



Safeguarding Adults Policy and Procedure

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Safeguarding Adults Policy and Procedure

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1. Safeguarding Policy

1.1 Policy Statements

These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided. The organisation will not tolerate the abuse of adults at risk in any of its forms.

The organisation is committed to:

- Managing its services in a way which minimises the risk of abuse occurring
- Supporting adults at risk who are at risk, experiencing or have experienced abuse
- Working with adults at risk and other agencies to end any abuse that is taking place

In achieving these aims the organisation will:

- Ensure that all teachers, volunteers, staff and committee members have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it.
- Ensure concerns or allegations of abuse are always taken seriously.
- Ensure the Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves.
- Ensure all teachers, volunteers, staff and committee members receive training in relation to safeguarding adults at a level commensurate with their role.
- Ensure that service users, their relatives or informal carers have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote safeguarding awareness and practice within the organisation.

1.2 Policy Definitions

1.2.1 Who is an 'Adult at Risk'?

For the purposes of this policy, an adult at risk is an adult who:

- is aged 18 years or more, and

- has needs for care and support (whether or not these are currently being met),
- 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.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments and people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

1.2.2 What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. Abuse may be carried out deliberately or unknowingly.

Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

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

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes 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.

Discriminatory abuse - includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor 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.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

- a person is declining assistance in relation to their care and support needs, and
- the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing

1.3 Key Roles

The organisational lead for safeguarding is **Sarah Linsey, LYTTG Assistant Director**.

All **LYTTG** teachers, volunteers, staff and committee members have a responsibility to act on concerns of possible abuse and must inform the **Assistant Director**.

The **Assistant Director** has the responsibility to decide whether it is appropriate to raise a safeguarding concern with the local authority, on behalf of their organisation, or to respond to the concerns in an alternative manner.

The role also includes

- ensuring that immediate safety issues are addressed, other parties notified (such as the regulator) and that staff are supported.
- ensuring that they are kept informed when a member of staff (or volunteer) has raised a concern.
- establishing the desired outcomes of the adult at risk.

In the absence of the **Assistant Director**, the **Lead Director Anne-Marie Zulkahari** should be contacted. The named people for dealing with safeguarding concerns within the **LYTTG** and their contact numbers are in Appendix A.

1.4 Safe Employment

- The organisation is committed to achieving best practice in respect to the safe recruitment / selection procedure for all teachers and volunteers teaching dedicated classes to adults at risk.
- The organisation is committed to working within best practice as established by the Disclosure and Barring Scheme (DBS)
- The organisation has procedures in place to deal with allegations of abuse made against teachers, volunteers, members of staff and trustees.

The **LYTTG** will ensure that any allegations made against teachers, volunteers, staff and committee members will be dealt with swiftly.

Where a teacher, volunteer, staff or committee member is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process in section 2.1.2.

The safety of the adult(s) at risk is paramount and it should be ensured that they are safe and away from the person(s) who is alleged to have caused harm.

The Lead Safeguarding Officer **Sarah Linsey** will ensure that the **LYTTG** Disciplinary Procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of the allegation.

1.5 Training and Supervision

The LYTTG is committed to ensuring that all teachers and volunteers teaching classes to adults at risk undertake training to gain a basic awareness of signs and symptoms of abuse.

- This safeguarding policy/procedure is shared with all teachers and volunteers who apply to teach classes to adults at risk.
- All teachers, volunteers, members of staff and committee members will receive training on safeguarding adults at a level commensurate with their roles.

1.6 Prevention

The LYTTG has the following policies, procedures and required practices in place which all minimise the risk of abuse occurring.

- LYTTG Safeguarding Children Policy and Procedure
- LYTTG Malpractice and Maladministration Policy
- LYTTG Equality and Diversity Policy
- LYTTG Code of Ethics

Teachers, volunteers, staff and committee members are required to familiarise themselves with the content of these policies.

