



Document Version 1

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Introduction

New Europeans Association Ltd, hereafter also referred to as The Charity, is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

These procedures should be implemented in conjunction with The Charity's Safeguarding Adults Policy and supporting information.

These procedures contained within this document detail the steps to be taken in responding to any concern that an adult involved in the Charity's work or our activities, is at risk of or is experiencing harm.

The procedures has two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary of Terms

Adult: anyone aged 18 years or over

Adult at risk: someone aged 18 or over with needs for care and support who is at risk of or is experiencing abuse and is unable to protect themselves as a result of their need for care and support

Allegation: is a claim made about someone (usually staff or volunteers) that they have acted inappropriately, are abusing a child or adult or are putting them at risk of abuse or harm. It may include “low level concerns” where there is no clear evidence of abuse or harm, but the behaviour is in breach of the code of conduct and falls short of standards expected by New Europeans Association Ltd.

Child or young person: anyone under the age of 18 years (including unborn babies)

Child protection: is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This is the threshold at which local authority intervention is considered necessary in order to protect the child.

Designated Safeguarding Lead (DSL): The person who leads and has accountability for safeguarding and child protection and ensures that the organisation is following the appropriate safeguarding policies and practices. This person is accountable to the organisation and to New Europeans Association Ltd’s Board of Trustees. They are supported by the Designated Safeguarding Trustee (DST).

Designated Safeguarding Trustee (DST): The person who leads and has accountability for safeguarding and child protection and ensures that the organisation is following the appropriate safeguarding policies and practices. This person is accountable to the Charity Commission and to New Europeans Association Ltd’s Board of Trustees

Disclosure: is where someone tells another (e.g. staff or volunteer) information that describes or indicates abuse or harm.

Emotional (or psychological) abuse: continual emotional mistreatment including intimidation or bullying, humiliation, threats, isolation.

Financial (or material) abuse: a breach of trust which involves theft of money or possessions such as bullying, misuse of money or preventing access to it; scamming or fraud.

Grooming: when someone builds a relationship, trust and emotional connection with a child or young person or adult so they can manipulate, exploit and abuse

Incident: is any event that occurs which involves and/or impacts on the safety of children or adults. It may not be a safeguarding concern initially (although it may become a safeguarding matter, on further investigation). It may relate to health and safety practices, participant behaviour, a complaint or feedback. However, it must be reported and investigated in order to safeguard children and adults and prevent escalation.

LADO (local authority designated officer): Person who has oversight of allegations about practitioners who pose a risk to children; giving advice to agencies; ensuring appropriate action taken and information shared appropriately with other agencies.

In some local authorities the same officer or similar appointment will deal with concerns about practitioners who pose a risk of harm to adults at risk. They may also be referred to as the DASM (Designated Adult Safeguarding Manager)

For the purpose of this policy, LADO will refer to the designated local authority lead for both adults and children in England and Wales

Mental Capacity: The ability to consider relevant information, make and communicate a decision.

Neglect: is the ongoing failure to meet the needs of a child or adult at risk. This may include leaving them hungry, dirty, no access to shelter; not attending to medical or health needs.

Participant: anyone taking part in New Europeans Association Ltd activities and events

Physical Abuse: hurting or harming a child or adult at risk intentionally including hitting, slapping, rough handling, physical punishments and restraints.

Safeguarding concern: is where a child or adult is being abused or is at risk of abuse. This concern may arise through what is observed, heard or told (a disclosure).

Safeguarding: is the action that is taken to promote the welfare of children and at-risk adults to protect them from harm.

Safeguarding children is defined as

- » protecting children from abuse and maltreatment
- » preventing harm to children's health or development
- » ensuring children grow up with the provision of safe and effective care
- » taking action to enable all children and young people to have the best outcomes

Safeguarding adults: protecting their rights to live in safety, free from abuse and neglect.

