**Appendix I**

**Useful Contact Details**

**NATIONAL HELPLINES**

**Safeguarding**

[Help for adults concerned about a child](https://www.nspcc.org.uk/what-you-can-do/report-abuse/)  
Call us on [0808 800 5000](tel:0808%20800%205000)

[Help for children and young people](http://www.childline.org.uk/)  
Call Childline on [0800 1111](tel:0800%201111)

Police non-emergency 101 or in an emergency 999

[Search for your Local Authority MASH Team](https://www.gov.uk/report-child-abuse-to-local-council)

**Prevent**

Anti-Terrorism Hotline **0800 789 321**

SW Regional Police Prevent and Channel Lead **01392 452328**

Get Safe Online - <https://www.getsafeonline.org/>

Report Terrorism - <https://www.gov.uk/report-terrorism>

**Police non-emergency 101 or in an emergency 999**

# **NHS Safeguarding trusted partners**

* [NSPCC](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/signs-symptoms-effects/)
* [Truth project](https://www.truthproject.org.uk/i-will-be-heard)
* [Broken Rainbow UK](http://www.broken-rainbow.co.uk/about.html)
* [Galop](http://www.galop.org.uk/)
* [The National FGM Centre](http://nationalfgmcentre.org.uk/)
* [Independent Inquiry into Child Sexual Abuse](https://www.iicsa.org.uk/victims-and-survivors)
* [Safe Lives](http://www.safelives.org.uk/knowledge-hub)
* [Stop the Traffik](https://www.stopthetraffik.org/about-human-trafficking/spot-the-signs/)
* [HM Government](https://www.elearning.prevent.homeoffice.gov.uk/screen2)
* [Children’s Society](https://www.childrenssociety.org.uk/what-is-county-lines)
* [The Survivors Trust](http://thesurvivorstrust.org/)
* [National Association for People Abused in Childhood](https://napac.org.uk/about/)
* [SANE](http://www.sane.org.uk/)
* [MENCAP](https://www.mencap.org.uk/about-us)
* [Action on elder abuse](https://www.elderabuse.org.uk/)
* [Age UK](https://www.ageuk.org.uk/)

**BATH & NORTH EAST SOMERSET**

[**Children and Young People’s Safeguarding Website**](https://www.bathnes.gov.uk/services/children-young-people-and-families/child-protection)

If you have a concern about a child or young person, please call the Children and Families Duty and Assessment Team on **01225 396312 or 01225 396313**

If outside of office hours, please call the Emergency Duty Team on **01454 615165**

**In the event of an emergency, always ring the Police on 999**

[**Vulnerable Adults Website**](https://www.safeguarding-bathnes.org.uk/adults)

If you are concerned that someone is at risk of being abused, please don't hesitate to get in touch by calling a specialist adviser on 01225 396000.

01454 615165 ‐ Emergency Duty Team (EDT) for out of hours/Weekend calls

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](https://www.somerset.gov.uk/social-care-and-health/prevent-in-somerset/)

Police Prevent Team  
Phone 01278 647466 – Monday to Friday, 8am to 4pm. For out of hours advice, phone 101  
Email [channelsw@avonandsomerset.pnn.police.uk](mailto:channelsw@avonandsomerset.pnn.police.uk)

For advice, support and training enquiries

Public Health Specialist – Community Safety, Lucy Macready  
Phone 07887 955 440  
Email [LMacready@somerset.gov.uk](mailto:LMacready@somerset.gov.uk)

For safeguarding support and advice

Customer Contact  
Phone 0300 123 2224

All other Prevent questions

Email [Prevent@somerset.gov.uk](mailto:Prevent@somerset.gov.uk)

**Bournemouth, Dorset & Poole**

[**Children and Young People’s Safeguarding Website**](https://pandorsetscb.proceduresonline.com/)

|  |  |
| --- | --- |
| **Bournemouth, Christchurch & Poole – Multi Agency Safeguarding Hub (MASH):** | **01202 735046** [**MASH@bcpcouncil.gov.uk**](mailto:MASH@bcpcouncil.gov.uk) |
| **Dorset - Children's Advice and Duty Service (ChAD) Professionals Number:**  This is a professionals-only number to discuss your concerns, you will no longer complete a referral form. | **01305 228558** [**MASH@dorsetcouncil.gov.uk**](mailto:MASH@dorsetcouncil.gov.uk) |
| **Dorset Families and Members of the Public:** | **01305 228866** |

**In an emergency or out of hours contact:**

|  |  |
| --- | --- |
| **Bournemouth, Christchurch & Poole Out of Hours Service:** | **01202 738256** [**childrensOOHS@bcpcouncil.gov.uk**](mailto:childrensOOHS@bcpcouncil.gov.uk) |
| **Dorset Out of Hours Service:** | **01305 228558** |

**In the event of an emergency, always ring the Police on 999**

[**Vulnerable Adults Website**](https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/adult-abuse/reporting-abuse.aspx)

If you know someone is being abused, or think they may be, call:

