



Policy Name	Safeguarding Adults Policy
Policy Number	1
Date of Issue	January 2026
Policy Author(s)	Andrew Kilpatrick
Officer Responsible	Lead Officer
Who the Policy Applies To	All staff, volunteers, students on work placements and including trustees of CreateBolton
Relevant policies to be read in conjunction with	Safeguarding Children
Date of Approval	January 2026 - Board Meeting
Date for Review	January 2027

It is a requirement that all employees and volunteers familiarise themselves with all policies and procedures which are relevant to their position within CreateBolton.



Safeguarding Adults Policy

1. General Policy Statement

1.1 The abuse of adults at risk within society is a significant and complex problem and CreateBolton is committed to ensuring that our adult customers are protected from abuse and that we work proactively to prevent abuse from occurring. We recognise that effective safeguarding systems are person-centred and that failings in such systems can be the result of not hearing the views of the adult at risk, particularly where they have cognitive, mental health and/or communication difficulties.

1.2 CreateBolton works with a number of local authorities: each have their own arrangements for the prevention and protection of adults from abuse. These arrangements include Safeguarding Adults Boards and individual policies and procedures. CreateBolton is committed to working in accordance with those policies and to following the Statutory Guidance that accompanies the Care Act 2014 and the Local Government Association Guidance (January 2015) "Making Safeguarding Personal".

1.3 Everyone involved in Safeguarding Adults, whatever their role, should:

- develop an understanding of the issues which constitute abuse and recognise those individuals to whom the procedures apply.
- try to ensure that service users are empowered and enabled to manage their own situations and take their own decisions.
- ensure that service users views, worries and wishes are taken seriously.
- take matters of potential abuse seriously and always discuss concerns with their line manager.
- actively listen to and record concerns without asking leading questions.
- be timely, sensitive and maintain confidentiality as appropriate to each situation.
- work in a co-ordinated way within and between organisations.
- acknowledge risk as an integral part of choice and decision-making.
- take action to safeguard any vulnerable adult in a way which is proportionate to the perceived level of risk and seriousness.
- ensure that risk assessments are completed and that they are recorded and reviewed in order for risk to be minimised.

This policy has been drafted considering the Safeguarding Adults policies of all local authorities for whom CreateBolton provides services, and the policy is in accordance with those local authority policies, as much as might be reasonable to expect.



1.4 There are a number of key principles in relation to safeguarding adults. These are:

- 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 - working in partnership at all times; and
- accountability - accountability and transparency in delivering safeguarding.

1.5 This policy has the following objectives:

- identify what is meant by abuse and provide information on the different types of abuse.
- set out how CreateBolton will carry out its responsibilities in preventing abuse; and
- provide guidance to staff and volunteers on what to do if they have a suspicion that abuse has occurred, or a service user discloses an allegation of abuse.

2. Responsibilities

2.1 The Board of Trustees is responsible for approving this policy. The operational responsibility for implementing this policy lies with the Lead Officer supported by the Lead Artist, Operations Manager, Creative Co-ordinator and Project Leads.

2.2 CreateBolton will provide relevant training, guidance, and support to staff/volunteers about safeguarding and on specific issues such as:

- how to gather information from service users.
- the roles / responsibilities of staff who suspect abuse or have alleged abuse disclosed to them.
- the roles / responsibilities of the Designated Safeguarding Officer who has responsibility for reporting allegations to the relevant local authority.

2.3 Individual staff and volunteers who have contact with adults at risk and hear disclosures or allegations, or have concerns about potential abuse have a duty to pass on these concerns to the relevant person, who in most cases is the Lead Officer as Designated Lead for Safeguarding



2.4 In addition, CreateBolton has appointed the Lead Officer as Safeguarding Designated Person. The Designated Person has a responsibility to make decisions about how individual disclosures should be dealt with and whether (and how) they should be reported to external authorities such as the police and the relevant local authority Adult Safeguarding Board.

2.5 For issues relating to adults the Designated Lead is:

- Lead Officer

Contact details for the Designated Persons are provided in the **Appendix A**

2.6 Information on individual safeguarding incidents should be collected centrally so that we can maintain records on the issues raised.

