

One Church Brighton

Safeguarding Adults

Policy and Procedures

November 2015

One Church Brighton, Gloucester Place, Brighton, BN1 4AA
01273 694746
info@onechurchbrighton.org
www.onechurchbrighton.org

Designated person for Safeguarding Adults
Nerina Mackenzie-Parr

Minister
Dave Steell
07970160335

report an incident:
safe@onechurchbrighton.org

Churches Agency for Safeguarding
020 7467 5216

Local Authority Adult Social Care

Report the abuse or neglect of an adult at risk to [Access Point](#), the contact centre for Adult Social Care.

Email address: accesspoint@brighton-hove.gov.uk

Phone: 01273 295555 Out-of-hours: 01273 295555 (answered by Carelink Plus)

Minicom: 01273 296205

Address: Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JP

In an emergency, dial 999.

If you think a crime has taken place, but it is not an emergency, please call Sussex Police on 101.

If you need to discuss your concerns out of normal office hours, call the [emergency out of hours duty service](#). 01273 295555 (Social care emergencies)

Other useful contacts can be found in appendix 2 at the back of this policy

1. Introduction

The vision of One Church Brighton is: "A community of imperfect people, centered on Jesus Christ, growing together in faith, hope & love." One Church Brighton also holds strongly to its values of

Intimacy: with God

Involvement: with the world

Interdependence: with each other

Inclusion: with everyone

Integrity: with all we do

In fulfilling this vision and holding to its values the church

- Has a programme of activities with adults
- Welcomes all people into the life of our community
- Makes our premises available to organisations working with people from all walks of life and with different needs and vulnerabilities

The church recognises its responsibilities for the safeguarding of all people (regardless of gender, race, ethnicity, sexual orientation, identity or ability).

Safeguarding is taken seriously by One Church Brighton and is seen as the responsibility of all staff, partners and volunteers. One Church Brighton is committed to valuing, protecting and safeguarding people associated with the church and to this end holds itself to the following policies and to the development of procedures to ensure their implementation.

One Church Brighton recognises that the abuse of adults constitutes a clear infringement of their rights and freedoms as citizens. One Church is committed to safeguarding the rights and safety of adults using its services. This policy aims to protect adults to ensure that they receive a safe sound and supportive service. Every individual associated with One Church has a role to play in creating a climate which protects adults. All staff, volunteers and people attending projects and events should ensure their personal conduct embodies the principles of this policy. Contravention is regarded very seriously. Breaches of the Policy may lead to disciplinary action and may also be dealt with in the Courts if they involve breaches of the law.

2. Legal Framework

The 'Safeguarding Adults' policy of One Church Brighton is based on the 'Sussex Safeguarding Adults Policy and Procedures' revised in April 2015.

The Care Act 2014 provides the first statutory framework for safeguarding adults and replaces previous guidance such as 'No Secrets'

The Sussex Safeguarding Adults Policy and Procedures outlines six principles that should inform the ways in which people work with adults. These are:

1. **Empowerment.** People being supported and encouraged to make their own decisions and give informed consent.
2. **Prevention.** It is better to take action before harm occurs.
3. **Proportionality.** The least intrusive response appropriate to the risk presented

4. **Protection.** Support and representation for those in greatest need.
5. **Partnership.** Local solutions through services working with their communities.
6. **Accountability.** Accountability and transparency in delivering safeguarding.

3. Who does this policy apply to?

The policy is concerned with empowering and protecting adults who have care and support needs and who are at risk of abuse or neglect. In determining whether an adult comes under the scope of the policy the local authority will determine whether the adult meets the following three key tests:

- The adult has needs for care and support (whether or not the local authority is meeting any of those needs)
- The adult is experiencing, or at risk of, abuse or neglect
- As a result of their care and support needs, the adult is unable to protect themselves from either the risk of, or the experience of abuse or neglect

4. Adult Safeguarding – what it is

- Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect
- Organisations should always promote the person's wellbeing in their safeguarding arrangements. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved

Responsibilities of paid staff and volunteers

- Recognising possible signs of abuse
- Responding to safeguarding concerns appropriately
- Raising safeguarding concerns where these are identified
- Sharing information appropriately where this may prevent abuse

The aims of safeguarding adults

- Stop abuse
- Prevent harm and reduce risk of abuse
- Safeguard adults in a way that supports them to have choice and control
- Promote an approach that improves lives of the adults concerned
- Raise awareness within the One Church community and projects so that we play a part in preventing abuse
- Provide information and support in accessible ways
- Address the cause of the abuse or neglect

What is Harm?

