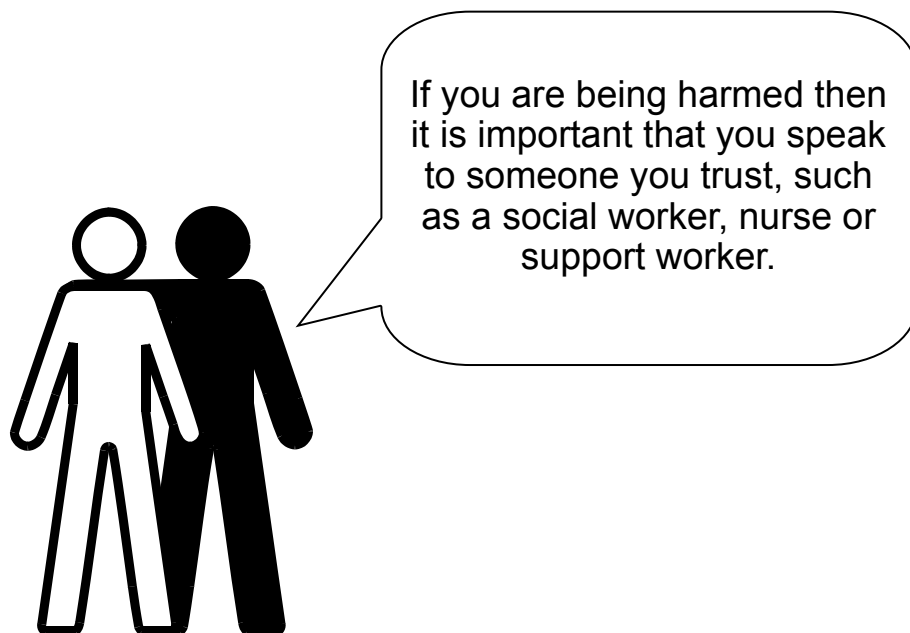
## What is an Adult Support & Protection Investigation?



## What is Adult Support and Protection?

Everyone has the right to feel safe, secure and live without fear of harm.

The Adult Support and Protection (Scotland) Act 2007 enables Social Work to consider ways to support and prevent people from experiencing harm and promote their safety and wellbeing.



## Additional communication needs...

If you have difficulty in communicating with others or require additional help, then the Council Officer will consider this before the interview takes place.

The use of pictures, symbols and other methods may be used during interview to ensure that you can fully understand the questions being asked.

## Rights

Adult Support and Protection is there to safeguard you from being harmed. The investigation process is essential in gathering the facts and looking at what is happening.

Throughout the process you are not required to answer any questions or agree to any medical examinations that you are not comfortable with.



## Contacting other Agencies

The Council Officer may contact other agencies to gain further information about you and the concerns which have been raised.

This may include care or support providers, day centre or any other relevant individuals. If you have any concerns about this then please speak with the Council Officer about these.

In some cases, the Council Officer may need to contact the person who is causing harm. The Council Officer will speak with you about this first and will only do so if there is a need to establish risk and safeguard you appropriately.

## What happens if a crime has been committed?

If the Council Officer suspects or is notified of a crime which has been committed then they must inform the Police. However Social Work may continue to support you and ensure your well being.



## What will happen next?

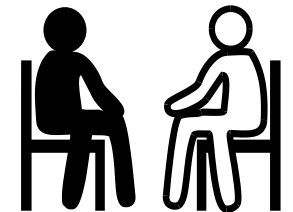
A Council Officer will contact you to arrange a suitable time and location to meet and discuss these concerns. When a Council Officer visits this is called an “investigation” as they are trying to find out more information to help protect you

## When the Council Officer Visits

The Council Officer will arrange a time and date which is suitable to you. They will also agree an appropriate location to meet, such as a day centre or other place of safety.

When the Council Officer arrives, he/she will be accompanied by another person. In most cases, the Second Worker will be someone you may already know and trust, such as a nurse or support worker. Both the Council Officer and Second Worker should introduce themselves and show you their identification badges.

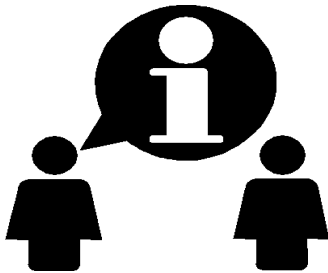
It is acceptable for you to have a friend or relative present. However they may be asked to wait in another room while the interview is conducted. This is to ensure that all information is kept confidential.



## Gathering the Facts

Before the interview takes place, the Council Officer will state that they are visiting under the Adult Support and Protection (Scotland) Act 2007.

They will also inform you that you are not required to answer any questions. The Council Officer must ensure that you have fully understood this before asking you any questions.



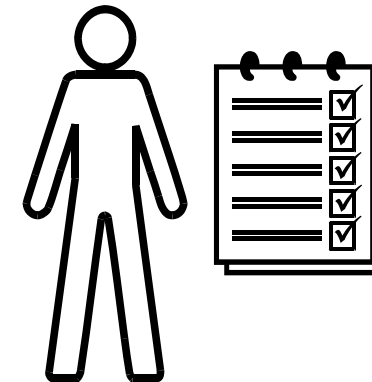
The Council Officer will then discuss the concerns/allegations that have been raised. It is important that you try and be as clear and accurate as possible. It is also important to remember that although the Council Officer may be asking difficult questions, they are there to protect you from any further harm.

Being clear and passing on all the facts will help the Council Officer in planning the best way to protect you and will make the process easier for all.

## Your records and Information

It is important to know that it may be necessary for a Council Officer to examine records (social work records, care plan etc). A Council Officer will only examine any records that they deem necessary to gain further relevant information to protect you from harm.

The Council Officer may contact your GP to access information from health records.



### Medical Examinations

It may be necessary for a doctor or nurse to complete a medical examination. The Council Officer will arrange for this to take place if necessary.

However, if you do not agree to this then you have the right to refuse any examination.