3. Who do safeguarding duties apply to?

3.1 Statutory duties to safeguard adults were put in place in April 2015 following the Care Act 2014.

3.2 The safeguarding duties apply to an adult (18 or over) who:

- has needs for care and support (whether or not the local authority is meeting any of those needs³) and;
- 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.

4. Definitions

4.1 Abuse is an act or omission by another person that causes significant harm to the physical, emotional or social well-being of an adult at risk.

Abuse can take a number of forms which include, neglect, physical, sexual, financial, emotional, discriminatory and institutional abuse. It may also involve any combination of these different types of abuse.

4.2 Harm is defined as:

- ill treatment (including sexual abuse and forms of ill-treatment that are not physical)
- the impairment of development and/ or an avoidable deterioration in, physical or mental health



- the impairment of physical, emotional, social, or behavioural development or the impairment of health
- unlawful conduct which appropriates or adversely affects property, rights or interests (e.g. theft)

4.3 There is no definition of “significant harm”. The impact of harm upon a person will be individual and depend upon each person’s circumstances and the severity, degree and impact or effect of this upon that person. The concept of ‘significant harm’ is therefore relative to each individual concerned.

The adult does not need to have needs at the new national eligibility level (replacement for Fair Access to Care - FACs) to ‘qualify’ for safeguarding

4.4 Physical abuse is physical ill treatment of an adult, which may or may not cause physical injury. Physical abuse can include hitting, slapping, pushing, kicking, squeezing, shaking, dragging, pulling or pushing, burning, scalding, pinching, misuse of any medication, inappropriate restraint, and inappropriate physical contact, force feeding or tampering with food.

4.5 Sexual abuse is any form of sexual activity that the adult does not want and to which they have not consented, or to which they cannot give informed consent. Sexual abuse includes sexual assault, rape or other sexual acts, the inappropriate touching of a service user’s sexual areas, sexual harassment, the use of inappropriate sexual language and the unwanted participation in, and use of, pornography. Sexual abuse can also include a sexual relationship that develops between adults where one of those adults is in a position of trust, power, or authority in relation to the other.

4.6 Financial abuse is the exploitation, inappropriate use or misappropriation of a person’s financial resources, property, pension, allowances, or insurance. This includes the withholding of money or possessions, intentional mismanagement of a service user’s finances or property, theft, fraud, embezzlement, stealing service user’s money and pressure (by threat or persuasion) to influence wills, inheritance, property or financial transactions.

4.7 Emotional abuse is behaviour that has an adverse effect on an individual’s mental health and well-being. It may be intentional or unintentional and includes threats of harm, abandonment, withdrawal of social contact or family / carer networks, isolation, humiliation, ridicule, shouting, bullying, name calling, verbal abuse, intimidation, harassment, exclusion, or marginalisation from groups.



4.8 Discriminatory abuse involves the prejudicial treatment of an individual on the basis of group identity. It consists of any acts that use hurtful language, cause harassment or similar treatment of any service user because of their race, colour, ethnic origin, sex, age, disability, faith / belief, culture, or sexual orientation.

4.9 Institutional abuse is the mistreatment of adult service users which is brought about by systematic poor or inadequate care or support that affects the whole, or a significant part, of a care setting. It can include a lack of individualised care and support, lack of choice in everyday activities, inappropriate confinement or restrictions, inappropriate use of restraint, sensory deprivation, inappropriate use of rules, a lack of flexibility in relation to bedtimes or waking times, dirty clothing or bed linen, a lack of personal possessions or clothing, deprived environment or lack of stimulation and the misuse of medical procedures.

4.10 Neglect is the deliberate withholding or an unintentional failure to provide help or support which is necessary for the service users to carry out activities of daily living. Neglect can also include a failure to intervene in situations that are of danger to the service user. Neglect can include the failure to access appropriate services for recognised needs, failing to provide required and agreed health care, ignoring physical care needs, withholding of adequate nutrition, clothing, or warmth, exposing a service user to unacceptable risk and a lack of action to provide or ensure adequate supervision.

