

“No secrets”

Safeguarding news

Working together across
Kirklees to protect
vulnerable adults

Welcome to the 3rd edition of “No secrets” - Safeguarding News

This is the safeguarding vulnerable adults' e-newsletter for health and social care professionals and members of the safeguarding network.

This newsletter has been produced by Kirklees Council and NHS Kirklees on behalf of the Kirklees Safeguarding Adults Board to keep you up to date on safeguarding issues including Safeguarding Mental Capacity Act and Deprivation of Liberty. We will also include topics that affect you such as dignity in care, hate crime and domestic violence. We hope you find it interesting and informative.

A shared vision

Our vision is that all vulnerable adults in Kirklees are able to live their lives free from, and without fear of, abuse, neglect and discrimination. Our core purpose is to protect those adults who are vulnerable as defined in guidance but as a multi-agency board we have a key role in promoting safeguarding as a responsibility for everyone.

The board is made up of representatives from:
Kirklees Council
NHS Kirklees
West Yorkshire Police



In this edition

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Progress update

At the bottom of some pages you will find a useful newsflash from the Kirklees Safeguarding Adults Board, highlighting key messages on what is coming up and things you need to be aware of.

Safeguarding adults continues to gain importance on the national agenda. The **'No Secrets'** guidance is still under review but the outcome of the consultation will influence the future of safeguarding adults work.

What's going on?

The Safeguarding Network - make sure you don't miss out

Are we listening to people who use our services?

Speakers confirmed for our next network meeting are:

- Gary Fitzgerald, chief executive of Action on Elder Abuse
- CHANGE – People with learning disabilities working for equal rights, a leading national human rights organisation led by Disabled People
- Presentations from Together, the service for Independent Mental Capacity Advocates and Cloverleaf as well as Victim Support.

The network aims to:

- act as an information exchange
- share learning and good practice
- consider relevant policy changes and national strategy development
- highlight local and national areas of concern
- comment on how procedures are working
- potentially act as virtual network/web based discussion

The network is open to new and existing members.

To find out more about the network email learning.matters@kirklees.gov.uk
It's a great way to keep updated on safeguarding issues and everyone is welcome.

All meetings take place from 9.30am to 12.30pm on the following dates:

- 18 March 2011 – Textile Centre – Huddersfield
- 24 June 2011 – Hudawi Centre – Huddersfield
- 8 September 2011 – Hudawi Centre – Huddersfield

What's new?

The Mail ran an article on the malnutrition of older people in care homes and reported that

- between 2005 and 2009, 667 died of dehydration
- in the same period 157 died of malnutrition
- figures likely to be a significant underestimation
- 20,000 have to sell their homes every year to afford care

Shocking figures also show that scores of vulnerable pensioners were effectively left to starve to death. The true toll may be even higher because victims of care home neglect who die in hospital are not included in the totals.



Dignity in care

Spotlight on dignity in care

Hungry to be heard

Age UK, the new force combining Age Concern and Help the Aged, launched the 'Hungry to be heard' campaign in 2006 because too many people were malnourished in our hospitals. Malnutrition can happen to anyone because they do not get the food they can eat or the help they may need to eat it. Reasons this may happen include special dietary requirements not being catered for or people being unable to eat because help is not offered to those who may need it.

Older people or those who are recovering from a serious illness or condition are at a greater risk of becoming malnourished.

Being malnourished can have many adverse effects, including:

- reduced muscle and tissue mass
- decreased mobility and stamina
- breathing difficulties
- wounds taking longer to heal or illnesses taking longer to recover from
- and difficulty in staying warm.

We want to learn from Age UK's findings and contribute to the 'hungry to be heard' initiative to make sure the people who use our services are given the support they need at mealtimes.

Tell us what you're doing to prevent the risk of people being malnourished and we'll share your good practice so others can learn from it.

Here is a list of things to think about....

Listening to people

We want to encourage discussion with people, their families and carers about their needs at mealtimes to make sure the type of food and amount given is right for them.

We have 'protected mealtimes'

Make sure that people are given the most suitable food for their diet and the help needed to eat meals, we have introduced 'protected mealtimes'. This means that all non-urgent activity does not take place during mealtimes so that staff are available to give people the most appropriate assistance to eat meals when needed and sufficient time.

