

## Safeguarding Adults Policy and Procedure

Policy Number	CLP101
Version:	Version 1 (combined version)
Purpose:	All staff have a duty to safeguard and promote the welfare of children, young people and adults at risk of abuse and/or neglect. This policy describes and the Trusts approach to safeguarding Adults.
Consultation:	Each policy will be sent to the Trusts Clinical policy consultation group, Locality and Clinical Directors for consultation.
Approved by:	Director of Nursing, Therapies and Quality
Date approved:	August 2019
Author:	Alison Feher and GCS colleagues
Date issued:	October 2019
Review date:	The policy will be reviewed every 3 years to ensure that it is contemporaneous to modern practice and research. All policies are subject to earlier review if significant changes in legislation or national best practice indicates <b>October 2022</b>
Audience:	All staff within the Trust in Gloucestershire & Herefordshire
Dissemination:	This policy is available on the Trust intranet under Clinical Policies. The Trust intranet indicates to staff that a policy has been reviewed and uploaded
Impact assessments:	This policy has been subjected to an Equality Impact Review. This concluded that this policy will not create any adverse effect or discrimination on any individual or particular group and will not negatively impact upon the quality of services provided by the Trust.

Version	Date	Reason for Change
1	October 2019	Combined policy for GHC Trust

## SUMMARY

All staff have a duty to safeguard and promote the welfare of children, young people and adults at risk of abuse and/or neglect. This policy describes and supports the Trusts approach to safeguarding adults for Gloucestershire Health and Care NHS Foundation Trust and Mental Health and Learning Disabilities services in Herefordshire. It is informed by the Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands<sup>1</sup>.

The Department of Health Document *'No Secrets: Guidance on Developing and implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults from Abuse'* was published in March 2000. This document provided guidance to all local agencies with responsibility for investigating and taking action when a vulnerable adult was thought to be experiencing abuse. The underpinning requirement was for a coherent local multi agency policy with joint protocols which provided protection for adults at risk of abuse and a consistent and effective response to concerns or evidence of abuse. The general principles of this document remain relevant and have informed the multi-agency policy and procedures for the protection of adults with care and support needs 2015.

The Care Act 2014 sets out a clear legal framework for how local authorities and other statutory agencies should protect adults with care and support needs at risk of abuse or neglect. The Gloucestershire and Herefordshire safeguarding policies are based on the principles that underpin the Care Act (2014), those of promoting wellbeing, putting adults who need safeguarding at the centre making it personal to each individual.

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them. It is a shift from a process supported by conversations to a series of conversations supported by a process.

In 2013 the NHS Commissioning Board. (2013) published *'Safeguarding Vulnerable People in the Reformed NHS Accountability & Assurance Framework'*. This document clearly mandated that NHS provider organisations must ensure a culture exists where safeguarding is everybody's business and poor practice is identified and dealt with. This document stated that provider organisations must provide robust processes and protocols to support safeguarding adults including safe recruiting, effective leaders, training and effective supervision arrangements. This framework was updated and replaced by *'Safeguarding Vulnerable People in the NHS - Accountability and Assurance Framework'* (July 2015 – NHS England), which reiterated this mandate.

It is important that the learning from the Mid Staffordshire NHS Foundation Trust Public Inquiry chaired by Robert Francis QC, *The Francis Inquiry 2013*, is utilised and implemented into safeguarding practice. Likewise, the learning from Winterbourne View as described in the 2013 report *Transforming care: a national response to Winterbourne View hospital* is also of importance to practitioners within the Trust. These tragic failures of duty to satisfactorily maintain the safety of adults at risk in the care of public services have highlighted the ever present need to maintain and continuously improve organisational approaches to safeguarding adults

## 1. INTRODUCTION

The Care Act 2014 – enacted in April 2015, established adult safeguarding legislation and guidance in law. The accompanying Care and Support Statutory guidance, (specifically chapter 14) provides further detail on its requirements and duties. The legislation's objective is to prevent and reduce the risk of harm from abuse or other types of exploitation while supporting adults in controlling their own lives and making choices without coercion.

The Trust has a responsibility to provide safe, effective and high quality care. It is essential to provide care and support which leads to a positive experience for Service Users. The Trust's duty to safeguard service users is now enshrined in law within the new act as described above. The Local Authority County Council is the lead agency for Safeguarding with the Trust working in partnership.

Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability are the six key principles to be reflected in all adult safeguarding work – Making Safeguarding Personal (MSP) aims to shift the emphasis in safeguarding from a process, to improving outcomes alongside individuals experiencing abuse or neglect.

This policy outlines and describes the Trust's approach to Safeguarding Adults. It is important to note that Safeguarding is a multi-agency function and this policy signposts staff to key local multi-agency documents for services being delivered in Gloucestershire and Herefordshire.

Multi agency safeguarding documentation and guidance can be found on the Trust Safeguarding intranet page, or the County Council Adults Safeguarding Board websites.

<http://2gethernet.glos.nhs.uk/Interact/Pages/Content/Document.aspx?id=5141>

**Gloucestershire Adults Safeguarding Board information can be found at:**  
<https://www.gloucestershire.gov.uk/gsab/i-am-a-professional/multi-agency-safeguarding-policy-and-procedures/multi-agency-safeguarding-policy-and-procedures/>

**Herefordshire Adults Safeguarding Board information can be found at:**  
<https://herefordshiresafeguardingboards.org.uk/herefordshire-safeguarding-adults-board/professionals/>

## 2. PURPOSE

The purpose of this policy is to describe and facilitate high quality adult safeguarding practice. This policy is to be read in conjunction with the multi-agency Safeguarding Adults Policy and Procedures for Gloucestershire and Herefordshire. These multi-agency policies outline the specific steps staff should follow to identify, report and respond to an Adult Safeguarding concern.

## 3. SCOPE

This policy applies to all Trust staff, who have a duty to abide by and promote the use of this policy.

## 4. DUTIES

Responsibility for the development, maintenance, review and ratification of this document lies with Director of Quality. This board level responsibility may be delegated. The Trust

Committee will be notified of its approval.

The Governance Committee will be notified when this procedure has been approved by the Director of Quality and made aware of any amendments.

The local multi-agency safeguarding adult policy outlines the Roles and Responsibilities of all agencies in section 5 of its policy and procedures document. It is an extensive list and includes the role of:-

- The Safeguarding Adults Board and its strategic oversight of all adult safeguarding work within the County.
- Carers
- Advocates
- A person in a 'position of trust' is someone who works with or cares for adults with care and support needs in a paid or voluntary capacity about which allegations of adult abuse or neglect are made. All allegations of abuse, neglect or maltreatment of adults with care and support needs by somebody in a position of trust must be taken seriously and managed through human resources procedures.
- Out of Hours emergency duty Services
- Police and the judicial system
- Witness support
- Victim support
- Fire and Rescue Service

All staff that have contact with service users are responsible for using the policy correctly to ensure high quality safeguarding practice.

## **5. DOCUMENT DETAIL**

The care Act 2014 (s.42) (1) defines an adult at risk of abuse or neglect if the following applies:

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

"Care and support is the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent. Care and support includes assessment of needs, provision of services, and the allocation of funds to enable the person to purchase their own care and support"<sup>2</sup>

### **Abuse**

'Abuse is a violation of an individual's human and civil rights by any other person or persons...the circumstances in which harm and exploitation occur is known to be extremely diverse as is the membership of the at risk group.' (No Secrets, section 2.5)

'It may be a single act or repeated acts; an act of negligence or a failure to act and may be multiple acts' (e.g. an adult at risk may be financially and physically abused). (No Secrets)

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<sup>2</sup> Multi-agency policy and procedure for the protection of adults with care and support needs p114

## Who may abuse

'Adults (at risk of abuse or neglect) may be abused by a wide range of people e.g. relatives, family members, professional staff, paid care workers, volunteers, other service users, people who deliberately exploit vulnerable people and strangers.'

Children may also be abusers.

It is important for all members of the Trust to be aware that anyone may commit abuse or neglect.

## Forms of Abuse

Whilst it is acknowledged that abuse or neglect can take different forms, the Care Act guidance identifies the following types of abuse or neglect:

- Physical abuse;
- Domestic violence;
- Sexual abuse;
- Psychological abuse;
- Financial or material abuse;
- Modern slavery;
- Discriminatory abuse;
- Organisational abuse;
- Neglect and acts of omission;
- Self-neglect.

## Trust recommended guidance for staff safeguarding adults:

### What should I do if an adult service user starts telling me they have been abused?

Listen very carefully; give them your full attention.