Harm means a negative or detrimental impact on a person's emotional, physical or mental wellbeing.

It is important to remember that the impact and experience of this may be different for each person

5. Types and Signs of Abuse

(all the definitions below are taken from the Sussex Safeguarding Adults Policy and Procedures 2015,)

Types of abuse that may be experienced by adults:

- Physical Abuse
- Domestic Abuse
- Sexual Abuse
- Emotional Abuse
- Financial Abuse
- Discriminatory abuse
- Organisational Abuse
- Neglect
- Modern Slavery
- Self Neglect

Physical abuse

This may be defined as 'the use of force, or any action or inaction which results in pain or injury or a change in the person's natural physical state' or the 'non- accidental infliction of physical force that results in bodily injury, pain or impairment'.

Example of behaviour: hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions and hair pulling.

Inadvertent physical abuse that arises from poor support or care eg bruising arising from poor moving and handling is classified as 'neglect'

Indicators (signs) of physical abuse

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the adult
- Bruises and /welts on face. Lips, mouth, torso, arms, back, buttocks, thighs.
- Clusters of injuries forming regular patterns or reflecting the shape of an article
- Burns, especially on soles, palms or back; from immersion in hot water, friction burns, rope or electrical appliance burns.
- Multiple fractures
- Lacerations or abrasions to mouth, lips, gums, eyes, external genitalia.
- Marks on body, including slap marks, finger marks
- Injuries at different stages of healing
- Medication misuse (under or over medicating).
- Inappropriate use of physical restraint.
- Person showing signs of fear or emotional distress

Domestic Abuse

Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality (Home Office revised definition 2013)

Domestic abuse includes intimate partners and other family members.

Examples include: psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence'.

Sexual abuse.

Direct or indirect involvement in sexual activity without valid consent (this can include when an adult has not or cannot consent, or was pressurized into consenting).

This includes: rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Possible indicators of sexual abuse:

- Significant change in sexual behaviour or attitude
- Pregnancy in a woman who is unable to consent to sexual intercourse
- Changes to urinary continence or soiling
- Poor concentration
- Person appears withdrawn, depressed or stressed
- Unusual difficulty or sensitivity in walking or sitting
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital area
- Sexually transmitted diseases, urinary tract or vaginal infection
- Bruises to thighs, upper arms, or neck, or 'love bites'
- Self harming behaviour
- Showing signs of fear or emotional distress

Psychological Abuse

This includes: emotional abuse, threats of harm or abandonment, deprivation of contact with others, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Psychological abuse indicators:

- Change in appetite
- Low self esteem, deference, passivity, and resignation
- Fear, defensiveness and ambivalence
- Emotional withdrawal
- Sleep disturbance

- Self Harming behaviour
- Other indicators associated with discriminatory abuse
- Other indicators that are specific to an individual what would indicate they are experiencing distress.

Financial or Material abuse

Financial abuse is the main source of abuse recorded by the Office of the Public Guardian both amongst adults and children at risk.

Financial abuse can occur in isolation but is also likely to be connected to some other form of abuse. Although this is not always the case, everyone should be aware of this possibility.

Financial abuse includes:

- Theft
- Fraud
- Scamming
- Coercion

Examples of abusive behaviour:

Misappropriating money, valuables or property (including the remortgage and /or sale of property without knowledge or consent, or under coercion), forcing or coercing changes to a will and testament, preventing access to money, property, possessions or inheritance, stealing.

Indicators of financial abuse include:

- Change in living conditions
- Lack of heating, clothing or food
- Inability to pay bills, or unexplained shortage of money
- Unexplained loss or misplacement of financial documents
- The recent addition of authorized signatories on a client or donor's signature card
- Sudden or unexplained changes in a will or other financial documents.

Modern Slavery

Modern slavery exists in the UK and can be perpetrated against men, women and children, UK nationals and those from abroad. Modern slavery includes exploitation in the sex industry, forced labour, domestic servitude in the home and enforced sexual activity. The true extent and nature of modern slavery in Sussex is not presently known, as this crime remains invisible to the general public.

Potential indicators:

- Victims may show signs of physical or psychological abuse, look malnourished or unkempt or appear withdrawn.

