



# DMNW Policy Cover Sheet

**Policy Name Safeguarding Adults Policy & Procedure 2026**

**Target Audience:** *(Please tick as appropriate)*

- |                                     |            |
|-------------------------------------|------------|
| <input checked="" type="checkbox"/> | Staff      |
| <input checked="" type="checkbox"/> | Trustees   |
| <input checked="" type="checkbox"/> | Volunteers |

<b>Date Authorised:</b>	
<b>Authorised By:</b>	<b>DMNW Board</b>
<b>Changes Made by CEOs due to legislation/ operational requirements:<sup>1</sup></b>	
<b>Key legislations and guidance used to inform policy / strategy:</b>	
Care Act 2014 Data Protection GDPR 2018 Mental Capacity Act 2005	

<sup>1</sup> As agreed by DMNW Board 6<sup>th</sup> March 2024

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# Policy

## ***Policy Statement***

DMNW is committed to safeguarding adults in line with national legislation and relevant local safeguarding procedures. We will ensure that all our activities, services and environments are delivered in ways that keep adults safe and promote their wellbeing.

We are committed to creating a culture of **zero-tolerance** for abuse, neglect or exploitation. This includes recognising adults who may be at risk, understanding the signs of abuse, and being willing and able to report concerns promptly.

Our safeguarding duty extends to harm experienced **anywhere** within DMNW activities, during community or voluntary sector engagement, in public settings, in a person's home or in any care environment. Wherever harm occurs, DMNW will act.

DMNW believes every adult has the right to live free from abuse or neglect regardless of age, ability, disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status. We are committed to maintaining a safe, positive and inclusive environment and an open listening culture where anyone can raise concerns without fear of retribution.

We recognise that safeguarding is **everyone's responsibility**. All trustees, staff, volunteers and partners must play their part in preventing abuse, supporting adults at risk and reporting concerns. DMNW also acknowledges that factors such as disability, health conditions, communication barriers, isolation, and care or support needs may increase a person's vulnerability. These factors can change over time, and we will remain responsive to each adult's circumstances.

As a charity, DMNW has a governance duty to take reasonable steps to protect people who come into contact with our organisation from harm, in line with Charity Commission expectations for all charities. We will follow the legal framework for adult safeguarding and work with local statutory agencies whenever required<sup>2</sup>

All actions taken by DMNW will follow the recognised **principles of adult safeguarding**: being timely, proportionate, respectful, person-centred and led by the adult's voice wherever possible. We will uphold adults' rights to dignity, choice and control, and ensure that any decisions made are in their best interests and promote their wellbeing.

## ***Purpose***

The purpose of this policy is to set out DMNW's commitment to safeguarding adults and to ensure that everyone involved in our organisation understands their responsibilities. This policy aims to ensure that all trustees, staff and volunteers:

- Understand the legislation, guidance and local procedures relating to safeguarding adults.
- Know their individual role in recognising, responding to and reporting safeguarding concerns.

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<sup>2</sup> [List of changes made to the Care Act guidance - GOV.UK](#)

- Know what to do and who to speak to if they are worried about the safety, welfare or wellbeing of an adult.
- Act in ways that uphold the rights, dignity and wishes of adults, in line with national safeguarding principles.

Safeguarding is a governance priority for all charities, and DMNW has a duty to take reasonable steps to protect people from harm when they come into contact with our organisation.

## **Scope**

This Safeguarding Adults Policy and the associated procedures apply to:

- All DMNW staff (including sessional workers and freelancers)
- All volunteers and peer mentors
- All trustees and board members
- Any other individuals acting on behalf of DMNW in any capacity

The policy covers all safeguarding concerns relating to **adults aged 18+** who:

- Participate in DMNW activities, groups, events or services
- Receive support, advice or engagement from DMNW
- Interact with DMNW representatives in the community or online
- May be at risk of abuse, neglect, or harm within or outside DMNW activities

This policy applies in:

- DMNW premises
- Community venues
- Digital/online platforms
- Any setting where an adult could be at risk during contact with DMNW

DMNW also expects partner organisations, affiliated groups, suppliers and sponsors to uphold the safeguarding principles and practices set out in this policy and to cooperate fully in maintaining a safe environment for all adults involved.

## **Definitions**

### **Adult**

- Anyone aged 18 or over.

