

# Safeguarding Adults Policy

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| Policy Author: Olivia Barker     | Policy Valid From: 15/07/2024  |
| Policy Approved Date: 15/07/2024 | Policy Review Date: 15/07/2025 |

## Policy/Strategy Control Statement

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| 1  | Document Title   | Safeguarding Adults Policy                                   |
| 2  | Date of Document (Created Date)  | 15/07/2024   |
| 3  | Service Lead   | Keith Evans  |
| 4  | Author   | Olivia Barker  |
| 5  | Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.            | 15/07/2024 – Keith Evans                                     |
| 6  | Date last reviewed   | 15/07/2024   |
| 7  | Amendment record   |  |
| 8  | Next review date (Planned review Date)   | 15/07/2025   |
| 9  | Staff Consultation   | Safety Leads   |
| 10 | Other Services Consultation  | Independent safeguarding consultant – Keith Oddy             |
| 11 | Customer Consultation  | N/A  |
| 12 | Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team. | N/A  |
| 13 | Confirm that document meets current legislative requirements   | Yes  |
| 14 | Further Information/Comments   | N/A  |
| 15 | Sign off of statement by Author and Service Lead (name and date):  | Olivia Barker<br>11/07/2024<br><br>Keith Evans<br>11/07/2024 |



## Policy Applicable To

Business Area: Health & Safety

Applicable to: Places Leisure

## Amendment Sheet Record

| Revision Date | Description of Changes | Approved By | Date Approved |
|---------------|------------------------|-------------|---------------|
|               |                        |             |               |
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|               |                        |             |               |

Please summarise the current policy requirements and how this is changed in the new policy.

Annual review no significant changes

Please explain the reason for changes/improvements/new policy.

Annual review no significant change

Please explain any new actions required to put the policy changes into practice.

Annual review no significant change



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# PLACES LEISURE SAFEGUARDING ADULTS POLICY

## Introduction

The aim of this policy and procedure is to safeguard adults at risk from potential abuse or neglect. The policy also aims to protect staff, volunteers and other adults in positions of responsibility from allegations of abuse.

Sports and physical activity organisations have a duty to ensure that adults are able to take part in activities fully, free from abuse and neglect. That includes working to prevent abuse from occurring within sport and physical activity and responding proportionately if abuse or neglect has occurred. PfP will encourage and support partner organisations clubs to adopt and demonstrate their commitment to the principles and practice of equality as set out in this safeguarding adults policy and procedures.

The Care Act 2014 put the safeguarding of adults onto a statutory footing and states clearly that safeguarding adults is everybody's business within communities.

Sports and activity organisations have a duty to respond if they feel that an adult is suffering, or likely to suffer, harm inside or outside of the sport or physical activity. The leisure sector has regular contact with many people and has a crucial role to play in supporting, identifying and reporting of adults who may be at risk of harm.

This document will be reviewed on a yearly basis except in the event of significant organisational change or legislation, or in the event of a serious incident.

## Guidance and Legislation

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

- Data Protection Act 2018
- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment ) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- Freedom of Information Act 2000
- The Human Rights Act 1998



## Definitions

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

Adult at Risk is a person aged 18 or over who

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or is at risk of, abuse or neglect; and;
- 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.

**There has been a marked shift away from using the term ‘vulnerable’ to describe adults potentially at risk from harm or abuse.**

Abuse is a violation of an individual’s human and civil rights by another person or persons. For information on types of abuse see page 9.

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

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

Adult in need of care and support is determined by a range of factors including personal characteristics, factors associated with their situation or environment and social factors. Naturally, a person’s disability or frailty does not mean that they will inevitably experience harm or abuse. In the context of safeguarding adults, the likelihood of an adult in need of care and support experiencing harm or abuse should be determined by considering a range of social, environmental and clinical factors, not merely because they may be defined by one or more of the above descriptors.