- Victims may rarely be allowed to travel alone, seem under the influence or control of others, rarely interact or appear unfamiliar with their neighbourhood or where they work
- Victims may be living in dirty, cramped or overcrowded accommodation and / or living and working at the same address
- Victims may have no identification documents, have few personal possessions and always wear the same clothes day-in, day-out. What clothes they do wear may not be suitable for their work.
- Victims may have little opportunity to move freely and may have had their travel documents eg passports retained
- Victims may be dropped off or collected for work on a regular basis either very early or late at night

Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

Discriminatory abuse

Relevant legislation:
The Human Rights Act 1998
Equality Act 2010

Discriminatory abuse includes: forms of harassment and slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion. Examples of behaviour: treating a person in a way that is inappropriate to their age and / or cultural background, and deliberate exclusion.

Indicators of discriminatory abuse:

- Lack of respect shown to an individual
- Signs of a sub standard service offered to an individual
- Repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status.
- Failure to follow aspects of a person's agreed support or care plan that reflects their individual identity.

Organisational Abuse

Repeated instances of poor or appropriate care or support may be an indication of more serious problems and this referred to as 'organisational abuse'

Includes: neglect and poor practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in a person's own home.

Indicators of organizational abuse:

- Inappropriate or poor care
- Misuse of medication
- Inappropriate restraint methods

- Sensory deprivation e.g. denial of spectacles or hearing aid
- Lack of respect shown to the person
- Denial of visitors or phone calls
- Lack of flexibility and choice e.g. activities, lifestyle choices, mealtimes, bedtimes, choice of food
- Controlling relationships between staff and clients
- Neglect and acts of omission
- Neglect can take several forms and can be the result of an intentional or unintentional act or omission

Under the Mental Capacity Act 2005 wilful neglect and ill treatment of a person lacking capacity is a criminal offence and can result in a fine or imprisonment.

Neglect

Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Indicators of neglect:

- The person's physical condition is poor, e.g. bed sores, unwashed, ulcers
- Clothing in poor condition
- Inadequate physical environment, inadequate protection from the sun or heat, inadequate heating
- Inadequate diet, insufficient fluid intake, malnutrition dehydration.
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Failure to give prescribed medication
- Poor personal hygiene
- Avoidable and unnecessary deterioration of health or well-being of the individual

Self- neglect

Self neglect is the inability (intentional or non intentional) to maintain a socially and culturally accepted standard of self –care with the potential for serious consequences to the health and well-being of people who self-neglect and perhaps even to their community (Gibbons, 2006)

An individual may be considered as self neglecting and therefore at risk of harm where they are:

- Either unable or unwilling to provide adequate care for themselves
- Unable or unwilling to obtain necessary care to meet their needs, and /or

Declining essential support without which their health and safety needs cannot be met

Indicators of self neglect :

- Living in a very unclean environment, for example, rodent infested or living with a toilet completely blocked with faeces
- Neglecting household maintenance and therefore creating hazards or fire risks, for example rotten floorboards creating trip hazards or lack of boiler or electrical maintenance
- Having eccentric behaviour or lifestyles such as obsessive hoarding
- Poor diet and nutrition, for example, there is little or no fresh food in the fridge or food is mouldy and very out of date
- Refusing necessary help from health and or social care staff in relation to personal hygiene and care
- Having poor personal hygiene, poor health, sores or long toe nails

6. Why and where does abuse occur?

Abuse can occur for a number of reasons that are inter-related and complex. The following factors could indicate that an adult may be at risk of abuse

The individual.

- Communication difficulties,
- Physical and /or emotional dependence on others,
- Mental health needs including dementia
- Substance Misuse
- History of violent relationships within the family or social networks
- Having a role as a carer
- High level of reliance on others to meet their care needs or manage their finances

The environment:

- Overcrowding
- Poor / insecure living conditions or homelessness
- Isolation
- Other adults with challenging behaviour
- Poor management and /or high turnover of staff or insufficient staff

Relationships:

- Unequal power relationships
- Reliance on others by the person
- Reliance on more than one person within the family or social networks
- Role reversal or significant change between the person and their carer
- History of abuse within the family
- Isolation of the carer, due to the demands of caring leading to a lack of practical and emotional support
- Lack of understanding about the person's condition, resulting in inappropriate care
- Reliance on the person by others
- Difficult or challenging behaviour by the person
- Financial difficulties
- Illness or disability of the carer
- Significant stress of the carer

Who Abuses:

Anyone can carry out abuse and neglect including:

- Spouses or partners
- Family members
- Neighbours
- Friends
- Acquaintances
- Local residents
- People who deliberately target adults they perceive as vulnerable
- Paid staff or professionals
- Volunteers and Strangers
- Any adult with care and support needs

Raising a Safeguarding Concern.

