



Safeguarding Policy (Adults at Risk)

Date Approved by BEF Board : 20 January 2018
To be reviewed on: January 2019

This policy should be reviewed annually unless there is a change within the BEF or in conjunction with relevant legislation

This policy should be reviewed annually unless there is a change within the BEF or in conjunction with relevant legislation. This policy applies to everyone within the BEF and its Member Bodies and should be read in conjunction with all other relevant Safeguarding documents [These documents can be found in the BEF Toolkit and on the BEF website].

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1. Introduction

The BEF (British Equestrian Federation) places the highest priority on safety and enjoyment, and recognises that it has a duty of care towards Adults at Risk within the horse industry. Any organisation, establishment or individual providing riding or horse management opportunities must do so with the highest possible standard of care. To ensure this, the British Equestrian Federation and its Member Bodies are committed to devising and implementing policies and procedures to ensure all those involved accept their responsibilities to safeguard Adults at Risk from harm and abuse, in accordance with the Care Act 2014.

The BEF is fully committed to the principles of equality of opportunity and aims to ensure that no individual receives more or less favourable treatment on the grounds of age, sex, gender, disability¹, race, parental or marital status, pregnancy, religion or belief, sexual orientations and gender reassignment. This includes all those involved in our sport whether they are participants, employees, coaches, constants, owners, officials, volunteers or spectators.

In order to support Member Bodies with safeguarding Adults at Risk, the BEF coordinates a national development group, the **Safeguarding and Equity Action Team (SEAT)**, to provide a forum, through full member body representation, to develop and share best practice for the purpose and benefit of safeguarding the equestrian industry.

It also facilitates the Federation wide **Case Management Group (CMG)** whose role is to:-

- Support, advice and consultation;
- Provide Case Management Support;
- Give guidance on best practice;

In addition, the BEF, works to ensure that all those involved in equestrianism, whether a young rider, driver, vaulter, parent, riding school or centre professional/volunteer, are aware of their responsibilities to safeguard and understand what to do if they have a concern about the welfare of an Adult at Risk or young person.

2. Policy Statement

The aim of the British Equestrian Federation is to safeguard all children, young people and adults at risk in our sport.

This guidance aims to help professionals and volunteers understand what they need to do, and what they can expect of one another, to safeguard Adults at Risk. It focuses on core legal requirements and makes clear what individuals and organisations should do to keep those who are vulnerable safe. In doing so, it seeks to emphasise that effective safeguarding systems are those where:

- The welfare and safety of Adults at Risk is of paramount concern.
- All adults are treated as individuals and with dignity and respect.

Safeguarding Adults (Care Act, 2014)

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex

¹ For the purpose of this policy disability includes deaf and disabled children, young people and adults and those with any other additional need.

interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances” (Care Act 2014).

The guidance given in this policy is based on the following principles:

- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- The BEF and its Member Bodies will seek to ensure that our sport is inclusive and will endeavor make all reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.
- The rights, dignity and worth of all adults will always be respected.
- We recognise that a deaf or disabled adult may or may not identify themselves or be identified as an adult ‘at risk’.
- All allegations will be taken seriously and responded to quickly in line with all safeguarding policies and procedures.

Definition

The Care Act 2014 defines Safeguarding Adults as:

“Safeguarding duties apply to an adult who:

- 1. Has needs for care and support (whether or not the local authority is meeting any of those needs) and;*
- 2. Is experiencing or at risk of, abuse or neglect and;*
- 3. As a result of those care and support needs is unable to protect themselves from either the risk, or the experience of abuse or neglect.”*

This policy applies to everyone within the BEF and its Member Bodies and should be read in conjunction all other Safeguarding policies and procedures [These documents can be found in the BEF Toolkit and on the BEF website].

3. Adult at Risk

English and Welsh Guidance

An Adult at Risk is defined as a person aged 18 or older who is in need of care and support regardless of whether they are receiving them, and because of those needs are unable to protect themselves against abuse or neglect.

It is recognised that some adults are vulnerable due to their mental health needs, learning or physical disability however; there are also adults who are at risk due to specific circumstances such as forced marriage, domestic violence or sexual/commercial exploitation.

Scottish Guidance

The Adult Support and Protection (Scotland) Act 2007 seeks to protect and benefit adults at risk of being harmed. The Act requires councils and a range of public bodies to work together to support and protect adults who are unable to safeguard themselves, their property and their rights. It requires Public Bodies to work together to take steps to decide whether someone is an adult at risk of harm, balancing the need to intervene with an adult's right to live as independently as possible. (Scottish Gov, 2016).

