


NCA Safeguarding & Prevent Procedure

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Version	V4
Issue date	February 2024
Review date	February 2025 (unless an earlier review is required by legislative changes)
Staff Affected	Staff, Apprentices and Learners
Lead Officer	NCA Director
Approved by Name	Board of Trustees Professor Upkar Pardesi (OBE) (Chairman)
Signature	

1. Introduction

NCA is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an employee, staff, volunteer, apprentice, and learner is at risk of harm.

The procedure should be implemented with reference to NCA Safeguarding & Prevent Policies and supporting information.

This procedure details the steps to be taken in responding to any concern that an employee, staff, volunteer, apprentice, and learner involved in NCA or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 2: Reporting concerns- **For everyone**

Section 6: What happens next – **For Safeguarding & Prevent Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

For more details around ‘Vulnerable persons’ please see the additional information in Section 6 Definitions of NCA Safeguarding Policy.

2. Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are experiencing harm within NCA contact Ajit Singh (Safeguarding & Prevent Lead – Ajit.Singh@ncauk.org, Tele 0121-515 4229, Mobile 07815 511676). If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding & Prevent Lead.

If you are in immediate danger or need immediate medical assistance, contact the emergency services 999.

If the Safeguarding & Prevent Lead is implicated or you think has a conflict of interest, then report to the NCA Operations Manager (Jasvinder Kaur Jasvinder.kaur@ncauk.org, Tele 0121 515 4229, mobile 07802 158247)

You can also contact the Police, Social Services, your doctor, or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support). NCA will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Operations Manager or a member of the NCA Board.

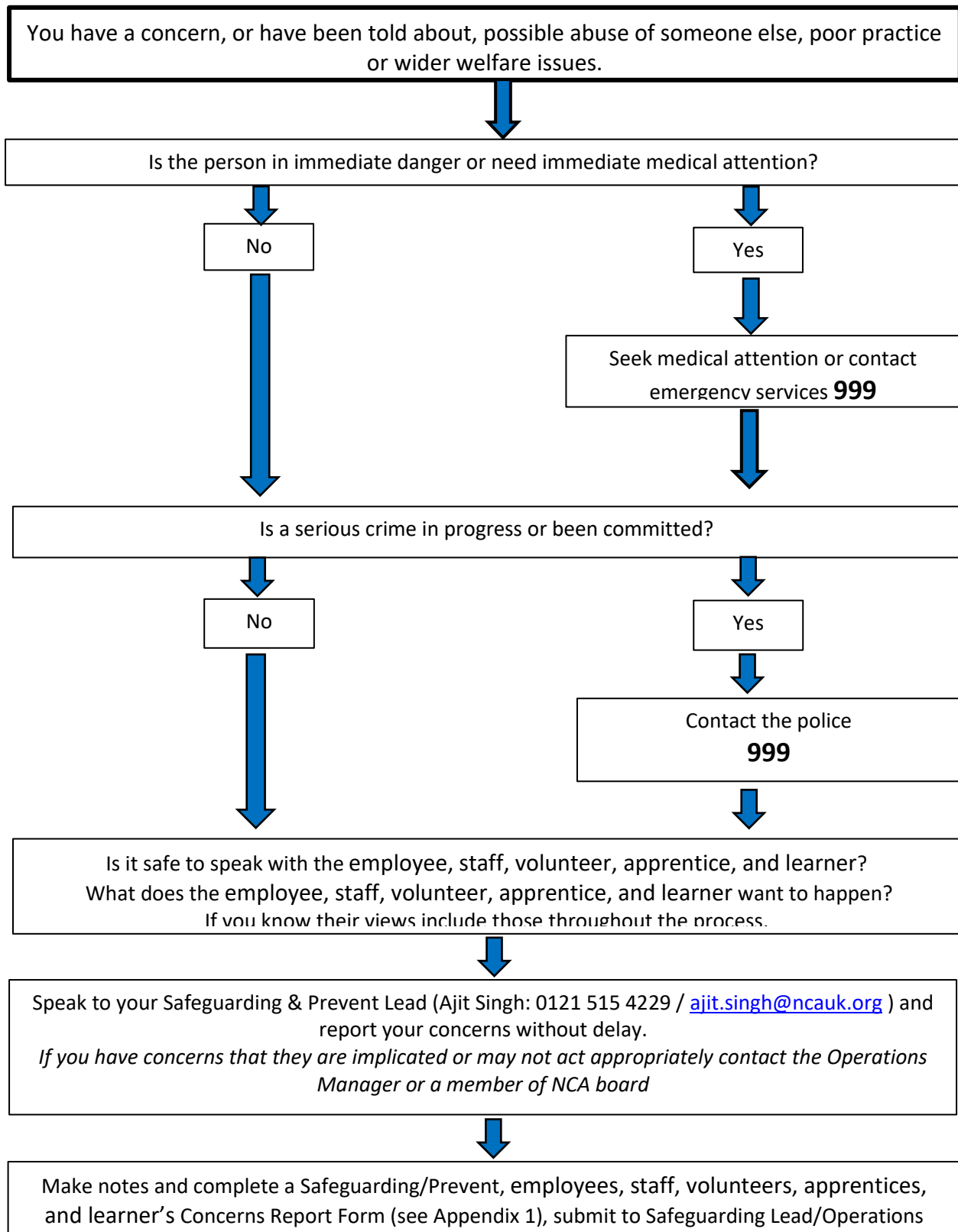
At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to NCA that you can take part in our activities safely and we will take every step to support you to do that.

