

16. CONTACT LIST FOR INDIVIDUAL PARTNER AGENCIES

This contact list contains details of:

- The Agency title and designation
- Senior Co-ordinating Officer (Post title, contact address and direct telephone number/extension)
- Designated Lead Manager(s) (Post title(s), contact addresses and direct line telephone number(s) and extensions.

IT WILL BE THE RESPONSIBILITY OF INDIVIDUAL AGENCIES TO PROVIDE THESE DETAILS AND TO NOTIFY THEIR LOCAL PARTNERS OF ANY CHANGES IN DESIGNATED ROLES INCLUDING THOSE THAT ARE SHORT TERM DUE TO THE TEMPORARY ABSENCE OF THE SENIOR CO-ORDINATOR AND/OR DESIGNATED LEAD MANAGER.

The following 'contact' details are provided in specific Agency groups for ease of reference:

1. Social Services Authorities
2. Local Health Boards
3. NHS Trusts
4. National Public Health Service
5. Care Standards Inspectorate
6. Criminal Justice Agencies
 - Police
 - Probation
 - Crown Prosecution Service
7. Other Organisations:
 - Victim Support
 - Department of Works & Pensions

Also included in the final section are contact details and associated information relating to other Vulnerable Adult affiliated Organisations

1. SOCIAL SERVICE AUTHORITIES

◆ BRIDGEND

Adult Services, Personal Services Directorate, Bridgend County Borough Council, Sunnyside, Bridgend, CF31 4AR.

Senior Co-ordinating Officer:

Head of Service -(Learning Disability, Mental Health and Substance Misuse), Adult Services, Personal Services Directorate
Tel. No. 01656 642252

Adult Protection Co-ordinator:

Tel. No. 01656 642252

Designated Lead Managers:

Older People Services (people over 65 years old):

Team Manager (North) - Tel. No. 01656 – 642274

Team Manager (East) - Tel. No. 01656 - 642261

Team Manager (West) - Tel. No. 01656 - 642291

Mental Health Services:

Team Manager - Tel. No. 01656 - 642282

Learning Disability Services:

Team Manager, Community Support Team –

Tel. No. 01656 – 650290

Disability Services:

Assessment Care Management Younger Adults with Disabilities -

Team Manager - Tel. No. 01656 – 642295

Disability Specialist Assessment Team - Team Manager –

Tel. No. 01656 – 642260

◆ CARDIFF

Adult Services, Social Services Directorate, Cardiff County Council, County Hall, Atlantic Warf, Cardiff, CF10 4UJ.

Senior Co-ordinating Officer:

Operational Manager (Assessment Care Management)

Tel. No. 029 20 873606.

Vulnerable Adult Development Officer:

Tel. No. 029 20873891

Designated Lead Manager(s):

Mental Health Service

Service Manager, Tel: 029 20873644

Team Manager, Pendine Centre Tel: 029 20578778

Team Manager, The Links Tel: 029 20335555

Team Manager Pentwyn Tel: 029 20693941/029 20731466

Learning Disability Service

Service Manager, Tel: 029 20872892

Team Manager, Whitchurch Tel: 029 20551184/029 20610711

Team Manager, Roath Tel: 029 20450222/029 20462466

Community Drug & Alcohol Service

Service Manager Tel: 029 20468555

Team Manager Tel: 029 20468568

Team Manager City Centre Team Tel: 029 20871223

Older Peoples Service

Service Manager Tel: 029 20873645

Team Manager East Tel: 029 20766531

Team Manager West Tel: 029 20521855

Team Manager UHW Tel: 029 20742772

Physical Disability Service

Service Manager Tel: 029 20873890

Team Manager Tel: 029 20575570

Team Manager, Rookwood Tel: 029 20313768

Team Manager Sensory Impairment Tel: 029 20521855

Team Manager Contact & Assessment Tel: 029 20521855

Team Manager Review Tel: 029 20468914

Mental Health Service for Older People

Service Manager Tel: 029 20521860

Team Manager Heol Don Tel: 029 20521860

Team Manager St David's Tel: 029 20536868

◆ **MERTHYR TYDFIL**

Adults Families and lifelong learning (S.S.D. Adults)

Merthyr Tydfil County Borough Council, Ty Keir Hardy, Riverside Court, Avenue de Clichy, Merthyr Tydfil, CF47 8XE

Senior Co-ordinating Officer:

Head of Assessment Care Management

Tel. No. 01685 724694

Adult Protection Co-ordinator

Tel. No. 01685 724539

Designated Lead Manager(s):

Team Manager Referral and Assessment Team

Tel. No. 01685 724594

◆ **NEATH PORT TALBOT**

Social Services Directorate, Neath Port Talbot County Borough Council, Civic Centre, Port Talbot, SA13 1PJ.

