



# London Sport Adult Safeguarding Policy

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## Contents

1. Scope of the Policy
    - 1.1 Principles
  2. Adult Safeguarding Policy
    - 2.1 What is Safeguarding Adults
    - 2.2 Aims of Adult Safeguarding
  3. Policy Statement
  4. Strategic Responsibilities
    - 4.1 Partners could include
    - 4.2 Organisational responsibilities
    - 4.3 Procedures
      - 4.3.1 Abuse and how it can be recognised
      - 4.3.2 Types of abuse
      - 4.3.3 Who may be an abuser
      - 4.3.4 Recognising abuse
  5. Reporting and referrals procedure
    - 5.1 What is an adult safeguarding concern
    - 5.2 Referral to Local Authorities
    - 5.3 Where to report a concern- London Local Authorities
    - 5.4 Where to report a concern- National Governing Bodies
    - 5.5 Other useful contacts
- Appendix 1 Example Incident Referral Report Form
- Appendix 2 Legislation and Government Initiatives

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## Overview

The introduction of the Care Act 2014 put adult safeguarding on a statutory footing for the first time, embracing the principle that the 'person knows best'. It lays the foundation for change in the way that care and support is provided to adults, encouraging greater self-determination, so people maintain independence and have real choice. There is an emphasis on working with adults at risk of abuse and neglect to have greater control in their lives to both prevent it from happening, and to give meaningful options of dealing with it should it occur. This Policy has been developed utilising the guidance contained within the London Safeguarding Adult Procedures as well as the support and guidance of the Ann Craft Trust; the organisation tasked with assisting County Sports Partnerships and National Governing Bodies of Sport with developing policies and procedures related to adults at risk of harm.

### 1. Scope of the Policy

London Sport is a Company Limited by Guarantee and a registered Charity that is funded primarily by Sport England. London Sport is recognised as being the leading player in the strategic co-ordination of sport and physical activity opportunities in conjunction with a range of national, regional and local partners.

The policy and procedures outlined in this document are designed to cover all aspects of London Sport's work with adults, and relates to all staff and volunteers employed or deployed by London Sport for the projects and programmes within its sphere of influence.

London Sport also has a strategic responsibility to ensure that partners with whom it works, have adequate safeguarding measures in place. It is recognised that the sphere of influence is limited to specific partners, but efforts will be made to encourage other organisations and agencies to use this document as guide upon which to develop their own policies and procedures.

### Guidance and Legislation

The practices and procedures within this policy are based on the principles contained within the UK and International legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures, and take the following into consideration:

- The Care Act 2014
- Making Safeguarding Personal Guide 2014
- The Data Protection Act 1994 and 1998
- The Human Rights Act 1998
- The Safeguarding Vulnerable Groups Act 2006
- The Equality Act 2010
- The Protection of Freedoms Act 2012



- Sexual Offences Act 2003
- Mental Capacity Act 2005 (MCA)
- Domestic Violence, Crime and Victims (Amendment) Act 2012

## 1.1 Definitions

1.1 To assist working through and understanding this policy a number of key definitions need to be explained:

1.1.1 **Adult at Risk** is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them, and is at risk of being abused or neglected, and are unable to protect themselves against abuse or neglect because of those needs.

In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse.

1.1.2 **Abuse** is a violation of an individual's human and civil rights by another person or persons. See section 5 for further explanations.

1.1.3 **Adult** is anyone aged 18 or over.

1.1.4 **Adult safeguarding** is protecting a person's right to live in safety, free from abuse and neglect.

1.1.5 **Capacity** refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2005).

## 1.2 Principles

The policy and procedures are based on The six 'Principles of Safeguarding' that underpin all adult safeguarding work, as outlined in the Care Act 2014.

Empowerment	Adults are encouraged to make their own decisions and are provided with support and information	I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens
Prevention	Strategies are developed to prevent abuse and neglect that	I am provided with easily understood information about what abuse is, how to recognise the

	promotes resilience and self-determination.	signs and what I can do to seek help
Proportionate	A proportionate and least intrusive response is made balanced with the level of risk.	I am confident that the professionals will work in my interest and only get involved as much as needed
Protection	Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding	I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able
Partnerships	Local solutions through services working together within their communities.	I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation
Accountable	Accountability and transparency in delivering a safeguarding response	I am clear about the roles and responsibilities of all those involved in the solution to the problem

The Care Act and associated guidance state that safeguarding:

- Is person led
- Engages the person from the start, throughout and at the end, to address their needs
- Is outcome focused
- Is based upon a community approach from all partners and providers

## 2. Adult Safeguarding Policy

### 2.1 What is adult safeguarding?

Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect.’ (Care and Support statutory guidance, chapter 14).

Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect to adults. Staff should work together in partnership with adults so that they are:

- Safe and able to protect themselves from abuse and neglect;
- Treated fairly and with dignity and respect;
- Protected when they need to be;
- Able easily to get the support, protection and services that they need.



## 2.2 The aims of Adult Safeguarding are to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Safeguard adults in a way that supports them in making choices and having control about how they want to live;
- Promote an approach that concentrates on improving life for the adults concerned;
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- Provide information and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- Address what has caused the abuse.

## 3. Policy Statement

London Sport is committed to working in partnership with organisations delivering sport and physical activity within London, to promote and deliver best practice when working adults. All adults should be able to live a life free from harm in communities that are intolerant of abuse, work together to prevent abuse and know what to do when it happens.

London Sport and its partners have a duty of care to safeguard adults involved in sport and physical activity from harm.

London Sport recognises that it is not appropriate to operate combined policies regarding the safeguarding of children and of adults, due to the vast differences in legal and statutory requirements. Therefore, the information in this document only applies to the safeguarding of adults. For information regarding London Sport's policies and procedures regarding its work with children and young people, please refer to the London Sport Safeguarding and Protecting Children Policy and Procedures, visit <https://londonsport.org/training-and-support/safeguarding/> or contact the London Sport Safeguarding Lead ([David.Gentles@londonsport.org](mailto:David.Gentles@londonsport.org)) or the Deputy Safeguarding Lead ([Lawrence.roots@londonsport.org](mailto:Lawrence.roots@londonsport.org)).

This policy aims to ensure that safeguards are put in place to keep adults at risk safe and to prevent harm from occurring when participating in sport and physical activity.

Safeguarding adults is an important responsibility for London Sport and its partner organisations and if done effectively, will create wider participation in sport and physical activity and will ensure safe access for everyone.

The policy and procedures took effect from April 2017, and are formally reviews every 2 years, or in light of significant organisational change or legislation, or in the event of a serious incident



occurring. Lessons learnt from where a Safeguarding Adults Review (SAR) has taken place, will inform any future updates.

#### **4. Strategic Responsibilities**

London Sport is a strategic organisation and as such does not deliver any projects and programme directly, however it is responsible for the management and administration of Sport England and the Greater London Authority (GLA) funded programmes. The main area of responsibility that need to be outlined when looking at safeguarding adults involves work with partners, particularly on the funded projects/programmes where London Sport cannot take overall responsibility, but has a commitment to safeguarding and plays a pivotal role in advising and supporting its partners.

London Sport is committed to increasing awareness around the importance of safeguarding adults in sport and will promote this policy to its partners to ensure best practice is adopted throughout London. Partners of London Sport can be defined as:

- organisations who make partnership funding contributions
- organisations who are awarded funding from London Sport to deliver projects and programmes
- organisations with whom London Sport has a Partnership Agreement or other less formal agreement to work together
- organisations to whom London Sport award Clubmark or other accreditation to

##### **4.1 Partners could include, but are not limited to:**

Local authorities, sports clubs, governing bodies of sport, leisure/activity providers, schools, colleges, universities, training providers, youth service, sports facility providers, funders, organisations who deliver sport and physical activity as a peripheral part of their operations.