Sexual Abuse: forcing or tricking someone into sexual activities including rape, inappropriate touching, indecent exposure, forcing of creating or watching sexual photography

Staff: anyone employed by the Charity, including agency staff, sessional workers, those on secondment or placement and contractors

Volunteer: anyone carrying out a volunteer role for New Europeans Association Ltd in which they are managed by and/or it has been agreed in writing that they are directly responsible and accountable the Charity whilst carrying out their role.

This includes, but is not limited to , trustees, volunteers and others acting as ambassadors for the Charity from time to time.

The term excludes those persons acting in a volunteer capacity for other organisations that the Charity may come into contact with in the course of our work in the community.

For more information, please see the additional information sections in New Europeans Association Ltd 's Safeguarding Adults Policy.

Section 1: Reporting Concerns (For everyone)

1. Reporting Concerns About Yourself

If you are experiencing abuse/harm within FCDC,

contact our Safeguarding Lead:

ROGER CASALE, CEO

Mobile: 07710 247968

Email: roger.casale@new europeans.uk

If you are in immediate danger or need immediate medical assistance, contact the emergency services – call 999.

If you wish to raise a safeguarding issue or have a concern about somebody, please contact the New Europeans Association Ltd Safeguarding Lead (contact details above). If you prefer, you may also contact another member of staff, who will help you raise the issue with the Charity 's Safeguarding Lead.

If the Safeguarding Lead is implicated in the safeguarding concern, or you think there may be a conflict of interest, then you should report to the **Designated Safeguarding Trustee**, Chair of the Board of Trustees:

RUVI ZIEGLER

ruvi.ziegler@new europeans.uk

07942 602291

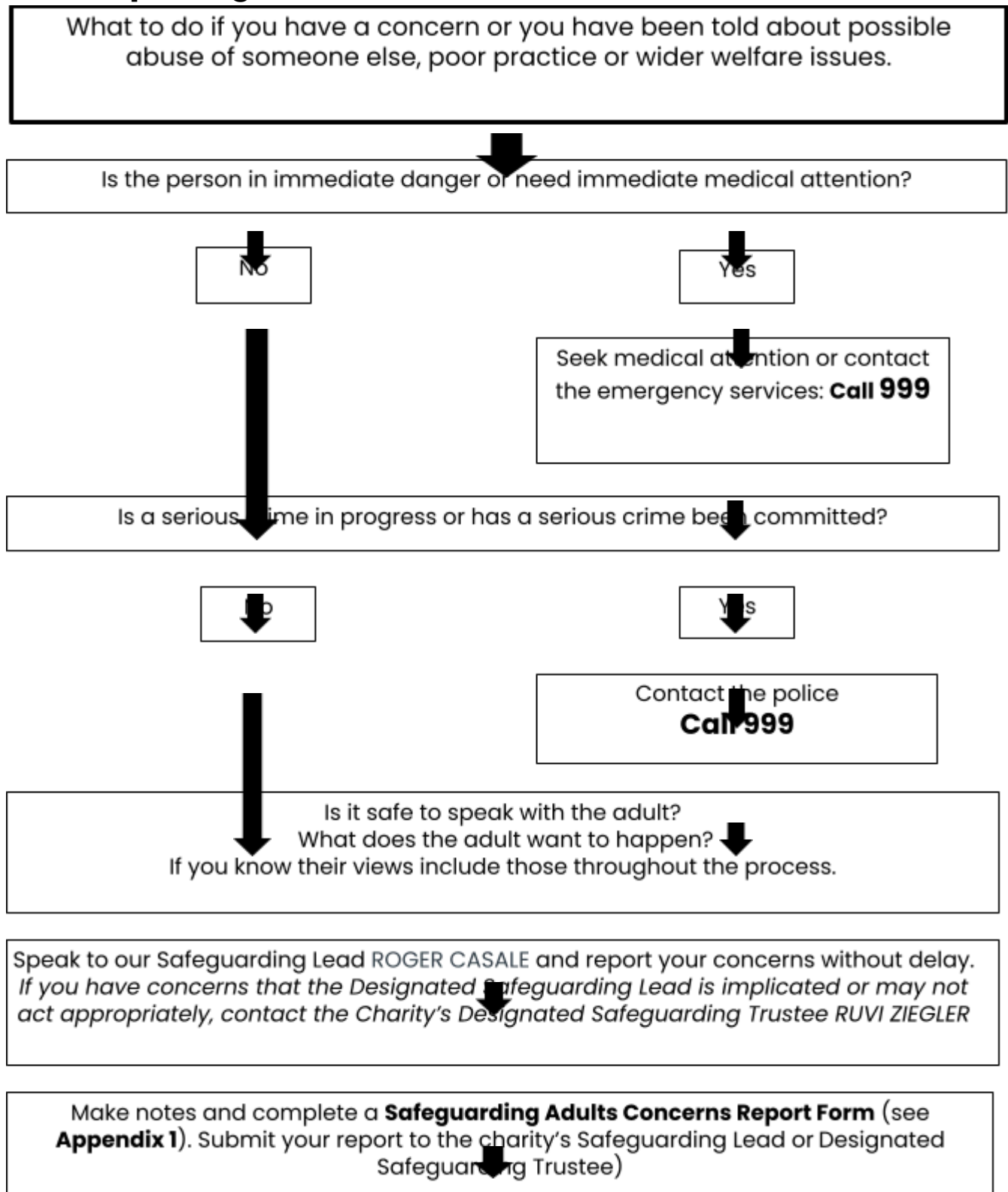
You can also contact the Police, Social Services, your doctor or other organisations that can provide you with information, help and support (see **Appendix 2**: Other sources of support).

