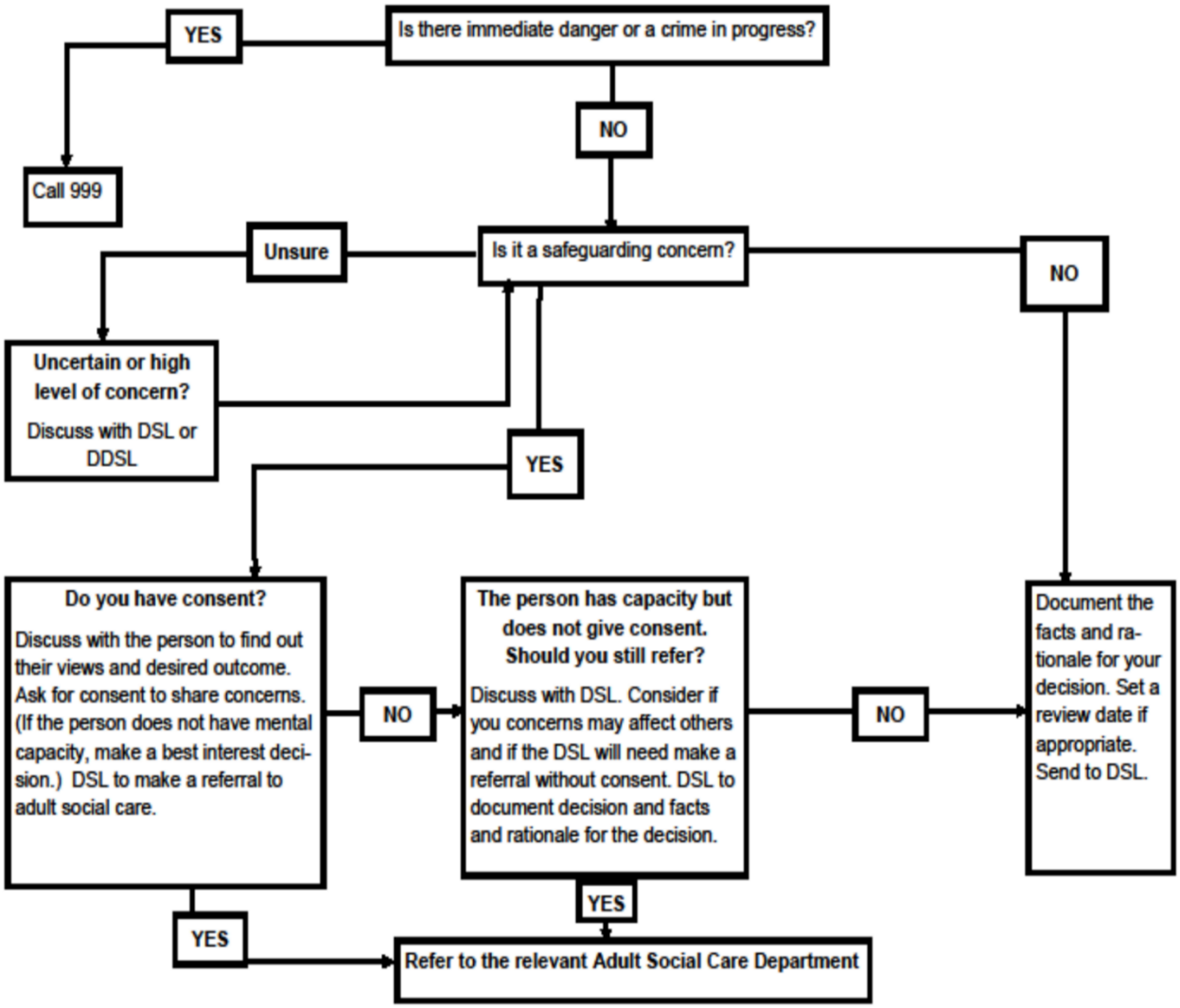
Safeguarding Adults Policy for Berkshire Music Trust

September 2026 to be reviewed annually

Adult Safeguarding Flowchart



Contents

Purpose 4

Scope 4

Commitments 4

Implementation 6

Key Points 6

Safeguarding Adults Legislation 7

Definition of an Adult at Risk 7

Abuse and Neglect 8

Signs and Indicators of Abuse and Neglect 9

What to do if an adult makes a disclosure about abuse? 10

If an adult discloses historical abuse 10

What to do if the adult does not give consent for information to be passed on? 12

