

List of Local Authorities for UK Adult Safeguarding Referrals

Metropolitan and Unitary Authorities in England

These authorities provide their own social services and are separate from the county(ies) which surround them and have a similar name. There is no hard and fast rule. They include (1) the authorities within Greater London and the other six main metropolitan areas (2) most major cities outside the Metropolitan areas but there are exceptions (like Chester), (3) many major urban areas with a large population (like Poole, but with some obvious exceptions like Northampton) and (4) areas which had been formed into new counties in the 1970s but which were subsequently scrapped (like South Gloucestershire, North Somerset and Bath & North-East Somerset which - together with the City of Bristol - had previously been Avon).

	Name of Council	Location (County)	Department Name	Telephone No.
1	Barking & Dagenham	Gtr. London	Adult Safeguarding Team	020-8724 8859
1	Barnet	Gtr. London	Social Care Direct	020-8359 5000
4	Barnsley	South Yorks.	Adult Social Services	01226 775656
8	Bath & North East Somerset	Somerset	Safeguarding Adults	01225 396000
8	Bedford	Bedford	Safeguarding Adults	01234 276222
1	Bexley	Gtr. London	Care Central	020-8303 7777
6	Birmingham, City of	West Midlands	Older People's Access Service	0121-303 1234
8	Blackburn with Darwen	Lancs.	Safeguarding Adults	01254 585949
8	Blackpool	Lancs.	Adult Duty Line	01253 477592
2	Bolton	Gtr. Manc.	Safeguarding Adults	01204 333464
8	Bournemouth	Dorset	Care Direct	01202 454979
8	Bracknell Forest	Berkshire	Adult Social Care	01344 351500
7	Bradford, City of	West Yorks.	Adult Protection Unit	01274 435400
1	Brent	Gtr. London	One Stop Service	020-8937 4300
8	Brighton and Hove, City of	E Sussex	Adult Social Care	01273 295555
8	Bristol, City of	Gloucs.	Care Direct	0117-922 2700
1	Bromley	Gtr. London	Bromley Social Services Direct	020-8461 7777
2	Bury	Gtr. Manc.	Adult Care Services	0161-253 5151
7	Calderdale (Halifax area)	West Yorks.	Gateway to Care	0845 111 1103
1	Camden	Gtr. London	Adult Social Care	020-7974 4000
8	Central Bedfordshire	Bedford	Safeguarding Adults	0300 300 8122
8	Cornwall	Cornwall	Adult Care & Support	0300 123 4131
6	Coventry, City of	West Midlands	Safeguarding Adults	024 7683 3800
1	Croydon	Gtr. London	Safeguarding Adults	020-8760 5697
8	Cheshire West & Chester	Cheshire	Access Team	0300 123 8123
8	Cheshire East	Cheshire	Social Care Team	0300 123 5010
8	Darlington	Durham	Adult Social Care	01325 346200
8	Derby, City of	Derbys.	Adult Social Care	01332 717777
4	Doncaster	South Yorks.	Safeguarding Adult Unit	01302 736296
6	Dudley	West Midlands	Adult Protection Team	0300 555 0055
1	Ealing	Gtr. London	Social Care Customer Contact	020-8825 8000
8	East Riding of Yorkshire	East Yorks.	Safeguarding Team	01482 861103
1	Enfield	Gtr. London	Enfield Adult Abuse Line	020-8379 5212
5	Gateshead	Tyne/Wear	Adult Social Care Direct	0191-433 7033