Senior Co-ordinating Officer:

Head of Service Head of Community Care Services

Tel. No. 01639 763287

Senior Lead Officers:

Principal Officer (elderly & physically disabled)

Tel. No. 01639 763688

Principal Officer (mental health & older mentally ill)

Tel. No. 01639 763318

Principal Officer (learning disability)

Tel. No. 01792 865696

Designated Lead Manager(s):Mental Health Services:

Pontardawe/Neath area - Tel. No. 01639 865696

Port Talbot - Tel. No. 01639 888000

Learning Disabilities Services

All Neath/Port Talbot areas - Tel. No. 01639 764612

Elderly/Disability Services:

Port Talbot – Tel No. 01639 765500

Pontardawe/Neath – Tel. No. 01639 76300

◆ Rhondda Cynon Taff

Community Care Division, Ty Elai, Dinas Isaf East, Williamstown,
Tonypany,CF40 1NY

Senior Co-ordinating Officer:

Head of Service for Learning Difficulties

Tel: No: 01443 425442

Adult Protection Co-ordinator

Tel. No. 01443 425425

Designated Lead Manager(s)Community Mental Health Teams

Rhondda - Tel. No. 01443 687098

Cynon - Tel. No. 01685 881246

Taff Ely - Tel. No. 01443 486856

Learning Difficulty Teams

West - Tel. No. 01443 436937

East - Tel. No. 01443 668800

Adult Teams

Rhondda - Tel. No. 01443 431513

Cynon - Tel. No. 01685 875481

Pontypridd -Tel. No. 01443 486731

Llantrisant - Tel. No. 01443 442100

Older Persons Mental Health Teams

South - Tel. No. 01443 431513

North - Tel. No. 01685 875481

◆ **SWANSEA**

Social Services Department, City and County of Swansea, County Hall, Oystermouth Road, Swansea SA1 3SN.

Senior Co-ordinating Officer:

Head of Service - Mental Health and Learning Disability Services
Tel. No. 01792 636249

Adult Protection Co-ordinator

Tel. No. 01792 636278

Designated Lead Manager(s):

Services for Elderly and Disabled People

Elderly and Disabled People - via Intake Desk.

Tel. No. 01792 636519

Younger People with Physical and/or Sensory Impairment

Tel. No. 01792 312237

All calls should go via the Intake desk which will ensure they will be properly logged. Calls/referrals will then be diverted to the appropriate team leader.

Team Leader, Social Work Department, Morriston DGH

Tel. No. 01792 703181

Team Leader Social Work Department, Singleton DGH

Tel. No. 01792 285255

Team Leader Social Work Department, Heddfan (EMI Service), Cefn Coed Hospital Tel. No. 01792 516521

Learning Disability Services

Team Leader Community Support Team

Tel. No. 01792 614100

Mental Health Services

Team Leader - North Swansea Tel. No. 01792 899909

Team Leader - South Swansea Tel. No. 01792 517853

◆ **VALE OF GLAMORGAN**

The Vale of Glamorgan Council, Community Services, Dock Office, Barry Docks, Barry, CF63 4RT.

Senior Co-ordinating Officer:

Head of Service - Community Care & Health
Tel No. - 01446 704601

Vulnerable Adult Project Development Manager:

Tel. No. 01446 704740

Designated Lead Managers:

Commissioning Team Managers

Hospital Service

Tel. No. 02920 715007

Older People Service
Tel. No. 02920 711555

Older People Mental Health Service
Tel. No. 02920 711555

Acute Mental Health Service
Tel. No. 01446 733331

Learning Difficulties Service
Tel. No. 01446 725100

Physical Disability & Sensory Impairment Services
Tel. No. 01446 730402

2. LOCAL HEALTH BOARDS

◆ **BRIDGEND LOCAL HEALTH BOARD:**

North Court, David Street, Bridgend Industrial Estate, Bridgend
CF31 3TP

Senior Co-ordinating Officer:

Nurse Director
Tel. No. 01656 754400

Designated Lead Manager:

Head of Redesign
Tel. No. 01656 754400.

◆ **CARDIFF LOCAL HEALTH BOARD:**

Trenewydd, Fairwater Road, Llandaff, Cardiff, CF5 2LD.

Senior Co-ordinating Officer:

Nurse Director
Tel. No. 029 20552212

Designated Lead Manager:

Senior Nurse,
Tel. No. 029 20556039

◆ **MERTHYR TYDFIL LOCAL HEALTH BOARD:**

The Business Centre, Triangle Business Park, Merthyr Tydfil, CF48
4TQ.