4.11 Self - neglect can include self-neglect which covers a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

4.12 Modern slavery encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude and inhumane treatment.

4.13 Domestic abuse includes psychological, physical, sexual, financial and emotional abuse and so called "honour" based violence.

5. Reporting and Recording Allegations and Disclosure – information for people raising concerns

5.1 Everyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately, even if the adult at risk asks them not to. The person disclosing or



passing on the allegation may be a volunteer or worker but could also be the customer, course participant, their carer/family member, or a member of the public.

5.2 Raising a concern about abuse means:

- recognising signs of abuse or ongoing bad practice or responding to a disclosure.
- reporting a concern, allegation, or disclosure.
- recording initial information.
- maintaining confidentiality after reporting.

5.3 You must report any concerns, allegations, or disclosures of alleged abuse. A failure to do so may result in formal action being taken against you by CreateBolton. If you raise a concern about an organisation or individual and you are acting in good faith you will be supported whatever the outcome of the investigation.

5.4 If an adult at risk makes an allegation to you and asks that you keep it confidential, you should inform the person that you will respect their right to confidentiality as far as you are able to, but that you are not able to keep the matter secret and have a duty to report any allegations.

5.5 If you suspect abuse or if abuse is disclosed by a service user, then the safety of the person who may be subject to abuse is the first priority. Where this is required the emergency services should be contacted immediately e.g. where there are suspicions that a crime has taken place, or where someone is injured.

5.6 You should report your concerns or the information you have received immediately to your line manager, or if you are a volunteer to the person who is running the support session you are involved in. Alternatively, if you are working out of hours on your own you can report your concern through to the Lead Office

Recording an allegation or disclosure

5.7 It is important that you make a written record of the incident / disclosure. This record should be written as soon as possible (using the form in the Appendix B) and should cover:

- what happened and when.
- what the vulnerable adult said / communicated to you – using the words they used.
- what you saw in terms of what the scene / environment looked like.
- what actions you took.



5.8 This record should be signed and dated.

5.9 If you have made notes of what was said to you during the disclosure / incident you must keep these notes and not destroy them, as they may be needed if any criminal or disciplinary procedures are taken forward.

5.10 It is not your role to take a “statement” from the service user or investigate the alleged abuse. Your role is to make sure that the service user is safe and to obtain enough information to be able to report onto the Lead Officer as Designated Safeguarding Lead. As a result, you should not ask leading questions or “interview” the customer/course participant or any witnesses.

5.11 If you are present during or after an alleged incident of physical or sexual assault then it is important to ensure that any evidence is preserved. As a result you should:

- not disturb the 'scene' e.g. seal off areas if possible, discourage washing/bathing, do not remove the adult at risk's clothing/bedding;
- not handle any items which may hold DNA evidence.

5.12 Once you have reported the disclosure / incident and made a written record you must keep that information confidential and must not share information about the disclosure / incident without agreeing this with the person to whom you have reported the incident.

6. Referral and gathering information – information for managers referring allegations / disclosures to the local authority

6.1 Referrals to the relevant local authority will be made by members of the management team in each locality.

6.2 Referrals to the relevant local authority should be made as quickly as possible following the appropriate recording procedure and the manager making the referral should keep a record of how and when they have made the referral.

6.3 Staff who are responsible for making alerts to the relevant local authority Safeguarding Adults Service should also do the following:

- take immediate action not already completed e.g. checking that immediate safety has been considered such as medical attention, emergency police contact;
- should members of staff be cited as the alleged perpetrator consider the need to immediately suspend the member of staff concerned to enable a full and open investigation to be able to take place under the relevant local authority



safeguarding procedures – any decision to suspend the member of staff should be taken in conjunction with appropriate agencies.

- where the consent of the service user has been obtained, record the person's understanding of how the information will be shared and used, and what they would like to see happen in support of their safety/justice.
- consider whether, and how, to inform the service user's family or care unit.
- seek further advice and support from the local authority to whom they have reported about how to proceed, especially where further actions could alert an alleged perpetrator.
- where required inform the appropriate inspection body e.g. Care Quality Commission.