NCA is committed to providing a workplace in which the dignity of every employee, staff, volunteer, apprentice, and learner are respected and where every employee, staff, volunteer, apprentice, and learner, can work in an atmosphere of safety and values the contribution of each other. Any form of harassment, bullying and/or victimisation detracts from a productive working environment and can affect the health, confidence, morale, and performance of those affected by it, including anyone who witnesses, or has knowledge of the unwanted behaviour. NCA adopts a zero-tolerance approach when dealing with incidents of bullying and harassment.

All employees, staff, apprentices, and learners should be aware that appropriate disciplinary action which could include dismissal will be taken against any person found guilty of harassment or bullying. It is essential that no one need fear that they will be victimised for bringing forward a complaint of harassment or bullying.

Reporting Concerns About Others (Flowchart 1)



3. Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice, or wider welfare issues you must contact the NCA Safeguarding & Prevent Lead as soon as you can: Ajit Singh Tele - 0121 515 4229 or Mobile 07815 511676, email ajit.singh@ncauk.org

If the Safeguarding & Prevent Lead is implicated or you think has a conflict of interest, then report to the Operations Manager.

If you are concerned about harm being caused to **someone else**, please follow the guidance below:

- It is not your responsibility to prove or decide whether an employee, staff, volunteer, apprentice, and learner has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have
- If someone has a need for **immediate medical attention** call an ambulance on 999
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with every employee, staff, apprentice, and learner, and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the employee, staff, apprentice, and learner, before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out
- **Remember not to confront the person thought to be causing the harm**

4. Responding to a Direct Disclosure

If an employee, staff, apprentice, and learner, indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously
- Stay calm
- Listen carefully to what is said, allowing the employee, staff, volunteer, apprentice, and learner to continue at their own pace
- Be sensitive
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you

- Reassure the person that they have done the right thing in revealing the information
- Ask them what they would like to happen next
- Explain what you would like to do next
- Explain that you will have to share the information with NCA Safeguarding Lead
- Ask for their consent for the information to be shared outside the organisation
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely
- Help them to contact other organisations for advice and support (e.g., Police, Domestic Abuse helpline, Victim Support)
- Act swiftly to report and carry out any relevant actions
- Record in writing what was said using the employee, staff, volunteer, apprentice, and learner own words as soon as possible