As part of its commitment to safeguarding adults London Sport will:

- support partner organisations in developing adequate policies and procedures in respect of safeguarding adults
- expect partners to respond to any allegations appropriately and implement their own safeguarding adults procedures
- ensure that the inclusion of adequate safeguarding adults arrangements is a key element of all commissioning, funding and partnership agreements
- encourage, support and assist organisations to develop and implement safeguarding adults policy and procedures

##### **4.2 Organisational responsibilities**

London Sport will:



- emphasise that everyone in sport has a shared responsibility to ensure the safety of adults
- respect and promote the rights, wishes and feelings of adults
- promote an organisational culture that ensures that all adults, employees, service users and carers are listened to and respected as individuals and feel they can raise their concerns and know that they will be listened to, without worrying that something bad will happen as a result.
- undertake recruitment procedures that take account of the need to protect adults.
- train and upskill employees to adopt best practice to safeguard and protect adults from abuse, and reduce the likelihood of allegations of abuse against themselves
- require all staff and volunteers to adopt and abide by this Policy and Implementation procedures
- seek to ensure that sport and physical activity is inclusive and provides a positive experience for all
- ensure that participants, staff and volunteers are provided with information about this policy, what it does, and what they can expect from London Sport
- ensure that participants, staff and volunteers are provided with clear procedures to voice their concerns or lodge complaints if they feel unsure or unhappy about anything
- maintain confidentiality and ensure information is shared as appropriate with other agencies in all cases involving adult safeguarding, in line with current legislation
  - respond to any allegations and concerns appropriately and implement the appropriate disciplinary and appeals procedures, in accordance with London Sport's disciplinary procedures
- continually seek ways to improve the safety and wellbeing of all adults who play sport and physical activity
- we will participate in any SAR when asked to do so
- commit to and lead on the continuous development, monitoring and review of this policy and the procedures outlined within it.

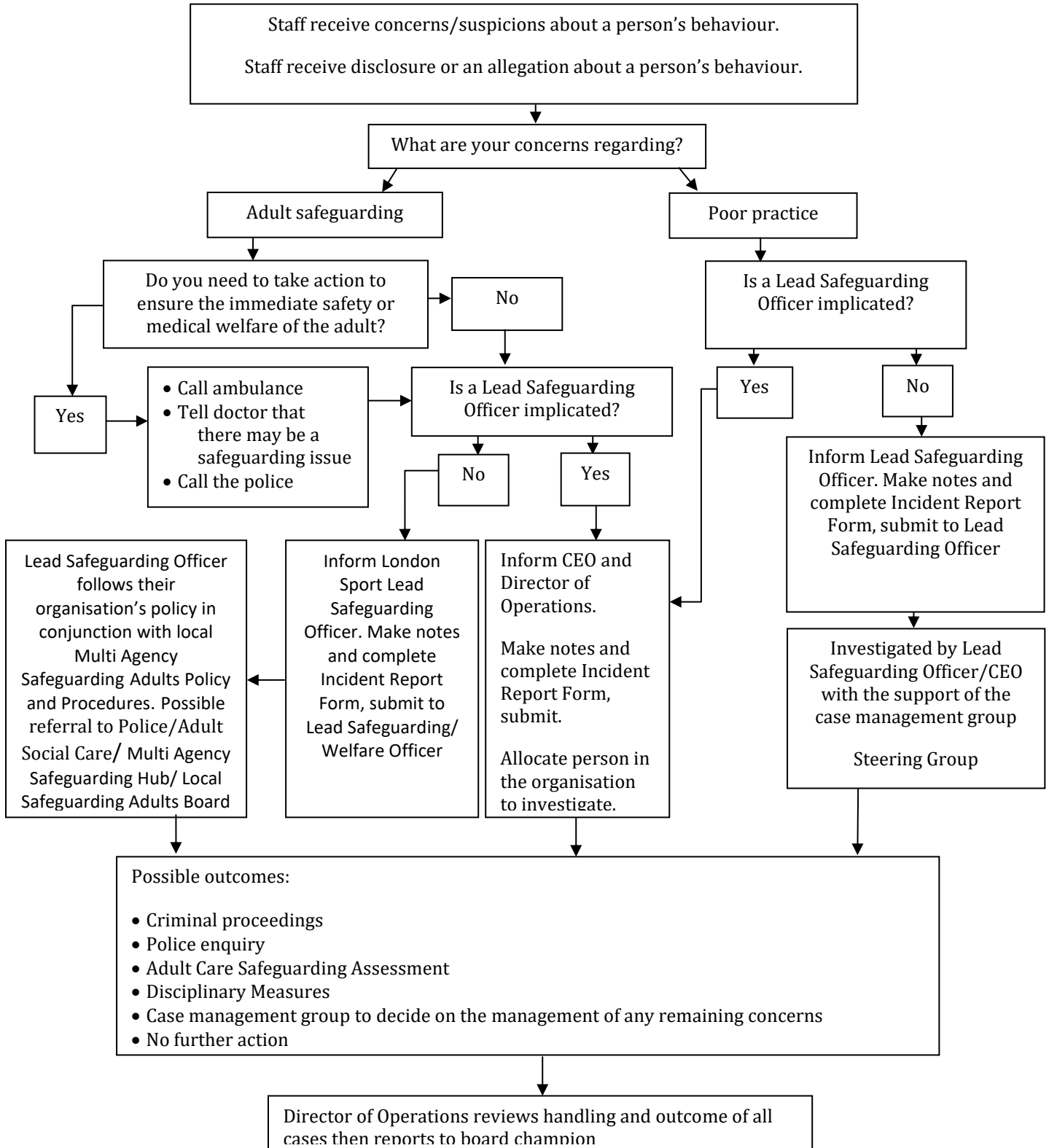
### **4.3 Procedures**

#### **4.3.1 Abuse and how it can be recognised**

All staff should have an understanding of abuse and neglect and know how and when to take action. London Sport and its Partners will provide support and guidance to ensure that all personnel are able to effectively deal with any suspicions of poor practice, abuse or neglect. London Sport will follow the following flowchart when an adult safeguarding concern arises.



## Dealing with Concerns, Suspicions or Disclosure



**Remember to involve the adult at risk throughout the process wherever possible and gain consent for any referrals to social care if the person has capacity**



### 4.3.2 Types of abuse

The following categories of abuse are defined in the Care Act 2014. They are not mutually exclusive and an adult may be subjected to more than one type of abuse at the same time, whatever the setting. It is important to recognise that some adults may reveal abuse themselves by talking about or drawing attention to physical signs or displaying certain actions/gestures. This may be their only means of communication and it is therefore important for carers to be alert to these signs and to consider what they might mean. Note that these are not all types of abuse as defined in the Care Act 2014, however are the ones most likely to be prevalent in the physical activity and sport environment. For the full list, please refer to the London Safeguarding Adult Procedures <https://www.safeguardingadultsyork.org.uk/media/1070/pan-london-safeguarding-adults-procedures.pdf>

#### Physical Abuse

- Hitting, slapping, scratching
- Pushing or rough handling
- Assault and battery
- Restraining without justifiable reasons
- Inappropriate and unauthorised use of medication
- Using medication as a chemical form of restraint
- Inappropriate sanctions including deprivation of food, clothing, warmth and health care needs

