

Safeguarding Adults Procedure

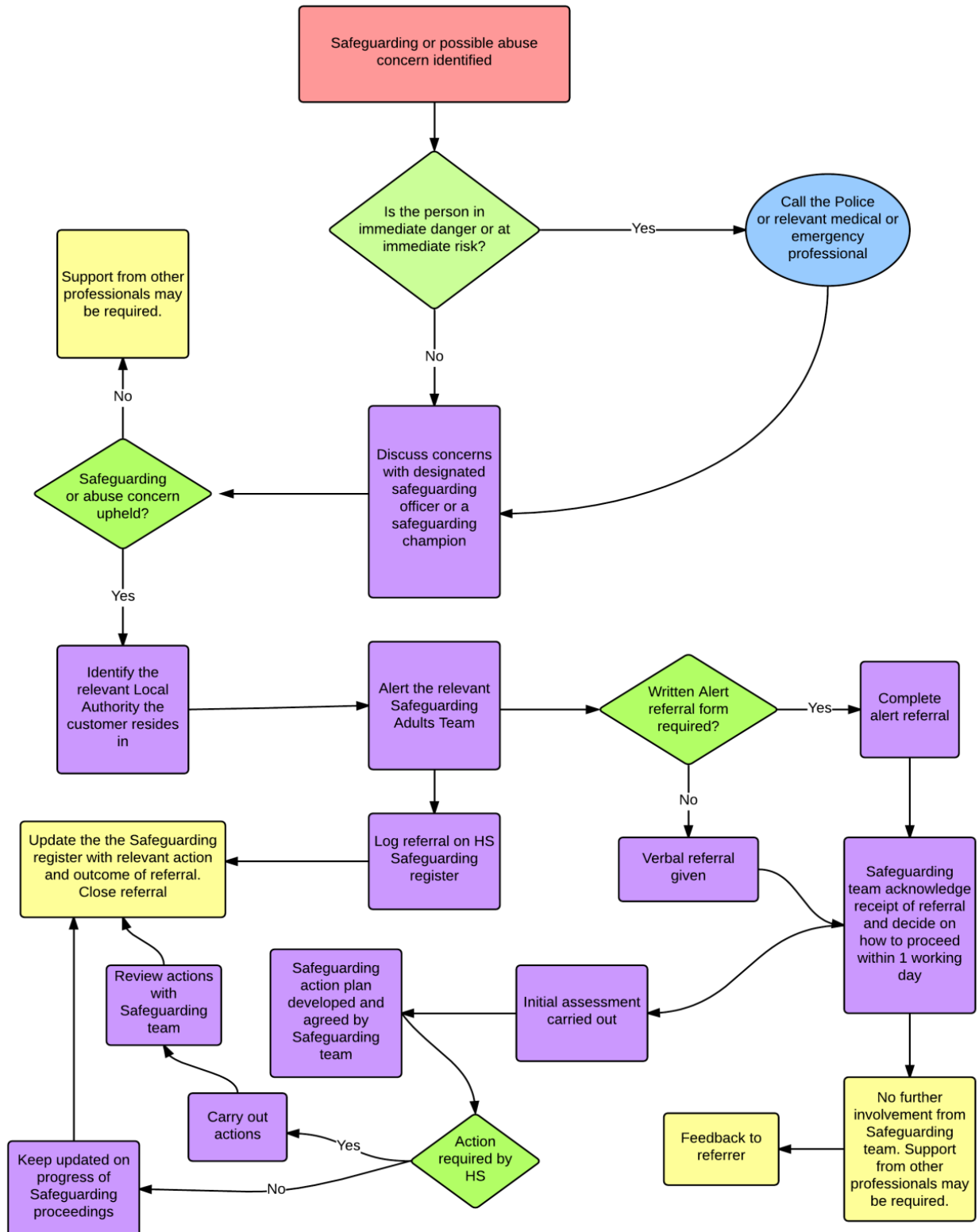
1. Reporting safeguarding concerns

- 1.1 If an allegation or suspicion of abuse is discovered by a member of staff or Housing Solutions representative or contractor, they should inform their Line Manager and the designated safeguarding officer or a Safeguarding champion as soon as possible. Information on who the Safeguarding champions are can be found on the intranet.
- 1.2 Where an adult is seen to be at risk of serious/immediate harm or has been injured, the Police or medical emergency services must be contacted immediately. Information is to then be shared with your Line Manager and the designated safeguarding officer or a safeguarding champion as soon as possible so that they can raise a safeguarding concern with the relevant local authority safeguarding team.
- 1.3 Anyone can report abuse and complete a safeguarding concern. Housing Solutions supports this practice but asks that your Line Manager and the designated safeguarding officer or a safeguarding champion is consulted in advance, where possible. They may take on the responsibility of raising a concern with the relevant safeguarding team or may delegate this duty
- 1.4 It is important that the needs and wishes of the adult remain central to the safeguarding process. Ensure that you gain an understanding from the adult what they want to happen.
- 1.5 Housing Solutions are committed to stopping abuse or neglect wherever possible, preventing harm and reducing the risk of abuse or neglect to adults with care and support needs. We will ensure that all staff members are clear about their individual and corporate roles and responsibilities in preventing and responding to abuse or neglect.
- 1.6 Housing solutions operates within a number of different counties and works in partnership with a large number of local authorities. Each local authority has its own Safeguarding Adults Partnership Board and local safeguarding policy and good practice guides. The various boroughs and areas of operation include;
 - Royal Borough of Windsor and Maidenhead
 - Slough
 - Reading
 - Wokingham
 - Bracknell Forest
 - Basingstoke and Dean
 - Hertfordshire
 - Hampshire
 - Marlow
 - Abingdon
 - Beaconsfield
 - Aylesbury
 - High Wycombe
 - Milton Keynes
- 1.7 When a Safeguarding concern is raised, it is essential to establish which local authority the concern

relates to and what their reporting procedures are. The relevant local authority for the purposes of raising a safeguarding concern will be the local authority that is responsible for the geographical area in which the alleged abuse or harm took place. In appendix 1 you will find the details of each local authority and a hyper link to their Safeguarding procedures.