### **Adult at Risk**

An adult who:

- Has care and support needs;
- Is experiencing, or at risk of, abuse or neglect; and
- Cannot protect themselves because of those needs.

### **Abuse and Neglect**

Abuse can be accidental or deliberate. It includes:

- Physical abuse
- Emotional/psychological abuse
- Sexual abuse
- Neglect or self-neglect
- Financial or material abuse
- Domestic abuse

- Discriminatory abuse
- Organisational abuse
- Modern slavery
- Exploitation, coercion or controlling behaviour

### ***Safeguarding***

The action taken to:

- Protect adults' rights to live free from harm
- Prevent abuse and neglect
- Promote wellbeing, dignity and choice
- Act quickly when concerns arise

### ***Safeguarding Concern***

Any worry that an adult may be at risk of abuse, neglect or harm — whether you've seen something, heard something, or the adult has told you.

### ***Our Commitment***

DMNW will:

- Keep adults safe during all activities and sessions
- Ensure staff and volunteers understand safeguarding
- Make safeguarding a priority in governance and decision making
- Follow safer recruitment practices
- Provide training and supervision
- Follow local safeguarding procedures
- Act proportionately and respectfully when dealing with concerns
- Uphold confidentiality and good record keeping

### ***Record Keeping and Sharing Information***

#### ***Recording Safeguarding Information***

- Safeguarding records must be accurate, factual, relevant and timely.
- Records must include: what happened, what was seen or heard, the adult's own words (where possible), and the actions taken.
- All records must be stored securely and confidentially, with access limited to people who need to know for safeguarding purposes.
- Good record keeping is essential for protecting adults and ensuring effective decision-making.

#### ***Information Sharing Principles***

Information sharing is a key part of safeguarding adults. DMNW will share information only when necessary to protect an adult from harm and always in line with the law.

Information should be shared with:

- The Safeguarding Lead (or Trustee Safeguarding Lead if appropriate)
- Emergency services or the Local Authority Safeguarding Team where required

- Other professionals involved in protecting the adult, where lawful and necessary

Information should not automatically be shared with:

Family, friends, spouses, partners, carers or neighbours unless:

- the adult consents, or
- the adult lacks capacity and sharing is necessary to help keep them safe.

***When Consent Is Needed and When It Is Not***

Where possible, DMNW will seek the adult’s consent before sharing information. However, we may share information without consent when:

- It is unsafe to seek consent (e.g., it increases risk).
- The adult or someone else is at risk of harm, including children.
- There is reason to believe the adult is being coerced or controlled.
- A serious crime has occurred or may occur.
- The adult does not have mental capacity to make the decision.
- The person causing harm has care and support needs themselves.

These circumstances reflect established safeguarding best practice for all charities. Whenever information is shared without consent, this must be explained to the adult when it is safe to do so. They should remain involved in decisions wherever possible.

***Internal Information Sharing***

Data protection legislation allows information to be shared internally when this is necessary for safeguarding. Examples include:

- Reporting concerns to the Safeguarding Lead
- Holding internal case discussions or supervision
- Coordinating safeguarding actions within the organisation

This is consistent with the Charity Commission’s requirement for charities to have clear reporting and referral systems.

***External Information Sharing***

It is lawful to share safeguarding information with external agencies when:

- An adult consents, or
- There is a legal or safeguarding basis to do so (e.g., risk of harm, crime, vital interests).

The Local Authority Safeguarding Adults Team or the Police may need information to assess or address risk.

***Decision-Making and Recording***

Any decision to share or not to share information must be:

- Recorded clearly, including the reasons
- Based on the adult's wishes where appropriate
- Made in line with DMNW's safeguarding responsibilities and legal duties

If unsure, staff and volunteers must seek advice from the Safeguarding Lead, and the Safeguarding Lead may seek advice from the Local Authority without disclosing personal details initially.

## Procedure

Safeguarding disclosures can occur in several ways. An adult may:

- disclose abuse directly in person,
- disclose indirectly through hints, behaviours or partial statements,
- have someone else disclose on their behalf, or
- have a third party report a concern (friend, neighbour, professional, community member).

Regardless of how the disclosure occurs, your responsibilities remain the same.

### ***Reporting Concerns about yourself***

DMNW recognises that we need to protect our staff as much as we need to protect our beneficiaries.

If you are experiencing harm, please speak to the Safeguarding Lead who will follow the internal process to provide you support.