1	Greenwich	Gtr. London	Safeguarding Adults	020-8921 2099/8801
1	Hackney	Gtr. London	Safeguarding Adults	020-8356 5782
8	Halton	Cheshire	Adult Social Care	0151-907 8306
1	Hammersmith & Fulham	Gtr. London	Hammersmith & Fulham Advice	0845 313 3935
1	Haringey	Gtr. London	Safeguarding Adults Referral	020-8489 1400
1	Harrow	Gtr. London	Safeguarding Adults Services	020-8901 2680
8	Hartlepool	Durham	Adult & Community Services	01429 523872
1	Havering	Gtr. London	Safeguarding Adults Team	01708 433550
8	Herefordshire	Hereford	Safeguarding Adults	01432 260715
1	Hillingdon	Gtr. London	Safeguarding Adults Service	01895 556633
1	Hounslow	Gtr. London	Safeguarding Adults	020-8583 4515
8	Hull (Kingston-u-H), City of	East Yorks.	Adult Services	01482 300300
8	Isle of Wight	Isle Wight	Adult Social Care	01983 823340
1	Islington	Gtr. London	Adult Social Services	020-7527 2299
1	Kensington & Chelsea	Gtr. London	Social Services	020-7361 3013
1	Kingston-upon-Thames	Gtr. London	Adult Safeguarding	020-8547 4735
7	Kirklees (Hud'sfield area)	West Yorks.	Gateway to Care	01484 414933
3	Knowsley	Merseyside	Access Team	0151-443 2600
1	Lambeth	Gtr. London	Adults and Community Services	020-7926 5555
7	Leeds, City of	West Yorks.	Safeguarding Adults	0113-222 4401
8	Leicester, City of	Leics.	Adult Social Care	0116-252 7004
1	Lewisham	Gtr. London	Adult Social Care	020-8314 7777
3	Liverpool, City of	Merseyside	Care Line	0151-233 3800
1	London, City of	Gtr. London	Adult Social Care	020-7332 1224
8	Luton	Bedford	Adult Social Care	01582 547659
2	Manchester, City of	Gtr. Manc.	Adult Social Care	0161-234 5001
8	Medway	Kent	Adults' Services	01634 334466
1	Merton	Gtr. London	Safeguarding Adults	0845 618 9762
8	Middlesbrough	North Yorks.	Adult Social Care	01642 726004
8	Milton Keynes	Bucks.	Adult Social Care	01908 253772
5	Newcastle-u-Tyne, City of	Tyne/Wear	Adult Social Care Direct	0191-278 8377
1	Newham	Gtr. London	Safeguarding Adults	020-8430 2000
8	North Lincolnshire	Lincs.	Safeguarding Adults	01724 297979
8	North Somerset	Somerset	Safeguarding Adults	01275 888801
5	North Tyneside	Tyne/Wear	First Call	0191-643 2777
8	North-east Lincolnshire	Lincs.	Safeguarding Adults	01472 232244
8	Noirthumberland	Northumb'l'd	Adult Services	01670 536400
8	Nottingham, City of	Notts.	Adult Contact Team	0115 883 8460
2	Oldham	Gtr. Manc.	Social Services	0161-770 1515
8	Peterborough, City of	Cambridge	Adult Social Care	01733 747474
8	Plymouth, City of	Devon	Safeguarding Adults	01752 668000
8	Poole	Dorset	Adult Social Care	01202 633902
8	Portsmouth, City of	Hampshire	Adult Social Care	023 9268 0810
8	Reading	Berkshire	Safeguarding Adults	0118 937 3747
1	Redbridge	Gtr. London	Social Services	020-8708 7333
8	Redcar & Cleveland	North Yorks.	Adult Services	01652 771500
1	Richmond-upon-Thames	Gtr. London	Adult Social Services	020-8891 7971
2	Rochdale	Gtr. Manc.	Adult Care Service	0844 264 0867
4	Rotherham	South Yorks.	Safeguarding Adults	01709 822330

8	Rutland	Leics.	Adult Care Duty Team	0116-305 0004
2	Salford, City of	Gtr. Manc.	Safeguarding Vulnerable Adults	0161-909 6517
6	Sandwell (West Bromwich)	West Midlands	Sandwell Council Assist	0845 352 2266
3	Sefton	Merseyside	Sefton Plus	0845 140 0845
4	Sheffield, City of	South Yorks.	Adult Access Team	0114-273 4908
8	Shropshire	Shropshire	Adult Social Care	0345 678 9021
8	Slough	Berkshire	Adult Social Care	01753 690444
6	Solihull	West Midlands	Adult Social Services	0121-704 8007
8	South Gloucestershire	Gloucs.	Customer Service	01454 868007
5	South Tyneside	Tyne/Wear	Adult Duty Team	0845 130 4959
8	Southampton, City of	Hampshire	Adult Contact Team	023 8083 3003
8	Southend-on-Sea	Essex	SAL S/guarding Adults Helpline	0845 266 6663
1	Southwark	Gtr. London	Safeguarding Adults Team	020-7525 1754
3	St. Helens	Merseyside	Adult Social Care	01744 676600
2	Stockport	Gtr. Manc.	Adult Social Care	0161-217 6029
8	Stockton-on-Tees	Durham	Adult Social Care	01642 527764
8	Stoke-on-Trent, City of	Stafford	Adult Social Care Centre	0800 561 0015
5	Sunderland, City of	Tyne/Wear	Safeguarding Adults Partnership	0191-566 1736
1	Sutton	Gtr. London	Adult Social Services	020-8770 4565
8	Swindon	Wiltshire	Care Line	0800 085 6666
2	Tameside	Gtr. Manc.	Adult Protection Team	0161-342 5243/5229
8	Telford and Wrekin	Shropshire	POVA Team	01952 385667
8	Thurrock	Essex	Adult Social Care	01375 652868
8	Torbay	Devon	Safeguarding Adults Team	01803 219700
1	Tower Hamlets	Gtr. London	First Response	020-7364 5005
2	Trafford	Gtr. Manc.	Adult Social Care	0161-912 5135
7	Wakefield, City of	West Yorks.	Social Care Direct	0845 8503 503
6	Walsall	West Midlands	Adult Safeguarding Unit	0845 111 2922
1	Waltham Forest	Gtr. London	Safeguarding Adults Team	020-8496 3497/3459
1	Wandsworth	Gtr. London	Safeguarding Team	020-8871 5855
8	Warrington	Cheshire	Access Social Care	01925 444239
8	West Berkshire	Berkshire	Adults Protection Co-ordinator	01635 519005
1	Westminster, City of	Gtr. London	Central Duty Team	020-7641 2176
2	Wigan	Gtr. Manc.	Central Duty Team	01942 828777
8	Windsor & Maidenhead	Berkshire	Safeguarding Adults Co-ordinator	01628 683744
3	Wirral	Merseyside	Central Advice & Duty Team	0151-606 2006
8	Wokingham	Berkshire	Adult Community Care	0118 974 6772
6	Wolverhampton, City of	West Midlands	Adult Assessment Team	01902 551199
8	York, City of	North Yorks.	Cust. Access & Assessm't Team	01904 555111