In a sport situation indicators could include:

- any unwanted or unnecessary physical contact
- a coach disregarding the individual requirements of an adult's needs when setting a training programme e.g. allowing those who are limited by a physical impairment to undertake long, continuous sprints

#### Sexual

- Sexual activity which an adult cannot or has not consented to, or has been pressured into
- Sexual activity which takes place when the adult client is unaware of the consequences or risks involved
- Rape or attempted rape
- Sexual assault and harassment
- Non contact abuse e.g. voyeurism, pornography, explicit and inappropriate language

**In a sport situation indicators could include:**



- Either direct or indirect involvement in sexual activity or a relationship whereby consent has not occurred, there is a lack of capacity to give consent or that someone has been coerced into a relationship due to another person's position of trust
- a coach engaging in unnecessary and inappropriate physical contact with a participant
- a coach making suggestive comments to their participants
- an individual spending an unnecessary amount of time in the changing area where adults are present

### **Psychological/Mental/Emotional**

- Emotional abuse
- Verbal abuse
- Humiliation and ridicule
- Threats of punishment, abandonment, intimidation or exclusion from services
- Isolation or withdrawal from services or supportive networks
- Deliberate denial of religious or cultural needs
- Failure to provide access to appropriate social skills and educational development training

In sport, emotional abuse can include threats, humiliation, intimidation, blame, control, coercion, bullying and cyberbullying. It is often where a person's emotional health and development is harmed and results in distress, denial of self-expression, privacy or dignity, isolation or over dependence.

Emotional and psychological harm rarely occur in isolation and is usually present with each other type of abuse.

In a sport situation indicators could include:

- a carer or coach subjecting an adult to constant criticism, shouting, name-calling, sarcasm, bullying or discriminatory behaviours or prejudicial attitudes
- a carer or coach putting an adult under unrealistic pressure in order to perform to high expectations

### **Financial or Material**

- Misuse or theft of money
- Fraud and/or extortion of material assets
- Misuse or misappropriation of property, possessions or benefits
- Exploitation, pressure in connection with wills, property or inheritance



In a sport situation indicators could include:

- blackmailing an adult by requiring financial or material payment in return for certain benefits such as sports awards or complements
- charging adults more than the standard fee for participation in sports activities
- Charging adults for un necessary and unwanted coaching, equipment, memorabilia etc

### **Neglect and acts of omission**

- Ignoring medical or physical care needs
- Failure to access care or equipment for functional independence
- Failure to give prescribed medication
- Failure to provide access to appropriate health, social care or educational services
- Neglect of accommodation, heating, lighting etc
- Failure to give privacy and dignity

In a sport situation indicators could include:

- a coach not keeping an adult safe by exposing them to undue cold, heat or the unnecessary risk of injury
- a parent, guardian or carer consistently leaving an adult without adequate provisions e.g. food, water, clothing, sun block, where they are unable to provide themselves with these provisions
- coaches not taking a players injury seriously and asking them to continue playing or training when it is inappropriate
- situations where medication is given to ease the pain from injury so play can continue when rest would actually be more appropriate

### **Discriminatory**

- Discrimination demonstrated on any grounds including sex, race, colour, language
- Culture, religion, politics or sexual orientation
- Discrimination that is based on a person's disability or age.
- Harassment and slurs which are degrading
- Hate crime

In a sport situation indicators could include:

- a referee refusing to umpire female matches
- females not being give 'prime court or facility time'



- using sexist or discriminatory language towards others for example male players using language such as ‘you throw like a girl’, or other saying ‘that was gay’

### **Institutional/ Organisational**

Neglect and poor standards of care, for example, in hospitals, day centres and care homes.

### **Domestic Violence**

Adults may be the victims of domestic abuse themselves or be affected by it occurring in their household. Domestic abuse is likely to have a serious effect on a vulnerable adult’s physical and mental wellbeing.

### **Female Genital Mutilation**

Involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women.

Makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country.

### **Hate Crime**

The police define Hate Crime as ‘any incident that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person’s religion, belief, gender identity or disability’. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence. In addition it includes incidents that do not constitute a criminal offence.

### **Honour Based Violence**

Will usually be a criminal offence, and referring to the police must always be considered. It has or may have been committed when families feel that dishonour has been brought to them. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Some of these victims will contact the police or other organisations. However, many others are so isolated and controlled that they are unable to seek help.

### **Modern Slavery**

Slavery, servitude and forced or compulsory labour. There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. Someone is in slavery if they are:

- Forced to work – through mental or physical threat
- Owned or controlled by an ‘employer’, usually through mental or physical abuse or the threat of abuse
- Dehumanised, treated as a commodity or brought and sold as ‘property’



- Physically constrained or has restrictions placed on his/ her freedom of movement.

## **Self Neglect**

### **4.3.3 Who may be an abuser?**

- A family member, parent, child, spouse other relative
- Friend or neighbour
- Paid or volunteer carer
- Visitor
- Professional member of staff, health worker, social carer or other worker
- Another adult at risk

### **4.3.4 Recognising abuse**

Factors described below are frequently found in cases of abuse and/or neglect. Their presence is not proof abuse has occurred, but must be regarded as indicators of possible significant harm. Such indications justify the need for careful assessment and discussion with the designated officer, and may require consultation with and/or referral to Local Adult Safeguarding Services.

Indications that an adult may be experiencing abuse include the following:

- the adult appears frightened of the carer/peers/adults
- the adult acts in a way that is inappropriate to her/his age
- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which the explanation seems inconsistent
- unexplained changes in behaviour
- unexplained shortage of money
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adults, particularly those with whom a close relationship would normally be expected
- has difficulty in making friends
- is prevented from socialising with other adults/young people
- displays variations in eating patterns including overeating or loss of appetite



- loses weight for no apparent reason
- becomes increasingly dirty or unkempt

Abuse can also occur through social media and this is often harder to detect.

It is important to remember that the type of abuse that can occur through social media always includes emotional and psychological abuse and can include sexual and financial abuse.

Social media includes (but is not limited to): networking sites such as Facebook, Twitter and LinkedIn, email, text messages, Skype and instant messaging services.

Some examples of abuse that can occur through social media include:

- Unwanted sexual text messages (sexual abuse)
- Unwanted communication or stalking/harassment (emotional abuse)
- Inappropriate messaging; with kisses attached (emotional and sexual abuse)
- Requests for money (financial abuse)
- Intimidation (emotional abuse)
- Blackmail (emotional and financial abuse)
- Sexual coercion (sexual abuse)
- Cyber-bullying (emotional abuse)

It is not the responsibility of those working in sport to decide that abuse to an adult is occurring but it is their responsibility to act on any concerns.

## **5. Reporting and referrals procedure**

As soon as any form of abuse becomes apparent it should be reported to the relevant organisation. London Sport will follow the flowchart in 4.3.1 for all adult safeguarding concerns.

### **5.1 What is an adult safeguarding concern?**

An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, that they may be subject to, or may be at risk of, abuse and neglect and may be unable to protect themselves against this.

A concern may be raised by anyone, and can be:

- An active disclosure of abuse by the adult, where the adult tells a member of staff that they are experiencing abuse and/or neglect;
- A passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example clinical staff who notice unexplained injuries;



- An allegation of abuse by a third party, for example a family/friend or neighbour who have observed abuse or neglect or have been told of it by the adult;
- A complaint or concern raised by an adult or a third party who doesn't perceive that it is abuse or neglect.