If the safeguarding lead is implicated, then please contact the Trustee Safeguarding Lead.

If you do not think that your concerns are being addressed the way they should then you can raise a complaint using DMNW grievance policy.

### ***Safeguarding Adults Internal Process***

#### ***1. General Principles for Any Disclosure***

These apply every time, no matter how the information comes to you:

##### ***1.1 Listen and reassure***

- ★ Stay calm, present, and non-judgemental.
- ★ Allow the person to speak freely.
- ★ Do not promise confidentiality. Explain:

*"I may need to share this with the Safeguarding Lead to keep you safe."*

##### ***1.2 Do NOT:***

- ★ Investigate
- ★ Press for more detail
- ★ Ask leading questions
- ★ Confront the alleged person causing harm
- ★ Make assumptions or offer opinions

### 1.3 Prioritise immediate safety

Ask yourself:

- ★ Is the person in immediate danger?
- ★ Is urgent medical help needed?
- ★ Has a serious crime occurred?

**If yes, call 999 immediately, then follow the rest of the procedure.**



## 2. If the Disclosure Happens in Person

This includes face-to-face conversations, during an activity, in a private conversation, or spontaneously during support work.

### 2.1 Step-by-step

#### Step 1 — Listen and acknowledge

- ★ Thank them for telling you.
- ★ Reflect back what you heard without judgement.
- ★ Validate their feelings (e.g., “You’ve done the right thing telling me.”)

#### Step 2 — Check immediate safety (if appropriate)

Ask simple, non-leading questions only if safe:

- ★ “Are you safe right now?”
- ★ “What do you want to happen next?”

#### Step 3 — Explain what happens next

- ★ Explain your safeguarding reporting duties.
- ★ Reassure them they will be involved where possible.

#### Step 4 — Record the disclosure accurately

- ★ Use their exact words where possible.
- ★ Note the date, time, place, and anything else relevant.

#### Step 5 — Report internally

**Report to the Safeguarding Lead (or Trustee Safeguarding Lead if the Lead is implicated) as soon as possible that same day.**



## 3. If the Disclosure Is Made on Behalf of Someone Else

This happens when:

- ★ A family member, carer or friend expresses concerns
- ★ Another organisation reports something to you
- ★ Someone explains that an adult is unable or afraid to report themselves

### 3.1 What to do

#### Step 1 — Take the report seriously

Second-hand information is still a safeguarding concern and must be acted upon.

#### Step 2 — Clarify factual information

Ask open questions to understand:

- ★ What happened?
- ★ When and where?
- ★ Who was involved?
- ★ Why they are reporting it?
- ★ Whether the adult knows they are reporting it?

Do NOT request unnecessary detail or conduct your own investigation.

### **Step 3 — Assess risk**

If the person reporting expresses that:

- ★ the adult is in immediate danger,
- ★ there is a risk to others,
- ★ or a serious crime has occurred,

→ **Call 999 immediately.**

### **Step 4 — Explain your duty to report**

Clearly state:

*“I need to pass this on to our Safeguarding Lead so we can help make sure they are safe.”*

### **Step 5 — Record and report internally**

Record exactly what the reporter said, not your interpretation.



## **4. If the Disclosure Comes from a Third Party or Indirect Information**

Examples:

- ★ A neighbour reports hearing worrying things
- ★ A professional raises a concern
- ★ Social media posts
- ★ Concerns arising from behaviour, bruising, absence, or changes in wellbeing

### **What to do**

- ★ Treat the information as a safeguarding concern
- ★ Capture what was seen/heard/noticed
- ★ Avoid assumptions
- ★ Report to the Safeguarding Lead promptly

**Even if information is incomplete or unclear, it must still be reported.**



## **5. Mental Capacity Considerations**

If the adult may lack capacity to understand or make decisions about their safety:

- ★ Continue to report the concern
- ★ The Safeguarding Lead will consider whether to involve the Local Authority for a capacity assessment
- ★ Decisions must follow “best interests” principles

**Do not make capacity judgements yourself.**



## 6. After the Disclosure (All Types)

### 6.1 What YOU must do

- ★ Complete a Safeguarding Adults Concern Report Form (Appendix 2) as soon as possible
- ★ Submit it to the Safeguarding Lead
- ★ Keep information secure and confidential
- ★ Continue to be supportive but do not investigate

### 6.2 What the Safeguarding Lead will do

- ★ Assess risk and decide next steps
- ★ Contact emergency services or Local Authority if needed
- ★ Decide whether to share information with other agencies
- ★ Keep accurate records (Appendix 2)
- ★ Maintain contact with the adult where appropriate



## 7. If the Person Making the Disclosure is Afraid or Requests Privacy

- ★ Reassure them their information is handled respectfully
- ★ Explain limits of confidentiality
- ★ Prioritise safety over privacy if necessary
- ★ Record their wishes
- ★ Include their views in your report



## 8. Confidentiality and information sharing

Staff and volunteers must share safeguarding concerns on a 'need to know' basis only.