NEW EUROPEANS ASSOCIATION LTD will follow the safeguarding procedure in this document. If you do not think your concerns are being addressed in the way that they should be, please contact the Designated Safeguarding Trustee or another member of the Board of Trustees.

At all stages you are welcome to have someone who you trust support you and help you to explain what has happened and what you want to happen.

It is very important to NEW EUROPEANS ASSOCIATION LTD that you can take part in the charity's activities safely and we will take every step to support you to do that.

2. Reporting Concerns About Others (Flowchart 1)



3. Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues, you must contact NEW EUROPEANS ASSOCIATION LTD 's Safeguarding Lead as soon as you can.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Charity's 's Designated Safeguarding Trustee.

If you are concerned about harm being caused to **someone else**, please follow the guidance below:

- It is NOT your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention**, call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person-centred** and **make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have a responsibility to pass on your concerns to the Charity's Safeguarding Lead. **Do not** contact the adult before talking to our Safeguarding Lead, if the person allegedly causing the harm is likely to find out.
- **Remember: DO NOT confront the person thought to be causing the harm.**

4. Responding to a Direct Disclosure

If an adult indicates that they are being harmed, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with the Charity 's Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you and the Charity's Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse Helpline, Victim Support –**see Appendix 6**).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **NOT** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

5. Record Keeping

- Complete and submit a **Safeguarding Adults Report Form** (see **Appendix 1**) to the Charity's Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took and advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that the information recorded is as accurate as possible.
- If someone has told you about harm that they are experiencing/have experienced, use the words the person themselves used. If someone has written to you (including by email or via messaging) include a copy of the email or message with the completed Report Form.

Be mindful of the need to be confidential at all times.

The report and information given must only be shared with the Charity's Safeguarding Lead and others that have a need to know.