2. Safeguarding Adult Procedures

2.1 Responding to an allegation/concern:

The LYTTG recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

2.1.1 Responsibilities of all teachers, volunteers, members of staff and committee members

If any teacher, volunteer, member of staff or trustee has reason to believe that abuse is or may be taking place you have a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgemental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- Explain that you have a duty to tell the Lead Safeguarding Officer
- Reassure the person that they will be involved in decisions about them

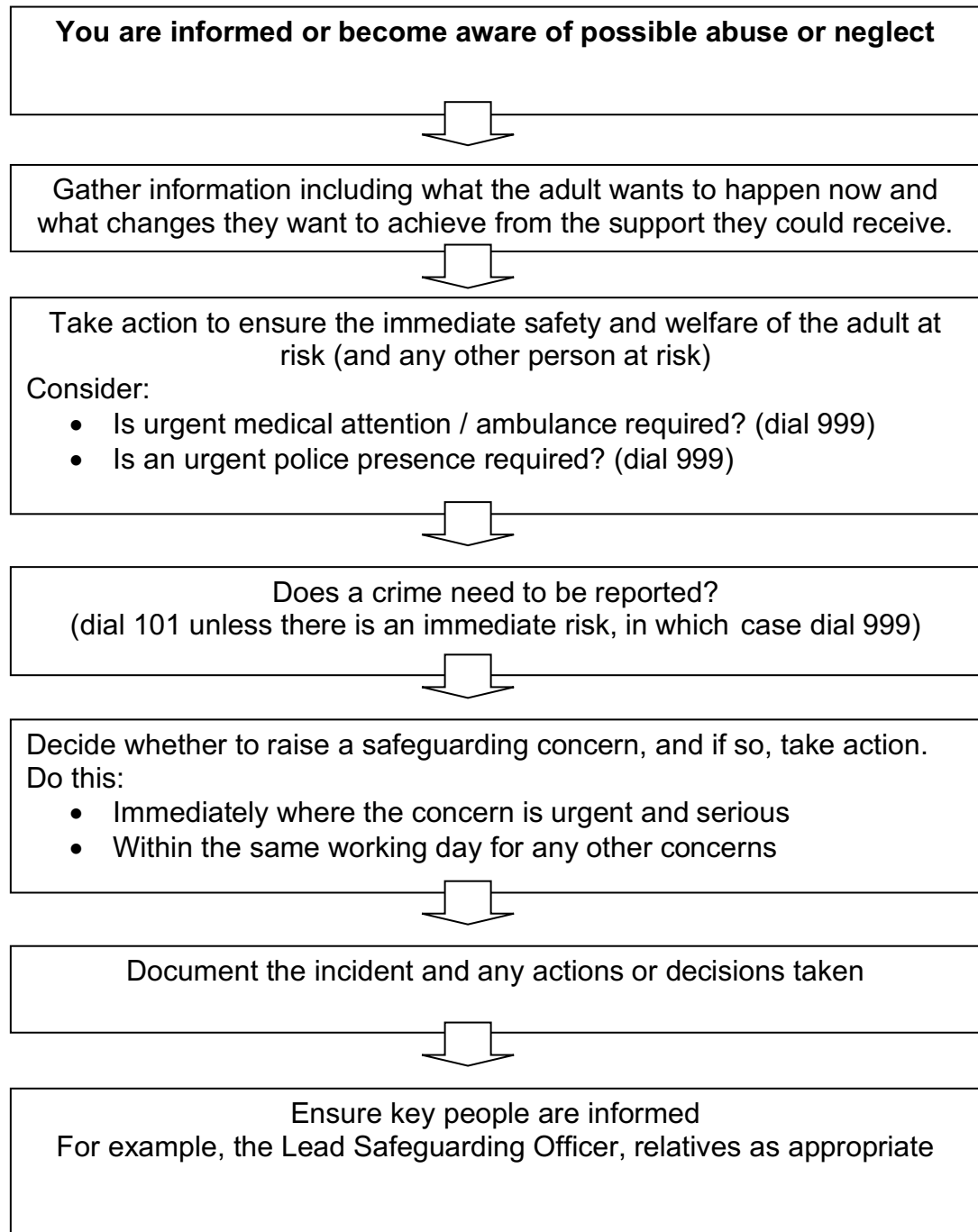
Your responsibilities are:

1. To take action to keep the person safe if possible.
 - Is an urgent police presence required to keep someone safe –call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999
2. If a crime has occurred, be aware of the need to preserve evidence
3. Always inform the Lead Safeguarding Officer. You cannot keep this information secret, even if the person asks you to.
4. Clearly record what you have witnessed or been told, record your responses and any actions taken.