The Act is there to protect ‘adults at risk’. An adult at risk is defined as someone who: can’t safeguard themselves, their property or their rights; is at risk of harm; and is experiencing:

- a disability

- a mental disorder
- illness
- physical or mental infirmity.
-

Northern Ireland Guidance

Abuse, exploitation or neglect of adults at risk can take many different forms in our society. The definition of an 'adult at risk of harm' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances. Their personal characteristics may include, but are not limited to:

- *age*
- *physical or mental disabilities*
- *special educational needs*
- *any illness, mental or physical they may have*

Their life circumstances may include, but are not limited to:

- *isolation or loneliness*
- *finances and work*
- *living conditions (NIDirect, 2016)*

4. Statutory Framework

In order to safeguard and promote the welfare of Adults at Risk, the BEF and Member Bodies will act in accordance with the following legislation and guidance:

England

- Mental Capacity Act 2005
- The Police Act 1997
- The Human Rights Act 1998
- Data Protection Act 1994 and 1998
- Safeguarding Vulnerable Groups Act 2006
- Sexual Offences (Amendment) Act 2003
- The Protection of Freedoms Act 2012
- The Care Act 2014, - implemented March 2015
- Information Sharing Advice - March 2015
- The Equality Act 2010
- Disability Discrimination Act 2005
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- Procedures set out by the local Safeguarding adult Boards

Scotland

- The Adult Support and Protection (Scotland) Act 2007
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care and Treatment) (Scotland) Act 2003

- Protection of Vulnerable Groups (Scotland) Act 2007

Northern Ireland

- Safeguarding Board Act (Northern Ireland) 2001
- Safeguarding Vulnerable Groups (Northern Ireland) Order 2007
- Criminal Law Act (Northern Ireland) 1967

5. Roles of the BEF and Member Bodies

The BEF fully accepts its legal (Care Act, 2014) and moral obligation to provide a duty of care, to protect all Adults and Risk and safeguard their welfare.

In pursuit of this, the BEF is committed to ensuring that:

- The welfare of all vulnerable groups is paramount and Adults at Risk have the right to protection from abuse.
- It takes all reasonable, practical steps to protect Adults at Risk from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings.
- All concerns and allegations of poor practice or abuse are taken seriously and responded to swiftly and appropriately.
- High standards of behaviour and practice are maintained through compliance with BEF and Member Body codes of conduct produced for all those involved in our sport.
- Everyone knows and accepts their responsibilities and works together: riders, personal assistants or relevant family members, instructors, proprietors, volunteers, and professional staff.

The role of the BEF is to:

- Provide a strategic overview and guidance on adults at risk and promote their welfare.
- Provide guidance on best practice in recruitment, training and supervision of staff, members and volunteers, parents and carers.
- Provide access to approved safeguarding education and training to staff at BEF and for MB Lead Safeguarding Officers (LSO).
- Respond to and support MBs with the management of allegations, concerns and complaints relating to Adults at Risk and welfare, initiating Case Management systems and processes as necessary, liaising with the CMG as requested by MBs.
- Coordinate and update a central database for all concerns/incidents shared by MBs.
- Give guidance on the implementation and management of appropriate disciplinary and appeals procedures in relation to Adults at Risk, including monitoring the outcomes of any such events as requested by MBs.
- Coordinate the BEF the SEAT and CMG.
- Ensure that all incidents are correctly reported and referred out in accordance with the BEF guidelines.
- Ensure that BEF procedures for recruitment of staff and volunteers, within the BEF, are followed and all appropriate existing staff or volunteers have up to date Disclosure and Barring Service (or equivalent) checks if appropriate.
- Review and monitor the implementation of the policy and procedures on an annual basis.
- Ensure that all data collected by the BEF is kept securely in accordance with data protection legislation.