Promote dignity at mealtimes

Encourage socialising at mealtimes to make the experience enjoyable. But also offer privacy and discrete help to those who have difficulty eating if they wish.

Follow professional codes and guidance

Follow professional codes and guidance, such as the Department of Health's standards on mealtimes that say we should get food suitable to our diet as well as help to eat meals.

Mealtimes are not just about the food we eat

It is about the whole experience of the mealtime. And we want everyone to enjoy their mealtimes as well as eating and drinking well.



Dignity in care

Dignity action day

Kirklees Council supported national Dignity Action Day on February 25 in various ways. Dignity Action Day is a national initiative lead by the Dignity in Care Campaign to bring health and social care workers and members of the public together to make a difference to those receiving care and support.

The Kirklees Dignity in Care Champions network supported the day. This multi-agency group has representatives from Kirklees Council, independent sector organisations and the health sector who are dedicated to raising awareness of dignity in care, passionate about changing the culture of care provision, and improving the quality of care and experience for those receiving services. The network works with people across all areas including learning disabilities, older people and mental health.

Network members held a music quiz, organised a tea dance, encouraging people to sign up as Dignity in Care champions and raised awareness in their workplaces.



Other events to mark the day included a “rock ‘n’ roll to dignity event with a 50’s theme at the Homestead in Almondbury which provides day services for people with dementia. Their dining room was converted into an American Diner with gingham cloths and vinyl records for decoration. The staff all dressed up in 50’s gear and everyone had a twist to Chubby Checker’s record played on the record player!

A sports fun afternoon was held at Paddock Village Hall and Red Laites Court, which provide day opportunities for people with physical disabilities.

Green View House care home at Gledholt held a reminiscence session, a grow your own vegetable session, an art workshop and a fish and chip supper.

Dignity Action Day gives everyone the opportunity to contribute to people’s rights to dignity and provide a truly memorable day for people receiving care. Dignity Action Day aims to ensure people in care are treated as individuals, are given choice, control and a sense of purpose in their daily activities and are provided with stimulating activities.

For further information on the Dignity in Care Campaign, or to sign up to become a Dignity Champion see www.dignityincare.org.uk

Alternatively visit www.kirklees.gov.uk/dignityincare



Safeguarding

Safeguarding – things you need to know

Safeguarding alert

What information is required when making a Safeguarding Alert to Gateway to care?

When making a safeguarding alert to Kirklees Gateway to care there are a number of questions that the Gateway to care team will ask the alerter. This information is used to complete an alert form. The alert form can only be accessed on the Kirklees Council intranet site at safeguarding alert form.

The link for colleagues in Health is:

http://kmcintranet/business/documents/PDFFiles/10028/AS01_Safeguarding_Adults_Form.xlsm

To help you give as much information as possible to the team please familiarise yourself with the content of the form. You can then have all the information ready when making an alert. Not all the questions will apply to every alert.

New practice guidance

- involving independent mental capacity advocates (IMCA's) in serious medical treatment decisions

The Mental Capacity Act 2005 introduced a statutory duty to involve an IMCA when a decision about serious medical treatment is being considered for a person who lacks capacity to give or withhold consent for that treatment. To date IMCA instructions made by healthcare professionals have been much lower than anticipated and there is a concern that many people who are entitled to the support and representation of an IMCA do not receive this important safeguard.

Below is a link to the Guidance, which has a section for healthcare professionals. We would like to distribute this guidance as widely as possible - please could you pass it on to your relevant health and social care colleagues.