If consulting with the Lead Safeguarding Officer will lead to an undue delay and thereby leave a person in a position of risk, you should 'Raise a Safeguarding Concern' yourself.

2.1.2 Raising a Safeguarding Concern

Raising a safeguarding concern, means reporting abuse to the local authority under the Safeguarding Adults procedure. Anyone can raise a safeguarding concern, however this is usually undertaken by the Lead Safeguarding Officer.



Additional Guidance:

A. Considering whether to Raise a Safeguarding Concern

Provide support for the person identifying the safeguarding concern

When deciding whether a safeguarding concern should be raised, consider the following key questions:

1. Is the person an 'adult at risk' as defined within this policy/procedure?
2. Is the person experiencing, or at risk of, abuse and neglect?
3. What is the nature and seriousness of the risks?

Consider:

- The person's individual circumstances
- The nature and extent of the concerns
- The length of time it has been occurring
- The impact of any incident
- The risk of repeated incidents for the person
- The risk of repeated incidents for others

4. What does the adult at risk want to happen now?

Wherever possible, consider what the adult at risk wants to happen next, what do they want to change about their situation, and what support do they want to achieve that.

On some occasions, it may be necessary to raise a safeguarding concern, even if this is contrary to the wishes of the adult at risk. Any such decision should be proportional to the risk, for example:

- It is in the public interest e.g. there is also a risk to others, a teacher or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care,
- The person lacks mental capacity to consent and it is in the person's best interests
- The person is subject to coercion or undue influence, to the extent that they are unable to give consent
- It is in the person's vital interests (to prevent serious harm or distress or life threatening situations)

If you remain unsure whether to raise a safeguarding concern, you can:

- Contact your organisation's Lead Safeguarding Officer for advice.
- Seek advice from a Safeguarding Officer by contacting your local authority's Customer Service Centre and asking to talk to a Safeguarding Officer. Contact details in Appendix B

B. Considering whether to report a concern to the police

If a crime has been or may have been committed, seek the person's consent to report the matter immediately to the police. This will be in addition to raising a safeguarding concern with the local authority.

If the person has mental capacity in relation to the decision and does not want a report made, this should be respected unless there are justifiable reasons to act contrary to their wishes, such as:

- the person is subject to coercion or undue influence, to the extent that they are unable to give consent, or
- there is an overriding public interest, such as where there is a risk to other people
- it is in the person's vital interests (to prevent serious harm or distress or in life-threatening situations)

There should be clear reasons for overriding the wishes of a person with the mental capacity to decide for themselves. A judgement will be needed that takes into account the particular circumstances. If the person does not have mental capacity in relation to this decision, a 'best interests' decision will need to be made in line with the Mental Capacity Act.

Preserving evidence

If a crime has occurred, try to preserve evidence in case there is a criminal investigation.

- try not to disturb the scene, clothing or victim if at all possible
- secure the scene, for example, lock the door, if possible, preserve all containers, documents, locations, etc.
- evidence may be present even if you cannot actually see anything

- if in doubt, contact the police and ask for advice

The police should be contacted for advice whenever required.

C. Who else to inform

In addition to the Lead Safeguarding Officer, the following people may also need to be informed:

- relatives of the adult at risk according to their wishes, or in their 'best interests' where they lack the mental capacity to make this decision for themselves
- child protection services, if children are also at risk from harm

D. Document the concern and any actions or decisions taken

Ensure all actions and decisions are fully recorded. It is possible that your records may be required as part of an enquiry, be as clear and accurate as you can. Record the reasons for your decisions and any advice given to you in making these decisions.

Ensure that appropriate records are maintained, including details of:

- the nature of the safeguarding concern/allegation
- the wishes and desired outcomes of the adult at risk
- the support and information provided to enable the adult at risk to make an informed decision
- assessments of Mental Capacity where indicated
- the decision of the organisation to raise a concern or not

E. How to Raise a Safeguarding Concern

To raise a safeguarding concern under the Safeguarding Adults procedure:

Contact your local authority's Customer Service Centre and tell them you wish to raise a safeguarding concern. (Contact Details in Appendix B)

The person you speak to will ask you for details about the allegation/concern. If you have reported the incident to the police, tell the person this as well.

