



GCRA Ltd  
**trading as Grampian Heart & Health**

**Safeguarding Adults Procedures**

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## INTRODUCTION

Grampian Heart & Health 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.

The procedure should be implemented with reference to Grampian Heart & Health's Safeguarding Adults Policy and any supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in Grampian Heart & Health or its activities, is at risk of or is experiencing harm.

The procedures have 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

For more details, please see the additional information sections of Grampian Heart & Health's Safeguarding Adults Policy.

Adult	A person aged 16 years or above
Adult at risk	The <a href="#">Adult Support and Protection (Scotland) Act 2007</a> defines an "adult at risk of harm". An "adult at risk" is someone who is aged 16 or over and who: <ul style="list-style-type: none"> <li>• is unable to safeguard their own wellbeing, property, rights or other interests</li> <li>• is at risk of harm; and</li> <li>• because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.</li> </ul>
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Case Management Group (Grampian Heart & Health Sub Management Group will undertake this function)	A group created by a sports and physical activity organisation to ensure the organisation carries out its role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.
Harm	Damage done to a person's well-being.
Multi-Agency Adult Protection Committee	Multi-Agency Adult Protection Committees - The Adult Support and Protection (Scotland) Act 2007 set up multi-agency Adult Protection Committees (APCs) in every council area. The committee monitors and reviews what is happening locally to safeguard adults. It is made up of senior staff from many of the agencies involved in protecting adults who may be at risk.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding/protection of adults at risk within an organisation or more commonly across a Local Authority district.

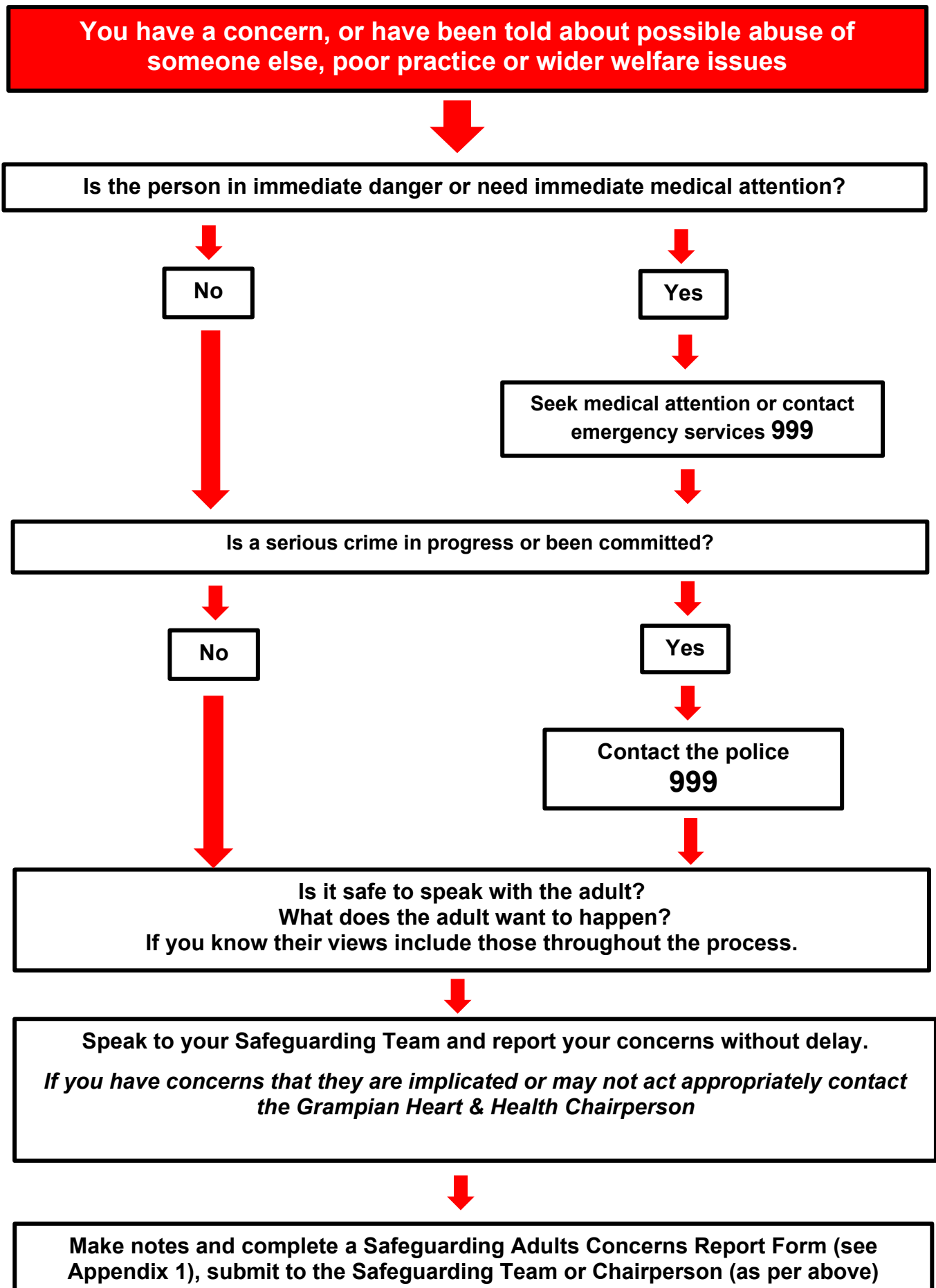
# SECTION 1: REPORTING CONCERNS (FOR EVERYONE)