* Residents in the **Dorset** Council area call **01305 221016**
* **Christchurch** and **Bournemouth** residents call Care Direct on **01202 454979**
* **Poole** residents call Adult Social Care help desk on **01202 633902**

Out of normal office hours, please call the out of hours service on **01305 858250.**

**In the event of an emergency, always ring the Police on 999**

**Bournemouth, Dorset & Poole continued**

[**Prevent**](https://www.dorset.police.uk/help-advice-crime-prevention/personal-safety/major-terror-incidents/prevent/)

**Dorset Police as you to visit their website to complete a referral form using this email**

[**PreventReferrals@Dorset.pnn.police.uk**](mailto:PreventReferrals@Dorset.pnn.police.uk)

**In the event of an emergency, always ring the Police on 999**

**Bristol**

<https://bristolsafeguarding.org/>

[**Children and Young People’s Safeguarding website**](https://bristolsafeguarding.org/children-home/)

If you’re concerned that a child (under 18) is at risk of being abused or neglected contact the [First Response](https://www.bristol.gov.uk/en_US/social-care-health/reporting-concerns-about-a-child-first-response) Team on **0117 903 6444**

Outside of working hours call the[Emergency Duty Team](http://www.bristol.gov.uk/c/portal/layout?p_l_id=31671)on **01454 615 165**

**In the event of an emergency, always ring the Police on 999**

[**Vulnerable Adults website**](https://bristolsafeguarding.org/adults/)

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](https://www.somerset.gov.uk/social-care-and-health/prevent-in-somerset/)

Police Prevent Team  
Phone 01278 647466 – Monday to Friday, 8am to 4pm. For out of hours advice, phone 101  
Email [channelsw@avonandsomerset.pnn.police.uk](mailto:channelsw@avonandsomerset.pnn.police.uk)

For advice, support and training enquiries

Public Health Specialist – Community Safety, Lucy Macready  
Phone 07887 955 440  
Email [LMacready@somerset.gov.uk](mailto:LMacready@somerset.gov.uk)

For safeguarding support and advice

Customer Contact  
Phone 0300 123 2224

All other Prevent questions

Email [Prevent@somerset.gov.uk](mailto:Prevent@somerset.gov.uk)

**Cornwall**

[**Children and Young People’s Safeguarding Website**](https://www.cornwall.gov.uk/health-and-social-care/childrens-services/child-protection-and-safeguarding/)

**Multi Agency Referral Unit** (Children and Young People)

3 North   
County Hall   
Treyew Road   
Truro   
TR1 3AY

Tel: **0300 1231 116**

**In the event of an emergency, always ring the Police on 999**

[**Vulnerable Adults Website**](https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/)

If you’re an adult experiencing abuse or neglect, or if you’re concerned about an adult possibly experiencing abuse or neglect, contact us on **0300 1234 131** (out of hours number **01208 251300**) or email [accessteam.referral@cornwall.gov.uk](mailto:accessteam.referral@cornwall.gov.uk)

**In the event of an emergency, always ring the Police on 999**

**[Prevent](https://www.devon-cornwall.police.uk/advice/your-community/prevent-reporting-and-preventing-radicalisation-terrorism-and-extremism/what-is-prevent/)**

Prevent co-ordinator 01392 452 555

[prevent@devonandcornwall.pnn.polic.uk](mailto:prevent@devonandcornwall.pnn.polic.uk)

**In the event of an emergency, always ring the Police on 999**

**Devon**

[**Children and Young People’s Safeguarding Website**](https://www.dcfp.org.uk/training-and-resources/multi-agency-safeguarding-hub-in-devon/)

Devon MASH (safeguarding enquiries regarding children and young people)If you have an urgent safeguarding concern call the MASH (Multi Agency Safeguarding Hub) on **0345 155 1071**  
For urgent safeguarding concerns out of hours call **0345 600 0388**

**In the event of an emergency, always ring the Police on 999**

**Devon continued**

[**Vulnerable Adults Website**](https://www.devonsafeguardingadultspartnership.org.uk/)

**If you think that you, or someone you know, is being abused or neglected call Care Direct on 0345 1551 007 or email csccaredirect@devon.gov.uk**

(Monday-Friday 8am-8pm and Saturday 9am-1pm – outside of these hours or on bank holidays call **0845 6000 388** or email the address above)

**If you are in Torbay call 01803 219700**

**If you are in Plymouth call 01752 668000**

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](https://www.devon-cornwall.police.uk/advice/your-community/prevent-reporting-and-preventing-radicalisation-terrorism-and-extremism/what-is-prevent/)

Prevent co-ordinator 01392 452 555

[prevent@devonandcornwall.pnn.polic.uk](mailto:prevent@devonandcornwall.pnn.polic.uk)

**In the event of an emergency, always ring the Police on 999**

**Somerset**

[**Children and Young People’s Safeguarding website**](https://sscb.safeguardingsomerset.org.uk/)

* Children’s Social Care on **0300 123 2224**
* by email at [childrens@somerset.gov.uk](mailto:childrens@somerset.gov.uk)