Anybody can raise a safeguarding concern for themselves or another person.

A safeguarding concern is where an adult with care and support needs may be experiencing, or is at risk of abuse or neglect and because of their care and support needs is not able to protect themselves.

It is the responsibility of those working with adults, whether as a paid worker or as a volunteer to ensure that when there is a safeguarding concern, this information is shared with the local authority and other organisations such as the police appropriately.

If you are aware that there may be a safeguarding concern you must:

- Ensure any immediate action regarding the safety of the adult is taken, including any emergency medical treatment
- Talk to the adult (unless this would put them or others at risk) regarding their views of the concern, what they would want to happen and explain to them that you will be passing on the concern to the appropriate person in a confidential manner.
- Report the matter to the team/ project leader or a member of the church staff team – write down a factual account of what has been said and date / sign it.
- Maintain confidentiality – do not discuss with colleagues or friends or anybody other than the person you have reported the matter to.
- If your team/ project leader is not available you must go to a member of the safeguarding or leadership team with the concern.

Project Leaders/ Staff team members will:

- Discuss with a member of the safeguarding or leadership team to determine whether this needs to be raised as a safeguarding concern
- All safeguarding concerns should be raised with the local authority as soon as possible.

Do not:

- Promise the adult you can keep this a secret
- Start to investigate the situation further by asking questions
- Confront the person you think may be responsible
- Destroy any evidence

What if the adult with care and support needs says they do not want the matter to be raised?

- Whenever there is a safeguarding concern you must pass this information on. It is also important to reassure the adult with care and support needs that you will also make sure that their wish for the matter not to be taken further is also shared but that you have to initially pass it on.
- The Care Act 2014 places a legal obligation on local authorities to take the wishes of the adults they work with seriously. On receipt of a safeguarding concern the local authority will ensure that they speak with the adult as a matter of priority to discuss their wishes and how they would like the matter to be dealt with.
- All concerns must initially be referred to the local authority even if the adult does not want there to be any further action.

7. Actions to be taken when a concern is raised

- Team Leader / Staff member / Safeguarding team to complete Safeguarding incident form (attached). Good practice would encourage this to be completed with the volunteer who raised the concern.
- Incident to be discussed with appropriate member of safeguarding team / Leadership Team to determine what action needs to be taken. The outcome of this meeting should be recorded on the incident form.

8. Overall responsibility

The Trustees will be responsible for implementing and monitoring the operational effectiveness of this Policy. It is however, the duty of each individual employee and volunteer to actively promote and add value to diversity, equality of opportunity and fair treatment within their own areas of work.

9. Reporting

Progress on implementation of this policy and a summary of any issues will be reported to the One Church Trustees.

10. Policy review

This policy will be reviewed in the light of its application and as a minimum on an annual basis.

Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they be staff, service users, carers or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
- If service users, they will be given immediate protection from the risk of reprisals or intimidation
- If Staff they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

Responsibilities

Responsibilities of One Church

- To ensure staff and volunteers are aware of the Safeguarding Adults policy and are adequately trained
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To DBS check volunteers and employees that have access to or work with Adults at risk

Responsibilities of employees and volunteers

- To be familiar with the Safeguarding adult policy and procedures
- To take appropriate action in line with the policies of One Church and the Pan Sussex Safeguarding Adults Policy.
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possible resulting in dismissal

Adults have the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate

- To receive information about the outcome

Training and development

Familiarisation with this policy will be important in the induction of all staff and volunteers.

Further training, dependent on nature of role, will be provided e.g.

- o Risk assessment & management
- o Types of abuse and recognising signs of abuse
- o Keeping appropriate records
- o Listening skills

Appendix 1: Sample Incident Form

Adult Safeguarding Incident Form

To be completed with the designated Person For

Safeguarding

Name of Church	One Church Brighton Office, Gloucester Place, Brighton, BN1 4AA, 01273 694746		
Name of Project			
Name of Designated Person for Safeguarding Adults			
Contact Details - Mobile:		Email:	
Name of concerned person or to whom disclosure was made			
Contact Details - Mobile:		Email:	

About the person for whom the incident or concern has been raised			
Name of person for whom the concern has arisen			
Mobile:		Email:	
Address			Date of Birth

About the incident	
What Happened? (Nature of concern/disclosure made - use the person's own words if known)	
<p>When did it happen? (date, time)</p> <p>Where did it happen? (specific location)</p> <p>Who was allegedly involved and in what way? (include any witnesses)</p>	

Have the carers or parents/guardians been informed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have statutory authorities been informed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so - please complete the table below/over leaf		

Example					
Authority	Police				
Name	PC Bobby				
Position	Domestic Violence Liaison				
Email contact	bobby@police.com				
Phone contact	0771879000				
Contacted by	Church designated Safeguarding Off.				
Date and time of Contact	7pm 26/2/16				

Has SEBA (South Eastern Baptist Association) been informed?
 (Please do so if the statutory authorities are involved)
 If so when and by whom?