It is appropriate to share information without consent when:

- ★ The adult is at risk of serious harm
- ★ A serious crime has been committed
- ★ Other adults may also be at risk
- ★ The adult lacks mental capacity to decide



## 9. Recording and storage

All safeguarding records must be:

- ★ Secure
- ★ Accurate
- ★ Factual

**Once a Safeguarding form has been completed by a staff member and sent to the Safeguarding Lead- the form must be deleted and the only copy should remain on the Chief Officer site on SharePoint.**

Accessible only to

- ★ Authorised people

- ★ Assess risk
- ★ Make referrals
- ★ Coordinate actions
- ★ Maintain records

## Summary



### Disclosure

An adult, third party, or someone on their behalf shares a concern, directly or indirectly.

### Listen

Stay calm, listen carefully, avoid judgement, and use their own words. Do not investigate.

### Safety Check

Consider whether the person is in immediate danger or if a serious crime has occurred. Call 999 if necessary.

### Explain Duty

Gently explain that you cannot keep the information confidential and must share it with the Safeguarding Lead to help keep them safe.

### Record

Write down the facts promptly and accurately, including what was said, seen, or heard, using the adult's own words wherever possible.

### Report

Pass the concern to the Safeguarding Lead (or Trustee Safeguarding Lead if needed) as soon as possible.

### Follow Instructions

Cooperate with the Safeguarding Lead, provide any additional information needed, and avoid taking action outside your role.

## Responsibilities

### The Board

- Have overall accountability for safeguarding
- Ensure this policy is implemented and reviewed
- Support a safe culture and respond to organisational risks

### Chief Executive Officers

- Implement safeguarding procedures in day-to-day practice
- Ensure training, supervision and safe recruitment
- Act on safeguarding concerns and escalate when required

### Safeguarding Lead

- Receive and manage safeguarding concerns
- Contact emergency services or Local Authority where needed

- Keep secure and accurate safeguarding records
- Support employees and volunteers

### ***Employees & Volunteers***

- Know the policy and follow procedures
- Report concerns immediately
- Do not investigate concerns
- Treat everyone with dignity and respect

### ***Policy Review Details***

This policy was adopted in 2026 and will be reviewed **every year** by the Board of Trustees, or earlier should legislation or circumstances demand.

### ***Related Policies***

- Employee Handbook
- Complaints Policy
- Record Keeping Policy
- Confidentiality Policy
- Grievance Policy

# Appendices

## **Appendix 1 DMNW Role Description: Safeguarding Lead**

**DMNW Safeguarding Leads: Gemma Gaskell and Rehana Begum (Chief Officers) & Asma Begum (Trustee)**

The designated person(s) within an organisation has primary responsibility for putting into place procedures to safeguard adults at risk, supporting club, county and regional welfare/safeguarding leads, where relevant and for managing concerns about adults at risk.

Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment.
- Play a lead role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.
- 
- Coordinate the dissemination of the safeguarding adult policy, procedures and resources throughout the organisation.
- Contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults.
- Advise on the organisation's training needs and the development of its training strategy.
- Receive reports of and manage cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Support the chair to co-ordinate the case management process.
- Manage liaison with, and referrals to, external agencies for example adult social-care services and the police.
- Create a central point of contact for internal and external individuals and agencies concerned about the safety of adults within the organisation.
- Represent the organisation at external meetings related to safeguarding.