It is important **not** to:

- Dismiss or ignore the concern
- Panic or allow shock or distaste to show
- Make negative comments about the alleged perpetrator
- Make assumptions or speculate
- Come to your own conclusions
- Probe for more information than is offered
- Promise to keep the information secret
- Make promises that cannot be kept
- Conduct an investigation of the case
- Confront the person thought to be causing harm
- Take sole responsibility
- Tell everyone

5. Record Keeping

- Complete a Safeguarding/Prevent Report Form (see Appendix 1) and submit to the NCA Safeguarding Lead without delay
- Describe the circumstances in which the concern came about and what action you took/ advice you gave
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible

If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

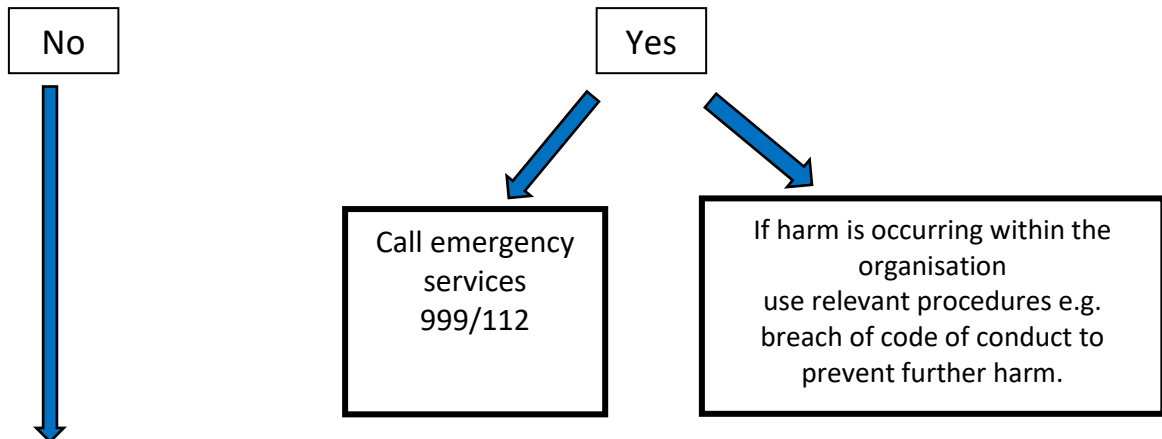
This information must only be shared with your Safeguarding Lead and others that have a need to know –e.g., to keep the person safe whilst waiting for action to be taken.

6. What happens next? (Safeguarding & Prevent Lead and organisational response)

Procedure for Safeguarding & Prevent Lead (Flowchart 2)

Steps 1 – 5 **Initial response** (as soon as you receive the Safeguarding or Prevent referral)

Step 1: Is someone at immediate risk or harm/danger or in need of immediate medical attention?



Step 2 – Safeguarding / Prevent Report Details

If you have been sent a Safeguarding Report Form check that you can understand what is written and that all the necessary parts have been completed

If you are being contacted directly request a completed Safeguarding/Prevent Report Form (staff and volunteers) or fill in the form with the person making the report (public/ employee, staff, volunteer, apprentice, and learner themselves)

Step 3- Person Making the Report

Inform, reassure, and advise the person making the report e.g., what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4- Person at Risk

What are the risks?

What are the views of the employee, staff, apprentice, and learner?

Are they an employee, staff, volunteer, apprentice, and learner at risk?

Do they need support to make decisions about their safety?

Do you need to contact the employee, staff, volunteer, apprentice, and learner directly? Is it

Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next.

Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6-14 Taking Action

Step 6 – Consult and Decide

As needed consult with Safeguarding & Prevent Lead, Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7 If a serious crime is suspected contact the police	Step 8 If you believe there is an ‘employee, staff, volunteer, apprentice and learner at risk’ make a safeguarding report to the Local Authority	Step 9 If harm is suspected of being caused within NCA e.g.. by an employee, staff, volunteer, apprentice, and learner report to relevant manager/s	Step 10 Consult with and inform the employee, staff, volunteer, apprentice, and learner
<p>Criminal enquiry, investigation, proceedings</p>	<p>Safeguarding process led by Local Authority</p>	<p>Organisation takes short term steps within relevant policy to prevent harm e.g. suspend employee, staff, volunteer, apprentice and learner at risk’</p>	<p>Organisation decides who will maintain regular contact with the employee, staff, volunteer, apprentice and learner at risk’ /s who have been at risk of harm</p>

Step 11

Take advice from and **coordinate actions** taken by NCA with those of **other agencies**. **Attend and contribute to Safeguarding strategy meetings**

Step 12

Hold Case Management meeting to coordinate actions by NCA

<p>Possible outcomes: e.g.</p> <ul style="list-style-type: none"> • Criminal Caution or Conviction • Police referral back to organisation • Referral to Independent Barring Board • Unsubstantiated– no further action 	<p>Possible outcomes e.g.</p> <ul style="list-style-type: none"> • LA enquiries triggered • employee, staff, volunteer, apprentice, and learner supported to ‘make safeguarding personal’ • Other persons at risk identified • Multi-agency meetings to coordinate actions • New/changed care and support and protection plan for any person at risk • Person NOT at risk – 	<p>Possible outcomes: e.g.</p> <ul style="list-style-type: none"> • Informal resolution • Education and training • Formal warning • Dismissal • Role conditions applied • Contract ended • Referred to Independent Barring Board • Unsubstantiated – no further action 	<p>Possible Outcomes: e.g.</p> <ul style="list-style-type: none"> • Person receives information about the process • Person supported to have their views and experience heard • Person supported to gain support from other agencies • Person continues to participate in organisation/sport
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Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to the NCA Safeguarding & Prevent Lead, they will coordinate the NCA Safeguarding/Prevent Procedure (see Flowchart 2 within Section 6).

The Safeguarding & Prevent Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from an employee, staff, volunteer, apprentice, and learner.

The Safeguarding & Prevent Lead, where appropriate, in consultation with the Case Management Group, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g., breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the employee, staff, volunteer, apprentice, and learner being harmed.

2. If you have been sent a **Safeguarding/Prevent Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding/Prevent Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the employee, staff, volunteer, apprentice, and learner report learner themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g., what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of an employee, staff, volunteer, apprentice, and learner**, whether they have given their consent to the report being made and whether they might be considered to be an 'employee, staff, volunteer, apprentice and learner report at risk'.

Find out whether the person making the report believes the employee, staff, volunteer, apprentice, and learner has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the employee, staff, volunteer, apprentice, and learner** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that **an employee, staff, volunteer, apprentice, and learner has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in NCA who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with the Lead and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place) If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the employee, staff, volunteer, apprentice, and learner has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Team or Multi-Agency Safeguarding Hub (MASH) (where the employee, staff, volunteer, apprentice, and learner lives) if you believe they may be **at risk**

AND

- The employee, staff, volunteer, apprentice, and learner report appears not to have the mental capacity to make decisions about their own safety and well-being
- the risk is from a person employed or volunteering in work with apprentice or learner with care and support needs
- there is other 'staff, volunteer, apprentice and learner at risk' (e.g., another family member, or other people using a service at the NCA).
- the employee, staff, volunteer, apprentice, and learner at risk lives in Wales or Northern Ireland (no consent required)

- an employee, staff, volunteer, apprentice, and learner at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it

If a child is at risk, you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Team/Multi Safeguarding Hub and discuss the situation with them without disclosing the identity of the employee, staff, volunteer, apprentice and learner or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in NCA in whatever capacity inform the Lead.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the employee, staff, volunteer, apprentice and learner, who may be being harmed, to be able to continue participating in the organisation

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g., the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding employees, staff, volunteers, apprentices and learner's strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop NCA taking internal steps to safeguard the employee, staff, volunteer, apprentice, and learner. E.g., the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

- 11.** Decide who in the organisation will **maintain contact with the** employee, staff, volunteer, apprentice, and learner to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the employee, staff, volunteer, apprentice, and learner to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Case Management Group meeting** to coordinate actions internally to your organisation:

- share information about what has happened with those within NCA who have a role in safeguarding
- share the views of the employee, staff, volunteer, apprentice, and learner
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between NCA and other agencies.
- decide what actions NCA will take.