Welfare Officers should consider whether there are safeguarding matters;

- A concern raised by staff or volunteers, others using the service, a carer or a member of the public;
- An observation of the behaviour of the adult at risk;
- An observation of the behaviour of another;
- Patterns of concerns or risks that emerge through reviews, audits and complaints.

## 5.2 Referral to the Local Authority

If, on the basis of the information available, it appears that the following three triggers are met, a referral **must** be made to the Local Authority.

1. A person has care and support needs regardless of whether they are receiving support for these needs.
2. They may be experiencing or at risk of abuse and neglect.
3. They are unable to protect themselves from abuse and neglect because of those care and support needs.

In all cases, prior to any referral being made, the person in question should be consulted and consent gained (wherever possible)

Organisations that refer to the Local Authority should include the following information:

- Contact details for the adult at risk, the person who raised the concern and for any other relevant individual, specifically carers and next of kin;
- Basic facts, focussing on whether or not the person has care and support needs including communication and on-going health needs;
- Factual details of what the concern is about; what, when, who, where;
- Immediate risks and action taken to address risk;
- Preferred method of communication;
- If reported as a crime - details of which police station/officer, crime reference number etc.;
- Whether the adult at risk has any cognitive impairment which may impede their ability to protect themselves;
- Any information on the person alleged to have caused harm;





- Wishes and views of the adult at risk, in particular consent;
- Advocacy involvement (includes family/friends);
- Information from other relevant organisations;
- Any recent history (if known) about previous concerns of a similar nature or concerns raised about the same person, or someone within the same household.

### 5.3 Where to report a concern

#### London Local Authorities

If the danger is not immediate telephone 101

If the danger is immediate, always call the police on 999

#### Barking and Dagenham

Contact Name	n/a
Address	31 Woodward Rd, Dagenham, RM9 4SJ
Contact Number	Adults Social Care Intake and Access Team: 0208 2272915 Out of Hours Emergency Social Work Duty Team:0208 5948356
Email	<a href="mailto:intaketeam@lbbd.gov.uk">intaketeam@lbbd.gov.uk</a>
Website	<a href="https://www.lbbd.gov.uk/residents/health-and-social-care/adults-care-and-support/safeguarding-adults/safeguarding-adults-overview/">https://www.lbbd.gov.uk/residents/health-and-social-care/adults-care-and-support/safeguarding-adults/safeguarding-adults-overview/</a>

#### Barnet

Contact Name	<b>Adult Social Care</b>
Address	North London Business Park (NLBP), Oakleigh Road South, London, N11 1NP
Contact Number	020 8359 5000  Out of Hours Emergency Social Work Duty Team: 020 8359 2000
Email	<a href="mailto:socialcaredirect@barnet.gov.uk">socialcaredirect@barnet.gov.uk</a>
Website	<a href="https://www.barnet.gov.uk/adult-social-care/keeping-safe/report-adult-abuse">https://www.barnet.gov.uk/adult-social-care/keeping-safe/report-adult-abuse</a>

#### Bexley

Contact Name	<b>Safeguarding Adults Team</b>
Address	Civic Offices, 2 Watling Street, Bexleyheath, Kent, DA6 7AT



Contact Number	0203 045 5159
Email	<a href="mailto:bexleycare.spc@nhs.net">bexleycare.spc@nhs.net</a>
Website	<a href="https://www.safeguardingadultsinbexley.com/">https://www.safeguardingadultsinbexley.com/</a>

## Brent

Contact Name	<b>Adult Social Services</b>
Address	20-22 Whitby Avenue, London, NW10 7SF
Contact Number	Contact the safeguarding adult team on 0208 937 4098 or 0208 937 4099 from 9am-5pm, Monday to Friday.
Email	<a href="mailto:safeguardingadults@brent.gov.uk">safeguardingadults@brent.gov.uk</a>
Website	<a href="https://www.brent.gov.uk/services-for-residents/adult-social-care">https://www.brent.gov.uk/services-for-residents/adult-social-care</a>

## Bromley

Contact Name	<b>Early Intervention Service</b>
Address	Civic Centre, Stockwell Close, Bromley, BR1 3UH
Contact Number	02084617777 If you need to contact a social worker outside of office hours please telephone <b>0300 303 8671</b> .
Email	<a href="#">Complete online form</a>
Website	<a href="http://www.bromley.gov.uk/info/731/safeguarding_adults">http://www.bromley.gov.uk/info/731/safeguarding_adults</a>

## Camden

Contact Name	<b>Safeguarding Adults Partnership Board</b>
Address	London Borough of Camden, 7th Floor, 5 Pancras Square, c/o Judd Street, London, WC1H 9JE
Contact Number	02079744000 If you are worried about an adult please call 020 7974 4000 and select option 1
Email	adultsocialcare@camden.gov.uk
Website	<a href="https://www.camden.gov.uk/safeguarding-adults">h https://www.camden.gov.uk/safeguarding-adults</a>

## City of London

Contact Name	<b>Adult Social Care Team</b>
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Address	City of London, Guildhall, PO Box 270, London EC2P 2EJ
Contact Number	Call 020 7332 1224 - 9am - 5pm, Monday to Friday. Call 0208 356 2300 - for all other times, including weekends and Bank Holidays
Email	adultsduty@cityoflondon.gov.uk
Website	<a href="https://www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx">https://www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx</a>

### City of Westminster

Contact Name	<b>Safeguarding Helpline</b>
Address	Westminster City Hall, 64 Victoria Street, London, SW1E 6QP
Contact Number	call 0207 641 2500 text 07944 521615
Email	<a href="mailto:adultsocialcare@westminster.gov.uk">adultsocialcare@westminster.gov.uk</a>
Website	<a href="https://www.westminster.gov.uk/contact-us">https://www.westminster.gov.uk/contact-us</a>

### Croydon

Contact Name	<b>Adult Abuse Reporting Line</b>
Address	Bernard Weatherill House, 8 Mint Walk, Croydon, CR01EA
Contact Number	020 8726 6500
Email	
Website	<a href="https://new.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult">https://new.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult</a>

### Ealing

Contact Name	<b>Social Care Customer Contact Centre</b>
Address	Uxbridge Road, London, W5 2HL
Contact Number	02088258000
Email	
Website	<a href="#">Ealing Safeguarding</a>

### Enfield



Contact Name	<b>My Life Enfield</b>
Address	
Contact Number	Call 020 8379 3196 Monday to Friday 9am – 5pm, or Call the adult abuse line on 020 8379 5212.
Email	
Website	<a href="https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/abuse-recognise-it-report-it/">https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/abuse-recognise-it-report-it/</a>

### Greenwich

Contact Name	<b>Safeguarding Adults Board Manager</b>
Address	2nd Floor, The Woolwich Centre, 35 Wellington Street, London, SE18 6HQ
Contact Number	0208 921 2304/ 0208 854 8888 (out of hours)
Email	<a href="mailto:AOPS.Contact.Officers@royalgreenwich.gov.uk">AOPS.Contact.Officers@royalgreenwich.gov.uk</a>
Website	<a href="http://greenwichsafeguardingadults.org.uk/">http://greenwichsafeguardingadults.org.uk/</a>

### Hackney

Contact Name	<b>Safeguarding Adults</b>
Address	Hackney Service Centre, 1 Hillman Street, E8 1DY
Contact Number	020 8356 5782 020 8356 2300 (out of hours)
Email	<a href="mailto:adultprotection@hackney.gov.uk">adultprotection@hackney.gov.uk</a>
Website	<a href="http://www.hackney.gov.uk/safeguarding-vulnerable-adults">http://www.hackney.gov.uk/safeguarding-vulnerable-adults</a>