## Appendix 2 Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult.

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

### DMNW Safeguarding Adults Concern Report Form



<b>Date</b>	
-------------	--

### Section 1 — Details of the Adult at Risk

Full Name:	
Address:	
Contact Number:	
Date of Birth / Age:	
Gender:	
Ethnicity / Religion (if relevant):	
Preferred Language / Communication Needs:	
Care & Support Needs (if known):	

### Section 2 — Immediate Safety Check

Is the adult in immediate danger?	Yes / No
If YES: Was 999 called?	Yes / No
Is a serious crime suspected or disclosed?	Yes / No
If YES: Police contacted?	Yes / No
Any Immediate Safety check information you feel maybe relevant:	

### Section 3 — Details of the Concern

How were you told about the concern	1. In person	Yes / No
	2. On behalf of someone else	Yes / No
	3. By a third party	Yes / No
Describe what you have seen, heard, been told, or noticed:		

Date of incident:	
Time:	
Location:	

**Section 4 — Adult's Views (If Safe to Ask and disclosed by 1. In person method) if disclosed by 2. Or 3. Then the safeguarding lead will speak to the adult.**

What did the adult say?	
Do they feel safe?	
What would they like to happen next?	
Was confidentiality explained?	Yes / No

**Section 5 — Details of Person Allegedly Causing Harm**

Name:	
Address:	
Relationship to adult:	
Age / DOB:	
Access to other adults at risk?	Yes / No
Do they have care/support needs?	

**Section 6 — Risks to Others**

Are other adults at risk?	Yes / No / Not known
Are any children at risk?	Yes / No / Not known
Details	

**Section 7 — Actions Taken So Far**

Actions taken:	
Emergency services contacted:	Police / Ambulance
Who have you informed internally?	
Date and time reported:	

**Section 8 — Consent & Information Sharing**

Did the adult consent to information sharing?	Yes / No / Not asked / Lacks capacity
Was the breach of confidentiality to share information due to safeguarding reasons explained? Please provide details of discussion.	

**Section 9 — Reporter Details**

Your Name:	
Role:	
Contact Number:	
Email:	
Line Manager/Supervisor:	

\*\*\*\*\*

**Section 10 — For Safeguarding Lead Use Only**

<b>Date received:</b>	
<b>Risk Level when passed to Lead:</b>	Low / Moderate / High
<b>Risk Level after actions taken:</b>	Low / Moderate / High
<b>Actions taken</b>	
<b>Contacted Safeguarding Early Help Team</b>	YES/NO
Details of discussion:	
<b>Does a Safeguarding referral need to be made</b>	YES/NO
If yes, please embed referral	
<b>What advice has been given from Social Care with regards to how DMNW safely supports the adult</b>	
<b>Has the adult been told of any onward referrals?</b>	
<b>Will DMNW continue to work with/support the adult, in what capacity</b>	
<b>Details of discussion with Trustee Safeguarding Lead</b>	
<b>Any additional safeguarding measures to be put in place</b>	
<b>Any other information</b>	
<b>Summary of Decision and Outcome</b>	
<b>Follow Up Required / Next review date:</b>	

## **Appendix 3-** Sources of Information and Support

### **Key Local Authority Contacts**

Tameside Safeguarding Adults Team

**Tameside Early Support and Advice Hub:** [Contact Us - Tameside MBC](#)

0161 342 5656 (office hours) or

0161 342 2222 (out-of-hours).

### **Internal Safeguarding Leads**

**Gemma Gaskell and Rehana Begum (CEO)**

**Asma Begum (Trustee)**

## **Key Local Contacts**

### **Bridges**

Support for victims of domestic abuse in Tameside

Tel: 0800 328 0967/ 0161 331 2552

Email: [bridges@jigsawhomes.org.uk](mailto:bridges@jigsawhomes.org.uk)

[Bridges Partnership](#)

## **Key National Contacts**

### **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: 020 8765 7000

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

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

### **Ann Craft Trust (ACT)**

A national organisation providing information and advice about adult 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](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)

### **Men's Advice Line: *For male domestic abuse survivors***

Tel: 0808 801 0327

### **National LGBT+ Domestic Abuse Helpline**

Tel: 0800 999 5428

## **National 24Hour Freephone Domestic Abuse Helplines**

Tel: 0808 2000 247

[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

## **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.

Email: [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk)

[www.rapecrisis.co.uk](http://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](mailto:services@respond.org.uk)

[www.respond.org.uk](http://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:

Telephone: 0800 138 1625

Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

E mail: [talk@stophateuk.org](mailto:talk@stophateuk.org)

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO 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 83921839

Fax: 020 8392 1830

Email: [info@suzylamplugh.org](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://www.suzylamplugh.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

[Home - Victim Support](#)

## **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.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)