Appendix 1 - Wellbeing Principle and Person Centred Safeguarding 13

Appendix 2 - Mental Capacity and Decision Making 14

Appendix 3 - Recording and Information Sharing 16

Appendix 4 - Multi-Agency Working 17

Appendix 5 - Contacts 18

Appendix 6 – Sources of Information and Support 20

Purpose

The purpose of this policy is to demonstrate the commitment of Berkshire Music Trust to safeguarding adults and to ensure that everyone involved in Berkshire Music Trust is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Scope

This Safeguarding Adults policy and associated procedures apply to all individuals involved in Berkshire Music Trust including Board members, Teachers, Operations Team and Volunteers and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

We expect our partners including delivery partners to adopt and demonstrate their commitment to the principles and practice as set out in this Safeguarding Adults Policy and associated procedures.

Commitments

In order to implement this policy Berkshire Music Trust will ensure that:

- Everyone involved with Berkshire Music Trust is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.

- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with Berkshire Music Trust Safeguarding Adults Policy and Procedures.

- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).

- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.

- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.

- Berkshire Music Trust will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.

- All Board members, teachers, operations team and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.

- Berkshire Music Trust uses safer recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this

organisation.

- Berkshire Music Trust shares information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/Social Services.

- When planning activities and events Berkshire Music Trust includes an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead for that event.

- Actions taken under this policy are reviewed by the Board and Senior Leadership Team on an annual basis.

- This policy, related policies (see below) and the Safeguarding Adults Procedures are reviewed no less than on a two-yearly basis and whenever there are changes in relevant legislation and/or government guidance as required by the Local Safeguarding Board, or as a result of any other significant change or event.

Implementation

Berkshire Music Trust is committed to developing and maintaining its capability to implement this policy and procedures.

In order to do so the following will be in place:

- A clear line of accountability within the organisation for the safety and welfare of all adults.
- Access to relevant legal and professional advice.
- Regular management reports to the Board detailing how risks to adult safeguarding are being addressed and how any reports have been addressed.
- Safeguarding adult procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.
- A Safeguarding Lead.
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- Codes of conduct for all employees and volunteers that specify zero tolerance of abuse in any form.
- Risk assessments that specifically include safeguarding of adults.
- Policies and procedures that address the following areas and which are consistent with this Safeguarding Adults policy.

  - ✓ Safeguarding Children
  - ✓ Bullying and harassment
  - ✓ Social Media
  - ✓ Equality, diversity and inclusion
  - ✓ Safe activities risk assessments
  - ✓ Code of Conduct
  - ✓ Discipline and grievance
  - ✓ Complaints
  - ✓ Whistleblowing
  - ✓ Safer recruitment
  - ✓ Information policy, data protection and information sharing

Key Points

- There is a **legal duty on Local Authorities** to provide support to 'adults at risk'.
- **Adults at risk** are defined in legislation, see definition on page 7.
- The safeguarding legislation applies **to all forms of abuse** that harm a person's well-being.
- The law provides a framework for good practice in safeguarding that makes the overall **well-being** of the adult at risk a priority of any intervention.
- The law in England emphasises the importance of **person-centred safeguarding,** referred to as **'Making Safeguarding Personal'** in England.
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (**Mental Capacity**).
- The law provides a framework for charities to **share concerns** they have about adults at risk with the local authority.

- The law provides a framework for all organisations to **share information and cooperate** to protect adults at risk.

Safeguarding Adults Legislation

Safeguarding Adults in all England is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- England - The Care Act 2014
  Care and Support Statutory Guidance (especially chapter 14) 2014
- England and Wales - Mental Capacity Act 2005

Definition of an Adult at Risk

An **adult at risk** is an individual aged 18 years and over who:

a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
b) is experiencing, or at risk of, abuse or neglect, AND;
c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

England (Care Act 2014)

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. Berkshire Music Trust may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place. They include the following:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams..

Abuse can take place within the musical activities provided by Berkshire Music Trust and the person causing harm might be any other person. For example: a member of staff, , a volunteer, a participant or a audience member.

Some examples of abuse within musical activities include:

- Harassment of a participant because of their (perceived) disability or other protected characteristics.
- Not meeting the needs of the participant e.g. rehearsing without a necessary break.
- A director or teacher intentionally touching or harming a participant.
- A staff member or volunteer who sends unwanted sexually explicit text messages to a participant with learning disabilities.
- A participant threatens another participant with physical harm and persistently blames them for poor performance.