Yes No

Any other action taken:

Future Action to be taken
What action needs to be taken
Who is responsible for this

Signatures		
Name of person reporting	Signature	Date & Time
Name of Designated Safeguarding Person	Signature	Date & Time
Name of Minister or other Safeguarding team member	Signature	Date & Time

Appendix 2 - **Useful Resources and Contacts**

Local Authority Adult Social Care

Report the abuse or neglect of an adult at risk to [Access Point](#), the contact centre for Adult Social Care.

Email address: accesspoint@brighton-hove.gov.uk

Phone: 01273 295555 Out-of-hours: 01273 295555 (answered by Carelink Plus)

Minicom: 01273 296205

Address: Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square, Brighton, BN1 1JP

In an emergency, dial 999.

If you think a crime has taken place, but it is not an emergency, please call Sussex Police on 101.

If you need to discuss your concerns out of normal office hours, call the [emergency out of hours duty service](#). 01273 295555 (Social care emergencies)

Baptist Union Safeguarding team:

Each of our local Baptist Associations has a person who is able to offer guidance to churches in adopting and implementing safeguarding policies and procedures in their work with adults at risk.

Website: www.baptist.org.uk/Groups/220183/Safeguarding.aspx

Local Association Safeguarding Contacts:

www.baptist.org.uk/Groups/248291/Association_contacts.aspx

South Eastern Baptist Association: Maeve Whitchurch 01273-441509

Other organisations:

There are a number of external organisations who specialise in supporting different aspects of life for adults at risk. For further information and expert advice please contact:

Action on Elder Abuse

A specialist organisation that focuses on the issue of abuse towards to elderly.

Helpline: 0808 808 8141

Website: www.elderabuse.org.uk

Address: PO Box 60001, Streatham, SW16 9BY

Action on Hearing Loss - (previously known as the Royal National Institute for the Deaf)

A national voluntary organisation that provides information, training and awareness raising of deafness, hearing loss and tinnitus.

Helpline: 0808 808 0123

Website: www.actiononhearingloss.org.uk

Address: 19-23 Featherstone Street, London, EC1Y 8SL

Age UK

National organisation offering advice and information on all aspects of elderly life.

Telephone: 0800 169 6565

Website: www.ageuk.org.uk

Address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

Alzheimer's Society

Provides information, support and guidance on Alzheimer's and other forms of dementia.

Helpline: 0300 222 1122

Version: 1

Last review date: November 2015

Next review date: November 2016

Author: Nerina Mackenzie - Parr

Authorised by: Leadership Team November 2015

Website: www.alzheimers.org.uk
Address: Gordon House, 10 Greencoat Place, London, SW1P 1PH

BUild - Baptist Union Initiative with People with Learning Disabilities
A national, denominational body providing conferences, publications, advice and teaching materials for people with learning disabilities and their family and churches.
Website: www.build-together.org.uk

Bullying UK
Bullying UK is part of Family Lives, a charity supporting and helping people with issues that are a part of family life.
Telephone: 0808 800 2222
Website: www.bullying.co.uk/cyberbullying

CAADA - Coordinated Action Against Domestic Abuse
A national organisation providing practical help and support for professionals and organisations working with domestic abuse victims.
Telephone: 0117 317 8750
Website: www.caada.org.uk
Address: 3rd Floor, Maxet House, 28 Baldwin Street, Bristol, BS1 1NG

Churches' Child Protection Advisory Service (CCPAS)
CCPAS is an independent Christian Safeguarding charity which offers training and resources for churches and a 24 hour helpline for all safeguarding issues and disclosures
Helpline: 0845 120 4550
Telephone: 01322 517817
Website: www.ccpas.co.uk
Address: PO Box 133, Swanley, Kent, BR8 7UQ

The Cybersmile Foundation
A non-profit organisation trying to combat cyber abuse.
Website: www.cybersmile.org