You will be required to complete a form outlining your concerns, the advisor will give you details of how to do this.

REMEMBER: If you suspect that someone is being abused and they are in **immediate** danger you should ring the Police on **999**.

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The safeguarding concern will be allocated to an appropriate team, who will then contact you to discuss the concerns further.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

Appendix A: LYTTG Named Safeguarding Leads and Contact Numbers

| Name | Role | Contact Details |
|-------------------------|--|--|
| Sarah Linsey | LYTTG Assistant Director; Lead Safeguarding Officer | E: slinsey@btinternet.com M: 07790 168863 |
| Anne-Marie Zulkahari | LYTTG Founding Director | E: ampilatesyoga@me.com M: 07956 396556 |

Appendix B: Local Safeguarding Adults Board Contact Details

[Aberdeen City Adult Protection Committee](#)
[Aberdeenshire Adult Protection Committee](#)
[Angus Council Adult Protection Committee](#)
[Argyll and Bute Council Adult Protection Committee](#)
[Barking and Dagenham Safeguarding Adults Board](#)
[Barnet Safeguarding Adults Board](#)
[Barnsley Safeguarding Adults Board](#)
[Bath and North East Somerset Safeguarding Adults Board](#)
[Bedford and Central Bedfordshire Safeguarding Adults Partnership Board](#)
[Bexley Safeguarding Adults Team](#)
[Birmingham Safeguarding Adults Board](#)
[Blackburn with Darwen Safeguarding Adults Board](#)
[Blackpool Safeguarding Adults Board](#)
[Bolton Safeguarding Adults Board](#)
[Bournemouth and Poole Safeguarding Adults Board](#)
[Bracknell Forest Safeguarding Adults Partnership Board](#)
[Bradford Safeguarding Adults Board](#)
[Brent Safeguarding Adults Board](#)
[Bridgend South Wales Safeguarding Adults Board](#)
[Brighton and Hove Safeguarding Adults Board](#)
[Bristol Safeguarding Adults Partnership](#)
[Bromley Safeguarding Adults Board](#)
[Buckinghamshire Adult Safeguarding Board](#)
[Bury Safeguarding Adults Strategic Board](#)
[Caerphilly, Gwent Wide Adult Safeguarding Board](#)
[Calderdale Safeguarding Adults Board](#)
[Cambridgeshire Adult Safeguarding Board](#)
[Camden Safeguarding Adults Partnership Board](#)
[Cardiff Adult Protection Committee](#)
[Carmarthenshire Adult Safeguarding Board](#)
[Ceredigion Adult Protection Committee](#)
[Cheshire East Safeguarding Adults Board](#)
[Cheshire West and Chester Adult Safeguarding Board](#)

[Clackmannanshire \(Forth Valley\) Adult Protection Committee](#)
[Conwy Adult Protection Committee](#)
[Cornwall and Isles of Scilly Safeguarding Adults Board](#)
[County Durham Safeguarding Adults Inter Agency Partnership](#)
[Coventry Safeguarding Adults Board](#)
[Croydon Safeguarding Adults Board](#)
[Cumbria Safeguarding Adults Board](#)
[Denbighshire Area Adult Safeguarding Committee](#)
[Derby Safeguarding Adults Board](#)
[Derbyshire Safeguarding Adults Partnership Board](#)
[Devon Safeguarding Adults Board](#)
[Doncaster Safeguarding Adults Partnership Board](#)
[Dorset Safeguarding Adults Board](#)
[Dudley Safeguarding Adults Board](#)
[Dumfries and Galloway Council Adult Protection Committee](#)
[Dundee Adult Support and Protection Committee](#)
[Ealing Safeguarding Adults Board](#)
[East Ayrshire Adult Protection Committee](#)
[East Dunbartonshire Adult Protection Committee](#)
[East Lothian Adult Protection Committee](#)
[East Renfrewshire Council Adult Protection Committee](#)
[East Riding of Yorkshire Safeguarding Adults Board](#)
[East Sussex Safeguarding Adults Board](#)
[Edinburgh City Council Adult Protection Committee](#)
[Enfield Safeguarding Adults Board](#)
[Essex Safeguarding Adults Board](#)
[Falkirk Council Adult Protection Committee](#)
[Fife Council Adult Protection Committee](#)
[Flintshire Council Adult Protection Committee](#)
[Gateshead Safeguarding Adults Board](#)
[Glasgow Council Adult Protection Committee](#)
[Gloucestershire Safeguarding Adults Board](#)
[Greenwich Safeguarding Adults Board](#)
[Gwynedd Safeguarding Adults Board](#)
[Hackney and City of London Safeguarding Adults Board](#)
[Halton Safeguarding Adults Board](#)
[Hammersmith and Fulham Safeguarding Adults Board](#)
[Hampshire Safeguarding Adults Board](#)
[Haringey Safeguarding Adults Board](#)