Coordinate action by NCA

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service
- Communication with the employee, staff, volunteer, apprentice, and learner about the safeguarding process, offering support to the employee, staff, volunteer, apprentice, and learner and making any arrangements needed for them to continue their involvement with the organisation/sport
- Offering support to staff, volunteers and members affected by the circumstances
- Ensuring senior managers are updated as needed

13. Case Management Group meeting must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to senior management team/ the NCA Board as requested**.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the NCA website: [Nishkam Centre](#) and nishkamapprenticeships.org

Safeguarding & Prevent Lead: Ajit Singh

Deputy Safeguarding & Prevent Lead: Jasvinder Kaur

Birmingham Multi-Agency Safeguarding Hub (MASH)

Birmingham MASH is the first port of call for anyone with a child safeguarding concern. A MASH is a multi-agency team which co-locates key safeguarding agencies with a view to better identifying risks to children, and improving decision-making, interventions, and outcomes.

Tele: 0121 303 1888

Address:

1 Lancaster Circus, Queensway, Birmingham B4 7DJ

Email: MASH@birmingham.gov.uk

<https://childrensafeguardingportal.wordpress.com/multi-agency-safeguarding-hub/>

Birmingham City Council – Child protection and safeguarding

https://www.birmingham.gov.uk/homepage/143/child_protection_and_safeguarding

Birmingham Children's Trust

https://www.birminghamchildrenstrust.co.uk/info/6/contact_us/38/worried_about_a_child

The Children's Advice and Support Service (CASS) provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child.

CASS contact details

- Monday to Thursday: 8:45am to 5:15pm
- Friday: 8:45am to 4:15pm
- Telephone: **0121 303 1888**

CASS emergency out-of-hours

- Telephone: **0121 675 4806**

Local Police Contact

https://www.policestationreps.com/Police_Stations/Thornhill-Road-Police-Station.php

Address: Thornhill Road Handsworth Birmingham West Midlands B21 9BT

Contact: 0845 113 5000 or 101

Appendices

Appendix 1 – Safeguarding/Prevent Report Form

To be completed as fully as possible if you have concerns regarding an employee, staff, volunteer, apprentice, and learner.

If it is safe to do so, it is important to inform the employee, staff, volunteer, apprentice, and learner about your concerns and that you have a duty to pass the information onto the safeguarding & prevent lead. The Safeguarding & Prevent Lead will then look at the information and start to plan a course of action.

Section 1 – Details of employee, staff, volunteer, apprentice, and learner (you have concerns about)	
Name of employee, staff, volunteer, apprentice, and learner	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation / club	
Your Role in organisation	
Section 3 – Details of concern	

Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the employee, staff, volunteer, apprentice, and learner is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)

Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to employee, staff, volunteer, apprentice, and learner	
Role in organisation	
Do they have contact with other employees, staff, volunteers, apprentices, and learners at risk in another capacity? E.g., in their work/family/as a volunteer	

Section 6 - Have you discussed your concerns with the employee, staff, volunteer, apprentice, and learner?

What are their views?

What have they stated about what they want to happen and what outcomes they want?

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Section 6A – Reasons for not discussing with the employee, staff, volunteer, apprentice, and learner.