6.4 Where contact is made with the police the person making the referral should make clear that a potential crime that involves an adult at risk is being reported. You should clearly detail the nature of the allegation and in all cases obtain an incident number for future reference. Within Bolton, there is a requirement that consultation with the police must be sought if:

- non accidental injuries are apparent or suspected.
- sexual offences are believed to have taken place.
- theft or misappropriation of funds is suspected.
- the adult at risk wishes the matter to be referred to the police.

6.5 The local authority Safeguarding Board may request that a representative from the Society attend meetings with the local authority and / or obtain further information. This may include gathering information such as staff rotas and incident reports, information about past incidents, or concerns from internal records, interviews with witnesses.

6.6 It is vital that when making a referral as much information as possible is provided to assist the decision-making process regarding further action needed. As with all recording around Safeguarding Adults work, take care when recording details as they could be used as evidence in criminal investigations or proceedings.

7. Whistleblowing and support for staff

7.1 CreateBolton has a commitment to ensuring that staff / volunteers who provide information on actual or suspected abuse are treated fairly. In most circumstances, staff should feel able to report safeguarding concerns to their manager. However, in certain circumstances, staff may feel unable to do this, for example if the situation involves their manager. The employee can, in this situation, contact the Designated



Person. Alternatively, CreateBolton has a Whistleblowing Policy which provides staff with an independent and alternative mechanism for raising concerns.

7.2 CreateBolton undertakes to provide support, and if necessary, protection for all those who honestly and reasonably raise allegations of abuse or bad practice. As far as possible we will endeavour to maintain the confidentiality of staff (see Confidentiality Policy)

8. Other issues

8.1 Staff and those providing support also need to consider potential safeguarding issues that can arise from unwanted or unnecessary physical contact with service users. Appendix C provides guidance to staff on the issues they should consider in relation to physical contact with service users.

Appendix A - Contact methods/ numbers

Designated Lead

The Designated Lead for CreateBolton is:

- **Andrew Kilpatrick – Lead Officer on 07964814297 (24 hrs)**



Appendix B

SAFEGUARDING INCIDENT RECORDING FORM

Date:

Time:

Name of customer/course participant:

Age:

Date of birth:

Address:

Location / (where incident or disclosure occurred):

Please describe what happened (continue onto following page if required)

Was the customer/course participant injured? If so, provide details including parts of the body injured

Signed:

Signature of Designated Safeguarding Lead

Date:



Guidance for completing the recording form

1. The first set of boxes are self-explanatory.

Complete the date, time and when the issue was disclosed to you as well as your location when it was disclosed. Please also provide the age, date of birth and name of the service user.

2. Description of what happened

This is a factual description of what was disclosed to you. The information you should provide is a description of what happened using the words of the service user / person who disclosed the information.

Other information that is important includes:

- date(s) of alleged abuse.
- identity of alleged abuser(s).
- location of abuse.
- whether the person was injured.

Use the words of the person who discloses the alleged abuse rather than your own. Remember you are reporting on what was said to you so just write down the facts of what was said to you. You can include your observation of how the person who disclosed behaved (e.g. seemed nervous, frightened, worried etc.).

Please use this part of the form to describe any actions you took.

If the form does not give you enough room, then please use another sheet of paper but remember to sign and date that as well.

3. Injuries

Provide details of any injuries to the service user (e.g. broken bones, bruises, scratches etc.). If required, please complete a body map indicating where the injuries are located on the body.

4. The form should be signed and dated by the person completing the form and by the Lead Officer.



Appendix C

Physical contact with customers/course participants

We do not provide care and support services and therefore we do not envisage circumstances where our staff or volunteers need to have any physical contact with those that receive our services. It is therefore better to not engage in any form of physical contact. However, we are aware that real life doesn't work like that so.....