# Principles

The guidance given in the policy and procedures is based on the following principles: the rights, dignity and worth of all adults will always be respected

- all adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- all incidents of suspected poor practice and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Places Leisure (PL) will seek to ensure that our activities are inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
- we recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.
- we recognise that a disabled adult may or may not identify themselves or be identified as an adult with care and support needs or an adult 'at risk'
- confidentiality should be upheld in line with the Data Protection Act (2018), and the Freedom of Information Act (2004)
- this policy will be promoted to all staff and volunteers, partners and customers, and will be available on the PL website
- all PL staff, volunteers and partnering organisations have a role to play in ensuring that the responsibilities/commitments to safeguarding set out in this policy are upheld and at the forefront of everything they do.

## **The Care Act 2014 sets out the following six principles that should underpin safeguarding of adults**

**Empowerment** - People being supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

**Prevention** – It is better to take action before harm occurs. "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help

**Proportionality** – The least intrusive response appropriate to the risk presented. "I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."

**Protection** – Support and representation for those in greatest need. “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

**Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

**Accountability** – Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

### **Making Safeguarding personal**

‘Making safeguarding personal’ means that adult safeguarding should be person led and outcome focussed. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control. As well as improving quality of life, well-being and safety. Wherever possible discuss safeguarding concerns with the adult to get their view of what they would like to happen and keep them involved in the safeguarding process, seeking their consent to share information outside of the organisation where necessary.

### **Wellbeing Principle**

The concept of wellbeing is threaded throughout the Care Act and it is one that is relevant to adult safeguarding in sport and activity. Wellbeing is different for each of us however the Act sets out broad categories that contribute to our sense of wellbeing. By keeping these themes in mind, we can all ensure that adult participants can take part in sport fully.

- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over their day-to-day life (including over care and support provided and the way they are provided)
- Participation in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal domains
- Suitability of the individual’s living accommodation
- The individual’s contribution to society.

# Responsibilities

As PL run sites on behalf of local authorities and other partner funded programmes, there are two main areas of responsibility that need to be outlined when looking at safeguarding adults as depending on the situation/programme concerned different levels of responsibility may occur.

These are:

- **Operational** – this is in relation to PL employed staff and volunteers who run projects and groups where PfP are directly responsible for the safety of adults in our care
- **Strategic** – involves work with partners who hire premises to run private clubs / activities where PL cannot take overall responsibility but has a commitment to safeguarding and plays a pivotal role in advising and supporting its partners

## Operational Responsibilities

PL is committed to having the following in place:

- a Designated Safeguarding Lead to produce and disseminate guidance and resources to support the policy and procedures
- a clear line of accountability within the organisation for work on promoting the welfare of all adults.
- a constructive approach to safeguarding adults, accepting the moral and legal responsibility to provide a duty of care to protect and safeguard the wellbeing of adults engaged in any activity over which it has supervision and control
- an acknowledgement that everyone in sport has a shared responsibility to ensure the safety of adults
- an organisational culture of openness that ensures all are listened to and respected recruitment procedures that include arrangements for appropriate checks on new staff and volunteers, in accordance with PL recruitment practice
- training and supervision for its employees and volunteers to adopt best practice to safeguard and protect adults from abuse, and reduce the likelihood of allegations of abuse against themselves
- clear procedures for adults, staff and volunteers to voice their concerns or lodge complaints if they feel unsure or unhappy about anything
- a commitment to maintain confidentiality and ensure information is shared as appropriate with other agencies in all cases involving safeguarding, in line with current legislation
- a response process for any allegations and concerns and implement the appropriate disciplinary and appeals procedures, in accordance with PL disciplinary procedures

- processes to improve the safety and wellbeing of all adults who play sport

### **Strategic Responsibilities**

PL is committed to increasing awareness around the importance of safeguarding adults in sport and will promote this policy to its partners to ensure best practice is adopted throughout the organisation.

Partners of PL can be defined as:

- organisations who make funding contributions
- organisations with whom PL has a Service Level Agreement or other agreement
- organisations whom PL commissions to provide a service
- Local Authority agreements
- Sports clubs
- Schools
- Training providers

As part of its commitment to safeguarding adults PL will:

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

## Types of Abuse and Neglect

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour or issue which could give rise to a safeguarding concern. These definitions have been taken from the Care Act 2014.