## Reporting Concerns About Yourself

**If you are experiencing harm within Grampian Heart & Health, contact our Safeguarding Team**

- If you are in immediate danger or need immediate medical assistance contact the emergency services 999.
- Please contact the Safeguarding Lead, Caroline Ness, by email [safeguarding@gcra.org.uk](mailto:safeguarding@gcra.org.uk) or telephone 07736 489 516. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.
- You can also contact the Services Coordinator/Safeguarding Officer, Lindsay Milligan by email [lindsay.milligan@gcra.org.uk](mailto:lindsay.milligan@gcra.org.uk) or telephone 07865 731 196.
- If the Safeguarding Team is implicated or you think there is a conflict of interest, then report to the Grampian Heart & Health Chairperson, Bert Lyon by email [abielyon@hotmail.co.uk](mailto:abielyon@hotmail.co.uk) or telephone 07899 394 477.
- You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).
- Grampian Heart & Health will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be, please contact the Grampian Heart & Health Chairperson.
- At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.
- It is of upmost importance to Grampian Heart & Health that you can take part in our activities safely and we will take every step to support you to do that.

## Reporting Concerns About Others (Flowchart 1)



## 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 the Grampian Heart & Health Safeguarding Team as soon as you can.**

- If the Safeguarding Team is implicated or you think there is a conflict of interest, then report to the Grampian Heart & Health Chairperson.

**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/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 to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

## Responding to a Direct Disclosure

- If an adult indicates that they are being harmed or abused, 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 Grampian Heart & Health's Safeguarding Team.
  - Ask for their consent for the information to be shared outside the organisation.
  - Make an arrangement as to how you/the Safeguarding Team can contact them safely.
  - Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support - see Appendix 2).
  - 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.

### **Record Keeping**

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the Grampian Heart & Health Safeguarding Team without delay.
- Describe the circumstances in which the concern came about and what action you took/ 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 information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

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

**This information must only be shared with your Safeguarding Team and others that have a need to know e.g. to keep the person safe whilst waiting for action to be taken.**