Senior Co-ordinating Officer:

Nurse Director
Tel. No. 01685 358500

Designated Lead Manager:

Senior Nurse
Tel. No. 01685 358517

◆ **NEATH PORT TALBOT LOCAL HEALTH BOARD**

Suite A, Britannic House, Llandarcy, Neath, SA10 6JQ

Senior Co-ordinating Officer:

Nurse Director

Tel. No. 01792 326500

Designated Lead Manager:

Deputy Nurse Director

Tel. No. 01792 326500

◆ **RHONDDA CYNON TAFF LOCAL HEALTH BOARD:**

Unit 16-18 Centre Court, Treforest Industrial Estate, Treforest,
Pontypridd CF37 5YR

Senior Co-ordinating Officer:

Nurse Director

Tel No 01443 824400

Designated Lead Manager:

Senior Nurse,

Tel. No. 01443 824400

◆ **SWANSEA LOCAL HEALTH BOARD**

Raglan House, Charter Court, Phoenix Way, Swansea Enterprise
Park, Swansea SA7 9DD

Senior Co-ordinating Officer:

Nurse Director

Tel. No. 01792 784800

Designated Lead Manager:

Senior Nurse

Tel. No. 01792 784800

◆ **VALE OF GLAMORGAN LOCAL HEALTH BOARD**

2, Stanwell Road, Penarth CF64 3EA.

Senior Co-ordinating Officer:

Executive Director of Nursing and Partnerships

Tel. No. 029 20 350600

Designated Lead Manager:

Senior Nurse

Tel. No. 029 20350600

3. NATIONAL HEALTH SERVICE TRUSTS

◆ **BRO MORGANNWG NHS Trust**

Bro Morgannwg NHS Trust, Trust Headquarters, 71, Quarella Road, Bridgend, CF31 1YE.

Senior Co-ordinating Officer:

Acting Executive Director of Nursing
Trust Headquarters, Bridgend
Tel. No. 01656 752919

Vulnerable Adults Co-ordinator:

Tel. No 01639 862467

Designated Lead Manager(s):

Head of Nursing – Integrated Medicine, Princess of Wales Hospital, Bridgend - Tel. No. 01656 752652

Acting Deputy Director of Nursing, Trust Headquarters, Bridgend
Tel. No. 01656 752946

Head of Nursing – Surgical Specialities, Princess of Wales Hospital, Bridgend - Tel. No. 01656 752894

Head of Nursing – Anaesthetics & Critical Care, Princess of Wales Hospital, Bridgend - Tel. No. 01656 752631

Head of Nursing – Mental Health, Glanrhyd Hospital, Bridgend
Tel. No. 01656 – 753771

Head of Nursing – Forensic Psychiatry, Caswell Clinic, Bridgend
Tel. No. 01656 753040

Head of Nursing – Learning Disabilities, Glanrhyd Hospital, Bridgend - Tel. No. 01656 753403

Head of Community & Therapy Services, Neath Port Talbot Hospital Tel. No. 01639 862905

Head of Children's Nursing, Princess of Wales Hospital, Bridgend
Tel. No. 01656 752572

Senior Nurse Workforce Development, Trust Headquarters, Bridgend -Tel. No. 01656 752945

Senior Nurse Education & Learning, Trust Headquarters, Bridgend
Tel. No. 01656 752971

Head of Midwifery & Gynaecology, Princess of Wales Hospital, Bridgend - Tel. No. 01656 752625

Acting Clinical Governance Co-ordinator, Trust Headquarters, Bridgend - Tel. No. 01656 752915

◆ **CARDIFF AND VALE NHS Trust**

University Hospital of Wales, Cardigan House, Heath Park
Cardiff, CF14 4XW

Senior Co-ordinating Officer

Nurse Director, University Hospital of Wales, Cardiff.
Tel. No. 02920743681

Designated Lead – Vulnerable Adults

Head of Mental Health Nursing, Whitchurch Hospital, Cardiff
Tel No. 02920336460

Designated Clinician

Associate Medical Director, Whitchurch Hospital, Cardiff.
Tel No. 02920336477

Designated Lead Manager(s)

Nurse Consultant Older Vulnerable Adults, West Wing Hospital,
Cardiff Royal Infirmary, Cardiff.
Tel. No. 02920335610

Named Nurse for Vulnerable Adult Protection (younger adult)
West Wing Hospital, Cardiff Royal Infirmary, Cardiff.
Tel. No. 02920335185

◆ **NORTH GLAMORGAN NHS Trust**

North Glamorgan NHS Trust, Prince Charles Hospital, Merthyr
Tydfil CF47 9DT.