Accordingly, staff and volunteers must:

- be aware that even well-intentioned physical contact may be misconstrued by the service user, an observer, or by anyone to whom this action is described,
- be aware of the need for consistent behaviour and the impact that inappropriate behaviour (such as hugging, play fighting) can have on other staff and on service users.
- take care in relation to physical contact and in particular be careful about which parts of the body are touched.
- always be prepared to report and explain actions and accept that all physical contact is open to scrutiny.
- never indulge in horseplay, unless this is deemed acceptable as set out in care or behaviour support plans.

- always encourage service users, where possible, to undertake self-care tasks independently.
- work within health and safety regulations (see the Society's Health and Safety Policy).
- be aware of cultural or religious views about touching.
- be sensitive to issues of gender.

Appendix D - Support for staff and Volunteers

CreateBolton will provide or facilitate support for staff/volunteers who:

- witness abuse or support a service user who is the alleged victim of abuse.
- are alleged perpetrators.
- are colleagues of staff who are alleged perpetrators of abuse.
- support service users who make persistent allegations which prove to be unfounded.
- are involved in investigating concerns or allegations.



Support may include, as appropriate:

- additional training.
- provision to manage the workload of staff involved in dealing with a concern / allegation.
- debriefing sessions following incidents.
- reinforcing that staff members who raise concerns have done the right thing and that they are not responsible for any subsequent consequences faced by the perpetrator.
- offering a counselling service and/or contact with advice and support groups, including trade unions (the latter particularly for the alleged perpetrator);
- increased frequency of supervision sessions, and through supervision looking at any pressures arising from reporting the alleged abuse and identifying practical steps to reduce those pressures.
- in addition, if an alleged perpetrator is suspended, regular contact with the staff member should be maintained - this should focus on ensuring that the staff member understands the procedures and is kept up to date with any other pertinent organisational information, rather than the details of the allegations. Support will be provided by a member of staff not directly involved in the investigation.

Date Policy Reviewed: January 2026

Date for Review: January 2027

Approved on behalf of the Board:

Andrew Kilpatrick: Lead Officer:

A handwritten signature in blue ink that reads "Andrew Kilpatrick".

Alison Lomax – Chair of Trustees:

A handwritten signature in blue ink that reads "Alison".



Local Contacts

Bolton Council - Adult Safeguarding

If anyone needs to report a safeguarding adults concern Monday to Friday 8.45 - 5pm except Bank Holidays they should ring Adult Social Care - Short Term and Re-ablement Team (STAR)

- **South STAR** - if the adult lives in the following post code areas:
BL3, BL4, BL5, and M:
Tel: 01204 337000;
- **North STAR** - if the adult lives in the following post code areas:
BL1 BL2, BL6, BL7:
Tel: 01204 333410;
- **Hospital Social Work Team** - Phone this team if you are concerned about someone in hospital in Bolton.
Tel: 01204 390614.

We also have an email address for non-urgent queries: safeguardingadults@bolton.gov.uk; Any urgent/emergency concern outside of the above hours contact Out of Hours Duty Team.
Tel: 01204 337777.

Deprivation of Liberty Enquiry

E-mail: dols@bolton.gov.uk

or

Tel: 01204 333891

Safeguarding Adult Board Manager

Karen Hobby

Tel: 01204 337643

or

E-mail: karen.hobby@bolton.gov.uk

Bolton Council - Children's Safeguarding

If you are worried that a child may be being abused or neglected then please take action. In an emergency call **999** or you can contact your local Referral and Assessment Social Work Team on the numbers below:

- **North Bolton:**
Astley Bridge, Bradshaw, Breightmet, Bromley Cross, Tonge Moor
Tel: 01204 337408 or 01204 331505;
- **South Bolton:**
Burnden, Daubhill, Farnworth, Harper Green, Kearsley, Little Lever
Tel: 01204 337729 or 01204 337730;
- **West Bolton:**
Blackrod, Deane Cum Heaton, Halliwell, Derby, Smithills, Hulton Park, Horwich, Westhoughton
Tel: 01942 634625.

The above numbers for the referral and assessment team are office hours only - 9am-5pm.