The role of each Member Body is:

- To ensure representation on the SEAT.
- To ensure that the clubs, centres, and schools within their Member Body are aware of BEF and Member Body policies, procedures and guidelines and adopt them as appropriate.
- Play a lead role in developing and establishing the organisation's approach to safeguarding Adults at Risk.
- To implement and manage appropriate disciplinary and appeals procedures in relation to Adults at Risk ensuring that the BEF is informed.
- To respond to and manage any allegations or complaints made from within the Member Body.
- Operationally, to deal with the complaint/allegation to conclusion in line with the agreed protocols.
- To ensure that the BEF Safeguarding Officer is informed of all relevant safeguarding concerns and incidents that occur.
- To ensure there is clear communication within each Member Body with regard to Adults at Risk
- To ensure that all policies and procedures are made accessible to parents/carers.
- To ensure the effective protection and safeguarding of Adults at Risk by encouraging and supporting each club, riding school, event or competition organiser to appoint a Safeguarding Officer.
- To encourage and support each club, riding school, event or competition organiser to adopt and promote BEF and Member Body policies and procedures.
- To provide and promote education and training in safeguarding, in partnership with the BEF, to support staff, members and volunteers.
- To manage and monitor the implementation of the policy and procedures and feed back to the BEF on an annual basis.
- To ensure that Member Body procedures for recruitment of staff and volunteers are followed and all appropriate existing staff or volunteers have up to date disclosure checks in line with procedures.
- To ensure that codes of conduct are in place for club/centre staff, volunteers, coaches, young people and parents.
- Ensure safeguarding standards are met and maintained.
- To ensure confidentiality is maintained and information is only shared on a "need to know" basis.

The role of each organisations Safeguarding Officer is:

- To adopt and promote the BEF and Member Body policies and procedures.
- To promote education and training to support staff, members and volunteers.
- To manage and monitor the implementation of the policy and procedures.
- To be the first point of contact for staff and volunteers, young people and parents for any issue concerning Adults at Risk welfare, poor practice or potential/alleged abuse.
- To record and report monitoring information as required.
- To respond to any allegations or complaints by reporting to the Member Body's Lead Safeguarding Officer.
- To maintain local contact details for Adults Social Services, the Police and NGB Lead Safeguarding Officer.
- To ensure confidentiality is maintained and information is only shared on a "need to know" basis.
- To respond to any allegations or complaints made from within your Member Body. Operationally, to deal with the complaint/allegation to conclusion in line with agreed protocols.

6. Dealing with a safeguarding adults concern

The statutory guidance for Adults at Risk highlights 6 important safeguarding principles:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.

- **Prevention**- It is better to take action before harm occurs.
- **Proportionality**-The least intrusive response appropriate to the risk presented.
- **Protection**-Support and representation for those in greatest need.
- **Partnership**- Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**-Accountability and transparency in safeguarding practice.

The Care Act also defines that there are 10 main categories of abuse and these are:

- Discriminatory Abuse
- Psychological Abuse
- Financial/Material Abuse
- Organisational Abuse
- Neglect and Acts of omission
- Physical Abuse
- Sexual Abuse
- Domestic Violence
- Modern Slavery
- Self-neglect

These categories are described in more detail in **(Appendix One)**.

There are several ways that you may become aware of abuse, for example, you see it happening, you recognise the signs or you are informed by a third party. If you become aware of abuse or poor practice it is important that you report the information to the MB Safeguarding Officer and share information with the BEF Safeguarding Officer. Or if you think that a person is at risk of immediate danger then contact the Police/ social care immediately.

If someone discloses abuse to you:

Do

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying.
- Be sympathetic ('I am sorry that this has happened to you').
- Be aware of the possibility that medical evidence might be needed.
- Tell the person that:
 - They did the right thing to tell you.
 - You are treating the information seriously.
 - It was not their fault.
 - Would like to ask permission to pass their information on to the appropriate person.
 - You / the service will take steps to protect and support them.
- Report to the Safeguarding Officer.
- Write down what was said by the person disclosing as soon as possible.

Do Not

- Press the person for more details; this will be done at a later date.

- Stop someone who is freely recalling significant events; (for example, don't say 'Hold on we'll come back to that later,' as they may not tell you again).
- Jump to conclusions.
- Do not promise to keep secrets; you cannot keep this kind of information confidential.
- Make promises you cannot keep (such as, 'this will never happen to you again').
- Contact the alleged abuser.
- Be judgmental.
- Pass on the information to anyone other than those with a legitimate 'need to know'.