- Do not agree to keep it a secret, you cannot do this.
- Explain to them you will have to pass it on.
- Don't dismiss their concerns.
- Reassure them that you will deal with the allegation discreetly and will take it seriously.
- Ask what they would like to happen/preferred option.
- Avoid asking leading questions about the alleged abuse and don't make judgements.
- Do not confront the alleged abuser
- If the person is in immediate danger call the police or ambulance. Report the allegation to your line manager or supervisor straight away using the Service Users own words.
- Contact the Trust's Safeguarding Team for further discussion if needed.
- Raise a concern to the Local Authority Safeguarding Team. See 5.3 for detail
- Write an account of what you have been told (for future reference). Document in the Service users' health and social care record in accordance to correct recording procedures. Also ensure the service users risk summary or risk assessment is up to date and reflects the abuse/risks they are subject to.
- Separate guidance on how to Record Safeguarding Information on RiO is available in the 'Recording Safeguarding Adults Information on RiO' guide which is also available via this [link](#).
- Separate guidance on 'How to Record Safeguarding Information on IAPTus' is available in the 'Recording Safeguarding Adults Info on IAPTus' guide which is also available via the above link.

## **What should I do if I suspect, or someone else discloses abuse to me?**

- All of the above
- Don't dismiss your concerns
- You must never assume that somebody else will recognise and report what you have seen or heard.
- It can be difficult if the allegation is about a colleague or it is difficult to believe what you have heard, but you must still report any alleged abuse as outlined previously, to your line manager, safeguarding team and local authority safeguarding team.

## **Reporting procedure to follow where staff has a safeguarding adult concern**

All staff have a duty to act where a safeguarding adult concern is identified. As described in section 5.1 immediate actions are to report, at the time, any concerns to your line manager and provide details of all known facts.

### **To Log a concern with the Local Authority Safeguarding Team:**

#### **For Gloucestershire:**

Contact the Local Authority Safeguarding Team via the social care helpdesk on 01452 426868 during the hours of 9am – 5pm; or 01452 614194 for public out of Hours Service (Emergency Duty Team – EDT); 614758 not for public access (staff only). Call 999 if an emergency or 101 if not urgent (police).

#### **For Herefordshire:**

Contact the Local Authority Safeguarding Adults Team on 01432 260715 or out of hours 03301239309 or [safeguardingadults@herefordshire.gov.uk](mailto:safeguardingadults@herefordshire.gov.uk). Call 999 if an emergency or 101 if not urgent (police).

Once a concern has been logged to the local authority, a Threshold Decision will be made about whether it becomes a referral for formal Safeguarding Procedures, instigating an enquiry under section 42 the Care Act 2014. Please refer to the relevant process maps for Gloucestershire and Herefordshire in the Appendices.

If there is a criminal offence being committed or about to be committed Gloucestershire constabulary should be contacted on 08450901234 or West Mercia Police on 0300 333 3000.

When logging a safeguarding concern to the respective safeguarding adult teams, evidence of this must be documented immediately and appropriately in the service users Health and Social Care Record. If you are advised by another professional, agency, relative or the service user that they themselves have logged a safeguarding concern, this also needs recording.

Separate guidance on how to record this is available in the relevant 'Recording Safeguarding Adults Information' guides for RiO or IAPTus.

### **Please see Appendix 1 for an informative safeguarding process map.**

Until informed otherwise, The Safeguarding Teams for the merging Trusts will function as usual and can be contacted to discuss concerns about individual adult and child cases. The teams can also offer advice and guidance on formal Safeguarding procedures relating to the Local Authorities Policy and Procedures and staff obligations for Safeguarding, including information sharing issues.

The Teams provide Safeguarding training (alongside the training department); formal safeguarding supervision with teams as requested and provides informal advice on individual cases. The teams link in with work associated with all forms of abuse, neglect

(including self-neglect) and Safeguarding processes e.g. Multi Agency Risk Assessment Conferences (MARAC); Domestic Abuse, Substance Misuse and Parental Mental Ill Health; PREVENT; the Mental Capacity Act and Deprivation of Liberty Safeguards. Also, issues regarding prisoners and Multi Agency Public Protection Arrangements (MAPPA).