**Self-neglect** – this covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. This could be a player whose appearance becomes unkempt, does not wear suitable sports kit and deterioration in hygiene.

**Modern Slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. You may notice that a participant in a team has been missing from practice sessions and is not responding to reminders from team members or coaches.

**Domestic Abuse** – including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. Sport may notice a power imbalance between a participant and a family member. For example a participant with Downs Syndrome 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.

**Discriminatory** – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act. This could be the harassing of a club member because they are or are perceived to be transgender.

**Organisational Abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. This could be training without a necessary break.

**Physical Abuse** – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. This could be a coach intentionally striking an athlete.

**Sexual Abuse** - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. This could be a fellow athlete who sends unwanted sexually explicit text messages to a learning disabled adult they are training alongside.

**Financial or Material Abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. This could be someone taking equipment from an athlete with dementia.

**Neglect** – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. This could be a coach not ensuring athletes have access to water.

**Emotional or Psychological Abuse** – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks. This could be an athlete threatening another athlete with physical harm and persistently blaming them for poor performance.

The following are not included within the Care Act 2014, but are relevant:

**Cyber Bullying** - cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

**Forced Marriage** - forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Antisocial Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

**Mate Crime/Cuckooing** - a 'mate crime' as defined by the Safety Net Project is 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

**Radicalisation** - the aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

**Honour based abuse:** Honour'-based abuse (HBA) is abuse motivated by the belief that someone in the family has brought shame or dishonour to the family or community, and the abuse is committed to protect or defend the honour of the family or community. Abuse may be verbal, sexual, economic or physical and can encompass various criminal offences such as forced marriage, sexual assault, stalking and harassment, rape, coercive control, physical assault, forced suicide or murder.



## Recognising abuse

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

Abuse can take place in any context and by all manner of perpetrator. Abuse may be inflicted by anyone in the club who an athlete comes into contact with. Or club members, workers, volunteers or coaches may suspect that an athlete is being abused or neglected outside of the club setting. There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- they may have a fear of a particular group or individual
- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- they may self-harm
- an injury for which the explanation seems inconsistent
- unexplained changes in behaviour
- person has belongings or money going missing
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adults, particularly those with whom a close relationship would normally be expected
- has difficulty in making friends
- is prevented from socialising with other adults
- displays variations in eating patterns including overeating or loss of appetite
- losing or gaining weight / an unkempt appearance
- person is not attending/ no longer enjoying their sessions
- they may tell you / another person they are being abused – i.e. a disclosure.

Abuse can also occur through social media and this is often harder to detect. It is important to remember that the type of abuse that can occur through social media always includes emotional and psychological abuse and can include sexual and financial abuse. Social media includes (but is not limited to): networking sites such as Facebook, Twitter and LinkedIn, email, text messages, Skype and instant messaging services.

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

- Unwanted sexual text messages (sexual abuse)
- Unwanted communication or stalking/harassment (emotional abuse)

- Inappropriate messaging; with kisses attached (emotional and sexual abuse)
- Requests for money (financial abuse)
- Intimidation (emotional abuse)
- Sexual coercion (sexual abuse)
- Cyber-bullying (emotional abuse)

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

## Good Practice, Poor Practice and Abuse

It can be difficult to distinguish poor practice from abuse, whether intentional or accidental. It is not the responsibility of any individual involved in sport or activity to make judgements regarding whether or not abuse is taking place, however, everyone has the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

Everyone should:

- Aim to make the experience of sport and activity fun and enjoyable.
- Be aware of the safeguarding adults policy and procedures and know what to do if they have a concern
- Follow relevant codes of conduct, for example coaches, participants and spectators
- Promote fairness and play by the rules.
- Not tolerate the use of prohibited or illegal substances.
- Treat all adults equally and preserve their dignity; this includes giving more and less talented members of a group similar attention, time and respect.