### Hammersmith and Fulham

Contact Name	<b>Adult Social Services</b>
Address	Hammersmith & Fulham Council, Town Hall, King Street, Hammersmith, London, W69JU
Contact Number	020 8753 4198 - Option 3 020 8748 8588 (out of hours)
Email	<a href="mailto:H&amp;fadvice.care@lbhf.gov.uk">H&amp;fadvice.care@lbhf.gov.uk</a>

Website	<a href="https://www.lbhf.gov.uk/crime/victim-support/safeguarding-adults">https://www.lbhf.gov.uk/crime/victim-support/safeguarding-adults</a>
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### Haringey

Contact Name	<b>Safeguarding Adults Referral Advice Line</b>
Address	Civic Centre, High Road, Wood Green, N22 8LE
Contact Number	02084891400
Email	<a href="mailto:firstresponseteam@haringey.gov.uk">firstresponseteam@haringey.gov.uk</a>
Website	<a href="http://www.haringey.gov.uk/social-care-and-health/safeguarding-adults">http://www.haringey.gov.uk/social-care-and-health/safeguarding-adults</a>

### Harrow

Contact Name	<b>Safeguarding Adults Services</b>
Address	Civic Centre, Harrow, HA1 2XY
Contact Number	0208 4209453 <b>Access Harrow/Social Services</b> 02089012680 Out of hours social services - 02084240999
Email	<a href="mailto:safeguardingadults@harrow.gov.uk">safeguardingadults@harrow.gov.uk</a>
Website	<a href="https://www.harrow.gov.uk/adult-social-care">https://www.harrow.gov.uk/adult-social-care</a>

### Havering

Contact Name	<b>Adult Social Services Safeguarding Adults Team</b>
Address	
Contact Number	01708433550
Email	<a href="mailto:Safeguarding_adults_team@haverling.gov.uk">Safeguarding_adults_team@haverling.gov.uk</a>
Website	<a href="#">Havering Adult Safeguarding</a>

## Hillingdon

Contact Name	<b>Hillingdon Local Safeguarding Children Board</b>
Address	Civic Centre, High Street, Uxbridge UB8 1UW
Contact Number	01895556633
Email	
Website	<a href="http://hillingdonlscb.org.uk/">http://hillingdonlscb.org.uk/</a>

## Hounslow

Contact Name	<b>Adult Safeguarding General Enquiries</b>
Address	Civic Centre, Lampton Road, Hounslow, TW3 4DN
Contact Number	Telephone: 020 8583 3100 - Monday to Friday from 9am to 5pm. Out of hours telephone: 020 8583 2222.
Email	
Website	<a href="https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk">https://www.hounslow.gov.uk/info/20130/safeguarding_adults_at_risk</a>

## Islington

Contact Name	<b>Adult Social Services Access Team</b>
Address	Islington Customer Centre, 222 Upper Street, London, N1 1XR
Contact Number	02075272299
Email	Access.service@islington.gov.uk
Website	<a href="https://www.islington.gov.uk/social-care-and-health/abuse/safeguarding-adults-board">Islington Adult Safeguarding</a> <a href="https://www.islington.gov.uk/social-care-and-health/abuse/safeguarding-adults-board">https://www.islington.gov.uk/social-care-and-health/abuse/safeguarding-adults-board</a>

## Kensington and Chelsea

Contact Name	<b>Kensington and Chelsea Social Services</b>
Address	Customer Service Centre, Town Hall, Hornton Street, W8 7NX
Contact Number	02073613013



	Out of Hours 020 7373 2227
Email	<a href="mailto:socialservices@rbkc.gov.uk">socialservices@rbkc.gov.uk</a>
Website	<a href="https://www.peoplefirstinfo.org.uk/kensington-and-chelsea-contact-details/">https://www.peoplefirstinfo.org.uk/kensington-and-chelsea-contact-details/</a>

### Kingston-upon-Thames

Contact Name	<b>Adult Safeguarding</b>
Address	
Contact Number	020 8547 5005
Email	<a href="mailto:Adult.safeguarding@kingston.gov.uk">Adult.safeguarding@kingston.gov.uk</a>
Website	<a href="#">Kingston Adult Safeguarding</a>

### Lambeth

Contact Name	<b>Lambeth Adult Social Care Services</b>
Address	Phoenix House, 10 Wandsworth Road, London, SW8 2LL
Contact Number	Tel: 020 7926 5555 (9am to 5pm. Monday to Friday)  Outside office hours (This includes public holidays) Tel: 020 7926 5555
Email	<a href="mailto:adultsocialcare@lambeth.gov.uk">adultsocialcare@lambeth.gov.uk</a>
Website	<a href="https://www.lambethsab.org.uk/">https://www.lambethsab.org.uk/</a>

### Lewisham

Contact Name	<b>Adult Social Care Advice and Information Team</b>
Address	
Contact Number	02083147777
Email	SCAIT@lewisham.gov.uk
Website	<a href="https://lewisham.gov.uk/organizations/adult-social-care-enquiries">https://lewisham.gov.uk/organizations/adult-social-care-enquiries</a>

### Merton

Contact Name	<b>Merton Safeguarding Adults Board</b>
Address	London Borough of Merton, Civic Centre, London Road, Morden, SM4 5DX
Contact Number	020 8545 3983/020 8545 4388
Email	<a href="mailto:safeguarding.adults@merton.gov.uk">safeguarding.adults@merton.gov.uk</a>
Website	<a href="https://www.mertonsab.org.uk/contact/">https://www.mertonsab.org.uk/contact/</a>

### Newham

Contact Name	<b>Safeguarding Adults Board Coordinator</b>
Address	London Borough of Newham, Newham Dockside, 1000 Dockside, London, E16 2QU
Contact Number	
Email	020 33730440
Website	<a href="http://adultsocialcare.newham.gov.uk/pages/safeguarding-adults.aspx">http://adultsocialcare.newham.gov.uk/pages/safeguarding-adults.aspx</a>

### Redbridge

Contact Name	<b>Redbridge Health and Adult Social Services</b>
Address	
Contact Number	
Email	Report concerns to Redbridge Health and Adult Social Services on 020 8708 7333 (Monday to Friday 9.00am to 5.00pm) or on 0208 553 5825
Website	<a href="https://mylife.redbridge.gov.uk/protecting-adults-at-risk-of-abuse-or-neglect/">https://mylife.redbridge.gov.uk/protecting-adults-at-risk-of-abuse-or-neglect/</a>

### Richmond-upon-Thames

Contact Name	<b>Adult Access Team</b>
Address	
Contact Number	Report abuse using an online form: <a href="https://www.richmond.gov.uk/services/adult_social_care/safeguarding_adults/report_adult_abuse">https://www.richmond.gov.uk/services/adult_social_care/safeguarding_adults/report_adult_abuse</a>
Email	



Website	<a href="http://www.richmond.gov.uk/safeguarding_adults">http://www.richmond.gov.uk/safeguarding_adults</a>
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## Southwark

Contact Name	<b>Safeguarding Adults Team</b>
Address	PO Box 64529 London SE1P 5LX
Contact Number	for adults with a physical or sensory disability and older people (65 years and above): T: 020 7525 3324  for adults (aged 18 to 65) with a mental illness: T: 020 7525 0088  for adults with a learning disability: T: 020 7525 2333
Email	for adults with a physical or sensory disability and older people (65 years and above): E: OPPDContactteam@southwark.gov.uk  for adults (aged 18 to 65) with a mental illness: E: MHContact@southwark.gov.uk  for adults with a learning disability: E: LearningDisabilitiesDuty@southwark.gov.uk
Website	<a href="https://www.southwark.gov.uk/social-care-and-support/adult-social-care/safeguarding-adults/safeguarding-adults">https://www.southwark.gov.uk/social-care-and-support/adult-social-care/safeguarding-adults/safeguarding-adults</a>