Abuse or neglect outside of our activities could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

The Safeguarding Adults Legislation in each England defines categories of adult abuse and harm as follows.

Physical
Sexual
Emotional/Psychological/Mental
Neglect and acts of Omission
Financial or material abuse
Discriminatory
Organisational / Institutional
Self-neglect
Domestic Abuse (including coercive control)
Modern slavery

England (Care Act 2014)

Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, volunteer or another participant that they are experiencing abuse inside or outside of the Berkshire Music Trust. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant in a team has been missing from rehearsals and is not responding to reminders from teachers, ensemble leaders or workshop leaders.
- Someone losing or gaining weight / an unkempt appearance. This could be a participant whose appearance becomes unkempt and there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant whom they greet with a smile.
- Self-harm.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure.

What to do if an adult makes a disclosure about abuse?

If an adult discloses something that sounds like they have been or are being abused, firstly establish the safety of both the adult and yourself. If any lives are in danger then you need to ring the police – 999.

If you think there has been a crime but it is not an emergency, call the Police on 101.

Report then to the DSL team at Berkshire Music Trust.

Do:

- Stay calm and listen and ask their permission to pass the information on.
- Take what you are being told seriously
- Make a written note of what you have been told
- Pass to the DSL team

Do not:

- Press the person for more details
- Assume that someone else will take action
- Contact the alleged abuser
- Promise to keep it a secret

If you suspect abuse, but no disclosure has been made, then please contact the DSL team at Berkshire Music Trust. Follow this up in writing.

If an adult discloses historical abuse

Child abuse may relate to physical, sexual or emotional abuse or neglect and may have occurred at any point during the adult's childhood; there is no time limit on reporting these offences.

Child sexual abuse is prevalent, with 7.5% of adults aged 18–74 years having reported experiencing child sexual abuse in England and Wales before the age of 16 (Office for National Statistics, 2020). Experiencing child sexual abuse can have various short and long-term impacts, including physical and mental health problems, socio-economic issues, effects on relationships, religious/spiritual impacts, and vulnerability to re-victimisation (Fisher et al., 2017). To cope with these, victims and survivors may need the help of statutory and voluntary support services.

An alleged perpetrator may continue to present a risk to children, and if the information is not shared, there is potential for children to remain at risk of harm and further abuse. It may also be the case that there are other victims. It is not always obvious when an original complaint is made that a single allegation may become part of a complex child abuse investigation.

Non-recent abuse disclosures may involve allegations regarding deceased perpetrators. High profile cases have highlighted the need to take these allegations seriously because perpetrator may have abused multiple victims.

2. Action to be Taken by Professionals Receiving the Disclosure

Staff should discuss with and inform the adult of the following:

- Information may need to be shared: Explain that some information may need to be shared without consent to prevent further abuse. This is in line with current information sharing protocols and is particularly relevant to those in a therapeutic role;
- Reassure the adult that any report of abuse will be treated seriously;
- Try to avoid asking leading questions or specific detail about the abuse;
- Where the adult speaks in detail about the abuse, let them finish telling their story and accurately record what is said.

The staff member or DSL team where appropriate should try and establish the following:

- What has been disclosed and by whom;
- When the abuse occurred and over what period;
- Where the abuse took place and any other victims;
- The name of the alleged perpetrator. If the adult does not name the alleged perpetrator, try to establish the relationship e.g. family member, teacher;
- Whether the alleged perpetrator is still alive, where they may have lived/or are living;
- Whether the alleged perpetrator is known to be in contact with children currently and the identity of any child who may be at risk, if known.

This must be passed onto the DSL team without delay

Where the alleged perpetrator **is alive and is known or suspected to have contact with children** the following referrals should be made without delay:

- Police via 101;
- Social care in the area the alleged perpetrator is currently residing;
- Local Authority Designated Officer (LADO) where the alleged perpetrator is working with children in a position of responsibility, authority or trust, either paid or in a voluntary capacity.

Where the alleged perpetrator is **deceased or is living and has not had contact with children**:

- Refer to police via 101 because the police need to be informed of the non-recent abuse.

What to do if the adult does not give consent for information to be passed on?

If the adult has mental capacity, then if possible, it is always best to discuss any concerns you have with the person at risk and obtain their agreement, where feasible and safe to do so, before you report abuse or neglect. If the person has the mental capacity to make decisions about their own safety, but does not want you to tell anyone what is going on or take matters further, you have a difficult decision to make.