If you have a concern outside these times you can contact Bolton Emergency Duty Team.

Tel: 01204 337777.

CreateBolton, Claremont House, St George's Road, Bolton. BL1 2BY

T: 07981550374 T: 07964814297

E: createbolton@gmail.com W: www.createbolton.org.uk



Or alternatively discuss your concerns with the NSPCC:

Tel: (Freephone) 0808 800 5000

E-mail: help@nspcc.org.uk

Text: 88858

If you are a child or young person and need to talk to someone you can contact Childline on **Freephone 0800 1111** or visit [Childline](#).

Greater Manchester Police

Emergencies - always dial **999** in an emergency where there is danger to life, or a crime is in progress. This number is available 24 hours 7 days a week.

From a mobile please dial **999 or 112**.

Non-emergencies - please dial **101**, this is available 24 hours, 7 days a week.

A non-emergency is where police attendance is required, to report a crime or to report other incident.

Bolton Coroners Service

Coroner's Office,

Greater Manchester West,

Ground Floor,

Paderborn House,

Howell Croft North,

Bolton,

BL1 1JW.

Tel: 01204 338799

Tel: 07747 764587 (Out of hours)

Fax: 01204 338798

E-mail: coroners@bolton.gov.uk

Local Forums Working on Minimising Risk and Preventing Abuse

Anti-Social Behaviour Cross Tenure Group (ASB) Contact:

Jennifer Maher

Bolton Community Homes

Tel: 01204 335676

E-mail: Jennifer.maher@bolton.gov.uk

Domestic Abuse Partnership and Domestic Abuse Practitioners Forum Contact:

Amina Jeewa

Bolton Council

Tel: 01204 331080

E-mail: Amina.jeewa@bolton.gov.uk

Equality Target Action Group Contact:

Farzana Patel

Bolton CVS

E-mail: Farzana@bolton.cvs.org.uk

Health, Care and Wellbeing Forum Contact:

Louise McDade

Bolton CVS

E-mail: [louise@boltoncvs.org.uk](mailto: louise@boltoncvs.org.uk)

Bolton CVS - Support and Development Contact:

Helen Tomlinson

Bolton CVS

E-mail: helen@boltoncvs.org.uk

CreateBolton, Claremont House, St George's Road, Bolton. BL1 2BY

T: 07981550374

T: 07964814297

E: createbolton@gmail.com **W:** www.createbolton.org.uk



Disability Friendly Bolton Contact:

John Slater

Principal Strategy Officer, Strategic Housing Services, Bolton Council

Tel: 01204 333964

E-mail: john.slater@bolton.gov.uk

Multi Agency Public Protection Arrangements (MAPPA) Support Unit

Probation Service,
Probation Operations Manager,
National Probation Service,
Bolton/Wigan Cluster,
Bolton Probation Office,
St Helena Mill,
St Helena Road,
Bolton,
BL1 2JS.

Tel: 0161 856 3636

E-mail: mappa@manchester.probation.gsi.gov.uk

Voip: 03000 477919

Mobile: 07718366268

Multi Agency Panel - Safeguarding Adults

Referrals can be made to any of the following contacts:

Philip Key GM Police philip.key@gmp.pnn.police.uk	Andrew Dominic Probation dominic.andrew@cgm.probation.gsi.gov
Sue Beswick Bolton Foundation Trust susan.beswick@bolton.nft.nhs.uk	Danielle Buckley Manchester Probation danielle.buckley@manchester.probation.gsi.gov.uk
Claire Davies Probation claire.davies@probation.gsi.gov.uk	Derek Dempster GM Fire and Rescue dempsterd@manchesterfire.gov.uk
Sandra Doherty Bolton Council sandra.doherty@bolton.gov.uk	Matthew Dunn North West Ambulance Service matthew.dunn@nwas.nhs.uk
Stuart Edmondson GMW NHS stuart.edmondson@gmw.nhs.uk	Nicola Gardner GM Police nicola.gardner@gmp.pnn.police.uk
Kirsten Griffiths Arch Initiatives k.griffiths@archinitiatives.com	Charlotte McManus NHS charlottemcmanus@nhs.net
Pam Jones NHS pamjones8@nhs.net	Julie Riley Bolton at Home julie.riley@boltonathome.org.uk