## Sutton

Contact Name	<b>Sutton Councils Adults Safeguarding Referral Point</b>
Address	
Contact Number	020 8770 6770
Email	
Website	<a href="https://www.sutton.gov.uk/info/200609/safe_from_abuse_-_adult_safeguarding/1617/help_for_adults_being_abused">https://www.sutton.gov.uk/info/200609/safe_from_abuse_-_adult_safeguarding/1617/help_for_adults_being_abused</a>  Report concerns via form on the page

### Tower Hamlets

Contact Name	<b>Safeguarding Adults Board Manager</b>
Address	Tower Hamlets Council Town Hall Mulberry Place 5 Clove Crescent E14 2BG
Contact Number	Adult Social Care Assessment & Intervention Team on 020 7364 5005.
Email	
Website	Form on <a href="#">Tower Hamlets</a> website

### Waltham Forest

Contact Name	<b>Safeguarding Adults Team</b>
Address	
Contact Number	02084963000
Email	safeadults@walthamforest.gov.uk
Website	Form at <a href="#">Waltham Forest Council</a>

### Wandsworth

Contact Name	<b>Adult Social Care Access Team</b>
Address	
Contact Number	020 8871 7707
Email	<a href="mailto:accessteam@wandsworth.gov.uk">accessteam@wandsworth.gov.uk</a>
Website	<a href="http://www.wandsworth.gov.uk/safeguardingadults">http://www.wandsworth.gov.uk/safeguardingadults</a>

## 5.4 National Governing Bodies

### 5.4 National Governing Body Contacts

<https://thecpsu.org.uk/help-advice/deal-with-a-concern/>

## 5.5 Other Useful Contacts

### General

#### Ann Craft Trust - Safeguarding Adults in Sport and Activity

<b>Address</b>	
<b>Contact Number</b>	0115 951 5400
<b>Email</b>	<a href="mailto:Ann-Craft-Trust@nottingham.ac.uk">Ann-Craft-Trust@nottingham.ac.uk</a>
<b>Website</b>	<a href="http://www.anncrafttrust.org">www.anncrafttrust.org</a>
<b>Description</b>	Safeguarding Adult in Sport and Physical Activity is a new project funded by Sport England to help National Governing Bodies, county sports partnerships, regional partnerships and sports clubs to develop best practice in safeguarding adults at risk.

### Arthritis Care

<b>Address</b>	Floor 4, Linen Court, 10 East Road, London, N1 6AD
<b>Contact Number</b>	080 8800 4050 from 12pm to 4pm Monday to Friday 020 7380 6500 from 10am to 4pm
<b>Email</b>	<a href="mailto:Helplines@arthritiscare.org.uk">Helplines@arthritiscare.org.uk</a>
<b>Website</b>	<a href="http://www.arthritiscare.org.uk">www.arthritiscare.org.uk</a>
<b>Description</b>	Arthritis Care is the only UK-based voluntary organisation working with and for everyone with arthritis. They provide information, training and support to help people take control of their health and their lives. At the same time they campaign for raised awareness about arthritis, and for better services for people affected.

### The Association of Therapeutic Communities

<b>Address</b>	Waterfront, Kingsdown Road, Walmer, Kent, CT14 7LL
<b>Contact Number</b>	01242 620077
<b>Email</b>	<a href="mailto:post@therapeuticcommunities.org">post@therapeuticcommunities.org</a>
<b>Website</b>	

<b>Description</b>	The Association of Therapeutic Communities. Methods of psychological treatment remain a seriously undervalued form of psychotherapy. The ATC exists to try to correct this neglect. Their site includes a database of therapeutic communities.
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## British Association for Counselling and Psychotherapy

<b>Address</b>	BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB
<b>Contact Number</b>	01455 883300
<b>Email</b>	<a href="mailto:bacp@bacp.co.uk">bacp@bacp.co.uk</a>
<b>Website</b>	<a href="http://www.counselling.co.uk">www.counselling.co.uk</a>
<b>Description</b>	The Association exists to serve its members and the psychological therapies, as well as increasing awareness. It publishes directories and other information to enable those seeking counselling and training to make an informed choice.

## British Medical Association

<b>Address</b>	3rd Floor, 356 Holloway Road, London, N7 6PA
<b>Contact Number</b>	020 7387 4499
<b>Email</b>	<a href="mailto:info.web@bma.org.uk">info.web@bma.org.uk</a>
<b>Website</b>	<a href="http://www.bma.org.uk">www.bma.org.uk</a>
<b>Description</b>	The BMA represents all doctors from all branches of medicine all over the UK. It is an independent trade union, officially recognised by government.

## Disabled Living Foundation

<b>Address</b>	4th Floor, Jessica House, Red Lion Square, 191 Wandsworth High Street, London, SW18 4LS
<b>Contact Number</b>	020 7289 6111
<b>Email</b>	<a href="mailto:advice@dlf.org.uk">advice@dlf.org.uk</a>
<b>Website</b>	<a href="http://www.dlf.org.uk">www.dlf.org.uk</a>
<b>Description</b>	Provides specialist advice for people with disabilities and their carers. It has a national telephone helpline service (0845 130 1977), and

	equipment centre (020 7289 6111), factsheets, publications shop and training and events.
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## Disability Rights Commissions

<b>Address</b>	Ground Floor, CAN Mezzanine, 49-51 East Rd, London, N1 6AH
<b>Contact Number</b>	020 7250 8191
<b>Email</b>	<a href="mailto:enquiries@disabilityrightsuk.org">enquiries@disabilityrightsuk.org</a>
<b>Website</b>	<a href="http://www.disabilityrightsuk.org">www.disabilityrightsuk.org</a>
<b>Description</b>	Disability Rights Commission was set up by the government to help secure civil rights for disabled people. As well as giving information and advice to disabled people, employers and service providers, their conciliation service also intervenes in disputes over access to goods and services.

## Hearing Concern

<b>Address</b>	7-11 Armstrong Road, London, W3 7LJ
<b>Contact Number</b>	020 8743 1110
<b>Email</b>	<a href="mailto:info@hearingconcern.org.uk">info@hearingconcern.org.uk</a>
<b>Website</b>	<a href="http://www.hearingconcern.org.uk">www.hearingconcern.org.uk</a>
<b>Description</b>	Hearing Concern exists to overcome the frustration, isolation and loneliness experienced by millions of people in the UK who have hearing loss. It is a leading provider of advice and support, campaigns on behalf of its client group and promotes awareness of the communication needs of deaf and hard of hearing people.

## NACRO

<b>Address</b>	First Floor, 46 Loman Street, London, SE1 0EH
<b>Contact Number</b>	0300 123 1889
<b>Email</b>	<a href="mailto:helpline@nacro.org.uk">helpline@nacro.org.uk</a>
<b>Website</b>	<a href="http://www.nacro.org.uk">www.nacro.org.uk</a>
<b>Description</b>	Crime reduction charity aiming to make society safer by finding practical solutions to reducing crime. Projects include resettling prisoners, working with young people, housing people, working with families and

	communities, getting people into work and finding better ways to reduce crime.
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### National Association of Citizens Advice Bureaux

<b>Address</b>	Citizens Advice, 3rd Floor North, 200 Aldersgate, London, EC1A 4HD
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.nacab.org.uk">www.nacab.org.uk</a>
<b>Description</b>	The Citizens Advice Bureau runs 'Adviceguide' which gives basic advice and information on people's rights. It gives a broad outline of your legal position and what you can do. If problems are complicated, it is more appropriate to contact Citizen's Advice Bureaux.