In other cases, adults may choose not to report abuse, perhaps because they are afraid it will damage an important relationship. In this situation, it can be hard to know what to do.

Where someone lacks mental capacity If the person does not have the mental capacity to give consent to a concern being raised, you should discuss this with the local authority, or the police if a crime has been committed. Mental capacity is time and decision-specific, meaning someone may be able to make some decisions and not others. Sometimes it is right to seek support without the consent of the individual if they are still at risk or the perpetrator of the abuse may also be putting other people at risk.

When in doubt, the DSL will seek advice with Adult Social Care without giving specific details of the adult concerned.

Appendix 1 - Wellbeing Principle and Person Centred Safeguarding

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of well-being.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby '*What good is it making someone safe when we merely make them miserable?'* What Price Dignity? (2010)

For that reason any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

Person Centred Safeguarding/ Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

England (Care Act 2014)
The Act's principles are:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding.

Appendix 2 - Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

→ Understand information
→ Remember it for long enough
→ Think about the information
→ Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a

disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

England has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst taking part in a music activity will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement with the person who has enrolled the adult in the activity about how different types of decisions will be made on a day to day basis.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when Berkshire Music Trust needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

Appendix 3 - Recording and Information Sharing

Berkshire Music Trust complies with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.
This does **NOT** automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Appendix 4 - Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

Berkshire Music Trust may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.
- Provide a safe environment for the adult to continue their music activity/ their role in the organisation.

Appendix 5 - Contacts

If you are concerned that an adult or child is being abused or neglected in an emergency situation, then call the Police on 999. If you think there has been a crime but it is not an emergency, call the Police on 101.

If you are concerned about yourself or another adult who may be being abused or neglected, contact Adult Social Care in the area in which the person lives, on the numbers, email address or by completed an online form below:

Contact details for adults

Local Authority	**Phone Number**	**Email Contact**	**Online form for reporting concerns**
Bracknell Forest	01344 351500		https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/report-safeguarding-concern
Reading	0118 9373747	CSAAdvice.Signposting@reading.gov.uk	https://www.reading.gov.uk/adult-care/protecting-adults/report-abuse/
Royal Borough of Windsor and Maidenhead	01628 683744		https://www.rbwm.gov.uk/adult-social-care/safeguarding-adults-abuse
West Berkshire	01635 519056	safeguardingadults@westberks.gov.uk	https://www.westberks.gov.uk/safeguardingconcern
Wokingham	0118 974 6371	Adultsafeguardinghub@wokingham.gov.uk	https://www.wokingham.gov.uk/care-and-support-adults/safety-and-reporting-abuse/adult-safeguarding/report-abuse-adult

Neighbouring Authorities

Local Authority	**Phone Number**	**Email Contact**	**Online form for reporting concerns**
Hampshire			https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/contact/start-a-referral
Oxfordshire			https://www.oxfordshire.gov.uk/residents/social-and-health-care/social-and-health-care-information-professionals/raising-safeguarding-concern-0
Slough	01753		https://lasadultsportal.slough.gov.uk/web/portal/pages/safeguarding/safeguardingassess#h1

	475111.		
Surrey	0300 200 1005		https://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/safereferral
Wiltshire	0300 456 0111		https://adultslas.wiltshire.gov.uk/web/portal/pages/referrals/safeguarding

Appendix 6 – Sources of Information and Support

Action on Elder Abuse
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.
Tel: 020 8765 7000
Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

Ann Craft Trust (ACT)
A national organisation providing information and advice about adult safeguarding.
Tel: 0115 951 5400
Email: Ann-Craft-Trust@nottingham.ac.uk
www.anncrafttrust.org

Men's Advice Line
For male domestic abuse survivors
Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline
Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines
Tel: 0808 2000 247
www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales
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.
Email: info@rapecrisis.co.uk
www.rapecrisis.co.uk

Respond
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.
Tel: 020 7383 0700 or
0808 808 0700 (Helpline)
Email: services@respond.org.uk
www.respond.org.uk

Stop Hate Crime
Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.
24 hours service:
Telephone: 0800 138 1625
Web Chat: www.stophateuk.org/talk-to-us/
E mail: talk@stophateuk.org

Text: 07717 989 025
Text relay: 18001 0800 138 1625
By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust
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.
Tel: 020 83921839
Fax:Email: info@suzylamplugh.org
www.suzylamplugh.org

Victim Support
Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.
Tel: 0808 168 9111
www.victimsupport.com

Women's Aid Federation of England and Wales
Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.
www.womensaid.org.uk/information-support