If you would like to speak to a social worker outside of office hours please phone the Emergency Duty Team (EDT) on **0300 123 23 27**

**In the event of an emergency, always ring the Police on 999**

[**Vulnerable Adult Website**](https://www.somerset.gov.uk/social-care-and-health/report-an-adult-at-risk/)

* Phone Adult Social Care on **0300 123 2224**
* Email at [adults@somerset.gov.uk](mailto:adults@somerset.gov.uk)

**Somerset continued**

**Outside** of office hours please phone Adults and Mental Health out of hours on **01823 368244.**

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](https://www.somerset.gov.uk/social-care-and-health/prevent-in-somerset/)

Police Prevent Team  
Phone 01278 647466 – Monday to Friday, 8am to 4pm. For out of hours advice, phone 101  
Email [channelsw@avonandsomerset.pnn.police.uk](mailto:channelsw@avonandsomerset.pnn.police.uk)

For advice, support and training enquiries

Public Health Specialist – Community Safety, Lucy Macready  
Phone 07887 955 440  
Email [LMacready@somerset.gov.uk](mailto:LMacready@somerset.gov.uk)

For safeguarding support and advice

Customer Contact  
Phone 0300 123 2224

All other Prevent questions

Email [Prevent@somerset.gov.uk](mailto:Prevent@somerset.gov.uk)

**Swindon**

[**Children and Young People’s Safeguarding Website**](https://www.swindon.gov.uk/info/20043/child_protection/43/multi_agency_safeguarding_hub)

Non emergencies (office hours)

* Email: [swindonmash@swindon.gov.uk](mailto:swindonmash@swindon.gov.uk)
* Telephone: **01793 466903** (during normal office hours, 8.30am to 4.40pm Monday to Thursday, and 8.30am to 4.00pm Friday)

The Emergency Duty Service (EDS) provides an emergency contact point for all aspects of social work in Swindon outside normal office hours. This includes cover during the night, weekends and bank holidays. **The Emergency Duty Service is available on 01793 466900​​.**

**In the event of an emergency, always ring the Police on 999**

**Swindon continued**

[**Vulnerable Adults Website**](https://safeguardingpartnership.swindon.gov.uk/info/1/swindon_lscb/15/adult_safeguarding)

**Adult safeguarding team, Swindon Borough Council**

Tel: **01793 463555**

E-mail: adultsafeguarding@swindon.gov.uk (During office hours - Monday to Friday inclusive, 8.30am to 5.00pm).

**Safeguarding adult’s investigation team, Wiltshire Police**

Tel: **01380 826350** (During office hours: Monday to Friday inclusive, 9.00am-5.00pm).

**Out-of-hours emergency duty service**

The emergency duty service is only for reporting safeguarding concerns that require urgent action out of normal working hours. Any other concerns should be forwarded to the Adult Safeguarding Team at adultsafeguarding@swindon.gov.uk, which will be processed the next working day.

Tel: **01793 436699**

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](http://www.wiltshire.gov.uk/community-safety-prevent)

* Speak to your designated safeguarding lead (if applicable)
* Call 101 and state you would like some advice or make a Prevent referral
* If you see or hear something that could be terrorist related call the anti-terrorist hotline on 0800 789 321
* If you require urgent police assistance dial 999
* Email: [**channelsw@avonandsomerset.pnn.police.uk**](mailto:channelsw@avonandsomerset.pnn.police.uk)

**Wiltshire**

[**Children and Young People’s Safeguarding Website**](http://www.wiltshire.gov.uk/children-young-people-protection)

If you think a child or young person is at risk of significant harm, or is injured, contact the Multi-Agency Safeguarding Hub (MASH) on **0300 4560108**, 8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday; out of hours **0300 456 0100**. For less urgent enquiries, email [**mash@wiltshire.gov.uk.**](mailto:mash@wiltshire.gov.uk)

**In the event of an emergency, always ring the Police on 999**

**Wiltshire continued**

[**Vulnerable Adults Website**](http://www.wiltshiresab.org.uk/)

### If you have concerns about a vulnerable adult contact Adult MASH:

Telephone: **0300 456 0111** Textphone: 01225 712501

Email: [adviceandcontact@wiltshire.gov.uk](mailto:adviceandcontact@wiltshire.gov.uk)

Monday to Thursday: 08:30 – 17:20   
Friday: 08:30 – 16:20

If you need urgent help or advice outside of these hours, you can call **0300 456 0100**

Board enquiries:   
Telephone: 01225 718093   
Email: lsab@wiltshire.gov.uk

**In the event of an emergency, always ring the Police on 999**

[**Prevent**](http://www.wiltshire.gov.uk/community-safety-prevent)

* Speak to your designated safeguarding lead (if applicable)
* Call 101 and state you would like some advice or make a Prevent referral
* If you see or hear something that could be terrorist related call the anti-terrorist hotline on 0800 789 321
* If you require urgent police assistance dial 999
* Email: [**channelsw@avonandsomerset.pnn.police.uk**](mailto:channelsw@avonandsomerset.pnn.police.uk)