

# West Kent Federation of Women's Institutes



Details of Local Authorities Safeguarding contacts (correct as at September 2023) and other organisations which can help with Safeguarding issues or instances of abuse/harm/distress

Associated with WKFWI Safeguarding FAQs

FSO contact details: [safeguardingofficer@wkwfi.org.uk](mailto:safeguardingofficer@wkwfi.org.uk)

## Local Councils/London Boroughs covering West Kent WIs

### Kent County Council

To tell us about an adult safeguarding concern, either:

- complete our online form
- call 03000 41 61 61 (during the day in office hours)
- email [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)
- text relay 18001 03000 41 61 61.

To tell us about a child safeguarding concern, either:

- call 03000 41 11 11 (during the day in office hours)
- email [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)
- text relay 18001 03000 41 11 11.

### Medway Council

To tell us about an adult or child safeguarding concern you can phone us on:

- 01634 33 44 66: daytime hours (Monday to Friday 9am to 5pm)

Both Kent County Council and Medway Council operate the same emergency out of hours contact phone number

- 03000 41 91 91.

### Bexley

To tell us about an adult safeguarding concern, either:

- call us on 0208 303 7777 (Monday to Friday, 8am to 5pm) and ask for 'screeners'
- email [screeners@bexley.gov.uk](mailto:screeners@bexley.gov.uk)

To tell us about a child safeguarding concern, either:

- call Children's Services at the Multi-Agency Safeguarding Hub (MASH) on 0203 045 5440 and speak to a social worker. If you're worried you'll be put in a difficult position, you can speak to them anonymously. The opening hours are Monday to Friday 9am to 5pm
- if it's out of hours, call 0208 303 7777 or 0208 303 7171
- drop in and see us at Civic Offices, 2 Watling Street, Bexleyheath DA6 7AT

### Bromley

To tell us about an adult safeguarding concern, either:

- call us on 0208 461 7777 (Monday to Friday, 8am to 5pm)
- call emergency social worker outside of office hours **0300 303 8671**.

To tell us about a child safeguarding concern, either:

- Call children's services (Mon-Fri, 8:30am-5pm): 0208 461 7373 / 7379
- Out of hours/weekends/public holidays: 0300 303 8671
- Email Bromley Children and Families Hub (C&F Hub) [mash@bromley.gov.uk](mailto:mash@bromley.gov.uk)

### Croydon

To tell us about an adult safeguarding concern:

- Call us on 0208 726 6500 (Monday to Friday, 9am to 5pm).

To tell us about a children's safeguarding concern:

- Call us on 0208 255 2888 (Monday to Friday, 9am to 5pm).

## Greenwich

To tell us about an adult safeguarding concern either:

- Call us on 0208 921 2304 (Mon-Fri office hours)
- Call us on 0208 854 8888 (out of hours)
- Email: [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

To tell us about a child safeguarding concern, either:

- Call us on: 0208 921 3172
- Email: [mash-referrals@royalgreenwich.gov.uk](mailto:mash-referrals@royalgreenwich.gov.uk)

## Lambeth

To tell us about an adult safeguarding concern:

- Call us on 0207 926 5555

To tell us about a child safeguarding concern:

- Call us on 0207 926 3100

## Lewisham

To tell us about an adult safeguarding concern:

- Call us on 0208 314 7777.

To tell us about a child safeguarding concern:

- Call us on 0208 314 6660 (Mon-Fri 9am-5pm)
- Call us on 0208 314 6000 outside of the above hours and ask to speak with out of hours duty social worker

## Southwark

To tell us about an adult safeguarding concern:

- for adults with a physical or sensory disability and older people (65 years and above):
  - Email: [OPPDContactteam@southwark.gov.uk](mailto:OPPDContactteam@southwark.gov.uk)
  - Phone: 0207 525 3324
- for adults (aged 18 to 65) with a mental illness:
  - Email: [MHContact@southwark.gov.uk](mailto:MHContact@southwark.gov.uk)
  - Phone: 0207 525 0088
- for adults with a learning disability:
  - Email: [LearningDisabilitiesDuty@southwark.gov.uk](mailto:LearningDisabilitiesDuty@southwark.gov.uk)
  - Phone: 0207 525 2333

To tell us about a child safeguarding concern:

- Call us on 0207 525 1921 (office hours)
- Call us on 0207 525 5000 (for out of hours social worker)

You should NOT report to one of these Councils if the person asks you NOT to UNLESS

- A crime has been committed.
- The person is a child (we all have an obligation to report abuse of children).
- The alleged abuser is someone employed to provide care to the person, as they might also be abusing another vulnerable person they are paid to care for (therefore there is a 'public interest' obligation to report).

## List of national organisations which might be able to help:

### 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](tel:02087657000)

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Age UK

Leading charity working with and for older people.

Tel: 0800678 1602 (8am – 7pm every day)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. Tel: [0115 951 5400](tel:01159515400)

Email: [Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)

### Men's Advice Line

For male domestic abuse survivors

Tel: [0808 801 0327](tel:08088010327)

### National LGBT+ Domestic Abuse Helpline

Tel: [0800 999 5428](tel:08009995428)

### National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: <a href="tel:08082000247">0808 2000 247</a> <a href="http://www.nationaldahelpline.org.uk/Contact-us">www.nationaldahelpline.org.uk/Contact-us</a>	Tel: <a href="tel:08088021414">0808 802 1414</a> <a href="http://www.dsahelpline.org">www.dsahelpline.org</a> Twitter: <a href="https://www.twitter.com/dsahelpline">www.twitter.com/dsahelpline</a> Facebook: <a href="https://www.facebook.com/dsahelpline">www.facebook.com/dsahelpline</a>
Scotland	Wales
Tel: <a href="tel:08000271234">0800 027 1234</a> Email: <a href="mailto:helpline@sdafmh.org.uk">helpline@sdafmh.org.uk</a> Web chat: <a href="http://sdafmh.org.uk">sdafmh.org.uk</a>	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: <a href="tel:08088010800">0808 8010 800</a> Type Talk: <a href="tel:1800108088010800">18001 0808 801 0800</a> Text: <a href="tel:07860077333">078600 77 333</a>

### NSPCC

UK leading children's charity preventing abuse and helping those affected to recover.

Tel: 0808 800 5000

Email: [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)

[www.nspcc.org.uk](http://www.nspcc.org.uk)

### 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](mailto:info@rapecrisis.co.uk)

[www.rapecrisis.co.uk](http://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](mailto:services@respond.org.uk)

[www.respond.org.uk](http://www.respond.org.uk)

### **The Samaritans**

National listening and support service to people who are struggling to cope, who need someone to listen without judgement or pressure.

Tel: 116 123 (24 hours every day)

Email: [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

[www.samaritans.org.uk](http://www.samaritans.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/](http://www.stophateuk.org/talk-to-us/)

E mail: [talk@stophateuk.org](mailto: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](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://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](http://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](http://www.womensaid.org.uk/information-support)

## Document Version Control

Version	Date	Author	Reason
0.1	06/10/2023	Jeannette Smith	First creation when pulled out of Safeguarding FAQs V02 to make it easier to control information