# INTO THE LIGHT

Giving Information ~ Breaking Isolation ~ Sharing Experience

# Into the Light: Safeguarding Adults At Risk Policy

Into The Light PO Box: 64427 London W5 9HA www.intothelight.org.uk

INTO THE LIGHT



#### Introduction

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. Safeguarding adults is about trying to make sure that adults at risk do not get harmed, and knowing what to do if anyone involved in Into the Light is worried about an adult. This is Into The Light's Safeguarding Adults At Risk policy.

It is acknowledged that significant numbers of adults at risk are abused and it is important that Into the Light has a safeguarding adults policy to follow and puts in place preventative measures to try and reduce those numbers.

This policy and working to it, will enable Into the Light to demonstrate its commitment to keeping safe those adults at risk with whom it works. Into the Light acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

The policy has been drawn up in order to enable Into the Light to:

- promote good practice and work in a way that can prevent harm and abuse occurring;
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- stop abuse occurring.

The policy and procedures relate to the safeguarding of **adults at risk**. An adult at risk is defined as an individual aged over 18 who:

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

(Care Act, 2014)

The policy applies to all Directors, staff, volunteers, service users and carers (and anyone working on behalf of Into the Light).

In order to implement this policy, Into the Light will work to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what caused the abuse or neglect.

### Into the Light will:

- ensure as far as reasonably possible, that all Directors, staff, volunteers, service users and carers are familiar with this policy;
- work with other relevant agencies;
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency.
- pass information to the Local Authority when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children;
- inform service users that where a person is in danger, a child is at risk or a crime has been committed, then a decision may be taken to pass information to another agency without the service user's consent;
- make a safeguarding adults referral to the Local Authority as appropriate;
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults;
- will ensure that all Directors, staff, volunteers and carers understand his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority).

The Designated Adult Safeguarding Manager at Into the Light is Sadie Cissell.

She should be contacted for support and advice on implementing this policy and associated procedures.

#### **Procedures**

#### 1. Introduction

These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Into the Light. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Into the Light is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all Directors, staff, volunteers, service users and carers act appropriately in response to any concern of adult abuse.

## 2. Preventing abuse

Into the Light is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Into the Light will be treated with respect.

Therefore this policy needs to be read in conjunction with any other relevant. Into the Light safeguarding policies

Into the Light is committed to safer recruitment policies and practices for paid staff and volunteers. This may include Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up where appropriate and provision of adequate training on safeguarding adults.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about the Into The Light safeguarding adults policy and the complaints procedures counsellors have in place will be available to service users and their carers/families.

# 3. Into The Light Safe Recruitment Policy

Some individuals may not be suitable to work with our clients due to past behaviour or criminal convictions. We actively screen out and discourage any candidate who is not suitable from joining Into The Light. We would screen out any candidate who has any convictions of sexual violence or criminal convictions against children. We would also screen out any candidate who has any convictions of violence.

Our Safer recruitment checklist includes:

- Evidence of a recent DBS Check within the last six months.
- If DBS Check is older than six months we would undertake an individual DBS Check
- Evidence that an applicant has completed or in the final stages of completion of advanced Counselling Training to Diploma or Degree Level.
- Evidence of being a Member of the British Association of Counsellors and Psychotherapists or equivalent
- Evidence of Personal Insurance
- Evidence of being regularly Supervised by a Professional Qualified Supervisor

#### We may also:

- Give applicants a clear job or role description (what tasks will be involved)
- Write a person specification (what experience or attributes the successful candidate needs in order to carry out the role)
- Use an application form to gather relevant information about each applicant
- Require two Written references
- Interview the applicant
- Undertake individual DBS Checks is DBS check is older than six months old
- Make a risk assessment of any concerning information
- Verify Qualifications and experience
- Ensure the induction to the role which would include reading the Policies and Procedures Handbook and Safeguarding Training.
- Have a probationary period for each candidate

## 4. Different forms of abuse and the signs

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. 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

#### 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 signs 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

#### 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.

#### Possible signs 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
- 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.

# 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 signs 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

## 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 signs 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 eg. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

## Possible signs of financial or material abuse

Missing personal possessions

- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- 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 signs 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

## GOV.UK has more information on identifying and reporting 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)
- 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

#### Possible signs 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 signs 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 signs 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

## Signs 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

### 5. Designated Named Person for safeguarding adults

Into the Light has appointed individuals who are responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for managers, staff or volunteers to consult with.

## The Designated Adult Safeguarding Managers within Into the Light is: Sadie Cissell

Work Telephone number Mobile Number Emergency Contact Number

#### Deputy Designated Adult Safeguarding Manager: Rebecca Mitchell

Work telephone number Mobile number Emergency contact number

## **Designated Whistleblower: Nicky Pallis**

Work Telephone number Mobile Number Emergency Number:

# Should either of these named people be unavailable then Directors, staff, volunteers, service users and carers should contact the local Social Services team directly.

