Flow Chart for Potential Alerters Who to Contact in Wiltshire

Abuse discovered / suspected or a disclosure is made to you

Is the Vulnerable Adult in immediate danger/need of medical attention?

Has there been a crime committed e.g. rape/assault?

Is there a need to protect forensic evidence?

YES → Contact emergency services: Police / Ambulance

NO ↓

Does the allegation or suspicion involve:
A Care Home?
A Domiciliary Care Agency?
Adult Placement?

YES → Inform the Commission for Social Care Inspection
0117 9307110
email:
enquiries.southwest@csci.gsi.gov.uk

Make an adult protection referral

During Office Hours:

Social Care Help Desk: Tel: 01225 713001 Text phone: 01225 712501
Email: socialcarehelpdesk@wiltshire.gov.uk
8.30am - 5.20pm Mon - Thursday. 8.30am - 4.20pm Friday

Community Teams for People with Learning Difficulties

Kennet	01672 515637
South Wilts	01722 410814
North Wilts	01249 707900
West Wilts	01225 760106

Avon and Wiltshire Partnership Mental Health NHS Trust

Marlborough (Under 65) **01672 517400**

Salisbury (Under 65) **01722 820116**	(Over 65) **01722 820252**
Kennet (Under 65) **01380 731358**	(Over 65) **01380 731358**
North Wilts (Under 65) **01249 456468**	(Over 65) **01249 707971**
West Wilts (Under 65) **01225 354354**	(Over 65) **01225 356400**

Police Vulnerable Adults Unit

Kennet and Salisbury	**01722 435225**	**vpues@wiltshire.pnnpolice.uk**
North and West Wilts	**01225 794760**	**c.vpu@wiltshire.pnnpolice.uk**

If the allegation involves someone in hospital – contact the relevant hospital social work team

Out of Hours Service (and weekends and Bank Holidays):
Emergency Duty Service
5.00pm – 9.00am
0845 6070888

Police Out of Hours
0845 408 7000
(Request Control Room)

NOT SURE WHICH TEAM?
Phone any of the services
They will assist you in ensuring that the referral gets to the right person