## Capacity – Making Decisions

We make decisions every day, often without even realising, and may take this for granted. Some people are able to make every decision about their own lives. Some people are able to make some decisions and a small number of people cannot make any decisions. Being unable to make a decision is called “lacking capacity”.

The Mental Capacity Act 2005 (MCA) states that every individual has the right to make their own decisions and provides the framework for this to happen. In sport and physical activity we do not have to be an expert in assessing capacity however we will follow the 5 principles:

1. Assume that people are able to make decisions, unless it is shown that they are not – if you have concerns about a person’s level of understanding attending one of your events you should check this with them and if applicable people supporting them.
2. Give people as much support as they need to make decisions - you may be involved in this, you might need to think about the way you communicate or provide information, you may be asked your opinion.
3. The right to make unwise decisions as long as you understand the implications – a person may want to play a contact sport even though they are unsteady on their feet. If they understand the implications then consider how risks can be minimised so they do not miss out, for example by using protective sports equipment.
4. Best Interests - If someone is not able to make a decision, then the people helping them must only make decisions in their ‘best interests’. This means that the decision must be what is best for the person, not for anyone else. If someone was making a decision on your behalf, you would want it to reflect the decision you would make if you were able to.
5. Find the least restrictive way of doing what needs to be done.

# Confidentiality and Information Sharing

The sharing of information in adult safeguarding situations can be confusing. Here are some key messages to assist when considering information sharing.

- If someone knows that abuse or neglect is happening they must act upon that knowledge, not wait to be asked for information.
- The six safeguarding principles should underpin all safeguarding practice, including information- sharing. (found on pages 6 and 7 of this document)
- The Data Protection Act enables the lawful sharing of information.
- Decisions on sharing information must be justifiable and proportionate, based on the potential or actual harm to adults or children at risk, against the right of confidentiality for the individual concerned. The rationale for any decisions made should always be recorded.
- When sharing information between agencies about adults at risk it should only be shared: If relevant and necessary (not simply all the information held about the person); With the relevant people who need all or some of the information; When there is a specific need for the information to be shared at that time.
- Workers and volunteers within sports and physical activity organisations should always share safeguarding concerns in line with their organisation's policy, usually with their safeguarding lead or welfare officer in the first instance, except in emergency situations.
- As long as it does not increase the risk to the adult at risk, the worker or volunteer should explain to them that it is their duty to share their concern with their designated safeguarding lead.
- The designated safeguarding lead will then consider the situation and plan the actions that need to be taken, in conjunction with the adult at risk and in line with the organisation's policy and procedures and Local Safeguarding Adults Board (LSAB) policy and procedures.
- A conversation can be had with the local safeguarding adult's team without disclosing the identity of the person in the first instance.
- If it is thought that a referral needs to be made to the local safeguarding adult's team, consent should be sought from the adult at risk.
- Individuals may not give their consent to the sharing of safeguarding information with the local safeguarding adult's team for a number of reasons. Reassurance, appropriate support and revisiting the issues at another time may help to change their view on whether it is best to share information.
- If they still do not consent then their wishes should usually be respected. However there are circumstances where information can be shared without consent such as when the adult does not have the capacity to consent, it is in the

public interest because it may affect other people or a serious crime has been committed. This should always be discussed with the safeguarding adult's team.

- It is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in situations when people may be at risk.

# List of Support Organisations

## Addiction

Alcoholics Anonymous – a fellowship of men and woman who share their experiences to recover from alcoholism 0845 7697555 [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Gamcare – offers free, impartial and confidential advice and support about a gambling problem 0808 8020133 [www.gamcare.org.uk](http://www.gamcare.org.uk)

## Bereavement

Childhood Bereavement Network 0207 843 6309 [www.childbereavementnetwork.org.uk](http://www.childbereavementnetwork.org.uk)

Child Death Helpline 0800 282 986 [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

Cruse Bereavement Care 0808 808 1677 [www.cruse.org.uk](http://www.cruse.org.uk)

