

## **Who to Contact to make an Adult or Child Protection Referral**

Ask to speak to the relevant Social Worker or Duty Manager to make a report about a disclosure/suspicion/allegation of abuse against an adult at risk or a child.

### **Somerset:**

Somerset Direct – Community Services for Adults- **0300 123 2224**  
(Mon – Fri: 8 am – 6 pm)

Somerset Direct – Children & Young People Services- **0300 123 2224**  
(Mon – Fri: 8 am – 6 pm, Sat: 9 am – 4 pm)

Out of hours Emergency Duty Team- **0300 123 2224**

If you are not sure about whether or not a criminal offence has taken place:

Avon & Somerset Police Non-Emergency- **101**  
(24 hours a day, 7 days a week)

### **Swansea:**

Services for Children, Young People and Families - **01792 635700**  
(Monday – Thursday : 8.30 am - 5:00pm and 4.30 pm on Friday)

Out of hours Emergency Duty Team- **01792 775501**

If you are not sure about whether or not a criminal offence has taken place:

South Wales Police Non-Emergency - **101**  
(24 hours a day, 7 days a week)

### **Gloucestershire:**

Adult Help desk- **01452 426868**  
(Monday to Friday 8am to 5pm)

Children and families Help Desk- **01452 426565**  
(Monday to Friday 8am to 5pm)

Adult & Children Out of Hours Emergency Duty Team- **01452 614194**

If you are not sure about whether or not a criminal offence has taken place:

Police Non-Emergency- **101**  
(24 hours a day, 7 days a week)

**Birmingham:**

Services for Children, Young People and Families- **0121 303 2590**  
(Monday – Thursday : 8.45 am - 5:15pm and 4.15 pm on Friday)

Out of hours Emergency Duty Team- **0121 6 754806**

If you are not sure about whether or not a criminal offence has taken place:

West Midlands Police Non-Emergency - **101**  
(24 hours a day, 7 days a week)

**Wiltshire:**

Social Care Helpdesk- **0300 456 01111**  
(Mon – Thurs: 8.30 am – 5.20 pm, Fri: 8.30 am – 4.20 pm)

Emergency Duty Service- **0845 6070 888**  
(5 pm – 9 am)

If you are not sure about whether or not a criminal offence has taken place:

Wiltshire Police Non-Emergency - **101**  
(24 hours a day, 7 days a week)