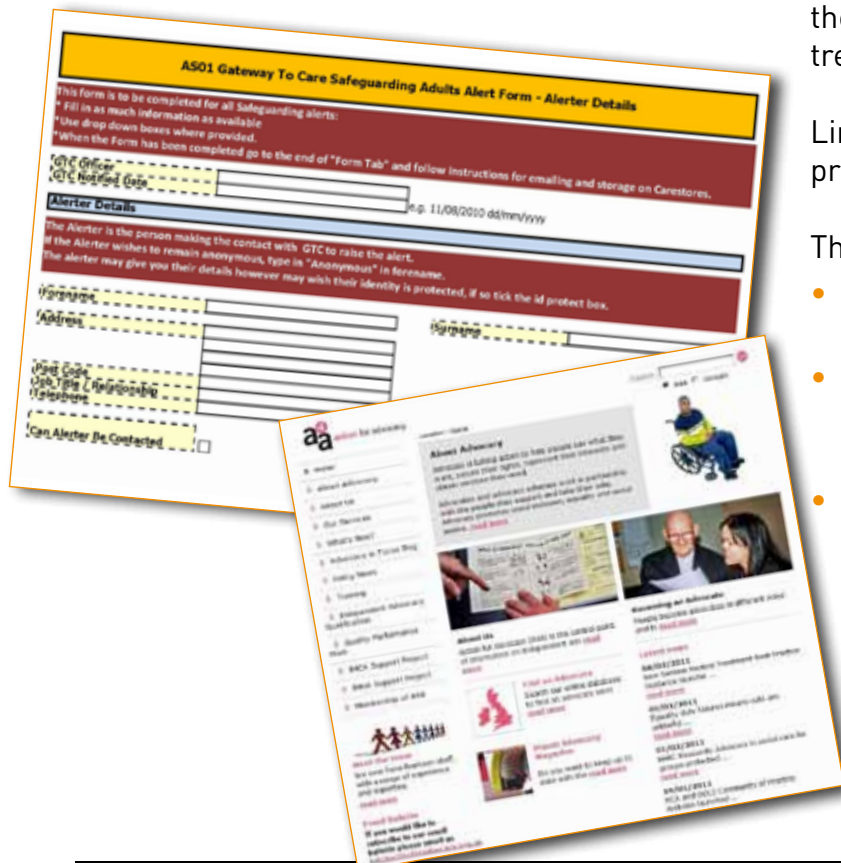
The Action for Advocacy IMCA Support Project has developed other resources to support the involvement of IMCA's in serious medical treatment decisions. These include:

Link to best practice guidance for healthcare professionals and IMCA's

The other resources available are:

- a checklist to assist healthcare professionals to determine when IMCA must be involved
- a leaflet for healthcare professionals to explain the role of IMCA in SMT decisions and how to instruct
- guidance for IMCA's on specific serious medical treatment decisions.

These documents can be downloaded from the Action for Advocacy website



Safeguarding

What role do partners play in safeguarding strategy and case conferences?

Safeguarding Adults follows the multi agency approach. Whilst Kirklees Council act as the lead agency, our partners, agencies and providers play a crucial role in the process.

Following the receipt of a safeguarding alert to the Gateway to care team, a decision is made as to how to progress with the referral and whether to proceed to the next stage which is the strategy.

Developing the “strategy” is a multi-agency process involving all those agencies appropriate to the particular situation. It could involve partner agencies such as Health, Housing and the Police.

A Strategy Meeting is to assess the risk and confirm the immediate and ongoing safety of the vulnerable adult, information sharing and to agree an investigative strategy. This would include discussions conducted by telephone and/or email.

Following the strategy if it is decided to carry out an investigation, you may be asked to provide a report for the case conference to form part of the investigation. The type of report will depend on the nature of the allegation. Examples:

- for pressure sores health partners may be asked to produce a root cause analysis report
- for issues involving staff as alleged perpetrators, a HR investigation report may be required
- police attendees only give a verbal report due the nature of police investigation and disclosure of information protocols.

If an organisation was not present at the strategy meeting/discussion however a report was required as part of the investigation, they will be asked by the safeguarding manager to produce a report by email, letter or telephone.

We have a standard format for the overall investigation report completed by our investigation officer.

This is available on the Kirklees council intranet at http://intranet/services/socialservices/downloads/procedureforms/sa04_investigationreport_safeguarding.docx

The link for Health colleagues is: http://kmcintranet/services/socialservices/downloads/procedureforms/sa04_investigationreport_safeguarding.docx

All reports should be sent to the Safeguarding Manager at least one week prior to the date of the case conference so that they can be shared with attendees prior to the case conference.

The case conference is a meeting to identify and assess the circumstances surrounding the alleged abuse, report on the findings of a safeguarding investigation and formulate a safeguarding plan to protect the abused person.

All attendees will be asked to decide on the outcome of the case conference based on a balance of probabilities as to the alleged abuse taking place. This is recorded along with anyone disagreeing with the outcome.

Do you know what MAPPA is?

