

## APPENDIX 1: sources of help, information and support

### EMERGENCY HELPLINES see also: <https://panel.cymru/en/emergency-contact-numbers>

#### Your local **SOCIAL SERVICES**

Find local numbers on your local council website or directory.

Note your local numbers here:

Children's social services:

Adult social services:

Out of hours team:

#### **POLICE**

Emergency calls 999

General calls 101

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

For advice and support if you are worried about a child or to report a concern.

0808 800 5000

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

[www.nspcc.org.uk/keeping-children-safe/](http://www.nspcc.org.uk/keeping-children-safe/)

**CHILDLINE** free 24/7 confidential helpline, chat, email and website

0800 1111 <https://www.childline.org.uk/>

#### **HOURLASS**

(formerly Action on Elder Abuse)

Confidential helpline 0808 808 8141

[www.wearehourglass.cymru/wales](http://www.wearehourglass.cymru/wales)

### SOURCES OF SUPPORT OR INFORMATION

#### **INTERDENOMINATIONAL SAFEGUARDING PANEL**

We are here to support and advise the "3 denominations" on all safeguarding matters: Training, policy, advice, facilitating DBS checks and dealing with safeguarding concerns and allegations.

<https://panel.cymru>

[post@panel.cymru](mailto:post@panel.cymru)

Unit 1, Vale Parc, Colomendy Industrial Estate, Denbigh, LL16 5TA

01745 817584 / 07957 510346 (not 24 hour)

#### **THIRTY ONE: EIGHT (formerly CCPAS)**

An independent Christian charity providing professional advice support training and resources in all areas of safeguarding vulnerable groups and for those affected by abuse.

<https://thirtyoneeight.org>

PO Box 133, Swanley, Kent. BR8 7UQ

0303 003 1111

[info@thirtyoneeight.org](mailto:info@thirtyoneeight.org)

#### **KIDSCAPE**

UK charity established specifically to prevent bullying. Support, advice and training. Helpline for parents concerned about bullying.

<https://www.kidscape.org.uk/>

8-10 South Street Epsom Surrey KT18 7PF

**Email:** [parentsupport@kidscape.org.uk](mailto:parentsupport@kidscape.org.uk)

Helpline 0207823 5430

#### **CARE INSPECTORATE WALES (CIW)**

On receiving a concern or complaint about a provider CIW look to see whether they are providing a safe service or are failing to meet the requirements and conditions of their registration. They can carry out an inspection or ensure that the aspect causing concern is checked at the next scheduled inspection.

CIW is not a complaints agency, and cannot deal with complaints linked to individual circumstances.

**Telephone:** 0300 7900 126

**Email:** [CIW@gov.wales](mailto:CIW@gov.wales)

**Fax:** 0872 437 7301

<https://www.careinspectorate.wales>

## ONLINE SAFETY

**CEOP Child Exploitation & Online Protection Centre**  
Report inappropriate online behaviour and get help and information

<http://www.ceop.police.uk/safety-centre>

**CEOP EDUCATION from the National Crime Agency:** working to protect children and young people from online child sexual abuse both online

<https://www.thinkuknow.co.uk/>

### CHILDNET

UK-based charity who empower children, young people, and those who support them in their online lives

<https://www.childnet.com/>

## SUPPORT FOR VICTIMS AND SURVIVORS

**The Survivors Trust** is an umbrella agency for over 135 specialist voluntary sector agencies providing a range of counselling, therapeutic and support services working with women, men and children who are victims/survivors of rape, sexual violence and childhood sexual abuse.

[www.thesurvivorstrust.org/](http://www.thesurvivorstrust.org/)  
Unit 2, Eastlands Court Business Centre, St Peter's Road, Rugby, Warwickshire. CV21 3QP  
Tel: 01788 550554  
Email: [info@thesurvivorstrust.org](mailto:info@thesurvivorstrust.org)

**MACSAS (Ministry and Clergy Sexual Abuse Survivors)** support group for people from Christian backgrounds who have been sexually abused by ministers or clergy, as children or as adults. They support survivors who have remained within their Christian communities or have left

<http://www.macsas.org.uk/>  
  
part time helpline: 0808 801 0340

**NAPAC – National Association for People Abused in Childhood** Campaigns and offers support.

Resources website: <https://napac.org.uk/>  
Freephone information line: 0800 085 3330

## SUPPORT AND TREATMENT FOR OFFENDERS (see also 5.4)

### **The Lucy Faithfull Foundation (LFF)**

UK-wide child protection charity dedicated to reducing the risk of children being sexually abused. They work with entire families that have been affected by sexual abuse including: adult male and female sexual abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.

For information regarding referrals, training or consultancy  
[www.lucyfaithfull.org.uk/about.html](http://www.lucyfaithfull.org.uk/about.html)  
Email: [contact@lucyfaithfull.org](mailto:contact@lucyfaithfull.org)  
2 Birch House, Harris Business Park Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ  
Tel: 01527 591922 Fax: 01527 591924

**Stop it Now!** Confidential helpline for people concerned about any aspect of child sexual abuse. For families and friends, people working in the field of child sexual abuse and offenders or individuals concerned about their own thoughts/behaviour

<https://www.stopitnow.org.uk/>  
  
0808 1000 900  
  
[help@stopitnow.org.uk](mailto:help@stopitnow.org.uk)

## DOMESTIC ABUSE HELPLINES

**LIVE FEAR FREE:** 24 Hour advice and support call / text / live chat or email free of charge

0808 8010 800 Text: 07860077333  
Email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)  
<https://gov.wales/live-fear-free/domestic-abuse-wales>

**UK 24-HOUR NATIONAL DOMESTIC ABUSE HELPLINE**

0808 2000 247  
[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)