**Helpful contact numbers can be found at Appendix 3 for Gloucestershire and Appendix 4 for Herefordshire.**

### **Role of the Local Authority Safeguarding Adults Teams**

The Safeguarding Adult Teams in Gloucestershire County Council and Herefordshire County Council have lead responsibility for ensuring continuous improvement in safeguarding adult work.

The teams will work with professionals to ensure a consistent and effective response when dealing with safeguarding adults' concerns.

Contact details of any professionals from agencies external to the Trust should be clearly documented in professional contacts in the health and social care record. Guidance on how to record these on Rio can be found in the 'Recording Professional Contacts on RiO' guidance which is also available via this [link](#).

The services offered by the Local Authority team are as follows:

### **Advice and support**

Managers, practitioners, staff, students and volunteers working across partner agencies with adults who may be at risk of abuse or neglect can contact the Safeguarding Adults Service for specialist advice and information on Safeguarding, the Mental Capacity Act and Deprivation of Liberty Safeguards. The Local authority can also give advice on situations where there is uncertainty as to whether or not the safeguarding route is appropriate.

People who contact the team are asked to record any information or advice they receive on a service user/patient file as it may be used as evidence at a later stage.

The Local Authority Safeguarding Adults Team can be contacted:

**Gloucestershire:** [safeadults@gloucestershire.gov.uk](mailto:safeadults@gloucestershire.gov.uk) or by telephone 01452 425879.

**Herefordshire:** [safeguardingadults@herefordshire.gov.uk](mailto:safeguardingadults@herefordshire.gov.uk) 01432 260715 or out of hours 03301239309.

### **Service provider investigations**

Whole service provider investigations (e.g. care homes, health establishments and domiciliary care agencies) can be complex and require much co-ordination and planning. The Local Authority Safeguarding Adult Teams will lead on these investigations and liaise closely with the Care Quality Commission (CQC) if the service is registered with CQC under the Health and Social Care Act 2012.

### **Safeguarding meetings**

These are explained in the 'Adult Safeguarding: Multi –agency policy & procedures for the protection of adults with care and support needs in the west Midlands' and the more local Gloucestershire and Herefordshire Safeguarding Adults Policy and Procedures.

- A safeguarding meeting can take the form of:
- Safeguarding Adults Strategy Meeting
- Safeguarding Adults Planning Meeting
- Safeguarding Adults Review Meeting

The Local Authority Safeguarding Adult Team may coordinate and chair a safeguarding meeting if any of the following conditions apply

It involves a registered service that is of a safeguarding concern to the Care Quality Commission (CQC will only attend the meeting if certain criteria are met)

- It relates to two or more service users in a registered service
- It concerns institutional abuse
- There is reason to believe that a serious crime has been committed
- There have been episodes of multiple abuses
- Incidents are increasing in intensity and/or severity
- The behaviour is persistent and deliberate
- The safeguarding concern involves out of county placements in Gloucestershire/Herefordshire
- There is interest from the media
- A locality manager feels that an independent chair would be helpful

**In Gloucestershire**, if working in mental health services for adults of working age (18 – 65) other safeguarding meetings will normally be chaired by a locality Trust operational manager with the support from the locality Social Care Specialist. Training is available for chairing strategy meetings (Level 4) and for minute taking.

It is the responsibility of the locality team to ensure that a minute taker has been organised for all safeguarding meetings (in Gloucestershire). The minutes should always be sent to the Chair before distribution.

A word document pro-forma is available for each type of meeting and must be used to record the minutes. This is available from the relevant Local Authority County Council on the Safeguarding website. All documents should be uploaded onto the Trust Electronic Health care record system e.g. RiO, IAPTus

If using RiO, outcomes of these meetings should also be recorded in the appropriate Safeguarding Adult form. Further guidance can be found via this [link](#).

**In Herefordshire**, the Local Authority will chair the safeguarding meetings.

**Advice can be obtained from the Local Authority Safeguarding Team about how to plan for the meeting**

A Safeguarding Specialist Practitioner from the Local Authority in Gloucestershire may also attend safeguarding meetings to offer specialist safeguarding advice and information in the following circumstances:

Where there is serious exposure to risk of:

- Death
- Serious physical injury or illness
- Serious deterioration in physical or mental health
- Serious emotional distress
- A life-changing decision
- More than one person who may be at risk
- Two or more concerns have been logged about the same person/setting

## **6. PROCESS FOR MONITORING COMPLIANCE**

Responsibility for the development, maintenance, review and ratification of this document lies with the **Director of Quality**; however this has been delegated to the Deputy Director of Nursing.