English County Councils

County councils provide social services for the whole county (but note the exclusion below where referral should be made to the relevant unitary authority). Each county is usually made up of several district councils (see appendix) and some services related to our work (like housing) are dealt with by the district council.

Bedfordshire

No county council. Everywhere except Bedford and Luton is Central Bedfordshire (unitary).

Berkshire

No county council. Area is made up of six unitary authorities: Bracknell Forest, Reading, Slough, West Berkshire, Windsor & Maidenhead and Wokingham.

Buckinghamshire Careline **0800 137915**

Excludes City of Milton Keynes (unitary).

Cambridgeshire Cambridgeshire Direct **0345 045 5202**

Excludes City of Peterborough (unitary).

Cheshire

No county council. Subject to the many exclusions below, the remainder of the county is divided into Cheshire East and Cheshire West & Chester (both unitary).

Excludes Cheshire postal addresses within Stockport, Trafford and Tameside (Greater Manchester).

Excludes Cheshire postal addresses within Wirral (Merseyside).

Excludes Halton and Warrington (both unitary).

Cornwall

The whole county forms single a unitary authority.

Cumbria Adult Services HQ (Carlisle) **01228 227105**

Derbyshire Social Services **0845 605 8058 or
01629 533190**

Excludes City of Derby (unitary)

Devon Care Direct **0845 155 1007**

Excludes Plymouth and Torbay (both unitary).

Dorset Adult Access Team **01305 221016**

Excludes Bournemouth and Poole (both unitary)

Durham Social Care Direct **0845 850 5010**

Excludes Durham postal addresses in Gateshead, South Tyneside and Sunderland (all Tyne & Wear).

Excludes Darlington, Hartlepool and Stockton-on-Tees (all unitary)

East Sussex Adult Social Care **0345 608 0191**

Excludes City of Brighton & Hove (unitary).

East Riding of Yorkshire

Subject as below, the whole county forms single a unitary authority.

Excludes Hull (City of Kingston-upon-Hull) (Unitary).

Essex Social Services **0845 603 7634**

Excludes Southend-on-Sea and Thurrock (both unitary).

Excludes Essex postal addresses within Barking & Dagenham, Havering and Redbridge (all Greater London).

Gloucestershire Adult Social Care **01452 426868**

Excludes City of Bristol and South Gloucestershire (both unitary).

Hampshire Adult Services **0845 603 5630**

Excludes Isle of Wight and Cities of Portsmouth and Southampton (all unitary).

Herefordshire

The whole county forms single a unitary authority.

Hertfordshire Adult Care Services **0300 123 4042**

Excludes Hertfordshire postal addresses within Barnet (Greater London).

Isle of Wight

The whole island forms a single unitary authority.

Kent Adult Protection **0845 824 7247**

Excludes Kent postal addresses within Bexley and Bromley (both Greater London).

Excludes Medway (unitary).

Lancashire Adult Social Care Services **0845 053 0028**

Excludes Lancashire postal addresses within Bolton, Bury, Oldham, Manchester, Rochdale, Salford and Wigan (all Greater Manchester).