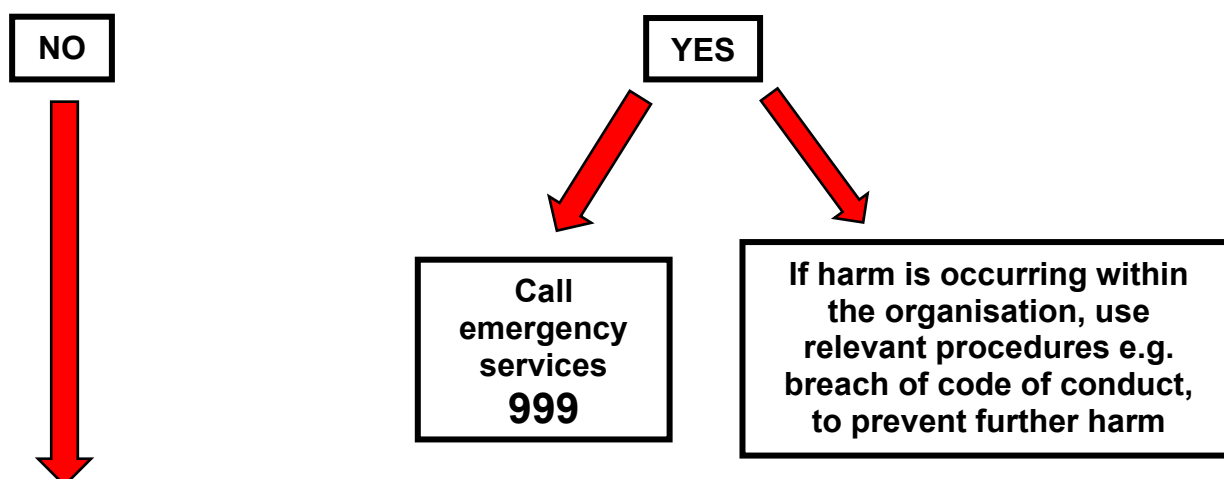


## Section 2: What happens next? (Safeguarding Lead and Organisational response)

## Procedure for Safeguarding Team (Flowchart 2)

### Steps 1-5 Initial response (as soon as you receive the Safeguarding referral)

**Step 1: Is someone at immediate risk of harm/ danger or in need of immediate medical attention?**



## Step 2 - Safeguarding Report Details

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, request a completed Safeguarding Adults Report Form (staff, board, instructors) or fill in the form with the person making the report (public/adult themselves)

### Step 3 - Person Making the Report

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.

### Step 4 - Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Do you need to contact the adult directly? Is it safe for you to do so?

### Step 5 - Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 2).

## Steps 6 - 14 Taking Action

### Step 6 – Consult and Decide

As needed, consult the Sub Management Group/Chairperson, Local Authority/the Police and decide which one or more of the following actions need to be taken.

#### Step 7

**If a serious crime is suspected contact the police**

Criminal enquiry, investigation, proceedings

#### Step 8

**If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority**

Safeguarding adults process led by Local Authority

#### Step 9

**If harm is suspected of being caused within Grampian Heart & Health**  
e.g. by staff, a board member, an instructor or class member report to  
**The Board of Directors**

Organisation takes **short term steps** within relevant policy to **prevent harm** e.g. suspension

#### Step 10

**Consult with and inform the adult**

Organisation decides who will maintain regular contact with the adult/s who have been at risk of harm

### Step 11

Take advice from and coordinate actions taken by Grampian Heart & Health with those of other agencies. Attend and contribute to Safeguarding Adults strategy meetings where

### Step 12

Hold Case Management meeting to coordinate actions by Grampian Heart & Health

#### Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Disclosure Scotland
- Unsubstantiated– no further action

#### Possible outcomes e.g.

- Local Authority 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 Disclosure Scotland
- 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 the Grampian Heart & Health Safeguarding Team, they will coordinate their Safeguarding Adults Procedure (see Flowchart 2).

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

The Safeguarding Team, where appropriate, in consultation with the Case Management Group, 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 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, the Board or an Instructor, 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 details with 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 Case Management Group and with the Local Authority/the Police and decide which of the following actions need to be taken.

### **7. Contact the police (where a 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 Adult Protection Committee (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 sport/physical activity organisation).
- there are other 'adults at risk' (e.g. another family member, another Grampian Heart & Health member).
- the adult at risk lives in Scotland and they have asked you to make a report or have given their informed consent to you making it.

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.