Each policy will be sent to the Trusts care practice policy consultation group, locality and clinical directors for consultation. This will be for a one month period. This will then be notified to the Trust Governance Committee. The Trust is developing a mechanism for consulting service user and carer representatives regarding policy development.

This policy has received additional consultation via the Trust Safeguarding Committee.

Where a review only results in minor changes to a policy or procedure there will be no formal consultation and the review will be uploaded on to the intranet and notified at the next update.

## **7. TRAINING**

Training and information for staff will be given initially on induction to the Trust. Line Managers should ensure all appropriate staff members are aware of the local implementation of the policy.

The training requirements are based on guidance outlined in 'Adult Safeguarding: Roles and Competencies for Health Care Staff' (2018).

### **Level 1/ Universal Safeguarding Adults**

Training is delivered Face to Face. It is mandatory for all staff to attend corporate induction.

### **Level 2 Think Family – Universal Safeguarding Adults**

It is mandatory for all frontline staff to attend Think Family training. If not undertaking Level 3 Adult Safeguarding, this needs to be repeated every 3 years.

If completing Level 3 Children's Safeguarding training, the Think Family Level 2 day does not need to be repeated. An e-learning Level 2 Adult safeguarding will become available to complete every 3 years, in this case.

### **Level 3/ Targeted Safeguarding Adults - Multi-agency Safeguarding Adults**

This is mandatory for some band 6 staff and above (i.e. if working with adults in mental health and learning disability services). This is a multi-agency one day programme for staff with professional responsibility for safeguarding adults, to enable to act on concerns and follow local and national policies, legislation and procedures. Training is Face to Face.

Currently, it is one full day for initial training and then a minimum of 6 hours over 3 years (half day refresher update every three years with confirmed additional reading- making 6 hours). This training will be attended within the year after level 2 is achieved.

### **Level 4/ - Specialist Strategic safeguarding Adults- Gloucestershire Working Age Adults Mental Health only.**

This is Specialist training for staff having responsibility to investigate under Section 42 of the Care Act 2014. This is mandatory for Team Managers in mental health adult teams, all Social Workers, Social Care Specialists, Social Care Lead, Community Service Managers and Modern Matrons.

A schedule of available training can be located on the training portal (level 2) and the Safeguarding Adults Board websites linked below (level 3 and 4). A guide to training can be located at the Trust safeguarding intranet site (Newsletter May 2017) and a Training Matrix

is attached at Appendix 6.

<http://www.gloucestershire.gov.uk/media/14634/safeguarding-training-pathway-jan-2017-2.pdf>

Hereford - <https://herefordshiresafeguardingboards.org.uk/training/>

Staff can seek support on access to training either via the Trust training department or the Trusts safeguarding team.

## 8. REFERENCES

Berwick, D (2013). **A promise to learn – a commitment to act: Improving the safety of patients in England**. Available at the following link:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/226703/Berwick\\_Report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/226703/Berwick_Report.pdf)

Department of Health (2000) **No Secrets: Guidance on Developing and implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults from Abuse**.

Available at:

[http://nwww.glospt.nhs.uk/C17/Gloucestershire%20\(Safeguarding/Document%20Library/No%20secrets.pdf](http://nwww.glospt.nhs.uk/C17/Gloucestershire%20(Safeguarding/Document%20Library/No%20secrets.pdf)

Department of Health (2013) **Transforming care: a national response to Winterbourne View hospital**. Available at:

<https://www.gov.uk/government/publications/winterbourne-view-hospital-department-of-health-review-and-response>

Francis. R (2013) **The final report of the Mid Staffordshire NHS Foundation Trust Public Inquiry**. Available at: <http://www.midstaffspublicinquiry.com/report>

### **Gloucester Adults Safeguarding Board**

<http://www.gloucestershire.gov.uk/gsab/index.aspx?articleid=109989>

### **Herefordshire Adults Safeguarding Board**

[https://www.herefordshire.gov.uk/health-and-social-care/adult-services/herefordshire-safeguarding-adults-board-\(hsab\)/](https://www.herefordshire.gov.uk/health-and-social-care/adult-services/herefordshire-safeguarding-adults-board-(hsab)/)

NHS Commissioning Board. (2013). **Safeguarding Vulnerable People in the Reformed NHS Accountability & Assurance Framework**. Available at

<http://www.england.nhs.uk/wp-content/uploads/2013/03/safeguarding-vulnerable-people.pdf>

RCN. 2018 Adult safeguarding: Roles and Competencies for Health Care Staff.