Discussion would put the employee, staff, volunteer, apprentice and learner or others at risk. Please explain:	
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Employee, staff, volunteer, apprentice, and learner appears to lack mental capacity. Please explain:	
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Employee, staff, volunteer, apprentice, and learner unable to communicate their views. Please explain:	
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Section 7 – Risk to others

Are any other employees, staff, volunteer, apprentices, and learners at risk known – delete as appropriate	Yes/No/Not
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If yes, please fill in another form answering questions 1-6

Are any children at risk Yes/No/Not known Delete as appropriate If yes, please fill in a safeguarding referral form and attach to this.	
Section 8 – What action have you taken if any /agreed with the employee, staff, volunteer, apprentice, and learner to reduce the risks?	
Actions by NCA: e.g., person causing harm suspended, times changed.	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with others within the organisation	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Safeguarding & Prevent Lead	Dates and times
Completed Form copied to Safeguarding & Prevent Lead; Date and time	
Signed:	
Date:	

OFFICE USE ONLY

Section 11 – Sharing the concerns (To be completed by Safeguarding & Prevent Lead)

Details of your contact with the employee, staff, volunteer, apprentice, and learner at risk of harm. Have they consented to information being shared outside of NCA

Details of contact with the Local Authority Safeguarding Team/MASH where the employee, staff, volunteer, apprentice, and learner at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern:

Appendix 2 – Sources of Information and Support

ACT – Action Counters Terrorism

Tel: 0800 789321 (24hrs) or ring 999

Website: <https://act.campaign.gov.uk/>

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research, and collecting and disseminating information.

Tel: Helpline - 0808 8088141 (24 hrs)

Free text: 078 6005 2906

Email: helpline@wearehourglass.org

<https://wearehourglass.org/>

Ann Craft Trust (ACT)

A national organisation providing information and advice about employee, staff, volunteer, apprentice, and learner safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327 (M-F 10:00-20:00)

Email: info@mensadviceline.org.uk (M-F 09:00-17:00)

<https://mensadviceline.org.uk/contact-us/>

National Stalking Helpline

Tel: 0808 8020300

National LGBT+ Domestic Abuse Helpline

Tel: 0345 3303030

<https://lgbt.foundation/>

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000247 (24hrs) www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Email: help@dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 (24hrs) Text/WhatsApp: 07401288595 Email: helpline@sdafmh.org.uk Web chat: sdafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 0786 0077 333 Website: info@livefearfreehelpline.wales Providing help and advice about violence against women, domestic abuse, and sexual violence https://www.gov.wales/live-fear-free Same contacts as above

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England. This helpline is for anyone aged 16+.

Tel: 0808 5002222 (24hrs)

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential, and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Tel: 0113 2935100 (leave voicemail)

Email: info@stophateuk.org

Relay UK: 18001 0113 293 5100

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

BSL Interpreter: <http://stophateuk.signvideo.net>

Address: P.O Box 851, Leeds, LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal, and psychological.

Tel: 020 70910014 (closes 17:00)

Email: info@suzylamplugh.org

www.suzylamplugh.org

The National Careline

The term "Elder Abuse" has been adopted by many bodies including the World Health Organisation and other notable organisations and countries and is established to mean

- 'A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person'.

Because the core of the definition is an 'expectation of trust' that an older person may rightly establish with another person, but which is subsequently violated, it mostly takes the form of abuse which happens within families and those within close relationships. It doesn't usually happen with strangers unless those strangers have also abused the older person's 'expectation of trust' and thus also become a source of elder abuse.

<https://www.thenationalcareline.org/AccessingHelp/ActionOnElderAbuse>

Tel: Helpline - 0800 0699784

Email: office@thenationalcareline.org

Victim Support

Provides practical advice and help, emotional support, and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

Tel: 0208 5549004

Emai: info@supportline.org.uk

www.womensaid.org.uk/information-support

West Midlands Police Prevent Lead

Matt Dyson

Tele: 0800 789321 or 999 or 101

Email: matthew.dyson@westmidlands.police.uk