Senior Co-ordinating Officer:

Executive Director of Nursing
Tel. No. 01685 721721

Designated Lead Manager(s):

Assistant Director Nursing Services Mental Health, St Tydfils
Hospital, Merthyr Tydfil
Tel No. 01685 723244 ext. 4284

Senior Nurse Manager District Nursing, Aberdare Hospital
Tel No. 01685 872411 ext. 4713

Ass. Director Nursing Services Medicine, Prince Charles Hospital,
Merthyr Tydfil - Tel. No. 01685 721721 ext. 8439

◆ **PONTYPRIDD & RHONDDA NHS Trust**

Pontypridd & Rhondda NHS Trust, Trust Management Offices,
Dewi Saint Hospital, Albert Road, Pontypridd, CF37 1LB.

Senior Co-ordinating Officer:

Deputy Director of Nursing & Quality Vulnerable
Tel. No. 01443 443301

Designated Lead Managers:

Professional Nurse Manager (Medical Directorate: Acute)
Tel. No. 01443 443023

Professional Nurse Manager (Medical Directorate: North)
Tel. No. 01443 440440

Professional Nurse Manager (Medical Directorate: South)
Tel. No. 01443 445842

Senior Nurse Advisor (Surgery & Anaesthetics)
Tel. No. 01443 443049

Community Manager (District Nursing)
Tel. No. 01443 443787

Senior Nurse Advisor (Midwifery)
Tel. No. 01443 443115

Out-Patients Manager (Support Services/AHPs)
Tel. No. 01443 443549

Senior Chief Biomedical Scientist
Tel. No. 01443 443356

Superintendent Radiographer
Tel. No. 01443 443362

Head of Mental Health Nursing
Tel. No. 01443 444528

◆ SWANSEA NHS Trust

Swansea NHS Trust (Headquarters) Central Clinic, 21 Orchard Street, Swansea SA1 5BE Tele No. (01792) 651501

Joint Senior Co-ordinating Officers

Service Manager (Elderly Care), Hill House Hospital, Swansea
Tel. No. 01792 203551

Service Manager (Old Age Psychiatry), Cefn Coed Hospital, Swansea
Tel. No. 01792 561155

Designated Lead Managers

Divisional Nurse - Division of Medicine & Elderly Care, Morriston Hospital, Swansea - Tel. No. 01792 702222

Divisional Nurse - Division of Surgery & Anaesthetics, Singleton Hospital, Swansea - Tel. No. 01792 205666

Divisional Nurse - Mental Health Division, Cefn Coed Hospital, Swansea - Tel. No. 01792 561155

Divisional Nurse - Cancer & Tertiary Services
Morriston Hospital, Swansea - Tel. No. 01792 702222

Lead Nurse (Gynaecology Outpatients) - Division of Women & Child Health, Singleton Hospital, Swansea - Tel. No. 01792 205666

Community Nursing Services Manager - Division of Diagnostics, Therapies & Community Services, Cwmbwrla Clinic, Swansea
Tel. No. 01792 458839

Senior Nurse Advisor (Mental Health) -NHS Direct
Tel. No. 01495 754600

◆ **VELINDRE NHS Trust**

Velindre Trust Headquarters, 2 Charnwood Court, Parc Nantgarw, Cardiff, CF15 7QZ.

Senior Co-ordinating Officer:
Executive Director of Nursing/Quality
Tel. No. 02920316917

Designated Lead Manager(s):
Radiotherapy Services Manager, Velindre Cancer Centre
Tel. No. 02920 615888 ext. 6258

Head of Nursing, Velindre Cancer Centre
Tel. No. 02920 615888 ext .6925
Director of Screening Services
Tel. No. 02920 787828 ext. 7801

4. NATIONAL PUBLIC HEALTH SERVICE

- ◆ National Public Health Service SE Region, Temple of Peace & Health, Cathays Park, Cardiff CF10 3NW

Senior Co-ordinating Officer:
Vulnerable Adult Team Leader
Tel. No. 029 20402512

5. CARE STANDARDS INSPECTORATE FOR WALES

◆ **CARDIFF REGIONAL OFFICE**

Senior Co-ordinating Officer
Regional Director – Tel. no. 02920 478600

- ◆ **SOUTH WEST WALES REGIONAL OFFICE**
(Bridgend, Swansea, Neath & Port Talbot)

Senior Co-ordinating Officer

Regional Director – Tel. No. 01792 310420

Designated Lead Managers:

Senior Inspector Younger Adults (Care Homes for Younger Adults and Domiciliary Care) – Tel. No. 01792 313031