### National Autistic Society

<b>Address</b>	393 City Road, London, EC1V 1NG
<b>Contact Number</b>	020 7833 2299
<b>Email</b>	<a href="mailto:nas@nas.org.uk">nas@nas.org.uk</a>
<b>Website</b>	<a href="http://www.nas.org.uk">www.nas.org.uk</a>
<b>Description</b>	The Charity's objective is to provide education, treatment, welfare and care to people with autism and related conditions.

### National Information Forum

<b>Address</b>	Derek Kinrade, 33 Highshore Road, London, SE15 5AF
<b>Contact Number</b>	020 7708 5943
<b>Email</b>	
<b>Website</b>	<a href="http://www.nif.org.uk">www.nif.org.uk</a>
<b>Description</b>	National Information Forum is an umbrella organisation that seeks to encourage the provision of accessible information to people with disabilities, older people and anyone else disadvantaged in gaining access to information by whatever means possible.

## Rape Crisis Federation of England and Wales

<b>Address</b>	BCM 4444, London, WC1N 3XX
<b>Contact Number</b>	
<b>Email</b>	<a href="mailto:info@rapecrisis.co.uk">info@rapecrisis.co.uk</a>
<b>Website</b>	<a href="http://www.rapecrisis.co.uk">www.rapecrisis.co.uk</a>
<b>Description</b>	Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

## Royal National Institute for the Blind

<b>Address</b>	105 Judd Street, London, WC1H 9NE
<b>Contact Number</b>	020 7388 1266 0303 123 9999
<b>Email</b>	
<b>Website</b>	<a href="http://www.rnib.org.uk">www.rnib.org.uk</a>
<b>Description</b>	The Royal National Institute for the Blind offers information, support and advice to over 2 million people with sight problems. It fights for equal rights and funds research.

## Susy Lamplugh Trust

<b>Address</b>	The Foundry, 17-19 Oval Way, London, SE11 5RR
<b>Contact Number</b>	020 83921839
<b>Email</b>	<a href="mailto:info@suzylamplugh.org">info@suzylamplugh.org</a>
<b>Website</b>	<a href="http://www.suzylamplugh.org">www.suzylamplugh.org</a>
<b>Description</b>	The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

## Turning Point

<b>Address</b>	Standon House, 21 Mansell Street, London, E1 8AA
<b>Contact Number</b>	020 7481 7600
<b>Email</b>	<a href="mailto:info@turning-point.co.uk">info@turning-point.co.uk</a>



<b>Website</b>	<a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a>
<b>Description</b>	Turning Point has over thirty years of experience working with those most excluded in our society. They operate a range of projects throughout the Country in the areas of drug and alcohol abuse, mental health and learning disabilities.

## Victim Support

<b>Address</b>	
<b>Contact Number</b>	0808 168 9111
<b>Email</b>	
<b>Website</b>	<a href="http://www.victimsupport.com">www.victimsupport.com</a>
<b>Description</b>	Victim Support provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

## Women's Aid Federation of England and Wales

<b>Address</b>	PO BOX 3245, Bristol, BS2 2EH
<b>Contact Number</b>	0117 9444411
<b>Email</b>	<a href="mailto:info@womensaid.org.uk">info@womensaid.org.uk</a>
<b>Website</b>	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>
<b>Description</b>	Women's Aid is a national domestic violence charity. It also runs a domestic violence helpline 08457 023 468.

## Learning Disability

### Ann Craft Trust

<b>Address</b>	Ann Craft Trust, Centre for Social Work, University Park, University of Nottingham, Nottingham, NG7 2RD
<b>Contact Number</b>	0115 9515400
<b>Email</b>	<a href="mailto:Ann-Craft-Trust@nottingham.ac.uk">Ann-Craft-Trust@nottingham.ac.uk</a>
<b>Website</b>	<a href="http://www.anncrafttrust.org">www.anncrafttrust.org</a>
<b>Description</b>	ACT is a national organisation working with staff in the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk from abuse.



## Association for Real Change

<b>Address</b>	ARC House, Marsden Street, Chesterfield, S40 1JY
<b>Contact Number</b>	01246 555043
<b>Email</b>	
<b>Website</b>	<a href="http://www.arcuk.org.uk">www.arcuk.org.uk</a>
<b>Description</b>	ARC is an umbrella organisation which brings together those who provide services for people with learning disabilities. Its objectives are to support, develop and promote quality services for people with learning disabilities throughout the UK.

## British Institute for Learning Disabilities

<b>Address</b>	Birmingham Research Park, 97 Vincent Drive, Edgbaston, Birmingham, B15 2SQ
<b>Contact Number</b>	0121 415 6960
<b>Email</b>	<a href="mailto:enquiries@bild.org.uk">enquiries@bild.org.uk</a>
<b>Website</b>	<a href="http://www.bild.org.uk">www.bild.org.uk</a>
<b>Description</b>	BILD is a not-for-profit organisation with charity status, which exists to improve the quality of life of all people with a learning disability. BILD provides information, publications and training and consultancy services for organisations and individuals.

## Respond

<b>Address</b>	3 <sup>rd</sup> Floor, 24-32 Stephenson Way, London, NW1 2HD
<b>Contact Number</b>	020 7383 0700 0808 808 0700(Helpline)
<b>Email</b>	<a href="mailto:services@respond.org.uk">services@respond.org.uk</a>
<b>Website</b>	<a href="http://www.respond.org.uk">www.respond.org.uk</a>
<b>Description</b>	Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

## Sense



<b>Address</b>	Sense, 101 Pentonville Road, London N1 9LG
<b>Contact Number</b>	0300 330 9256 or 020 7520 0972
<b>Email</b>	<a href="mailto:enquiries@sense.org.uk">enquiries@sense.org.uk</a>
<b>Website</b>	<a href="http://www.sense.org.uk">www.sense.org.uk</a>
<b>Description</b>	Sense is the UK's leading organisation for people who are deafblind and have associated disabilities. Sense believes that given the right services and support, deafblind people can develop their talents and choose how they wish to live their lives.

## Mental Health

### Alcohol Concern

<b>Address</b>	Waterbridge House, 32-36 Loman Street, London, SE1 0EE
<b>Contact Number</b>	020 7928 7377
<b>Email</b>	<a href="mailto:contact@alcoholconcern.org.uk">contact@alcoholconcern.org.uk</a>
<b>Website</b>	<a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a>
<b>Description</b>	A national agency on alcohol misuse, working to reduce the incidence and costs of alcohol related harm and to increase the range and quality of services available to people with alcohol related problems. Provides a useful factsheet (No 33) on Alcohol and Older People.

### BBC Mental Health Section

<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.bbc.co.uk">www.bbc.co.uk</a>
<b>Description</b>	BBC Online have a mental health homepage offering information on mental health conditions, and resources for getting help and treatment.

### Depressives Anonymous

<b>Address</b>	Box FDA, Ormiston House, 32-36 Pelham Street, Nottingham, NG1 2EG
<b>Contact Number</b>	0870 774 4320

<b>Email</b>	
<b>Website</b>	
<b>Description</b>	Mutual aid organisation providing self-help groups, pen-friend scheme and newsletters.