MAPPA stands for Multi Agency Public Protection Arrangements. It is the process through which the police, probation and prison services work together with other agencies to manage the risks posed by violent and sexual offenders living in the community in order to protect the public.

All MAPPA offenders are assessed to establish the level of risk of harm they pose to the public. Risk management plans are then worked out for each offender to manage those risks. MAPPA allows agencies to assess and manage offenders on a multi agency basis by working together, sharing information and meeting, as necessary, to ensure that effective plans are in place.

It is very unlikely that you will need to consider such arrangements at all but your safeguarding lead in your organisation should be able to advise about MAPPA. In Well-being and Integration you should contact Sarah Carlile or Rachel Tanner for further information.

Advocacy

What is advocacy?

There are many different definitions of advocacy, however a useful definition is found in the Advocacy Charter (2002), developed by Action for Advocacy.

Advocacy is defined as “taking action to help people say what they want, secure their rights, represent their interests and obtain services that they need. Advocates and Advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice”

What does an advocate do?

Advocacy and the role of an advocate are unique and fundamentally different from the role of an advice worker or befriender.

The following are a few key examples of what advocates do for older people:

- speaks up on behalf of older people
- ensures that the voice of older people is heard
- encourages and empowers older people to speak for themselves
- takes the side of the people they are representing
- respects and protects the decisions and choices made by older people
- promotes older people's rights
- promotes social justice for older people

How can Advocacy and Advocates help vulnerable people tackle abuse?

Older people are entitled to be in control of their own lives, but sometimes, whether through frailty, disability, financial circumstances or social attitudes, they may often find themselves in a position where their ability to exercise choice or represent their own interests is limited. It is in these circumstances where advocacy and an advocate can help ensure that an individual's views and needs are heard, respected and acted upon.

Older people face unique barriers to reporting abuse - such as fear of loneliness, fear of being institutionalised, fear of not being believed, fear of being separated from family, and fear for the impact on the abuser - particularly if they are a family member. The outcome for older people - what they want to see achieved from an intervention - may not be what someone else wants to see for them.

Abuse advocacy should be essentially an empowering process, a flexible process and something that is responsive to the circumstances of each case.

Touchstone advocacy service for mental health

Touchstone's advocacy service in Kirklees will provide a service which helps people who are experiencing problems with their mental health to speak up for themselves and to use their knowledge and experiences to help other people. Our model draws on the principles of self-advocacy and co-production: where paid staff and service users collaborate, to find and build on what they are good at, as well as looking at the things they could use support with.

Advocacy can have real influence with safeguarding. Advocates can work to ensure that support plans meet safeguarding expectations and that all agencies are aware of their responsibilities.

Touchstone will take over the contract from Cloverleaf Advocacy on 1st April 2011.

Further more information go to www.touchstone-leeds.co.uk, or contact Jon Beech on 07760 173496 or jonb@touchstone-leeds.co.uk



Spotlight on Hate crime

The Kirklees Involvement Network has been doing lots of work around hate crime. They have set up a Hate Crime working group with the police, safeguarding team, victim support and other local organisations. Their aim is to raise awareness around disability, hate crime and encourage victims of hate crime to report them to the police. Together with the police, they have launched The True Vision Pack. It is a reporting system for adults with a learning disability. These packs are totally accessible and full of pictures and easy to read instructions. People can fill them in with their carer in a way they feel comfortable, and then take these to the Police, to report the incident. The packs are on available to download at www.report-it.org.uk. You can now also report crimes on line at yorkshirepolice.co.uk.

The network has also written a report about Hate Crime in Kirklees for people with a learning disability and their families. Other things they are working on include:

- a safe space scheme for adults with a learning disability in Kirklees
- training with Police and Hate Crime Reporting Centre staff.

For more information contact Sarah Roberts on 07796948736 or email sarah.roberts@mencapinkirklees.org.uk

SWANS

Support for Women and Ante Natal Service

SWANS is a specialist service aimed at vulnerable pregnant women who may be effected by substance misuse, sex work, domestic violence, poverty and /or homelessness.

SWANS is a partnership between Kirklees Council Well- Being and Integration Service and Acute Trust (NHS).

SWANS offers a weekly group within a local Children's Centre where women can attend and have regular Ante Natal checks, listen to baby's heart beat and take part in Ante Natal Education. Service users can also access support with housing, benefits, parenting advice and education. There is also the opportunity to take part in creative activities that focus on confidence building and self esteem.