[Harrow Safeguarding Adults Board](#)
[Hartlepool \(Teesside\) Safeguarding Adults Board](#)
[Havering Safeguarding Adults Board](#)
[Herefordshire Safeguarding Adults Board](#)
[Hertfordshire Safeguarding Adults Board](#)
[Highland Council Adult Protection Committee](#)
[Hillingdon Safeguarding Adults Board](#)
[Hounslow Safeguarding Adults Board](#)
[Hull Safeguarding Adults Partnership Board](#)
[Inverclyde Adult Support and Protection](#)
[Isle of Anglesey Safeguarding Adults Board](#)
[Isle of Wight Safeguarding Adults Board](#)
[Islington Safeguarding Adults Board](#)
[Kent and Medway Safeguarding Adults Board](#)
[Kingston Safeguarding Adults Board](#)
[Kirklees Safeguarding Adults Board](#)
[Knowsley Safeguarding Adults Board](#)
[Lambeth Safeguarding Adults Board](#)
[Lancashire Safeguarding Adults Board](#)
[Leeds Safeguarding Adults Board](#)
[Leicester City Safeguarding Adults Board](#)
[Leicestershire and Rutland Safeguarding Adults Board](#)
[Lewisham Safeguarding Adults Board](#)
[Lincolnshire Safeguarding Adults Board](#)
[Liverpool Safeguarding Adults Board](#)
[London \(City and Hackney\) Safeguarding Adults Board](#)
[Luton Safeguarding Adults Board](#)
[Manchester Safeguarding Adults Board](#)
[Medway Safeguarding Adults Board](#)
[Merthyr Tydfil Safeguarding Adults Strategic Management Board](#)
[Merton Safeguarding Adults Board](#)
[Middlesbrough Safeguarding Adults Board](#)
[Midlothian Council Adult Protection Committee](#)
[Milton Keynes Safeguarding Adults Board](#)
[Monmouthshire Safeguarding Adults Board](#)
[Moray Council Adult Protection Committee](#)
[Neath South Wales Safeguarding Adults Strategic Management Board](#)
[Newcastle Safeguarding Adults Board](#)
[Newham Safeguarding Adults Partnership Board](#)

[Newport Adult Safeguarding Board](#)
[Norfolk Safeguarding Adults Board](#)
[North Ayrshire Adult Protection Committee](#)
[North East Lincolnshire Safeguarding Adults Board](#)
[North Lanarkshire Council Adult Protection Committee](#)
[North Lincolnshire Safeguarding Adults Board](#)
[North Somerset Safeguarding Adults Partnership](#)
[North Tyneside Safeguarding Adults Board](#)
[North Wales Safeguarding Board](#)
[North Yorkshire Safeguarding Adults Board](#)
[Northamptonshire Safeguarding Adults Board](#)
[Northern Ireland Adult Safeguarding Partnership](#)
[Northumberland Safeguarding Adults Board](#)
[Nottinghamshire Safeguarding Adults Board](#)
[Oldham Safeguarding Adults Board](#)
[Orkney Adult Support and Protection Committee](#)
[Outer Hebrides Protection of Vulnerable Adults](#)
[Oxfordshire Safeguarding Adults Board](#)
[Pembrokeshire Safeguarding Adults Board](#)
[Perth and Kinross Adult Support and Protection Committee](#)
[Peterborough Safeguarding Adults Board](#)
[Plymouth Safeguarding Adults Board](#)
[Portsmouth Safeguarding Adults Board](#)
[Powys Safeguarding Adults Board](#)
[Reading Safeguarding Adults Board](#)
[Redbridge Safeguarding Adults Board](#)
[Renfrewshire Adult Protection Committee](#)
[Rhondda Safeguarding Adults Strategic Management Board](#)
[Richmond Safeguarding Adults Board](#)
[Rochdale Safeguarding Adults Board](#)
[Rotherham Safeguarding Adults Board](#)
[Rutland Safeguarding Adults Board](#)
[Salford Adult Safeguarding Board](#)
[Sandwell Safeguarding Adults Board](#)
[Scottish Borders Adult Protection Committee](#)
[Sefton Safeguarding Adults Board](#)
[Sheffield Adult Safeguarding Partnership](#)
[Shetland Adult Protection Committee](#)
[Shropshire Safeguarding Adults Board](#)