- 1.8 The safeguarding adult's referral process map below provides a guide to the processes and procedures, which need to be followed when suspecting abuse and or neglect of an adult at risk. Please note this is a guide and each local authority may use a slightly different process/procedure.
- 1.9 The relevant local authority will receive the concern and make a judgment about whether or not the concern meets the criteria to be accepted as a safeguarding referral which needs a safeguarding enquiry. The criteria are that the adult concerned has care and support needs which prevent them from being able to protect themselves from the abuse or neglect which is thought to presenting a risk to them.
- 1.10 The local authority will undertake the necessary enquiries to gather information about the abuse or neglect. This may involve them talking directly with the adult or in some circumstances the local authority might feel that the alerter or person who knows the adult the best is better placed to talk with them, to understand what has happened and what the adult's views are.

2. Safeguarding Adults referral process map



- 2.1. It is not the organisation's immediate responsibility to decide whether abuse had taken place or not however, it is the organisation's responsibility to pass on information to the appropriate authority immediately.
- 2.2. Where the adult at risk of harm is seen to be in immediate danger or at immediate risk, immediate action must be taken to safeguard the adult This can include but is not limited to:
 - Police interventions
 - Emergency medical assistance
 - Removing the adult from the immediate danger or risk where possible.
 - As far as possible while ensuring the adult's safety it is important to listen to the immediate wishes of the adult, and their views about what kind of help they want and need.
- 2.3. Once the relevant Local Authority Safeguarding team has been established (which as previously noted will be dependent on whereabouts geographically the alleged abuse occurred), it is the responsibility of the alerter to contact the Safeguarding team and inform them of the suspected abuse and or neglect. Where this is not possible, the designated safeguarding officer or a safeguarding champion will raise the concern.
- 2.4. It is the alerter's responsibility to explain what danger and or risks are present and what interventions have been put in place to remove/safeguard the victim from the identified danger or risk. The alerter will need to give a detailed report of events