A monthly Multi Agency Risk Assessment Meeting takes places involving drug/alcohol services, social care, health, and SWANS to ensure the emotional well being of both mother and baby.

As part of their service they also offer support to children of vulnerable adults who parents maybe accessing support or who may also be affected by substance misuse, sex work, domestic violence, poverty and /or homelessness. This service is for children from birth to 18 years old.

For more information or to make a referral please contact Hayley Wimpenny on 01484 226911 (8606911) or email hayley.wimpenny@kirklees.gov.uk

“ Keeping you in the know about domestic abuse ”

Multi-agency risk assessment conference training

Colleagues from the council, the police and health services and other organisations who support the prevention of domestic violence have been invited to attend multi-agency risk assessment conference (MARAC) training.

The training will introduce the changes to the MARAC process and the new procedures and documents which will be used from April 2011.

It will include opportunities to ask questions around the new information to support the referral of people affected by domestic violence as well as meet colleagues to share good practice.

The course is being delivered jointly by Kirklees Council and West Yorkshire Police and further courses are being planned.

Independent Domestic Violence Advocate

It's been over a year since Connect Housing won the contract to provide an Independent Domestic Violence Advocate (IDVA) to work across Kirklees, managed jointly by Connect and Kirklees Well-being and Integration Domestic Violence Team.

The IDVA focuses on providing intensive, proactive support to victims at medium to high risk of harm in order to address their safety and that of their children, working with clients in the short to medium-term to put them on the path to long-term safety.

Key elements of the IDVA service...

Crisis intervention – Providing intensive support from the point of crisis.

Risk management – The IDVA is trained to assess risk and respond appropriately. This includes involving other agencies when the victim or their children are in danger.

Independent – The IDVA is independent from both the Criminal Justice System and Local Government, focusing on the victim's safety and offering impartial advice.

Professional – The IDVA has received training via CAADA (Co-ordinated Action Against Domestic Abuse).

Multi-agency working – The IDVA coordinates other services on behalf of the victim, preventing them from feeling shuttled between services.

For more information contact Christine Fox, Director of Neighbourhood & Community Services on 01484 353530 or email christine.fox@connecthousing.org.uk



Sharing good practice

Care homes good practice event

Here in Kirklees we have more than 120 care homes, looking after more than 3,000 of our most vulnerable local people.

A recent event held by NHS Kirklees brought together 85 staff from 44 care homes to showcase good practice. The event gave staff the opportunity to learn about areas such as infection prevention and control continence and fall prevention. It allowed them to participate in workshops on pressure ulcer prevention and medicines management.

As well as discussions about the Care Quality Commission's standards of care, the event also gave NHS colleagues an opportunity to encourage care home managers to complete the annual audit of health-related services provided to care homes and their residents. The results of this audit give NHS Kirklees a rich source of data on which to base decisions around the commissioning and development of services to care homes and their residents.

Paul Howatson, Programmes Manager for Older People, Intermediate Care and End of Life Care said "We were very pleased with this event for care home staff as it gave us a chance to better understand the needs of care homes, their residents and staff and to build our relationships with them."

It is hoped that future events will be run with more targeted information about issues such as end of life care, nutrition and hydration.

For more information about the care homes work stream at NHS Kirklees and future events contact Tracy Small, Deputy Director of Clinical Development and Innovation on 01484 464251 or Paul Howatson, Programmes Manager for Older People, Intermediate Care and End of Life Care on 01484 464248.

Mental Capacity Act (2005) – Practice Protected Time event

A full Practice Protected Time event for GPs and staff within GP practices was held on 18 January 2011 at the Galpharm Stadium, Huddersfield. The speakers included Dr Robert Orange (Consultant Psychiatrist) and Roger Hargreaves, from the Mental Health Alliance, who is the lead and nationally acclaimed expert on the Mental Capacity Act and consultant to a prominent legal firm. For those who were already familiar with the Mental Capacity Act, this was a refresher event, but for others it was an introduction to the legislation.

The event included workshops which were well received. One was led by Fiona Flanagan, a representative of the Independent Mental Capacity Advocacy (IMCA) service. Fiona helped staff to understand their statutory duty to refer to the IMCA service in certain situations.