**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 Adult Protection Committee and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm**

### **9. Use policy and procedures to stop harm within the organisation**

If the person who may be causing harm is a person involved in Grampian Heart & Health in whatever capacity, inform the Chairperson.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. procedures.

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 exercise.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policies 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 Grampian Heart & Health taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

- 11.** Decide who in the organisation 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 **Case Management Group meeting** to coordinate actions internally to your organisation:

- share information about what has happened with those within Grampian Heart & Health 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 Grampian Heart & Health and other agencies
- decide what actions Grampian Heart & Health will take
- Coordinate action by Grampian Heart & Health

These actions can include:

- Use of internal procedures such as procedures to address any behaviour that may have caused harm.
- Referring any staff, Board member, class member or instructor found to have caused harm to Disclosure Scotland.
- 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/exercise.
- Offering support to staff, Board members, instructors and class members affected by the circumstances.
- Ensuring the Board are updated as needed.

The Case Management Group meeting 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.

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 as requested.

## 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 the safeguarding team. The Safeguarding Team 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	
Name	
Contact phone number(s)	
Email address	
Organisation if not involved with Grampian Heart & Health	
Your Role	

Section 3 – Details of concern		
Please explain why you are concerned and 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

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

<b>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?</b>
<b>Section 6A – Reasons for not discussing with the adult</b>
<b>Discussion would put the adult or others at risk. Please explain:</b>
<b>Adult appears to lack mental capacity. Please explain:</b>
<b>Adult unable to communicate their views. Please explain:</b>



<b>Section 7 – Risk to others</b>
<b>Are any other adults at risk</b>  <b>Yes/No/Not known*</b> <i>*delete as appropriate. If yes, complete another form answering questions 1-6</i>
<b>Are any children at risk</b>  <b>Yes/No/Not known*</b> <i>*delete as appropriate. If yes, complete a safeguarding children referral form and attach to this.</i>

<b>Section 8 – What action have you taken if any / agreed with the adult to reduce the risks?</b>
<b>Actions by Grampian Heart &amp; Health e.g. person causing harm suspended</b>          

<b>Section 9: Other agencies contacted</b>
<b>Who has been contacted/reference number/contact details/advice gained/action being taken</b>          

<b>Section 10: Contact with Safeguarding Team/others within Grampian Heart &amp; Health</b>
<b>Who else has been informed of this issue and the reason for information sharing</b>          

Consultation/s with Safeguarding Team (detail who)	Dates and times

<b>Completed Form copied to Safeguarding Lead</b>
<b>Signed:</b>
<b>Date:</b>

**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 Grampian Heart & Health?**

**Details of contact with the Local Authority Safeguarding Team/Multi-agency Adult Protection Committee 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: Further Information and Useful Contacts

### Grampian Heart & Health Safeguarding Lead

<b>Name</b>	Caroline Ness
<b>Email</b>	<a href="mailto:safeguarding@gcra.org.uk">safeguarding@gcra.org.uk</a>
<b>Telephone</b>	07736 489 516

### Grampian Heart & Health Services Coordinator/Safeguarding Officer

<b>Name</b>	Lindsay Milligan
<b>Email</b>	<a href="mailto:lindsay.milligan@gcra.org.uk">lindsay.milligan@gcra.org.uk</a>
<b>Telephone</b>	07865 731 196

### Grampian Heart & Health Chairperson

<b>Name</b>	Bert Lyon
<b>Email</b>	<a href="mailto:abielyon@hotmail.co.uk">abielyon@hotmail.co.uk</a>
<b>Telephone</b>	07899 394 477

### Grampian Adult Protection Teams

<b>Aberdeen City Council</b>	<b>Tel:</b> 0800 731 5520 (24 hours) <b>Email:</b> <a href="mailto:apsw@aberdeencity.gov.uk">apsw@aberdeencity.gov.uk</a>
<b>Aberdeenshire Council</b>	<b>Tel:</b> 01467 533100 <b>Tel:</b> 0345 6081206 (out of hours) <b>Email:</b> <a href="mailto:adultprotectionnetwork@aberdeenshire.gov.uk">adultprotectionnetwork@aberdeenshire.gov.uk</a>
<b>Moray Council</b>	<b>Tel:</b> 01343 563999 <b>Email:</b> <a href="mailto:accesscareteam@moray.gov.uk">accesscareteam@moray.gov.uk</a>