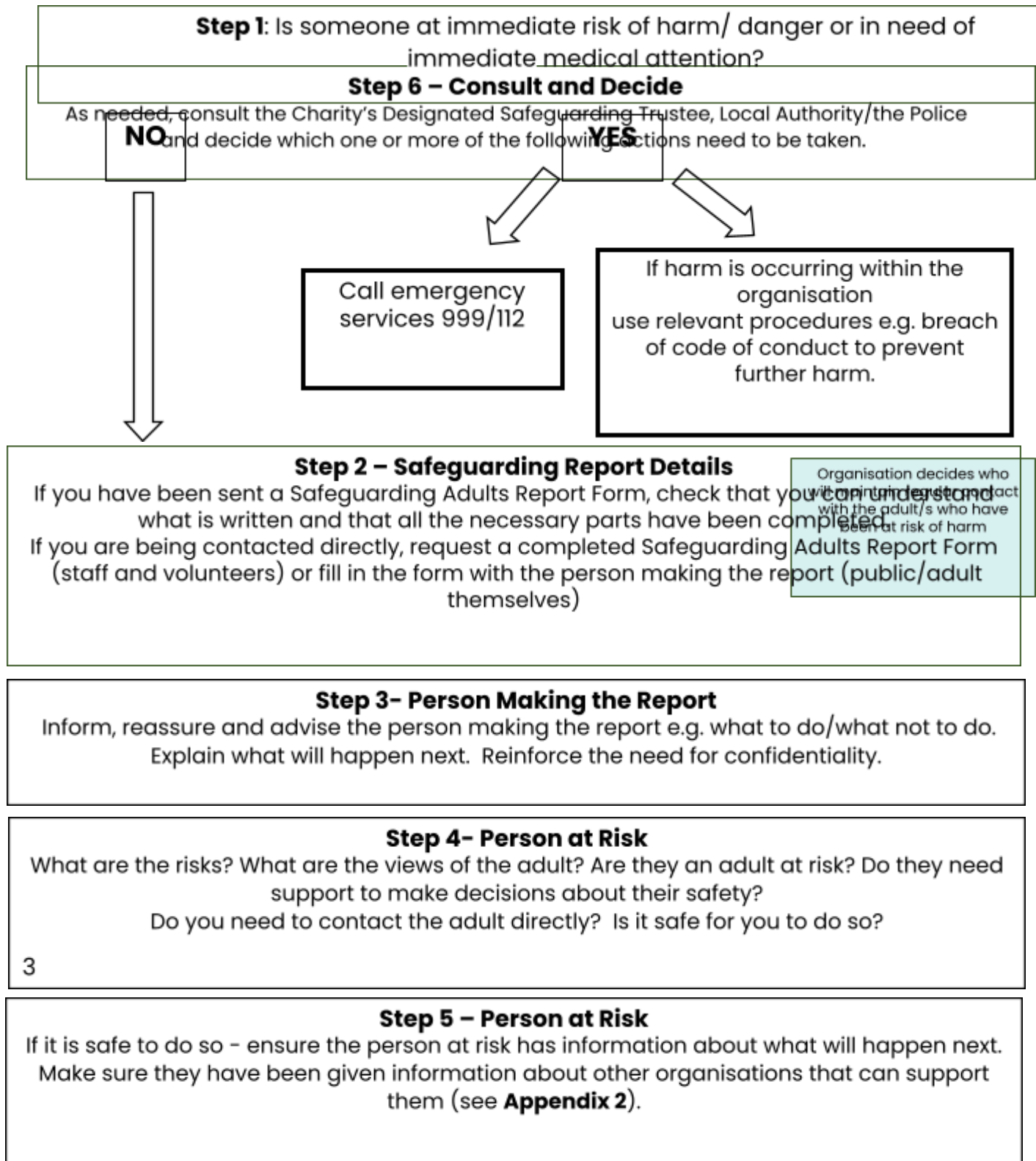
It is important to keep the person safe whilst waiting for action to be taken.