3. Recording

- 3.1. The person reporting the abuse to the local authority should also complete the Housing Solutions Safeguarding Concern Form, which ensures that Housing Solutions have their own record of what has happened. The form is to be handed to the designated safeguarding officer or safeguarding champion. The information provided will need to be accurate, as an edited version may be used in the event of a criminal prosecution. The concern form will be stored securely in an electronic format, with the safeguarding risk register updated by the designated safeguarding officer or safeguarding champions.
- 3.2. Making and retaining records is important at all stages of the process. All records/notes must be retained. This includes any information obtained during an enquiry and copies of any information passed from outside authorities. All materials must be kept in a secure file by the designated safeguarding officer or safeguarding champion.
- 3.3. Everyone should also be aware of the need to ensure that any relevant evidence is preserved, as this is likely to be very valuable in any enquiry that might subsequently be needed in order to understand what happened.
- 3.4. The written record of information related to the abuse allegation or disclosure should be completed to the best of the person's knowledge. Do not interrogate the victim but if possible, aim for the report to contain the following:
 - Known details including name, date of birth address and contact numbers
 - Whether or not the person making the report is expressing their own concerns

or those of someone else.

- Date, Time, Place
- What happened - Precise details in Adult's own words
- Did anyone else witness it, if so their contact details?
- Did the Individual go to hospital?
- A description of any visible bruising or other injuries (To be recorded on a body mapping sheet – Appendix 3).
- Were there any indirect signs, such as behavioural changes.
- Were the police called?
- How often have the assaults taken place?
- Does the Individual know the name of the person who assaulted or abused them?
- Does the Individual have any dementia or other impairment and if so, could this have affected their recollection?

3.5. Where possible you should try to make a distinction between what is fact, opinion or hearsay.

3.6. If a customer starts of talk to a staff member /volunteer about an allegation of abuse, the staff member/volunteer should advise them that when a customer shares concerns about abuse with them, these cannot necessarily be kept in confidence, as concerns about abuse need to be shared with professionals in other agencies. Staff members will need to share safeguarding concerns with their Line Manager and the designated safeguarding officer, even if the customer asks them not to.

3.7. Consideration needs to be given to:

- The scale of the abuse
- The risk of harm to others
- The capacity of the vulnerable adult to understand the issues of abuse and consent.
- If there is any doubt about whether or not to report an issue to Social Services, it should be reported.
- Where the alleged abuser is a member of staff/ volunteer, the Disciplinary procedure will be followed, commencing with removal from active duty where the staff member may pose a risk to customers.

3.8. Housing Solutions operates a Safeguarding register, which is managed by the designated safeguarding officer and safeguarding champions. Every safeguarding concern/concern will need to be recorded in the register, including the outcome of the concern. The safeguarding register will be stored securely in an electronic format with restricted access and can only be shared in line with our confidentiality and data protection procedures. All safeguarding champions have access to the register.

4. Disincentives to reporting abuse

4.1. Housing Solution's recognises that it is often difficult for victims of abuse to disclose or report instances of abuse. This may be for a number of possible reasons, such as:

- fear
- stigma
- not realising it is abuse

- not knowing how to report it
- thinking they won't be taken seriously
- learned helplessness
- not being able to see any solutions
- feeling ashamed
- not wanting to get someone else into trouble
- lacking capacity or experiencing poor mental health

4.2. Overcoming these barriers is key to ensuring that no abuse goes unnoticed or unaddressed, and Housing Solution's aims to achieve this by:

- Regularly exploring barriers to reporting abuse with customers during House Meetings, information sharing events and Key working sessions. This includes discussing example cases and promoting awareness and reporting processes.
- Using Team Meetings, training and supervision to ensure staff are aware of how to recognise and respond to abuse, and how to empower and encourage customers to report it.
- Encouraging services to learn from each Safeguarding Concern by including the need for service improvements, including overcoming barriers, to be recorded as part of every safeguarding enquiry.

4.3. Being involved with a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure. Contact the safeguarding lead or a safeguarding champion for your area.

5. Responding appropriately to an Allegation of Abuse.

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Take notes – Completion a concern form
- Explain areas of confidentiality; immediately speak to the lead Safeguarding officer or your manager for support and guidance
- Explain the procedure to the individual making the allegation

- Remember the need for ongoing support
- Stay calm.

To ensure that your wellbeing is not hindered during a safeguarding issue please be aware that there are support mechanisms for you to access. Speak to your line manager, Safeguarding officers and HR for advice.