Excludes Lancashire postal addresses within Sefton (Merseyside).

Excludes Blackpool and Blackburn & Darwen (both unitary).

Leicestershire Adult Social Care **0116 305 0004**

Excludes City of Leicester and the re-instated county of Rutland (both unitary).

Lincolnshire Safeguarding Adults Team **01522 782155**

Excludes North Lincolnshire and North-east Lincolnshire (both unitary)

Middlesex

Referrals for Middlesex postal addresses within Brent, Ealing, Enfield, Harrow, Hillingdon, Hounslow and Richmond-upon-Thames should be made to the respective Greater London borough.

The only non-GL authority in Middlesex is now Spelthorne District Council which for this purpose is treated as being part of Surrey and is dealt with by Surrey Council Council.

Norfolk S'guarding Adults Co-ordinator **0344 800 8014**

Northamptonshire Adult Care Team **0300 126 1000**

Northumberland

Subject as below, the whole county forms single a unitary authority.

Excludes City of Newcastle-upon-Tyne and North Tyneside (both Tyne & Wear)

North Yorkshire Customer Services **0845 034 9410**

Excludes Middlesbrough, Redcar & Cleveland and York (all unitary).

Nottinghamshire Customer Services **0844 980 8080**

Excludes City of Nottingham (unitary).

Oxfordshire Social and Health Care **0845 050 7666**

Rutland

The whole county forms single a unitary authority.

Shropshire

Subject as below, the whole county forms single a unitary authority.

Excludes Telford & The Wrekin (unitary).

Somerset Customer Contact **0845 345 9133**

Excludes North Somerset and Bath & North-east Somerset (both unitary)

Staffordshire Social Care **0300 111 8010**

Excludes Walsall and Wolverhampton (both West Midlands).

Excludes Stoke-on-Trent (unitary).

Suffolk Customer First **0808 800 4005**

Surrey Adult Social Care **0300 200 1005**

Excludes Surrey postal addresses within Croydon, Kingston-upon-Thames, Merton, Richmond-upon-Thames and Sutton (all Greater London).

Some Surrey County Council offices are located in Kingston-upon-Thames, which is confusing.

Warwickshire Adult Social Care **01926 412080**

Excludes postal addresses in City of Birmingham, City of Coventry and Solihull (West Midlands). Try to confirm the correct authority for Sutton Coldfield, which uses "Warwickshire" in its postal address but which falls between City of Birmingham, Walsall (both West Midlands) and Staffordshire.

West Sussex Customer Contact **01243 642555**

Wiltshire Social Care Helpdesk **0300 456 0111**

Excludes Swindon (unitary)

Worcestershire Access Centre **0845 607 2000**

Excludes postal addresses in Dudley (West Midlands).

NB. Some adjoining councils (Essex/Southend-on-Sea/Thurrock, Leicester/Leicestershire/Rutland, East Yorkshire/Hull, Westminster, Kensington & Chelsea/Hammersmith & Fulham and possibly others) may advertise joint initiatives for adult services but our referral should always be made to the authority in which the victim resides or, in the case of LA funded care home places, the authority which is funding the care.

Isle of Man - may be needed for Safeguarding referrals from Silver Line calls.

Department of Social Care (Adult Services) - Safeguarding Regulators **01624 686179**

Inspection and Monitoring Unit (Regulator - Residential Homes, Nursing Homes, Clinics (and Children's Homes)

01624 642422

Department of Health (Hospitals, GPs domiciliary care services)

Wales

Wales is divided into 22 unitary authorities which range from a large cities like Cardiff, sprawling urban areas like Rhondda Cynon Taff and remote county councils like Gwynedd, each responsible for their own social services.

Blaenau Gwent Adult Referrals Team **01495 315700**

Bridgend Adult Protection Co-ordinator **01656 679865**

Caerphilly Adults Services Duty & **0808 100 2500**

Cardiff, City of POVA Support Team **029-2053 6436**

Camarthenshire Carmarthenshire Safeguarding **01267 228990**

Ceredigion Adult Services **01545 574000**

Conwy Social Services **01492 575754/575686**

Denbeighshire First Contact Team **01824 712900**

Flintshire Social Services - Adults **01352 702642**

Gwynedd Social Services **01286 682888**

Isle of Anglesey (Ynys Mon) A'sey Protection of Vul Adults **01248 752752**

Merthyr Tydfil Adult Protection Co-ordinator **01685 724539**

Monmouthshire Mon'shire Protecting Vul. **01291 638928**

Neath & Port Talbot Neath & PT Safeguarding **01639 686802**

Newport, City of	City Contact Centre	01633 656656
Pembrokeshire	Adult Protection Team	01437 764551
Powys	Powys Protecting Vuln'ble	01597 826879
Rhondda Cynon Taff	Adult Protection Co-ordinator	01443 425425
Swansea, City of	Vulnerable Adults	01792 636278
Torfaen	Customer Care	01495 762200
Vale of Glamorgan	POVA Team	01446 731100
Wrexham	Safeguarding Adults	0800 587 6708