### Other Useful Contacts

<b>Police Scotland</b>	<b>Non-emergency:</b> 101 <b>Emergency:</b> 999
<b>NHS Board</b> ➤ NHS Grampian ➤ NHS 24 ➤ NHS Grampian Public Protection	<b>Tel:</b> 0345 456 6000 <b>Tel:</b> 111 <b>Email:</b> <a href="mailto:gram.publicprotection@nhs.scot">gram.publicprotection@nhs.scot</a>
<b>Advocacy</b> ➤ Aberdeen City ➤ Aberdeenshire ➤ Moray	<b>Tel:</b> 01224 332314 <b>Tel:</b> 01467 652604 <b>Tel:</b> 01343 556546
<b>Ann Craft Trust - Safeguarding Adults in Sport and Activity</b>	<b>Website:</b> <a href="http://www.anncrafttrust.org">www.anncrafttrust.org</a> <b>Email:</b> <a href="mailto:Ann-Craft-Trust@nottingham.ac.uk">Ann-Craft-Trust@nottingham.ac.uk</a> <b>Tel:</b> 0115 951 5400

## Appendix 3: Additional Sources of Information and Support

### Women's Aid

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

**Email:** [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

**Link to:** [Livechat](#)

### Modern Slavery Helpline

**Website:** [www.modernslaveryhelpline.org/](http://www.modernslaveryhelpline.org/)

**Tel:** 0300 0121 700 (24 hours)

### Hourglass Scotland (previously Action on Elder Abuse)

**Website:** [www.wearehourglass.scot/scotland](http://www.wearehourglass.scot/scotland)

**Tel:** 0808 808 8141

**General enquiries:** 07496 323801 or 07496 663815

**Free Text:** 078 6005 2906

**Email:** [scotland@wearehourglass.org](mailto:scotland@wearehourglass.org)

### Age Scotland Helpline

**Website:** [www.agescotland.org.uk/](http://www.agescotland.org.uk/)

**Tel:** 0800 12 44 222

### Forced Marriage

**Website:** [www.gov.uk/guidance/forced-marriage](http://www.gov.uk/guidance/forced-marriage)

**Tel:** 0207 008 0151

### Men's Advice Line

**Website:** [www.mensadviceline.org.uk/](http://www.mensadviceline.org.uk/)

**Tel:** 0808 801 0327

### National LGBT+ Domestic Abuse Helpline

**Website:** [www.galop.org.uk/](http://www.galop.org.uk/)

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

**Tel:** 0800 999 5428

### Refuge – National Domestic Abuse Helpline

**Website:** [www.refuge.org.uk/](http://www.refuge.org.uk/)

**Tel:** 0808 2000 247 (24 hours)

### Victim Support Scotland

**Website:** [www.victimsupport.scot/](http://www.victimsupport.scot/)

**Tel:** 0800 160 1985

**Link to:** [Self-referral](#)

### Respond

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

**Tel:** 020 7383 0700

**Email:** [admin@respond.org.uk](mailto:admin@respond.org.uk)

### Hate Crimes, Scotland

**Website:** [www.safer.scot/hate-crime/support/#where-to-get-support](http://www.safer.scot/hate-crime/support/#where-to-get-support)

### **Care Information Scotland**

**Website:** [www.careinfoscotland.scot/](http://www.careinfoscotland.scot/)

**Tel:** 0800 011 3200

### **Mental Welfare Commission for Scotland**

**Website:** [www.mwcscot.org.uk/looking-help/your-rights](http://www.mwcscot.org.uk/looking-help/your-rights)

**Tel:** 0800 389 6809

**Email:** [mwc.enquiries@nhs.scot](mailto:mwc.enquiries@nhs.scot)