[Slough Safeguarding Adults Board](#)
[Solihull Safeguarding Adults Board](#)
[Somerset Safeguarding Adults Board](#)
[South Ayrshire Adult Protection Committee](#)
[South East Wales \(Gwent wide\) Adult Safeguarding Board](#)
[South Gloucestershire Safeguarding Adults Board](#)
[South Lanarkshire Adult Protection Committee](#)
[South Tyneside Safeguarding Adults Board](#)
[Southampton Safeguarding Adults Board](#)
[Southend Safeguarding Adults Board](#)
[Southwark Safeguarding Adults Board](#)
[St Helens Safeguarding Adults Board](#)
[Staffordshire and Stoke on Trent Adult Safeguarding Partnership](#)
[Stirling Adult Support and Protection](#)
[Stockport Safeguarding Adults Board](#)
[Stockton on Tees Safeguarding Adults Board](#)
[Stoke on Trent Safeguarding Adult Partnership Board](#)
[Suffolk Safeguarding Adults Board](#)
[Sunderland Safeguarding Adults Board](#)
[Surrey Safeguarding Adults Board](#)
[Sutton Safeguarding Adults Board](#)
[Swansea Safeguarding Adults Board](#)
[Swindon Safeguarding Adults Board](#)
[Tameside Adult Safeguarding Partnership Board](#)
[Teesside Safeguarding Adults Board](#)
[Telford and Wrekin Safeguarding Adults Board](#)
[Thurrock Safeguarding Adults Board](#)
[Torbay Safeguarding Adults Board](#)
[Torfaen Safeguarding Adults Board](#)
[Tower Hamlets Safeguarding Adults Board](#)
[Trafford Safeguarding Adults Board](#)
[Vale of Glamorgan Safeguarding Adults Board](#)
[Wakefield and District Safeguarding Adults Board](#)
[Walsall Safeguarding Adults Board](#)
[Waltham Forest Safeguarding Adults Board](#)
[Wandsworth Safeguarding Adults Board](#)
[Warrington Safeguarding Adults Board](#)
[Warwickshire Safeguarding Adults Partnership and Board](#)
[West Berkshire Safeguarding Adults Partnership Board](#)

[West Dunbartonshire Adult Support and Protection Committee](#)
[West Lothian Adult Protection Committee](#)
[West Sussex Safeguarding Adults Board](#)
[Western Bay Safeguarding Adults Board \(Bridgend, Neath Port Talbot, Swansea\)](#)
[Western Isles Adult Protection Committee](#)
[Westminster Safeguarding Adults Board](#)
[Wigan Safeguarding Adults Board](#)
[Wiltshire Safeguarding Adults Board](#)
[Windsor and Maidenhead Safeguarding Adults Partnership Board](#)
[Wirral Safeguarding Adults Partnership Board](#)
[Wokingham \(West Berkshire\) Safeguarding Adults Partnership Board](#)
[Wolverhampton Safeguarding Adults Board](#)
[Worcestershire Safeguarding Adults Board](#)
[Wrexham Adult Safeguarding Committee](#)
[York Safeguarding Adults Board](#)

Appendix C: Useful Contacts

Links to Adult Safeguarding related organisations

[Action on Elder Abuse](#)

[Age UK](#)

[Alzheimer's Society](#)

[Care Quality Commission](#)

[Citizens Advice](#)

[Counselling Directory](#)

[Department of Health](#)

[Home Office](#)

[Mencap](#)

[Mind](#)

[Ministry of Justice](#)

[Respond](#)

[Scope](#)