Sue Unsworth
Bolton Council
sue.unsworth@bolton.gov.uk

Safe at Home Scheme Contact:

Bolton Care and Repair
Tel: 01204 328178
E-mail: boltoncareandrepair@boltonathome.org.uk

Home Safety Contact:

GM Fire and Rescue Service Contact Centre
Tel: 0800 555 815

Or, for more information on partnerships contact:

Reg Dempster, Community Safety Manager
Tel: 01204 9022110
E-mail: dempsterd@manchesterfire.gov.uk

Bolton Community Homes Contact:

Jennifer Maher
Tel: 01204 335676
E-mail: Jennifer.maher@bolton.gov.uk

Other Useful Numbers

Victim Support

Tel: 01204 399736

Practical and emotional support for all crime victims / survivors regardless of whether the crime has been reported to the police or not.

Advice, Counselling and Consultancy Support Services

The following list is comprised of mainly local and a few national sources of support and advice that anyone, including vulnerable adults themselves can access for advice and information. The list is by no means comprehensive.

The Bolton Network

- **Action on Elder Abuse**

Tel: 020 8835 9280

www.elderabuse.org.uk

Involved in awareness raising, research, policy development at a national level;

- **Age UK**

Tel: 01204 382411

General advice and support for people who are 60+;

- **Asian Elders Initiative**

Tel: 01204 651123

Provides drop in services, support and advice for older Asian people and their carers in Bolton;

- **Broad African Representative Council**

Tel: 0161 257 3050

CreateBolton, Claremont House, St George's Road, Bolton. BL1 2BY

T: 07981550374 T: 07964814297

E: createbolton@gmail.com W: www.createbolton.org.uk



Advice, information, mentoring, advocacy, alcohol and drug awareness education for African people living in Greater Manchester;

- **Bypass**
Tel: 01204 362002
Advice, information and emotional support to carers over the age of 18;
- **Bolton Carers Support**
Tel: 01204 363056
Provides information and emotional support to carers over the age of 18;
- **Young Carers Project**
Tel: 0907 018 0020
Provides support in families where there is a carer under the age of 18;
- **Citizens Advice Bureau**
Tel: 0344 4889622
Advice and support on wide and varied topic areas. Provides a signposting service to appropriate services;
- **Drug and Alcohol Treatment Service**
Tel: 01204 557977
Advice, information, counselling and home detoxification for people experiencing difficulties with alcohol.

Counselling Services/Help Lines

- **Action on Elder Abuse Helpline**
Tel: 0808 808 8141
Confidential helpline for anyone experiencing abuse, or concerned about an older person;
- **Gay and Lesbian Switchboard**
Tel: 0161 274 3990
Advice and support to people in Greater Manchester. 4.00 p.m. - 10.00 p.m. 7 days;
- **Survivors, (Men Overcoming Violence) in Manchester**
A confidential helpline for all men experiencing domestic violence by a current or ex-partner. This includes all men - in heterosexual or same-sex relationships.
www.mensadviceline.org.uk
info@mensadviceline.org.uk
Tel: 0808 801 0327
An organisation for men overcoming violent emotions (Greater Manchester);
- **POPAN**
Tel: 020 7622 6334
Prevention of Professional Abuse Network, provides confidential support to those who have been abused by health and social care professionals;
- **Rape Crisis Line**
Tel: 0161 834 8784;
- **Respond Helpline**
Tel: 0808 808 0700
Confidential line for people with learning disabilities worried about abuse, or anyone concerned about a person with learning disabilities. Also has an accessible website. www.respond.org.uk;



- **Samaritans in Bolton**
Tel: 01204 521200 / 08457 90 90 90;
- **SAVS**
Tel: 01204 364743
Help line and support for sexual abuse victims.