Carolyn Martin, Clinical specialist in communication and cognitive difficulties, Kirklees Community Healthcare Services, showed an interesting video on assessing capacity in patients with speech and language impairment.

It is a statutory requirement to maximise a person's engagement in the process of decision making and to help them to communicate their decisions. For those with communication difficulties the assistance of a therapist can greatly help the person with the process.

Sharing good practice

Prevention and treatment of Pressure Ulcers - public information leaflet

The majority of pressure ulcers are avoidable and as part of ongoing efforts to raise the profile of pressure ulcer prevention a public information leaflet has been developed.

The leaflet has been shared electronically with health and local authority colleagues and is available on the NHS Kirklees website to download at <http://www.kirklees.nhs.uk/your-health/pressure-ulcer-prevention/>.

Hard copies of this leaflet should be available within community settings such as GP practices, pharmacies, Kirklees Council information points and care homes shortly.

Celebrating good news

Kirklees Council Adult Social Services and its partners have been judged excellent overall by the Care Quality Commission with significant improvements being made in safeguarding vulnerable adults and supporting people to live independently at home.

The assessment looked at seven key areas and judged Kirklees excellent in four and good in three. The announcement was made by the commission on Thursday November 25 following a year of evidence gathering, visits and inspections. There is still much work to be done!

Please keep up the good work to further improve safeguarding.

Links to useful websites

National dementia strategy

<http://www.dh.gov.uk/en/SocialCare/NationalDementiaStrategy/index.htm>

Local dementia services

www.kirklees.gov.uk/dementia

Mental health services in Kirklees

www.kirklees.gov.uk/mentalhealth

Dignity in care challenge

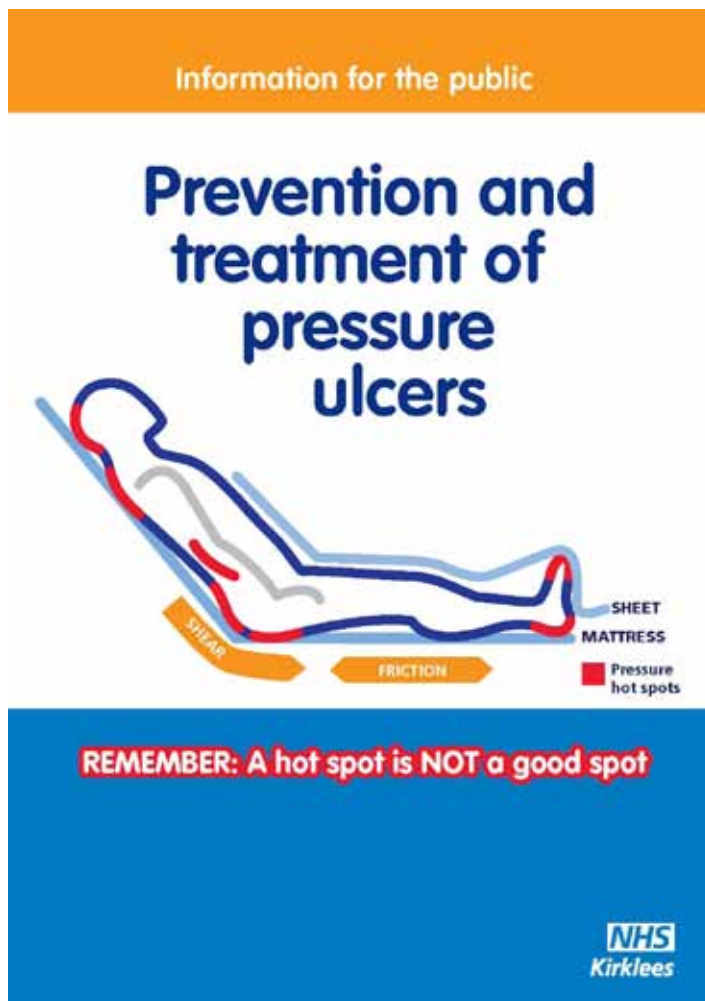
<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm>

Safeguarding

www.kirklees.gov.uk/safeguarding

Kirklees Adult Social Care Providers forum

<http://forums.kirklees.gov.uk/phpbb/viewforum.php?f=14>



Training

Kirklees Council have two e-learning packages available; Safeguarding Adults Basic Awareness Refresher and the Mental Capacity Act 2005.