Always reassure the individual that he/she is not to blame and that they were right to raise awareness of this issue. Follow confidentiality procedures, this includes telling the individual that you may have to inform others to help.

5.2. DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic
- Take sole responsibility – consult, refer and hand on appropriately.

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the local Authority/professional adult protection agencies, following a referral being send.

The Safeguarding Adults Concern Form can be found: [Here](#)



Safeguarding
Adults Concern Form

Appendix 1 : Local Authorities Directory and reporting processes.

Local Authorities	Hyperlink to relevant Safeguarding policy and procedures	Contact Details for Safeguarding information
Royal Borough of Windsor and Maidenhead	The Royal borough of Windsor and Maidenhead Safeguarding Adults Procedure	Office Hours: 01628 683744 Out of hours 5pm-9am & weekends: 01344 786 543
Slough Borough Council	Slough Borough Council - Safeguarding Adults procedure https://www.slough.gov.uk/health-and-social-care/report-suspected-adult-abuse.aspx	Office hours: 01753 475 111 Out of hours duty service (5pm- 9am & Weekends) Tel: 01344 786 543
Reading Borough Council	Reading Borough Council - Safeguarding Adults procedure http://www.reading.gov.uk/adultabuse	Office hours Tel: 0118937 3747 Out of hours 01344 786 543
Wokingham Borough Council	Wokingham Borough Council- Safeguarding Adults procedure http://www.wokingham.gov.uk/care-and-support-for-adults/safety-and-abuse/report-suspected-adult-abuse/	Online referral only Report a safeguarding concern online - Wokingham Borough Council
Bracknell Forest Council	Bracknell Forest Council- Safeguarding Adults procedure https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-adults	Office hours Tel:01344 351 500 Out of hours 01344 786 543
Basingstoke and Dean	Hants - Safeguarding Adults procedure	Tel: 0300 555 1386 Out of hours (5pm-08:30am &

		Weekends) Tel: 0300 555 1373
Hertfordshire	fill in a professional referral form (during office hours). https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/safeguarding-adults-at-risk.aspx	Tel: 0300 123 4042 (24 Hours a day)
Hampshire	Hants - Safeguarding Adults procedure	Tel: 0300 555 1386 Out of hours (5pm-08:30am & Weekends) Tel: 0300 555 1373
Buckinghamshire (Marlow, High Wycombe, Beaconsfield & Aylesbury)	Buckinghamshire County Council - Safeguarding Adults procedures	Tel: 0800 137 915 Out of hours duty service Tel: 0800 999 7677
Milton Keynes Council	Milton Keynes Council - Safeguarding Adults procedure https://www.milton-keynes.gov.uk/social-care-and-health/safeguarding-people-at-risk	Tel: 01908 253 772 Out of hours (5:15pm-9am & weekends) Tel: 01908 605 650
Abingdon Town Council	Oxfordshire County Council - Safeguarding Adults procedure https://www.osab.co.uk/public/reporting-concerns/	Tel: 0845 050 7666 (Office Hours) Tel: 0800 833 408 (Out of Hours 5pm-9am & weekends)

Appendix 2: Safeguarding adults - Types and indicators of abuse

Introduction

People with care and support needs, such as older people or people with disabilities, are more likely to be abused or neglected. They may be seen as an easy target and may be less likely to identify abuse themselves or to report it. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse.

Signs of abuse can often be difficult to detect. This At a glance briefing aims to help people who come into contact with people with care and support needs to identify abuse and recognise possible indicators. Many types of abuse are also criminal offences and should be treated as such.

Types of abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert practitioners to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time.

Physical abuse

Types of physical abuse:

- assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- rough handling
- scalding and burning
- physical punishments
- inappropriate or unlawful use of restraint
- making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- involuntary isolation or confinement
- misuse of medication (e.g. over-sedation)
- forcible feeding or withholding food
- unauthorised restraint, restricting movement (e.g. tying someone to a chair).

Possible indicators of physical abuse:

- no explanation for injuries or inconsistency with the account of what happened
- injuries are inconsistent with the person's

lifestyle

- bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- frequent injuries
- unexplained falls
- subdued or changed behaviour in the presence of a particular person
- signs of malnutrition
- failure to seek medical treatment or frequent changes of GP.