<https://www.rcn.org.uk/professional-development/publications/pub-007069>

### **Safeguarding Adults: Multi Agency Policy and Procedures for West Midland**

<https://herefordshiresafeguardingboards.org.uk/herefordshire-safeguarding-adults-board/>

## 9. ASSOCIATED DOCUMENTS

Supervision Policy

Prevent Policy and Procedure

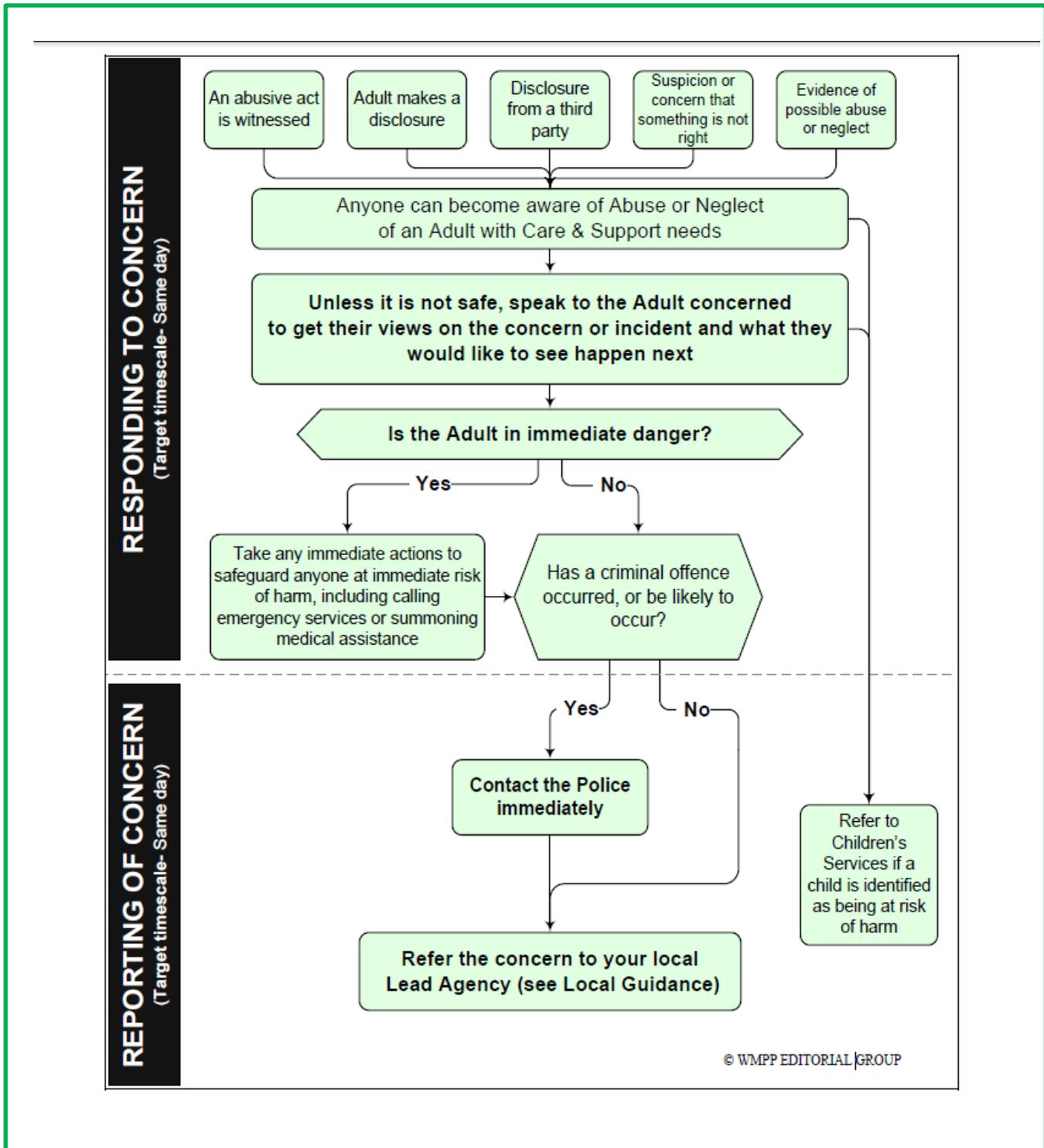
Domestic abuse Policy

Risk Assessment and Management

## **APPENDICES**

- 1 - Adult Safeguarding Concerns: Responding & Reporting**
- 2 - Gloucestershire Contact Details**
- 3 - Herefordshire Contact Details**