The roles and responsibilities of the named person(s) are to:

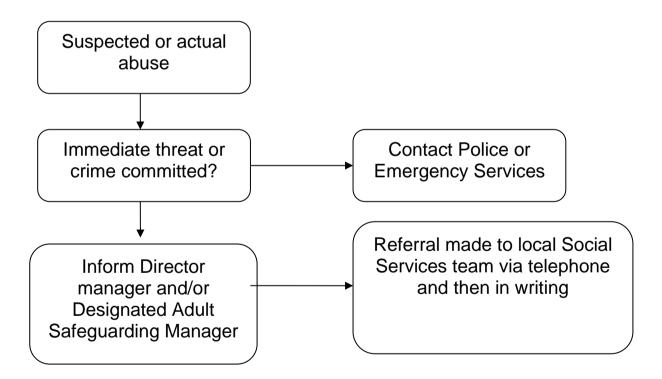
• ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect;

- ensure that concerns are acted on, clearly recorded and referred to Local Social Services team or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adults referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the safeguarding adults process;
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. (This is particularly because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest);
- ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision;
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

# 6. Responding to people who have experienced or are experiencing abuse

Into the Light recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

The action to take is summarised on this flowchart:



How to respond if you receive an allegation or have a safeguarding concern:

- Assess the immediate risk to the individual and others including staff visiting and take steps to ensure the immediate safety of the adult.
- Reassure the person concerned by telling them that they have done the right thing by sharing the information with you, that you are treating them seriously and that the abuse is not their fault (if the information is being shared by the "victim".
- Reassure the person that Into The Light will take steps to support and where appropriate, protect them in future.

- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Be aware of the possibility of forensic evidence if the disclosure refers to a recent incident. If there is a possibility that forensic evidence exists, preserve the evidence. Do not clean up.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Explain that you are required to share the information with your 'line manager', but not with other staff, volunteers or service users.
- Gather as much information as possible without asking any detailed or probing questions (use words like "tell, explain, describe") and do not start to investigate.
- Do not promise to keep it a secret.

# If you have a safeguarding concern, don't

- Panic.
- Contact the alleged perpetrator or victim, depending on who is sharing the information.
- Make assumptions.
- Agree to keep secrets.
- Make promises you cannot keep.
- Be judgemental (ie. "Why didn't you try to stop them?").
- Contaminate evidence.
- Ask leading questions or press the person for more details (this may be done during any subsequent investigation, so it is important to avoid unnecessary repetition for the person involved).
- Stop someone who is freely recalling significant events; allow them to share whatever is important to them.
- Delay in alerting the local Social Services team.
- Make decisions or take action without a discussion with the local Social Services team.
- Decide whether an alert should be made or not as there may be other information of which you are not aware.

If you witness abuse, or abuse has just taken place, the priorities will be:

- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.
- To keep yourself and others safe.
- To inform the Designated Adult Safeguarding Manager.
- To record what happened in a designated File which will be held by Sadie Cissell in a locked filing cabinet at her home address.

All situations of abuse or alleged abuse will be discussed with a Director/Project Manager and/or the Designated Adult Safeguarding Manager. If anyone feels unable to raise their concern with a Director/Project Manager or the Designated Adult Safeguarding Manager then concerns can be raised directly with the local Social Services team.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the local Social Service team. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the Director/Project Manager and/or Designated Adult Safeguarding Manager should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The Director/Project Manager and/or Designated Adult Safeguarding Manager should refer to Ealing Council Social Services if working in Ealing; if working in another borough then to the Social Services Department within that borough. They can refer to the local Multi Agency Safeguarding Adults policy and procedures (as set out by the local Safeguarding Adults Board) and may also take advice from the local Social Services team and/or the Safeguarding Adults Unit and/or other advice giving organisations such as the Police (see **useful contacts**).

#### Making a safeguarding adults referral

All safeguarding adults referrals should be made by telephone initially to the local Social Services team, Monday to Friday 9.00am till 5.00 pm

Phone: If working in Ealing: 0208 825 8000 (if working in another borough contact your local Social Services team)

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.

You should ask to make a safeguarding adults referral.

The telephone call should be followed up in writing to the local Social Services team.

A Safeguarding Adults Manager (a Team Manager from Adult Social Care) will then decide what enquiries need to be undertaken. Feedback will be given to the person who made the safeguarding adults referral.

The Director/Project Manager and/or Designated Adult Safeguarding Manager will have an understanding of the multi-agency safeguarding adults process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

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.

## 7. Managing an allegation made against a member of staff or volunteer

Into the Light will ensure that any allegations made against members or a member of staff will be dealt with swiftly.

Where a member of staff/volunteer 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.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Director/Project Manager and/or Designated Named Person will liaise with the local Social Services team to discuss the best course of action and to ensure that the Into the Light disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Into the Light has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

## 8. Recording and managing confidential information

Into the Light is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know. For further information, please see Into the Light confidentiality policy.

All allegations/concerns should be recorded in a designated File which will be held by Sadie Cissell in a locked cabinet at her home address. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

## 9. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy will be clearly communicated to Directors, staff, volunteers, service users and carers. The Designated Adult Safeguarding Manager will be responsible for ensuring that this is done.

The Safeguarding Adults Policy will be reviewed annually by the Directors. They will also ensure that any changes are clearly communicated to staff, volunteers, service users and carers. It may be appropriate to involve staff, volunteers, service users and carers in the review.

#### 10. Useful Contacts

Local Social Services team: Ealing Borough for all clients receiving counselling in Ealing. For clients seen elsewhere see the Social Services team in that borough.

Phone: 0208 8825 8000

Out of Hours Service: 0208 825 8000 (for emergency social care needs)

# **Safeguarding Adults Unit**

Phone: : 0208 825 8000

#### **Police**

Phone: 101

Ask for Local Area Police Station or Protecting Vulnerable Persons (PVP) Team.

This document is reviewed annually by Into The Light Counselling and Support For Survivors Community Interest Company Directors.

Date of Document Review: 18th January 2025