

Who to Contact to Raise a Concern or make an Adult or Child Protection Referral

Ask to speak to the relevant Safeguarding Team to make a report about a disclosure/suspicion/allegation of abuse against an adult at risk or a child.

If someone is injured or in immediate danger dial 999

If there is no emergency but you think a crime may have been committed ring 101

NOTE: Remember; DO NOT disclose personal details (name or address of the victim or alleged abuser) about the case until you are speaking to a 'need to know' person to remain in accordance with our Confidentiality Policy.

Somerset	Contact Details
Somerset Direct Adult Social Care and Children's services (Mon – Fri: 8 am – 6 pm, Sat: 9 am – 4 pm)	0300 123 2224
Out of hours Emergency Duty Team	0300 123 23 27
To make an electronic Safeguarding Alert/Referral (for professionals)	https://services.somerset.gov.uk/safeguarding-alert (this is Somerset's preferred method)

Bath & North East Somerset	Contact Details
Adults Social Care	01225 394570
Children and Families Assessment and Intervention Team Monday – Friday office hours	01225 396312 or 01225 396313
Out of hours Emergency Duty Team	01454 615165

Birmingham	Contact Details
Adults Social Care	0121 303 1234 (option 1)

Services for Children, Young People and Families (Monday – Thursday : 8.45 am - 5:15pm and 4.15 pm on Friday)	0121 303 2590
Children - Multi-Agency Safeguarding Hub	0121 303 1888
Out of hours Emergency Duty Team	0121 675 4806

	Contact Details
Bournemouth Christchurch Poole Adults	01202 123654
Bournemouth Christchurch Poole Children and young people	01202 123334
Out of Hours Service	0300 1239895
Dorset Adults	01305 221016
Dorset Children and young people	01305 228866
Out of Hours Service	01305 858250

Gloucester	Contact Details
Adults Social Care Monday - Friday 9.00am - 5.00pm	01454 868007
Adults electronic Safeguarding Alert/Referral (for professionals)	https://forms.gloucestershire.gov.uk/AdultSocialCareReferral
Children and Families Monday - Friday 9.00am - 5.00pm	01452 426565
Adults, children and families Out of hours Emergency Duty Team	01452 614194

Herefordshire	Contact Details
Adults Social Care Monday - Friday 9.00am - 5.00pm	01432 260101 (weekdays 9am to 5pm)

Adult out of hours Emergency Duty Team	0330 123 9309
Adults electronic Safeguarding Alert/Referral	https://www.herefordshire.gov.uk/social-care-support/protect-someone/2
Children and Families Monday - Friday 9.00am - 5.00pm	01432 260800
Children out of hours Emergency Duty Team	01905 768020

Neath and Port Talbot	Contact Details
Adults and Children Social Care 8.30am to 5pm Monday to Thursday and 4.30pm on a Friday	01639 686802
Adults and Children out of hours Emergency Duty Team	01639 895455

Oxfordshire	Contact Details
Adults 8.30am – 5pm, Monday to Thursday, 8.30am – 4pm, Friday	0845 050 7666
Children 8.30am – 5pm, Monday to Thursday, 8.30am – 4pm, Friday	0345 050 7666
To make an electronic Adult Safeguarding Alert/Referral	https://www.osab.co.uk/how-to-report-concerns/
Emergency Duty Team (outside normal office hours)	0800 833 408

Swansea	Contact Details
Adults 8.30 - 5.00 Monday - Thursday and 8.30 - 4.30 on Friday.	01792 636854
Children's Central Advice, Referral and Assessment Team	01792 635700
Emergency Duty Team (outside normal office hours)	01792 775501

Wiltshire	Contact Details
Adult Social Care Helpdesk (Mon – Thurs: 8.30 am – 5.20 pm,	0300 456 0111

Fri: 8.30 am – 4.20 pm)	
Children - Wiltshire Multi-Agency Safeguarding Hub	0300 4560108
Out of Hours Emergency Duty Service	0845 607 0888