When recording a disclosure:

- At the first opportunity make a note of the disclosure and date and sign your record.
- You should aim to:
 - Note what the individual actually said, using their own words and phrases.
 - Describe the circumstances in which the disclosure came about.
 - Note the setting and anyone else who was there at the time.
 - Separate out factual information from your own opinions.
 - Be clear to distinguish between fact, observations, allegation and opinion.
 - Be aware that your report may be required later as part of a legal action or disciplinary procedure.
- Under no circumstances should any individual attempt to deal with the problem alone.
- The primary responsibility of the person who first suspects or is told of abuse is to report it and to ensure that their concern is taken seriously.

Involving carers or other family members

Wherever possible, those concerned about the welfare of an Adult at Risk should work in partnership with carers or other family members. Therefore, in most situations, it would be important to talk to carers or other family members to help clarify any initial concerns (e.g. if behaviour has changed, it is important to check whether there is a reasonable explanation such as family upset or bereavement). However, this must be considered in light of the Adult at Risk's right to confidentiality and the Mental Capacity Act 2005 and ideally should be undertaken with the full consent of the Adult concerned.

However, there are circumstances in which an Adult at Risk might be placed at even greater risk if concerns are shared (e.g. where a carer or other family member may be responsible for the abuse or not able to respond to the situation appropriately). In these situations or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the designated Lead Safeguarding Officer and BEF Safeguarding Officer as soon as possible.

Consent

Adults at risk (with capacity to consent) - if concerns arise, consent must be obtained from the individual concerned before a referral is made to Adult services or the police. However, if there is genuine concern that there is risk of harm, the information should be passed to Adult Services or the police even if consent is not obtained. Information about an individual should not be given to family or carers without consent of the individual.

Adults at risk (without capacity to consent) – if concerns arise, and the individual is unable to give consent to information being shared, a referral should be made to Adult Services and/or the police.

7. Safer Recruitment

Anyone undertaking a role that involves contact with or responsibility for Adults at Risk should be taken through a Safer Recruitment process.

It is essential that all Member Bodies have effective recruitment and selection procedures for both paid staff and volunteers.

Safer Recruitment checklist

Key parts of a Safer Recruitment procedure include:

- writing a clear job or role description (what tasks will be involved)
- writing a person specification (what experience or attributes the successful candidate needs in order to carry out the role)
- creating an advertisement for the post
- using an application form to gather relevant information about each applicant
- requiring specific written references
- interviewing the applicant
- for eligible posts, undertaking a criminal records check for adults:
 - Disclosure and Barring Service (DBS) – England and Wales
 - Disclosure Scotland – Scotland
 - AccessNI – Northern Ireland
- risk assessment of any concerning information
- verifying qualifications and experience
- recording recruitment decision
- induction to the role (including safeguarding policies and procedures, safeguarding training, sign up to Code of Conduct)
- probationary period

In some instances, you may feel that it is not practical to include all these steps in a recruitment process, but you are strongly recommended to incorporate in as many elements as you can.

Regulated Activity with Adults

The following is a regulated activity relating to vulnerable adults if it is carried out frequently by the same person or the period condition is satisfied—

- any form of training, teaching or instruction provided wholly or mainly for vulnerable adults;
- any form of care for or supervision of vulnerable adults;
- any form of assistance, advice or guidance provided wholly or mainly for vulnerable adults;
- any form of treatment or therapy provided for a vulnerable adult;
- moderating a public electronic interactive communication service which is likely to be used wholly or mainly by vulnerable adults;
- driving a vehicle which is being used only for the purpose of conveying vulnerable adults and any person caring for the vulnerable adults pursuant to arrangements made in prescribed circumstances;
- anything done on behalf of a vulnerable adult in such circumstances as are prescribed.

8. Guidance for sharing information

The Seven Golden Rules to Sharing Information

Taken from Information Sharing Advice March 2015 www.gov.uk/government/publications

1. Remember that the Data Protection Act 1998 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately.
2. Be open and honest with the individual, and/or their family where appropriate, from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well – being: Base your information sharing decisions on considerations of the safety and well – being of the individual and others who may be affected by their actions.
6. Necessary; proportionate; relevant; adequate; accurate; timely and secure: Ensure that the information is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

The Adult Safeguarding: Sharing information document states that:

Organisations need to share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Prevent abuse and harm that may increase the need for care and support
- Maintain and improve good practice in safeguarding adults
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal people at risk of abuse
- Help people to access the right kind of support to reduce risk and promote wellbeing
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

The BEF and its Member Bodies have agreed an Information Agreement which can be accessed in the BEF Toolkit and on the BEF website. This sets out the process of sharing information between the BEF and Member Bodies.