Safeguarding adults: Types and indicators

Domestic violence or abuse

Types of domestic violence or abuse:

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality.

It also includes so called 'honour'-based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence.

Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Possible indicators of domestic violence or abuse

- low self-esteem
- feeling that the abuse is their fault when it is not
- physical evidence of violence such as bruising, cuts, broken bones
- verbal abuse and humiliation in front of others
- fear of outside intervention
- damage to home or property
- isolation – not seeing friends and family
- limited access to money.

Sexual abuse

Types of sexual abuse:

- rape, attempted rape or sexual assault
- inappropriate touch anywhere
- non-consensual masturbation of either or both persons
- non-consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- any sexual activity that the person lacks the capacity to consent to
- inappropriate looking, sexual teasing or innuendo or sexual harassment
- sexual photography or forced use of pornography or witnessing of sexual acts
- indecent exposure.

Possible indicators of sexual abuse:

- bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- torn, stained or bloody underclothing
- bleeding, pain or itching in the genital area
- unusual difficulty in walking or sitting
- foreign bodies in genital or rectal openings
- infections, unexplained genital discharge, or sexually transmitted diseases
- pregnancy in a woman who is unable to consent to sexual intercourse
- the uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- incontinence not related to any medical diagnosis
- self-harming
- poor concentration, withdrawal, sleep disturbance
- excessive fear/apprehension of, or withdrawal from, relationships
- fear of receiving help with personal care
- reluctance to be alone with a particular person.

Safeguarding adults: Types and indicators

Psychological or emotional abuse

Types of psychological or emotional abuse:

- enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- preventing someone from meeting their religious and cultural needs
- preventing the expression of choice and opinion
- failure to respect privacy
- preventing stimulation, meaningful occupation or activities
- intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- addressing a person in a patronising or infantilising way
- threats of harm or abandonment
- cyber bullying.

Possible indicators of psychological or emotional abuse:

- an air of silence when a particular person is present
- withdrawal or change in the psychological state of the person
- insomnia
- low self-esteem
- uncooperative and aggressive behaviour
- a change of appetite, weight loss/gain
- signs of distress: tearfulness, anger
- apparent false claims, by someone involved with the person, to attract unnecessary treatment.

Financial or material abuse

Types of financial or material abuse:

- theft of money or possessions
- fraud, scamming
- preventing a person from accessing their own money, benefits or assets
- employees taking a loan from a person using the service
- undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- arranging less care than is needed to save money to maximise inheritance
- denying assistance to manage/monitor financial affairs
- denying assistance to access benefits
- misuse of personal allowance in a care home
- misuse of benefits or direct payments in a family home
- someone moving into a person's home and living rent free without agreement or under duress
- false representation, using another person's bank account, cards or documents
- exploitation of a person's money or assets, e.g. unauthorised use of a car
- misuse of a power of attorney, deputy, appointeeship or other legal authority
- rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

Possible indicators of financial or material abuse:

- missing personal possessions
- unexplained lack of money or inability to maintain lifestyle
- unexplained withdrawal of funds from accounts

Safeguarding adults: Types and indicators

- power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- the person allocated to manage financial affairs is evasive or uncooperative
- the family or others show unusual interest in the assets of the person
- signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- recent changes in deeds or title to property
- rent arrears and eviction notices
- a lack of clear financial accounts held by a care home or service
- failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- disparity between the person's living conditions and their financial resources
e.g. insufficient food in the house
- unnecessary property repairs.

Modern slavery

Types of modern slavery:

- human trafficking
- forced labour
- domestic servitude
- sexual exploitation, such as escort work, prostitution and pornography
- debt bondage – being forced to work to pay off debts that realistically they never will be able to.

Possible indicators of modern slavery:

- signs of physical or emotional abuse
- appearing to be malnourished, unkempt or withdrawn
- isolation from the community, seeming under the control or influence of others

- living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- lack of personal effects or identification documents
- always wearing the same clothes
- avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- fear of law enforcers.

Further Home Office information on identifying and reporting modern slavery –

<https://www.gov.uk/government/collections/modern-slavery>

Discriminatory abuse

Types of discriminatory abuse:

- unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '**protected characteristics**' under the **Equality Act 2010** - www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics)
- verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- harassment or deliberate exclusion on the grounds of a protected characteristic
- denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- substandard service provision relating to a protected characteristic.