DDC – Due Diligence Checking
DDC supports organisations by providing criminal records services, training and advice. From 1 November 2015 they are the DBC checking organisation for BUGB.
Telephone: 0845 644 3298
Website: <http://www.ddc.uk.net>
Address: Due Diligence Checking Ltd, Meltongate House, 1282a Melton Road, Syston, Leicester, LE7 2HD

Disclosure & Barring Service (DBS)
DBS carries out criminal records checks on employees and volunteers working with children, young people and adults at risk.
Telephone: 0870 90 90 811
Email address: customerservices@db.s.gsi.gov.uk
Website: www.gov.uk/government/organisations/disclosure-and-barring-service

Independent Age
A charity that provides advice and support for older people, their families and professionals

on community care and other issues.
Telephone: 0800 319 6789
Website: www.independentage.org
Address: 18 Avonmore Road, London, W14 8RR

Livability

Previously known as The Shaftesbury Society, it is a Christian charity working with disabled and disadvantaged people to help achieve social inclusion, empowerment and justice.
Telephone: 020 7452 2000
Website: www.livability.org.uk
Address: 50 Scrutton Street, London, EC2A 4XQ

MENCAP

A national organisation that works in partnership with people with a learning disability, offering support, advice and advocacy services.
Telephone: 0808 808 1111
Website: www.mencap.org.uk
Address: 123 Golden Lane, London, EC1Y 0RT

Methodist Homes for the Aged

MHA provides care, accommodation and support services to older people throughout Britain.
Telephone: 01332 296200
Website: www.mha.org.uk
Address: Epworth House, Stuart Street, Derby DE1 3EQ

Mind

Mental health charity offering advice and support for people in mental distress and their families.
Telephone: 0300 123 3393
Email: contact@mind.org.uk
Website: www.mind.org.uk
Address: 15-19 Broadway, London, E15 4BQ

Police

If there is a serious danger that an adult at risk may be in imminent risk of harm then call the police. In an emergency, it is appropriate to dial 999. The police non-emergency number is 101.

Royal National Institute for the Blind (RNIB)

A national voluntary organisation focusing on the needs of blind and partially sighted people. RNIB offers help with advice, aids and equipment.
Helpline: 0303 123 9999
Website: www.rnib.org.uk
Address: 105 Judd Street, London, WC1H 9NE

The Relatives and Residents Association

Gives advice and support to older people in care homes and their relatives and friends.
Advice line: 020 7359 8136

Website: www.relres.org
Address: 1 The Ivories, 6-18 Northampton Street, London, N1 2HY

Respond

Support and help for victims of abuse who have learning difficulties, and their families.
Telephone: 0808 808 0700
Website: www.respond.org.uk

Samaritans

The service provides emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.
Helpline: 08457 90 90 90 (available 24 hours a day)
Website: www.samaritans.org

Scope

A national charity that provides support, information and advice to people with disabilities and their families.
Telephone: 0808 800 3333
Email: helpline@scope.org.uk
Website: www.scope.org.uk

selfharmUK

An online organisation that offers information, advice, support and training on the subject of self-harm. It is primarily focused on self-harming young people and those who work with them.
Website: www.selfharm.co.uk

Survivors UK

Support for survivors of male rape or sexual abuse.
Email: info@survivorsuk.org
Website: www.survivorsuk.org
Address: Unit 1, Queen Anne Terrace, Sovereign Court, The Highway, London, E1W 3HH

Think U Know

Resources and all the latest information about new technologies and sites children and young people are visiting.
Website: www.thinkuknow.co.uk

Through The Roof

A Christian body to equip and train churches to make the church and its life fully inclusive of people with disabilities.
Website: www.throughtheroof.org
Address: PO Box 353, Epsom, Surrey, KT18 5WS

Torch Trust

Christian resources and activities for blind and partially sighted people.
Telephone: 01858 438260
Website: www.torchtrust.org
Address: Torch House, Torch Way, Northampton Road, Market Harborough, LE169HL

Trading Standards

If someone has experienced a situation where they feel they have been charged excessive amounts of money for services provided, or pressurised into buying something they did not want by unscrupulous traders, Trading Standards may be able to help.

Phone: 08454 040 506

Website: www.tradingstandards.gov.uk

Victim Support

Victim Support is the independent charity for victims and witnesses of crime in England and Wales.

Support line: 0808 16 89 111

Website: www.victimsupport.org.uk

Women's Aid

A national charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.

National Domestic Violence Helpline: 0808 2000 247

Website: www.womensaid.org.uk

Address: PO Box Bristol 391, BS99 7WS