Domestic Violence Advice and Support

- **Paws for Kids**
Tel: 01204 6842
Accommodation for pets of women and / or children who have had to flee domestic violence in their homes;
- **Phoenix Project**
Tel: 01204 848966
Emotional and practical support to Asian women and children who are fleeing or experiencing domestic violence, oppression and other forms of abuse;
- **Rhasta Dhoondahana**
Tel: 01204 532610
Counselling for Asian women experiencing domestic violence;
- **Fort Alice Refuge**
Tel: 01204 701846 (24 hour) Support Centre
Tel: 01204 365677 (9.00 am- 4.00 pm)
www.bwafortalice.org.uk
Information, advice and support, free counselling service by telephone or by appointment, for victims / survivors of domestic violence for women and children;
- **Manchester Domestic Violence Helpline**
Tel: 0161 839 8574 (10.00 a.m. - 4.00 p.m.)
Confidential line for anyone affected by domestic violence;
- **National Domestic Violence Helpline (24 hours)**
www.womensaid.org.uk
Tel: 0808 2000 247
Information about how to survive / leave situations of domestic violence. Has contact with the national network of safe houses for women and children.

Financial

- **Fraud officers DWP**
Tel: 0800 3286340
Will conduct investigations where there is suspicion that benefits and pensions are missing, being cashed fraudulently;
- **Bolton Welfare Rights Service**
Tel: 01204 380460 Mon - Fri 10.00 a.m. - 12.00
Includes help with advice, assistance and representation with welfare benefits and information;
- **Public Guardianship Office**
Tel: 0300 4560300
<https://www.gov.uk/government/organisations/office-of-the-public-guardian>



Responsible for services, which promote the financial and social well being of people with mental incapacity. Offer advice and support to advisers of people without capacity. Appoints receivers.

Housing

- **Homeless Welfare**
Tel: 01204 335830
Advice, assessment, assistance and provision of temporary accommodation where appropriate for vulnerable people fleeing harassment, domestic violence or threats;
- **Housing Advice Services**
Tel: 01204 335900
Advice and assistance with a wide range of housing, home ownership issues and help with finding accommodation;
- **Careline**
Tel: 01204 335733
Supplies alarms for the home, and personal alarms, which can alert careline to contact police;
- **Interpreters**
Tel: 01204 333333
For people who require assistance with language interpretation.

Learning Disabilities

- **Ann Craft Trust**
Tel: 0115 951 5400 / 01151 846 6334
www.anncrafttrust.org
Involved in research, training, awareness raising in abuse issues. Will offer some consultancy to practitioners;
- **VIA (Values into Action)**
Tel: 020 7729 5436
www.viauk.org
Campaigning organisation for people with learning disabilities. Particular interest in hate crime and other community safety issues.

Legal

- **Mental Health Lawyers Association**
Tel: 020 70383702
www.mhla.co.uk
Able to suggest lawyers who specialise in adult mental health issues;
- **Lawyers for People with Learning Difficulties**
Legal practitioners who practice in various aspects of law, not just in relation with abuse;
- **Mediation Service**
Neighbourhood disputes - Tel: 01204 335258;
Family conflict - Tel: 01204 33 5945;
Workplace disputes - Tel: 01204 335260.
For anyone living or working in Bolton, involved in any type of conflict, disagreement or dispute. This includes difficult family relationships, neighbours in dispute, disagreements with service providers. Mediators do not take sides, or make judgements about people. The service is confidential;



- **Probation Service**
Tel: 01204 387699

Mental Health

- **Mental Health Independent Support Team (Mh.I.S.T.)**
Tel: 01204 527200
www.mhist.co.uk
Offers counselling, support and advocacy;
- **Directory of Mental Health Information**
www.boltonmentalhealth.org.uk
A - Z of services and support available to people with mental health problems, relatives, carers.
Hard copies available from MhIST.

Whistleblowing

- **Public Concern at Work**
Tel: 020 7404 6609
www.pcau.co.uk
An independent organisation with expertise in policy and law. Provides legal advice, confidentiality help for individuals who are considering blowing the whistle on bad or abusive practice in their organisation.

Accurate at the time of approval