Safeguarding adults: Types and indicators

Possible indicators of discriminatory abuse:

- the person appears withdrawn and isolated
- expressions of anger, frustration, fear or anxiety
- the support on offer does not take account of the person's individual needs in terms of a protected characteristic.

Organisational or institutional abuse

Types of organisational or institutional abuse:

- discouraging visits or the involvement of relatives or friends
- run-down or overcrowded establishment
- authoritarian management or rigid regimes
- lack of leadership and supervision
- insufficient staff or high turnover resulting in poor quality care
- abusive and disrespectful attitudes towards people using the service
- inappropriate use of restraints
- lack of respect for dignity and privacy
- failure to manage residents with abusive behaviour
- not providing adequate food and drink, or assistance with eating
- not offering choice or promoting independence
- misuse of medication
- failure to provide care with dentures, spectacles or hearing aids
- not taking account of individuals' cultural, religious or ethnic needs
- failure to respond to abuse appropriately
- interference with personal correspondence or communication
- failure to respond to complaints.

Possible indicators of organisational or institutional abuse:

- lack of flexibility and choice for people using the service
- inadequate staffing levels
- people being hungry or dehydrated
- poor standards of care
- lack of personal clothing and possessions and communal use of personal items
- lack of adequate procedures
- poor record-keeping and missing documents
- absence of visitors
- few social, recreational and educational activities
- public discussion of personal matters
- unnecessary exposure during bathing or using the toilet
- absence of individual care plans
- lack of management overview and support.

Neglect and acts of omission

Types of neglect and acts of omission:

- failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- providing care in a way that the person dislikes
- failure to administer medication as prescribed
- refusal of access to visitors
- not taking account of individuals' cultural, religious or ethnic needs
- not taking account of educational, social and recreational needs
- ignoring or isolating the person
- preventing the person from making their own decisions
- preventing access to glasses, hearing aids, dentures, etc.
- failure to ensure privacy and dignity.

Possible indicators of neglect and acts of omission:

- poor environment – dirty or unhygienic
- poor physical condition and/or personal hygiene
- pressure sores or ulcers
- malnutrition or unexplained weight loss
- untreated injuries and medical problems
- inconsistent or reluctant contact with medical and social care organisations
- accumulation of untaken medication
- uncharacteristic failure to engage in social interaction
- inappropriate or inadequate clothing.

Self-neglect

Types of self-neglect:

- lack of self-care to an extent that it threatens personal health and safety
- neglecting to care for one's personal hygiene, health or surroundings
- inability to avoid self-harm
- failure to seek help or access services to meet health and social care needs
- inability or unwillingness to manage one's personal affairs.

Indicators of self-neglect:

- very poor personal hygiene
- unkempt appearance
- lack of essential food, clothing or shelter
- malnutrition and/ or dehydration
- living in squalid or unsanitary conditions
- neglecting household maintenance
- hoarding
- collecting a large number of animals in inappropriate conditions
- non-compliance with health or care services
- inability or unwillingness to take medication or treat illness or injury.

Appendix 3 – Body Map

(This must be completed at time of observation)

Name of adult :