Senior Inspector Health and Older Adults (Care Homes for the Elderly, Nursing Homes, Nurses Agencies and Private Health Care)
Tel. No. – 01792 313026

◆ **VALE & VALLEYS REGIONAL OFFICE**

(Rhondda Cynon Taff, Merthyr Tydfil and Vale of Glamorgan)

Senior Co-ordinating Officer

Regional Director – Tel. No. 01443 848527/29

Designated Lead Managers:

Senior Inspector Adults (Care Homes for Younger & Older Adults; Adult Placements & Domiciliary Care) - Tel. No. - 01443 848529

Senior Inspector Health (Nursing Homes; Private & Voluntary Health Care Units & Nursing Agencies) - Tel. No. 01443 848527

6. CRIMINAL JUSTICE AGENCIES

◆ **SOUTH WALES POLICE**

Police Headquarters, Cowbridge Road, Bridgend, CF31 3SU.

Senior Co-ordinating Officer:

Detective Chief Inspector – Deputy Head of Public Protection Bureau, Police Headquarters, Bridgend.
Tel. No. 01656 869420.

Designated Lead Managers:

‘A’ DIVISION - MERTHYR TYDFIL

Public Protection Inspector – Merthyr Tydfil Police Station
Tel. No. 01443 724260

‘B’ DIVISION – PONTYPRIDD

Public Protection Inspector – Pontypridd Police Station
Tel. No. 01443 742948

‘C’ DIVISION – CARDIFF

Public Protection Inspector – Cardiff Central Police Station
Tel. No. 02920 527410

‘E’ DIVISION- BARRY

Public Protection Inspector – Barry Police Station
Tel. No. 01446 731604.

Vulnerable Adults Officer – Barry Police Station
Tel. No. 01446 731668

‘F’ DIVISION – BRIDGEND–

Public Protection Officer – Bridgend Police Station
Tel. No. 01656 305910

‘G’ DIVISION – NEATH & PORT TALBOT

Public Protection Inspector – Neath Police Station
Tel. No. 01792 450645

Public Protection Unit
Tel. No. 01792 450658

‘H’ DIVISION – SWANSEA –

Public Protection Inspector – Cockett Police Station
Tel. No. 01792 562872.

◆ **NATIONAL PROBATION SERVICES (South Wales Area)**

Probation Headquarters, Tremains House, Tremains Road,
Bridgend CF31 1TZ.

Senior Co-ordinating Officers (Area responsibility):

- Assistant Chief Officer - Strategic Manager (Public Protection) and ACO responsibility for Bridgend area - Tel. 01656 674799
- Assistant Chief Officer [Swansea] – Tel. No. 01639 479302
- Assistant Chief Officer [Cardiff] – Tel. No. 02020 785007
- Assistant Chief Officer (RCT & Merthyr Tydfil – Tel. No. 01685 728900)

◆ **CROWN PROSECUTION SERVICE (South Wales Area)**

CPS, Capital Tower, Greyfriars Road, Cardiff, CF10 3PL.

Senior Co-ordinating Officer:

Chief Crown Prosecutor
Tel. No. 029 20803800.

Designated Lead Manager and Liaison Officer:

Principal Crown Prosecutor.
Tel. No. 029 2080 3845.

7. OTHER ORGANISATIONS

◆ VICTIM SUPPORT (South Wales Area)

Some of the following contact numbers may only be accessible through local Police Stations. Where this is the case – you should ask to be put through to the Victim Support Office in your area.

Senior Co-ordinating Officer:

Area Manager, Whitchurch, Cardiff – Tel. No. 02920 464585

- **Bridgend Area** – Tel. No. 01656 679555
 - **Cardiff Area:**
 - Central – Tel. No. 029 2052 7358
 - Cardiff County & East – Tel. No. 029 2057 8408
 - Cardiff West & Central – Tel. No. 029 2038 3100
 - **Merthyr Tydfil Area** – Tel. No. 01685 384405
 - **Neath & Port Talbot District Area** – Tel. No. 01639 639179
(Neath area) and 01639 886045 (Port Talbot area)
 - **Rhondda Cynon Taff Area:**
 - Rhondda – Tel. No. 01443 433 641
 - Taff-Ely – Tel. No. 01443 485 202
 - **Swansea Area** – Tel. No. 01792 543656
 - **Vale of Glamorgan Area** – Tel. No. 01446 746049
- Victim Support National helpline No. 0845 3030900**

◆ DEPARTMENT OF WORK AND PENSIONS

Pensions Centre, Swansea Enterprise Park, Swansea
(Please note: Whilst regional DWP offices exist within each region, the main DWP 'call centre' for all Wales is based at above address and the following lead officers have been designated to consider any 'requests' for information).