### Drugs Information Online

<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.drugs.com">www.drugs.com</a>
<b>Description</b>	A comprehensive and up-to-date drug information resource online – over 24,000 approved medications.

### National Centre for Eating Disorders

<b>Address</b>	National Centre For Eating Disorders, 54 New Road, Esher, Surrey, KT10 9NU
<b>Contact Number</b>	0845 838 2040
<b>Email</b>	<a href="mailto:info@edauk.com">info@edauk.com</a>
<b>Website</b>	<a href="http://www.edauk.com">www.edauk.com</a>
<b>Description</b>	A national charity offering help, support and information to people whose lives are affected by eating disorders, in particular, anorexia and bulimia nervosa.

### Internet Mental Health

<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.mentalhealth.com">www.mentalhealth.com</a>
<b>Description</b>	An encyclopaedia of common mental health conditions offering information on diagnosis, treatment and research.

### Manic Depression Fellowship

<b>Address</b>	Bipolar UK, 11 Belgrave Road, London, SW1V 1RB
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<b>Contact Number</b>	0333 323 3880
<b>Email</b>	<a href="mailto:info@bipolaruk.org">info@bipolaruk.org</a>
<b>Website</b>	<a href="http://www.bipolaruk.org">www.bipolaruk.org</a>
<b>Description</b>	The Manic Depression Fellowship (MDF) is a national user-led organisation and registered charity for people whose lives are affected by manic depression.

## MIND

<b>Address</b>	15-19 Broadway, London, E15 4BQ
<b>Contact Number</b>	020 8519 2122
<b>Email</b>	<a href="mailto:contact@mind.org.uk">contact@mind.org.uk</a>
<b>Website</b>	<a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Description</b>	Mind is a leading mental health charity working to create a better life for everyone with experience of mental distress by challenging discrimination, influencing policy, developing quality services, advancing users' views and achieving equal rights.

## National Phobics Society

<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.phobics-society.org.uk">www.phobics-society.org.uk</a>
<b>Description</b>	A user-led organisation, run by sufferers and ex-sufferers of anxiety disorders supported by a high-profile medical advisory panel.

## Psychology Information Online

<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Website</b>	<a href="http://www.psychologyinfo.com">www.psychologyinfo.com</a>



<b>Description</b>	Psychology Information Online provides information online about psychological diagnosis, disorders, problems, psychotherapy and counselling.
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## Rethink

<b>Address</b>	89 Albert Embankment, London, SE1 7TP
<b>Contact Number</b>	0121 522 7007
<b>Email</b>	<a href="mailto:advice@rethink.org">advice@rethink.org</a>
<b>Website</b>	<a href="http://www.rethink.org">www.rethink.org</a>
<b>Description</b>	Rethink, as of July 2002, is the new operating name for the 'National Schizophrenia Fellowship'. Dedicated to improving the lives of those affected by severe mental illness.

## Samartians

<b>Address</b>	The Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF
<b>Contact Number</b>	Tel: 020 8394 8300 Helpline – 116 123 (UK)
<b>Email</b>	
<b>Website</b>	<a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>
<b>Description</b>	The UK and Republic of Ireland based charity provides confidential emotional support to any person who is suicidal or despairing and increases public awareness of issues around suicide and depression.

## Older People

### Action on Elder Abuse

<b>Address</b>	PO Box 60001, Streatham, SW16 9BY
<b>Contact Number</b>	020 8765 7000
<b>Email</b>	<a href="mailto:enquiries@elderabuse.org.uk">enquiries@elderabuse.org.uk</a>
<b>Website</b>	<a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a>
<b>Description</b>	A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

## Age UK

<b>Address</b>	Tavis House, 1-6 Tavistock Square, London, WC1H 9NA
<b>Contact Number</b>	0800 169 2081
<b>Email</b>	
<b>Website</b>	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>
<b>Description</b>	Age Concern provides essential services and campaigns on issues like age discrimination and pensions and works to influence public opinion and government policy about older people.

## Alzheimer's Disease Society

<b>Address</b>	Alzheimer's Society, Devon House, 58 St Katharine's Way, London, E1W 1LB
<b>Contact Number</b>	020 7423 3500
<b>Email</b>	<a href="mailto:events@alzheimers.org.uk">events@alzheimers.org.uk</a>
<b>Website</b>	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
<b>Description</b>	The Alzheimer's Disease Society is the UK's leading care and research charity for people with any form of dementia and their carers.

## Centre for Policy on Ageing

<b>Address</b>	19-23 Ironmonger Row, London, EC1V 3QP
<b>Contact Number</b>	020 7553 6500
<b>Email</b>	<a href="mailto:cpa@cpa.org.uk">cpa@cpa.org.uk</a>
<b>Website</b>	<a href="http://www.cpa.org.uk">www.cpa.org.uk</a>
<b>Description</b>	

## Friends of the Elderly

<b>Address</b>	Friends of the Elderly Headquarters, 40-42 Ebury Street, London, SW1W 0LZ
<b>Contact Number</b>	020 7730 8263



<b>Email</b>	<a href="mailto:enquiries@fote.org.uk">enquiries@fote.org.uk</a>
<b>Website</b>	<a href="http://www.fote.org.uk">www.fote.org.uk</a>
<b>Description</b>	Friends of the Elderly is a charity providing a combination of nursing, residential and dementia care from nine sites and support services to people through day centres or in their own homes. It makes grants nationally from funds it manages and helps people access other funds they are entitled to.

## Dementia UK

<b>Address</b>	
<b>Contact Number</b>	0800 888 6678
<b>Email</b>	
<b>Website</b>	<a href="http://www.dementiauk.org">www.dementiauk.org</a>
<b>Description</b>	Specialist one-to-one support. Expert advice. These are the two key ways we help people living with dementia at Dementia UK. We do this through our unique Admiral Nurses who work hand in hand with families, helping them cope with the fear, uncertainty and difficult everyday reality of dementia. By providing compassionate support and guidance, we help families to live more positively with dementia in the present, and face the challenges of tomorrow with more confidence and less fear.

## Stroke Association

<b>Address</b>	Stroke House, 240 City Road, London, EC1V 2PR
<b>Contact Number</b>	Tel: 020 7566 0300 Helpline: 0845 30 33 100
<b>Email</b>	<a href="mailto:info@stroke.org.uk">info@stroke.org.uk</a>
<b>Website</b>	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>
<b>Description</b>	

## Appendix 1



## Example Incident Referral Report Form

Your Name:
Your Position:
Name of adult:
Address of adult:
Carers names and address (if applicable):
Date and time of any incident:
Your observations:





Exactly what the person in question said and what you said

(Remember, do not lead person – record actual details. Continue on separate sheet if necessary)



## Appendix 2

### Legislation and Government Initiatives

#### **Sexual Offences Act 2003**

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children. [www.opsi.gov.uk](http://www.opsi.gov.uk)

#### **Mental Capacity Act 2005**

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention. [www.dca.gov.uk](http://www.dca.gov.uk)

#### **Safeguarding Vulnerable Groups Act 2006**

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance. [www.opsi.gov.uk](http://www.opsi.gov.uk)



### **Deprivation of Liberty Safeguards**

<https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

Introduced into the Mental Capacity Act 2005 and came into force in April 2009. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

### **Disclosure & Barring Service 2013**

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS). [www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service)

### **The Care Act 2014 – statutory guidance**

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

### **Making Safeguarding Personal Guide 2014**

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.