**Section 2: What happens next?
(Safeguarding Lead and organisational
response)**

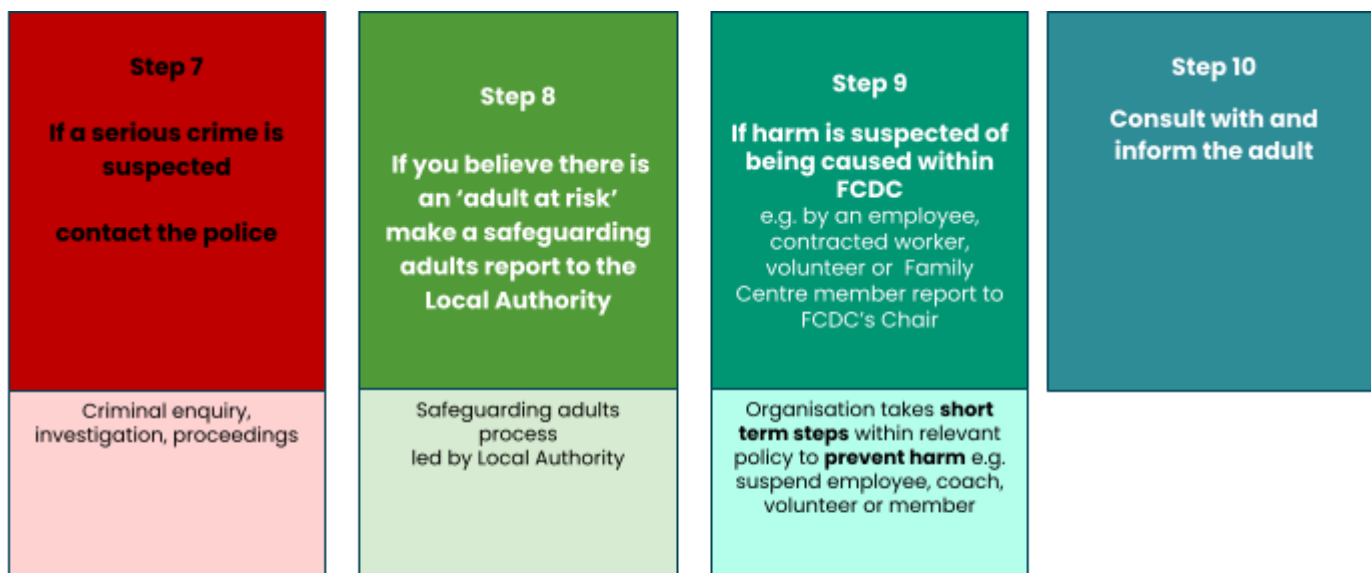
Procedure for Designated Safeguarding Lead (Flowchart 2)

Steps 1-5: Initial Response

(as soon as you receive the Safeguarding referral)



Steps 6- 14: Taking Action



Step 11

Take advice from and **coordinate actions** taken by the Charity with those of **other agencies.**
Attend and contribute to Safeguarding Adults strategy meetings

Step 12

Hold Case Management meeting to coordinate actions by New Europeans Association Ltd

- Possible outcomes: e.g.**
- Criminal Caution or Conviction
 - Police referral back to organisation
 - Referral to Independent Barring Board
 - Unsubstantiated- no further action

- Possible outcomes e.g.**
- LA enquiries triggered
 - Adult supported to 'make safeguarding personal'
 - Other adults at risk identified
 - Multi-agency meetings to coordinate actions
 - New/changed care and support and protection plan for any adult at risk
 - NOT an adult at risk – information and advice provided

- Possible outcomes: e.g.**
- Informal resolution
 - Education and training
 - Formal warning
 - Dismissal
 - Role conditions applied
 - Contract ended
 - Referred to Independent Barring Board
 - Unsubstantiated – no further action

- Possible Outcomes: e.g.**
- Adult receives information about the process
 - Adult supported to have their views and experience heard
 - Adult supported to gain support from other agencies
 - Adult continues to participate in organisation/sport

Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to NEW EUROPEANS ASSOCIATION LTD 's Safeguarding Lead, they will coordinate the Charity 's Safeguarding Adults Procedure (see Flowchart 2).

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Chair of the Charity and Designated Safeguarding Trustee, will take the following actions:

Immediate Response

- 1.** Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

- 2.** If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public, fill in the safeguarding report form yourself, gaining the relevant details from the person contacting you.