- **Jobcentre Plus** – Data Protection Officer (Oldway House, Swansea) Tel. No. 01792 450473
- **Pensions Service** – Data Protection Officer (Pension Centre, Llansamlet, Swansea) Tel. No. 01792 765773

CONTACT DETAILS AND ASSOCIATED INFORMATION RELATING TO OTHER VULNERABLE ADULT AFFILIATED ORGANISATIONS

◆ **Action on Elder Abuse [AEA]**

AEA produces a range of leaflets, A4 posters and a credit card sized information about its Response Line. AEA also publishes training packs and provides training [including training for trainers], along with reference lists and briefing notes on elder abuse. (Address: Action on Elder Abuse, Astral House, 1268 London Road, London SW 16 4ER)

Tel. No. 020 8765 7000.

Elder Abuse Response helpline: 080 8808 8141 (Monday - Friday, 10.30am-4.30pm. The Response Line offers a service in English and Welsh).

E-mail: aea@ace.org.uk Web-site: <http://www.elderabuse.org.uk/>

◆ **Age Concern**

Age Concern England produces fact-sheets on issues affecting older people, eg, community care, income and benefits, housing. These are available from - Age Concern, FREEPOST [SWB 30375] Ashburton TQ13 7ZZ.

Age Concern Information Line: 0800 00 99 66.

◆ **Age Concern Cymru**

Age Concern Cymru works to improve the lives of older people through supporting direct services; campaigning; promoting service standards; and initiating partnerships, consultation and research. (Address: Age Concern Cymru, 4th Floor, 1 Cathedral Road, Cardiff CF11 9SD Tel: 029 2037 1566

Email: enquiries@accymru.org.uk Web-site: <http://www.accymru.org.uk>

◆ **All Wales People First**

All Wales People First links self advocates across Wales. The organisation campaigns to improve the lives of people with learning disabilities, supports self advocacy groups and puts people in touch with each other across Wales.

All Wales People First - Email: info@allwalespeople1st.co.uk

◆ **Alzheimers Society**

The Society aims to be the national voice of people with dementia and their carers. It produces a range of information and advice sheets, and the Alzheimer's Helpline can give support and advice on all forms of dementia.

Alzheimer's Society, Gordon House, 10 Greencoat Place, London
SW1P 1PH - Tel: 020 7306 0606

Email: enquiries@alzheimers.org.uk

Web-site: <http://www.alzheimers.org.uk>

Helpline: 0845 300 0336, Monday - Friday, 8.30am - 6.30pm.
Alzheimer's Helpfne email: helpline@alzheimers.org.uk

◆ **Cyrndeithas Alzheimers Society**

4th Floor, Baltic House, Mount Stuart Square, Cardiff CF10 5FH

Tel: 029 2043 1990 Email: rows@alzheimers.org.uk

Web-site: http://www.alzheimers.org.uk/local/r_wales.html

◆ **Ann Craft Trust**

The Ann Craft Trust [ACT] is a membership organisation working with staff in the statutory and independent sectors in the interests of people with earning disabilities who may be at risk of abuse. ACT provides information and advice, support and networks, publications, training and research.

The Ann Craft Trust, Centre for Social Work, University of Nottingham
University Park, Nottingham NG7 2RD

Email: Ann-Craft-Trust@nottingham.ac.uk

◆ **Carers Wales**

Carers Wales provides information and support to carers, and campaigns to raise public awareness of carers' needs. Carers Wales will give details of contact points for local carers support and branches. Carers Wales, River House, Ynysbridge Court , Gwaelod y Garth,
Cardiff CF15 9SS

Tel: 029 2081 1370 Carers Line [information and advice]: 0808 808

7777 Email: info@carerswales.org.uk

Web-site: <http://www.carersonline.org.uk>

◆ **Commission for Racial Equality**

The Commission for Racial Equality [CRE] works with public and private sector bodies to tackle race discrimination and promote race equality. The Commission provides information and advice and can, in some circumstances, assist applicants bring cases under race discrimination legislation.