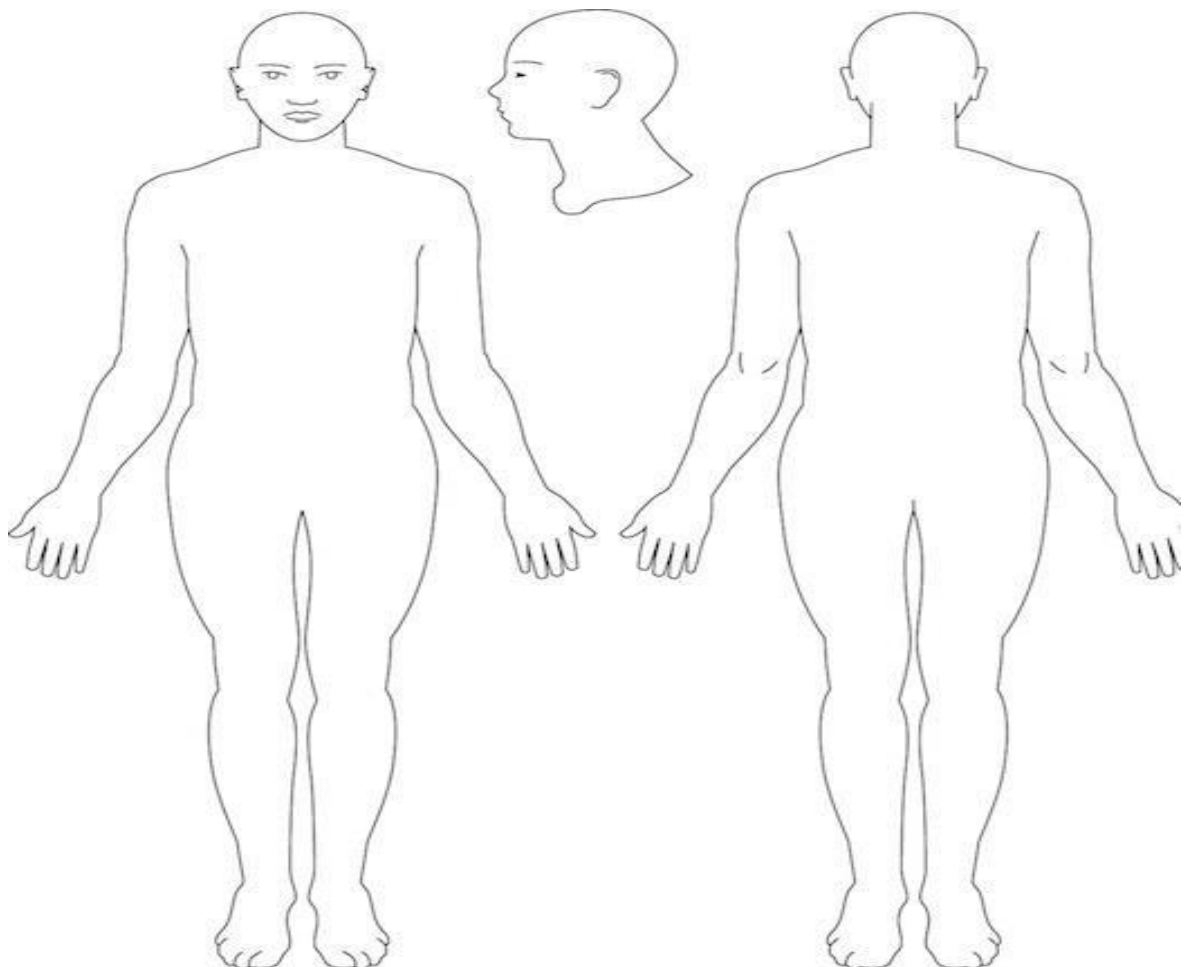
Date of

Birth:

Name of
Worker:

Agency:

Date and time of
observation.....



Signature of Worker:

Appendix 4: Advice and support

The following organisations can provide expert advice and support on issues of abuse;

Organisation	Telephone	Website	Notes
Elder Abuse response	0800 880 88141	www.elderabuse.org.uk	All calls are treated in confidence
Public Concern at Work	(020) 7404 6609 (Monday-Friday, 9.00am-6.00pm).	www.pcaw.org.uk	Initial enquires can be made anonymously.
Ann Craft Trust	0115 9515400	www.anncrafttrust.org	Support for people with learning disabilities who have been abused.
Mind	0300 123 3393	www.mind.org.uk	Help and advice for people with mental health needs.
Women's Aid	0808 2000247	www.womensaid.org.uk	Domestic abuse support for women and children
Men's advice line	0808 801 0327	www.mensadviceline.org.uk	Support for male victims of domestic abuse
NSPCC	0808 800 5000	www.nspcc.org.uk	Help and advice line for children who are victims of abuse
Broken rainbow	0300 999 5428	www.brokenrainbow.org.uk	National Lesbian, Gay, Bisexual and Transgender Domestic abuse helpline
Samaritans	08457 90 90 90	www.samaritans.org.uk	Help and advice line for persons experiencing suicidal thoughts