Riders with additional vulnerabilities

There have been a number of studies which suggest young people (or adults) with disabilities or additional needs, are at increased risk of abuse. It is important to recognize that deaf or disabled children young people and adults may be vulnerable to abuse and this may be because:

- Children, young people and adults may be socially isolated.
- They are often dependent on a number of people for care and handling, some of which can be of an intimate nature.
- They may be unable to understand the inappropriateness of the actions or communicate to others that something is wrong.
- Signs of abuse can be misinterpreted as a symptom of the disability
- Like others, they are fearful of the consequence of disclosing abuse.
- Attitudes and assumptions that children with disabilities are not abused.
- They may be unable to resist abuse due to physical impairment or unable to communicate abuse because of speech, language and communication needs.
- Fewer outside contacts and therefore limited opportunity to disclose abuse
- Possible failures to recognise the impact of abuse on children with disabilities.

Appendix 1

Types of Abuse

The Care Act, 2014 defines that there are 10 specific types of abuse. These are:

Discriminatory Abuse:

This is take form in harassment, slurs or similar treatment because of:

- Race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

Discriminatory abuse can also include being denied access to services or treatment.

Psychological Abuse:

This can include:

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

Financial/material Abuse:

This can include:

- theft
- fraud
- internet scamming
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- the misuse or misappropriation of property, possessions or benefits

Organisational Abuse:

Including neglect and poor care 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.

Neglect and acts of omission:

- ignoring medical
- emotional or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- the withholding of the necessities of life, such as medication, adequate nutrition and heating

Physical Abuse

This can include:

- assault
- hitting
- slapping
- pushing
- misuse of medication
- restraint
- inappropriate physical sanctions

Sexual Abuse

This can include:

- rape
- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- subjection to pornography or witnessing sexual acts
- indecent exposure
- sexual assault
- sexual acts to which the adult has not consented or was pressured into consenting

Domestic violence

This can include:

- psychological
- physical
- sexual
- financial
- emotional abuse
- so called 'honour' based violence

Modern slavery

This can encompass:

- slavery
- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Self-Neglect

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

The following types of abuse are not included in The Care Act 2014, but are also relevant:

Cyber Bullying

This can encompass:

- Repeatedly 'making fun' of another person online or via email or text message.
- Using online forums with the intention of harming, damaging, humiliating or isolating another person.
- It can be used to carry out other types of bullying through the use of technology.

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will.

Mate Crime

This is defined as "when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual" Safety Net Project.

Radicalisation

This can encompass:

- Attracting people to certain organisations/religions with extremist views

Possible indicators of abuse could include:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has money or belongings go missing
- Person no longer attending sessions
- Losing or gaining weight
- Unkempt appearance
- A change in behaviour or confidence
- Self-harm
- Fear of particular individual or group
- Direct disclosure

It is important to note that abuse can take place in many contexts. In equestrian sport abuse may be inflicted by someone from within the sport or in the victim's personal life. The above is not an exhaustive list and if abuse is suspected, either within or outside of the sport, it is important that the correct reporting mechanisms are adopted.

Appendix 2

Support for victims and families.

Support for all involved

It is important to acknowledge that, in matters relating to any Adults at Risk incidents; it can be distressing for all involved. It is, therefore, important to be aware of sources of support and help that may be available in this situation.

The following organisations may be able to help:-

Organisation	Contact Details
Ann Craft Trust	Website: www.anncrafttrust.org Email: Ann-Craft-Trust@nottingham.ac.uk Telephone: 01159515400
Act Against Harm	Website: www.actagainstharm.org
Mencap	Website: www.mencap.org.uk Telephone: 08088081111
Care Line	Website: www.careline.co.uk Telephone: 08001013333
Mental Health Line	Website: www.mentalhealth.org
Mind	Website: www.mind.org.uk Telephone: 03001233393
Carers UK	Website: www.carersuk.org Telephone: 08088087777
Action on Elder Abuse	Website: www.elderabuse.org.uk Telephone: 08088088141
Victim Support	Website: www.victimsupport.org.uk Telephone: 08081689111
National Family Carers Network	Website: www.familycarers.org.uk
Refuge	Website: www.refuge.org.uk Telephone: 08082000247
Samaritans	Website: www.samaritans.org Telephone: 116123 (UK) or 116123 (ROI)