Commission for Racial Equality: Office in Wales , Capital Tower [3rd floor], Greyfriars Road, Cardiff CF10 3AG. Tel: 029 2072 9200

Email: Wales@cre.gov.uk Web-site: <http://www.cre.gov.uk/wales/>

- ◆ **Counsel and Care [UK coverage]**

Counsel and Care provides confidential information and advice service for older people, their carers and relatives.
Counsel and Care, Twyman House, 16 Bonny Street, London NW 1 9PG. Advice line: 0845 300 7585, Monday - Friday, 10am -1pm.
Email: advice@counselandcare.org.uk
Web-site: <http://www.counselandcare.org.uk/>
- ◆ **Criminal Injuries Compensation Authority**

Criminal Injuries Compensation Authority [CICA] provides information about the Criminal Injuries Compensation Scheme to help potential applicants apply for compensation and complete personal injury or fatal injury application forms.
CICA, Tay House, 300 Bath Street, Glasgow G2 4LN
Tel: 0141 331 2726
Freephone [advice - applying for compensation]: 0800 358 3601
E-mail: enquiries.cica@gtnet.gov.uk.
Web-site: <http://www.cica.gov.uk/>
- ◆ **Department for Constitutional Affairs and the Lord Chancellor's Department** - The government announced the creation of a new Department for Constitutional Affairs in June 2003. This Department will incorporate most of the functions of the Lord Chancellor's Department [LCD]. To date, the Lord Chancellor's main departmental role has been to secure the efficient administration of justice in England and Wales. The LCD produced a series of codes on '*Making decisions. Helping people who have difficulty deciding for themselves*', for health, social care and legal professionals, people with learning disabilities and relatives. Following consultation, these were revised in May 2003.
Available from: <http://www.lcd.gov.uk/familv/famfr.html#part10>
Department for Constitutional Affairs, Selborne House, 54-60 Victoria Street, London SW 1 E 6QW - Tel: 020 7210 8500 General enquiries: general.queries@lcdhq.qsi.gov.uk
- ◆ **Disability Rights Commission in Wales**

The Disability Rights Commission in Wales is responsible for delivering the work of the DRC effectively in Wales and making sure the DRC understands and responds to issues that are particular to Wales. Wales has the highest proportion of disabled people in Great Britain. DRC Helpline FREEPOST MID 02164, Stratford upon Avon
Tel: 08457 622 633 Email: [enquiry\(a-\)jdrc-qb.org](mailto:enquiry(a-)jdrc-qb.org)
Web-site: <http://www.drc-qb.org>

◆ **Equal Opportunities Commission**

The Equal Opportunities Commission was established under the Sex Discrimination Act in 1975. The Commission has powers to: work towards the elimination of discrimination on the grounds of sex or marriage; promote equality of opportunity for women and men; provide legal advice and assistance to individuals who have been discriminated against.

Equal Opportunities Commission Wales/Cymru, Windsor House,
Windsor Lane, Cardiff CF10 3GE

Tel: 029 2034 3552 Email: wales@eoc.org.uk

EOC Helpline: 08456 015901 Web-site: <http://www.eoc.org.uk/>

◆ **Help the Aged**

Help the Aged campaigns to reduce poverty and isolation, defeat ageism, and challenge poor care standards. Help the Aged also supports senior citizens' forums through its Speaking up for Our Age campaign. These independent forums of older people speak out on local and national concerns.

Help the Aged, 207-221 Pentonville Road, London N 1 9UZ

Tel: 020 7278 1114 Web-site: <http://www.helptheaged.org.uk>

Email: info@helptheaged.org.uk

Help the Aged: Wales Office

12 Cathedral Road , Cardiff CF11 9LJ

Tel: 029 2034 6550 Email: infocymru@helptheaged.org.uk

◆ **Legal information**

SCHWEHRcare have a useful website with up-to-date news and information on law, policy and practice relating to health and social care provision in the UK. This includes social services law, health care and human rights law. Information is indexed into: topics; cases; questions and legal guidance, and the site is easy to navigate. A lot of SCHWEHRcare basic information is free and is aimed at anyone involved in health and social care - service users, carers, providers, purchasers and professionals.

Web-site: <http://www.SCHWEHRcare.co.uk>

◆ **Making Decisions Alliance**

The Making Decisions Alliance brings together a wide range of organisations and groups working with people who may have difficulty in making or communicating decisions. The Alliance is campaigning for new legislation on mental capacity.

A range of fact-sheets on communication, decision-making, choice and capacity are available on the Making Decisions Alliance website, which is run on its behalf by the Mental Health Foundation and Foundation for People with Learning Disabilities.

Making Decisions Alliance, 7th Floor, 83 Victoria Street, London SW 1H
OHW. Tel: 020 7802 0316. Email: webteam@mhf.ora.uk

Website: www.mentalhealth.org.uk

◆ **Mencap Cymru**

As well as campaign work, Mencap provides information, advice, support and practical help to people with learning disabilities. A range of services is provided in SE Wales, and local societies and groups are also active.