E-learning is all about learning and training via a computer package rather than in a classroom. There are many benefits to on-line learning including:

- being able to learn at a time and a place to fit in with you
- being able to learn at a time and a place that fits in with family and
- work commitments
- being able to learn at a pace that suits you.

To access e-learning you need a computer with internet access. If you work for Kirklees Council please register via the Intranet at <http://intranet/learning/LMS/register.asp>.

All other staff within the independent sector and NHS Kirklees will need to register for a password and user name. To do this, please email matters@kirklees.gov.uk with your full name, work address and telephone number.

Please note this does apply for NHS Kirklees staff

When you have registered you will then be emailed details of how to access the E-learning courses.

Why not try it out... there are two on-line learning packages available aimed at the Social Care Workforce. These are:

Safeguarding Adults Basic Awareness

This package is for all staff who work with vulnerable adults. It should take around 2 to 3 hours to complete. There is no time limit but you must achieve an 80% pass rate.

Mental Capacity Act Basic Awareness

This on-line package of learning is for staff who work in a health or social care setting and have not attended Mental Capacity Act 2005 Basic Awareness Training or wish to learn more. It takes between 2 to 3 hours to complete this learning package. You must achieve an 80% pass rate.

Kirklees Citizens Advice Financial Capability Training Project

Since April 2010, Kirklees Citizens Advice has been offering free, tailored training opportunities to anyone living and/or working in Kirklees. This ambitious project offers both 1-1 and group sessions and seeks to help prevent people from falling into debt and/or financial exclusion/hardship.

They have worked with various agencies throughout Kirklees to help train front-line staff to help their clients manage their finances and have also delivered this training direct to clients.

The training covers budgeting, dealing with bills, dealing with debts, help with bank accounts and saving for the future – amongst other subject matters. It is made to be interactive rather than lecture based and they have developed resources that can be easily tailored to suit various audiences.

They are eager to work with as many agencies as possible to help clients in greatest need and are committed to being as flexible as possible to achieve these aims.

For more information contact Chris Fitzsimmons, Financial Capability Trainer, on 01484 512346 ext 313 or email: chris.fitzsimmons@kirkleescitizensadvice.org.uk

Movers and Shakers

Introducing Elaine Crossley, Team Manager, Adult Safeguarding.



Elaine said *"I have worked for Kirklees since 2003 in the Community Learning Disability Team at Greenhead Resource Unit. I have always had a commitment and interest in keeping vulnerable adults safe and promoting the Kirklees Safeguarding Adults policy and procedures."*

At the end of November 2010, I was successful in moving to a six month secondment as Team Manager, Adult Safeguarding, Practice and Development working with Sarah Carlile, Safeguarding Partnership Manager and Asif Manzoor, Safeguarding Coordinator.

As part of the secondment, I have met with all the community social work teams and discussed ways to improve quality and practice when alleged adult safeguarding referrals are received and to look at models for a Kirklees Safeguarding Team in the future. I am also working with the Safeguarding Practitioners Forum to identify areas for discussion to support and improve practice.

The plan is to pilot a small specialist safeguarding team in March and April 2011 which will receive all alleged safeguarding referrals from the Gateway to care team and will complete the required contacts and information gathering to the point of completing the safeguarding decision tool and making the decision as to whether a full safeguarding investigation is required. The evaluation of the safeguarding pilot will contribute to the decisions relating to the development of a specialist safeguarding adults team in Kirklees.

What's new with you?

We're keen to share good practice and hot topics across all areas of safeguarding. If you have an issue or good idea that worked for your organisation and would like to share it please get in touch using the contact details below.

Feedback

If you have any suggestions for topics or comments about this newsletter, then please contact Kirklees Council Communications and Marketing on 01484 225274 or email marketing.communication@kirklees.gov.uk

Why not send us an article about safeguarding good practice or new ways of working? We will promise to try and include it in future editions. Remember to send a picture as well.

Information in other formats

Kirklees Council are committed to ensuring that our communication is clear, plain and available for everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 225274.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا ایپ پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 225274 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 225274 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 225274 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 225274 查询详情。(Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 225274. (Polish)

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Kirklees **Safeguarding Adults** Board

Partners in preventing abuse and neglect