# APPENDIX 1 ADULT SAFEGUARDING CONCERNS: RESPONDING & REPORTING



## APPENDIX 2 GLOUCESTERSHIRE CONTACT DETAILS

Gloucestershire County Council (Adult Help Desk) **01452 426868**  
email [socialservicesenq@gloucestershire.gov.uk](mailto:socialservicesenq@gloucestershire.gov.uk)

[Gloucestershire Domestic Abuse Support Services \(GDASS\)](https://www.gdass.org.uk/)  
<https://www.gdass.org.uk/>

GDASS Phone: 01452 726570 or Email: [support@gdass.org.uk](mailto:support@gdass.org.uk).

Gloucestershire Fire and Rescue Service Community Safety Team **01452 753333**  
Email: [fire@glosfire.gov.uk](mailto:fire@glosfire.gov.uk)

Gloucestershire Police **101**  
[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)

Gloucestershire Trading Standards **01452 426201**  
[tradstds@gloucestershire.gov.uk](mailto:tradstds@gloucestershire.gov.uk)

Victim Support **01452 317444**  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

NHS Direct **0845 4647**

Gloucestershire Community PALS (Patient Advice And Liaison Service) **0800 015 1548**  
[glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

[www.palsglos.org.uk](http://www.palsglos.org.uk)

Healthwatch Gloucestershire **0800 652 5193** or **01452 504989**

[www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk)

Age UK (formerly Age Concern and Help the Aged) **01452 422660**

Alzheimer's Society **01452 525222**

Benefit Enquiry Line **0800 882200**

Citizens Advice Bureau **01453 762084**

Dementia Care Trust **01452 550066**

Gloucester Disability Forum **01452 530184**

Gloucester Health Access Centre **01452 336290**

Gloucestershire Older Persons' Assembly **01452 313999**

## APPENDIX 3 HEREFORDSHIRE CONTACT DETAILS

Adult safeguarding contacts

**The Advice and Referral Team** **The team will discuss your safeguarding concerns, give you advice and take referrals:**

Telephone: 01432 260715 (weekdays 9am-5pm)

Secure email: [safeguarding@herefordshire.gcsx.gov.uk](mailto:safeguarding@herefordshire.gcsx.gov.uk)

Fax: 01432 261943

Out of hours (emergency) contact number for referrals: 0330 123 9309 (after 5pm, weekends and public holidays)

**Emergencies** If someone is injured or in immediate danger: Telephone: 999 - police, fire, ambulance, coastguard

**Police:-** To report abuse when there is no immediate emergency (for example, you have witnessed an incident)

West Mercia Police telephone: 0300 333 3000

Care Quality Commission (CQC):-If you are concerned about a service that is regulated by the CQC

Telephone: 0300 061 6161 weekdays 8.30am to 5.30p

### **Agencies that make Herefordshire a safer place**

For more information please visit the Community Safety Partnership:

<https://www.herefordshire.gov.uk/community-safety/community-safety-partnership>

For information on Equality and Diversity visit:

<https://www.herefordshire.gov.uk/equality-and-diversity>

Victims of discrimination or harassment can contact the Equality and Diversity team on:

Telephone: 01432 260244

Fax: 01432 260299 (not for confidential information)

Email: [diversity@herefordshire.gov.uk](mailto:diversity@herefordshire.gov.uk) Trading Standards:- You can find support and advice on how to deal with a range of consumer issues, including cold calling, doorstep selling and scams at: [Trading standards advice and support for consumers](#). The [Citizens Advice Bureau](#) also offers consumer advice for a range of products and services.

West Mercia Women's Aid

24hr Domestic Violence Helpline for Herefordshire: 0800 783 1359

General enquiries: 01432 356146

Email: [hereford@westmerciawomensaid.org](mailto:hereford@westmerciawomensaid.org)

<https://www.victimsupport.org.uk/help-and-support/get-help/supportline>