Mencap Cymru, 31 Lambourne Crescent, Cardiff Business Park,

Llanishen, Cardiff CF14 5GF. Tel: 029 2074 7588

Wales Learning Disability Helpline: Freephone 0808 8000 300 [7 days a week, 365 days a year. Weekdays: 8am - 8pm; weekends: 10am - 4pm]. Email: helpline.wales@mencap.org.uk

Web-site: <http://www.mencap.org.uk/>

◆ **Mind Cymru**

Mind Cymru campaigns for the right of people who experience mental distress to be treated with respect, given equal access to services and opportunities in the community, and to have more control of the care and treatment they receive. Mind Cymru supports networks for lesbian, gay and bisexual mental health users and workers, and works to promote black and ethnic minority health in Wales.

Mind Cymru will supply details of local Mind associations.

Mind Cymru, 3rd Floor, Quebec House, Castlebridge, 5-19 Cowbridge Road East, Cardiff CF11 9AB Tel: 029 2039 5123

Web-site: <http://www.mind.org.uk>

Mindinfoine, a telephone information service, can provide confidential information on mental health issues and can help access to legal information. Mindinfoine service: 0845 766 0163

◆ **Office of the Official Solicitor to the Supreme Court**

This is part of the Department for Constitutional Affairs/Lord Chancellor's Department. The Official Solicitor's Office can offer free advice on the phone. If the Office is asked to take over the representation of an adult in a court, it has to make sure the costs can be funded from a source. The Official Solicitor's Office can apply for Legal Aid on behalf of the adult.

Office of the Official Solicitor to the Supreme Court, 81 Chancery Lane, London WC2A 1 DD, Tel: 020 7911 7127

Email: enquiries@offsol.gsi.gov.uk

Web-site: <http://www.offsol.demon.co.uk/>

◆ **PAVA- Practitioner alliance against abuse of vulnerable adults**

PAVA aims to promote good practice in the identification and response to suspected abuse and neglect. It encourages the development of local networks of those involved in adult protection work, whether in health and social care, criminal justice, research or regulation, and works to increase public awareness of adult abuse.

PAVA, PO Box 4670, Bournemouth BH6 3BL

Email: pavauk@hotmail.com

◆ **Public Concern at Work**

Public Concern at Work [PCaW], founded in 1993 in response to a series of scandals and disasters in the 80s and 90s, is an authority on public interest whistleblowing. Its objectives are to promote compliance with the law and good practice in organisations across all sectors.

PCaW focuses on the responsibility of workers to raise concerns about malpractice, and the responsibility of those in charge to investigate and remedy such issues. PCaW provides free advice and assistance to individuals who are concerned about apparent danger or malpractice in the workplace. Also available for purchase is a 'compliance toolkit' on the Public Interest Disclosure Act 1998, for organisations to use in briefing staff and managers and producing a whistle-blowing policy.

Public Concern at Work, Suite 306, 16 Baldwins Gardens, London

EC1N 7RJ. General enquiries and helpline: 020 7404 6609, Monday -

Friday, 9am -6pm. UK helpline: helpline@pcaw.co.uk

Enquiries: whistle@pcaw.co.uk

Web-site: <http://www.pcaw.co.uk>

◆ **Respond**

Respond aims to challenge vulnerability and sexual abuse in the lives of people with learning disabilities. It provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support for others with them. Services include individual therapy, counselling, group work, risk assessment, consultations, supervision and training.

Respond, 3rd Floor, 24-32 Stephenson Way, London NW1 2HD

Tel: 020 7383 0700 Helpline: 0808 808 0700, Monday - Friday,

1.30pm-5pm.

E-mail: services@respond.org.uk

Web-site: <http://www.respond.org.uk/>

◆ **SCOVO**

SCOVO is an all-Wales umbrella organisation providing a collective voice for voluntary groups and organisations for people with learning disabilities in Wales. SCOVO works in partnership with other

organisations, service users and their parents/carers, and campaigns to empower people with learning disabilities.

SCOVO, 5 Dock Chambers, Bute Street, Cardiff CF10 5AG

Tel: 029 2049 2443 Email: Karen@scovo.org.uk

Web-site: <http://www.scovo.org.uk>

◆ **VOICE UK**

VOICE UK is a national charity supporting people with learning disabilities who have experienced crime or abuse. The organisation also supports families, carers and professional workers. VOICE UK has produced information to help people with learning disabilities look after themselves, and can put people in touch with lawyers who specialise in dealing with cases of abuse and crimes against people with learning disabilities.

VOICE UK, The College Business Centre, Uttoxeter New Road Derby DE22 3WZ - Tel: 0870 0133965. VOICE UK provides a telephone helpline, staffed 9am -5pm, Monday to Friday.

Email: voiceuk@clara.net Web-site: [http:// www.voiceuk.clara.net](http://www.voiceuk.clara.net)