Grief Encounter 0208 371 8455 [www.griefencounter.org.uk](http://www.griefencounter.org.uk)

Hope Again 0808 808 1677 [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

Survivors of Bereavement by Suicide 0300 111 5065 [www.uksobs.org](http://www.uksobs.org)

Winston's Wish 0808 802 0021 [www.winstonswish.org](http://www.winstonswish.org)

## Bullying

Anti-bullying alliance [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

Bullying UK 0808 800 2222 [www.bullying.co.uk](http://www.bullying.co.uk)

Ditch The Label [www.ditchthelabel.org](http://www.ditchthelabel.org)

## Cancer

Macmillan Cancer Support 0808 808 00 00

## Counselling

British Association for Counselling and Psychotherapy [www.bacp.co.uk](http://www.bacp.co.uk)

Kooth [www.kooth.com](http://www.kooth.com)

## Crime

Crime Stoppers 0800 555 111 [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Victim support 0808 1689111 [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Domestic Abuse

Galop (LGBT) 0800 999 5428 [www.galop.org.uk](http://www.galop.org.uk)

National Domestic Violence Helpline 0800 970 2070 [www.ncdv.org.uk](http://www.ncdv.org.uk) NCDV provides a free, fast and emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation

Refuge 0808 2000 247 [www.refuge.org.uk](http://www.refuge.org.uk)

Womens Aid – freephone 24 hour National Domestic Violence Helpline 0808 2000 247  
National charity for women and children working to end domestic abuse  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

Mens Advice Line – men's 24 hour advice line, for men experiencing domestic violence and abuse 0808 801 0327 [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

Broken Rainbow - for lesbian, gay and transsexual people experiencing domestic violence or abuse 0300 999 5428 [www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk)

## **Drugs**

Talk to Frank – information and advice on drugs, how to find support, worried about a friend and general advice 0300 123 6600 [www.talktofrank.com](http://www.talktofrank.com)

Lifeline Project – a team with experience of managing drug and alcohol services & criminal justice expertise 0161 200 5486 [www.lifeline.org.uk](http://www.lifeline.org.uk)

## **FGM (Female Genital Mutilation)**

Africans Unite Against Child Abuse [www.afruca.org](http://www.afruca.org)

Forward UK 0208 960 4000

FGM Unit – based at the Home Office, co-ordinates work on FGM across government and offers outreach support to local areas [fgmenquiries@homeoffice.gsi.gov.uk](mailto:fgmenquiries@homeoffice.gsi.gov.uk)

## **Forced Marriage**

Karma Nirvana 0800 599 9247 [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

Runaway Helpline 116 000 [www.runawayhelpline.org.uk](http://www.runawayhelpline.org.uk)

## **Housing**

Shelter 0808 800 4444 [www.shelter.org.uk](http://www.shelter.org.uk)

National Homelessness Advice Service [www.nhas.org.uk](http://www.nhas.org.uk)

## **LGBT (Lesbian, Gay, Bi-sexual and Transgender)**

Stonewall 0207 593 1850 [www.stonewall.org.uk](http://www.stonewall.org.uk)

LGBT Foundation 0345 330 3030 [www.lgbt.foundation](http://www.lgbt.foundation)

LGBT Kroma 0300 008 0867 [www.kromalgbt.org.uk](http://www.kromalgbt.org.uk)



## **Mental Health**

Anna Freud National Centre for Children & Families [www.annafreud.org](http://www.annafreud.org)

Anxiety UK 03444 775 774 [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

Beat eating disorders 0808 801 0711 [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

Bipolar UK 0333 323 3880 [www.bipolaruk.org](http://www.bipolaruk.org)

CALM (Campaign Against Living Miserably) 0800 58 58 58 [www.thecalmzone.net](http://www.thecalmzone.net)

Charlie Waller Memorial Trust [www.cwmt.org.uk](http://www.cwmt.org.uk)

HeadMeds [www.headmeds.org.uk](http://www.headmeds.org.uk)

Heads Together [www.headstogether.org.uk](http://www.headstogether.org.uk)