- 3.** Inform, reassure and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
- 4.** Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. **Consult and Decide**

If necessary, consult with the Charity's **Designated Safeguarding Trustee** and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. **Contact the police** (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. **Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH)** (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If you are unsure whether or not to make a referral/report, you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm .

If a child is at risk, you **MUST** also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

9. Use policy and procedures to stop harm within NEW EUROPEANS ASSOCIATION LTD

If the person who may be causing harm is a person involved in NEW EUROPEANS ASSOCIATION LTD in whatever capacity, inform the Charity's Designated Safeguarding Trustee and security personnel on the premises as and when appropriate.

Decide what policy and procedures New Europeans Association Ltd will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation/their sport.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved, **work together with them** to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral, this should not stop New Europeans Association Ltd taking internal steps to safeguard the adult. For example: in the case where the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, the organisation should still follow its disciplinary procedure.

11. Decide who in the Charity will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Safeguarding Case Management Group Meeting** to coordinate actions internally to:

- Share information about what has happened with those within New Europeans Association Ltd who have a role in safeguarding the adult.
- Share the views of the adult.
- Share any actions being taken by the Police/Local Authority.
- Agree who will coordinate between New Europeans Association Ltd and other agencies.
- Decide what actions the Charity will take.
 - Coordinate action by New Europeans Association Ltd.

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation/sport.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will be updated as needed.

13. Case Management meetings must be **recorded**, so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.
14. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to the Board of Trustees** as requested.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on New Europeans Association Ltd's website: <https://new europeans.uk/our-policies/>

Designated Safeguarding Lead and Wellbeing Officer

ROGER CASALE

CEO

07710 247968

roger.casale@new europeans.uk

Designated Safeguarding Trustee

RUVI ZIEGLER

Chair

07942 602291

ruvi.ziegler@new europeans.uk

LOCAL AUTHORITY SAFEGUARDING CONTACTS

A list of Local Authority Adult Safeguarding Contacts can be found at:

<https://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board/>

Section 3: Appendices

Appendices

Appendix 1 – Safeguarding Adults Report Form

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

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

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation / club	
Your Role in organisation	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	

Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer	

Section 6 – Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?

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Section 6A – Reasons for not discussing with the adult

Discussion would put the adult or others at risk. Please explain:	
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Adult appears to lack mental capacity. Please explain:	
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Adult unable to communicate their views. Please explain:	
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Section 7 – Risk to others

Are any other adults at risk Yes/No/Not known – delete as appropriate
If yes please fill in another form answering questions 1-6

Are any children at risk Yes/No/Not known Delete as appropriate
If yes, please also fill in a **Safeguarding Children Referral Form** and attach to this.

Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?

Actions by club: e.g. person causing harm suspended, session times changed.	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with Welfare Officer/others within NEW EUROPEANS ASSOCIATION LTD	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Safeguarding Lead	Dates and times
Completed Form copied to Safeguarding Lead; Date and time	
Signed:	
Date:	

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of NEW EUROPEANS ASSOCIATION LTD ?
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern:

Appendix 2 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24-Hour Freephone Domestic Abuse Helplines

<p>England</p> <p>Tel: 0808 2000 247</p> <p>www.nationaldahelpline.org.uk/Contact-us</p>	<p>Northern Ireland</p> <p>Tel: 0808 802 1414</p> <p>www.dsahelpline.org</p> <p>Twitter: www.twitter.com/dsahelpline</p> <p>Facebook: www.facebook.com/dsahelpline</p>
<p>Scotland</p> <p>Tel: 0800 027 1234</p> <p>Email: helpline@sdafmh.org.uk</p> <p>Web chat: sdafmh.org.uk</p>	<p>Wales</p> <p>Linell Gymorth Byw HebOfn/ Live free from fear helpline</p> <p>Tel: 0808 8010 800</p> <p>Type Talk: 18001 0808 801 0800</p> <p>Text: 078600 77 333</p>

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support