Mind – a mental health charity, Offering information and advice on a huge range of mental health topics. Tel – 0300 123 3393 [www.mind.org.uk](http://www.mind.org.uk) Text – 86463 Email – [info@mind.org.uk](mailto:info@mind.org.uk)

National Self Harm Network [www.nshn.co.uk](http://www.nshn.co.uk)

OCD Action 0845 390 6232 [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

OCD-UK [www.ocduk.org](http://www.ocduk.org)

Papyrus (Suicide support) 0800 068 4141 [www.papyrus-uk.org](http://www.papyrus-uk.org)

Rethink Mental Illness 0300 5000 927 [www.rethink.org](http://www.rethink.org)

Samaritans UK – a national charity, available 24 hours a day, 365 days a year. People talk to the Samaritans anytime they like, in their own way, and off the record – about whatever's getting to them. You don't have to be suicidal 08457 909090 [www.samaritans.org](http://www.samaritans.org) email [-jo@samaritans.org](mailto:-jo@samaritans.org)

Sane 0300 304 7000

Selfharm UK [www.selfharm.co.uk](http://www.selfharm.co.uk)

The Mix 0808 808 4994 [www.themix.org.uk](http://www.themix.org.uk)

The Site – worried about your mental health or someone else's? Information and advice available includes sex and relationships, your body, drink and drugs, money and more, aimed at the 16 to 25 age group, online support available through online form, forums and chat rooms [www.thesite.org](http://www.thesite.org)

## **Online Safety**

National Professionals Online Safety Helpline 0344 381 4772 [www.saferinternet.org.uk](http://www.saferinternet.org.uk)

Net-Aware [www.net-aware.org.uk](http://www.net-aware.org.uk)

Safer Internet [www.saferinternet.org.uk](http://www.saferinternet.org.uk)

Think U Know [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

## **Parent Support**

Family Lives 0808 800 2222 [www.familylives.org.uk](http://www.familylives.org.uk)

Citizens Advice – helps people resolve their legal, money and other problems by providing free, independent and confidential advice. Find advice online or get details of your local Citizens Advice Bureau 0344 4111 444 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

National Autistic Society - NAS – providing information, support and pioneering services and campaign for a better world for people with Autism 0808 8004104 [www.nas.org.uk](http://www.nas.org.uk)

## **Self-Harm**

Harmless [www.harmless.org.uk](http://www.harmless.org.uk)

National Self Harm Network [www.nshn.co.uk](http://www.nshn.co.uk)

## **Sexual Abuse**

MOSAC (Mothers of Sexually Abused Children) 0800 980 1958 [www.mosac.net](http://www.mosac.net)

Stop It Now 0808 1000 900 [www.stopitnow.org.uk](http://www.stopitnow.org.uk)

The Lucy Faithfull Foundation 01527 591922

Lifecentre – supporting survivors of rape and sexual abuse. Services are for women and men, girls and boys of all ages and backgrounds, offering a helpline and email counselling Tel – adults – 0844 847 7879 [www.lifecentre.uk.com](http://www.lifecentre.uk.com)

## **Sexual Health**

Check Your Bits (Chlamydia Testing) [www.checkyourbits.org.uk](http://www.checkyourbits.org.uk)

Getting It On [www.gettingiton.org.uk](http://www.gettingiton.org.uk)

Sexual Health Helpline 0300 123 7123

Brook [www.brook.org.uk](http://www.brook.org.uk)

Rape crisis 0808 802 9999 [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

Victim support 0808 168 9111 [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Rape and sexual abuse support Centre (RASAC) 0808 802 9999 [www.rasac.org.uk](http://www.rasac.org.uk)

Survivors UK Male rape and sexual abuse support [www.survivorsuk.org](http://www.survivorsuk.org)

## **Transgender**

Gires [www.gires.org.uk](http://www.gires.org.uk)

Mermaids UK 0808 801 0400 [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

All about Trans [www.allabouttrans.org.uk](http://www.allabouttrans.org.uk)