Scotland

Scotland has 32 unitary authorities, ranging from cities (like Edinburgh), urban areas (like North Lanarkshire) and remote areas (like Argyll & Bute), each responsible for their own social services. Aberdeen is distinct from Aberdeenshire. Also note the divisions of Ayrshire, Dumbartonshire, the Lothians and Renfrewshire.

Aberdeen, City of	Adult Protection Unit	01224 246266
Aberdeenshire	Adult Protection Network	01651 871246
Argyll & Bute	Social Work Office	01546 602127
Bute		01700 501300
Cowal		01369 707300
Helensburgh & Lomond		01436 658750
Islay		01496 301350
Kintyre		01586 559050
Mid-Argyll		01546 462462
Oban		01631 563068
Clackmannanshire	Social Services - Adult Care	01259 452498
Dumfries & Galloway	Adult Support and Protection	01387 260435
Dundee, City of	First Contact Team	01382 434019
East Ayrshire	Adult Support and Protection	01563 503301
East Dumbartonshire	Advice & Response Team	0141-355 2200
East Lothian	Adult Social Care	0131-271 3900
East Renfrewshire	Social Work Office	0300 777 6520
Clarkston		0141-577 4000
Barrhead		0141-577 3003
Edinburgh, City of	Social Care Direct	0131-200 2324
Falkirk	Social Work Services	01324 506400
Fife	Adult Protection	01383 602200
Glasgow, City of	Adult Support	
East		0141-276 4200
North-west		0141-276 2420
South		0141-420 0050
Highland		
Caithness, Sutherland and Easter Ross		01955 605040
Inverness, Nairn, Badenoch & Strathspey		01463 724220
Ross, Skye and Lochaber		01349 868567
Inverclyde	Social Work Offices	01475 714100
Midlothian	Care Team	0131-271 3900

Moray	Adult Protection	0300 123 0897
North Ayrshire	Social Work Team	
Ardrossan		01294 468213
Arran		01770 600742
Dreghorn		01294 218407
Irvine & Kilwinning		01294 324800
Kilbirnie		01505 684551
Largs		01475 687592
Saltcoats		01294 605261
North Lanarkshire	Social Work Team	
Airdrie		01236 757000
Bellshill		01698 346666
Coatbridge		01236 622100
Cumbernauld		01236 638700
Motherwell		01698 332100
Shotts		01501 824700
Wishaw		01698 348200
Orkney Islands		01856 873535
Perth & Kinross	Adult Support & Protection	0845 301 1120
Renfrewshire	Adult Protection	0141-207 7878
Scottish Borders	Social Care and Health	0300 100 1800
Shetland Islands	Social Care	01595 744421
South Ayrshire	Adult Support & Protection	01292 612055
South Lanarkshire	Social Work Office	0303 123 1008
Stirling, City of	Adult Protection	01786 471177
West Dumbartonshire		
Clydebank	Social Work	0141-562 8800
Dumbarton	Social Work	01389 737020
Vale of Leven	Social Work	01389 608080
West Lothian	Social Work Services	01506 775000
Western Isles	Protection of Vulnerable Adults	0845 600 7090

Northern Ireland

All Northern Ireland authorities are unitary. Health care is provided by one of five trusts covering the areas as set out below.

The individual authorities and the Trusts who provide services in their area are:

Authority	Trust	Social Services no.
Antrim	Northern	028 9441 6555
Ards	South-eastern	028 9751 0575
Armagh, City of	Southern	028 3741 5285
Ballymena	Northern	028 2565 6447
Ballymoney	Northern	028 9446 5211

Banbridge	Southern	028 4066 2866
Belfast, City of	Belfast	028 9504 9382
Carrickfergus	Northern	028 9331 5942
Castlereagh	South-eastern	028 9065 8656
Coleraine	Northern	028 9085 5855
Cookstown	Northern	028 8672 3800
Craigavon	Southern	028 3833 4444
Derry, City of	Western	028 7126 6111
Down	South-eastern	028 9048 4511
Dungannon & South Tyrone	Southern	028 7126 6111
Fermanagh	Western	028 7126 6111
Larne	Northern	028 2827 5427
Limavady	Western	028 7161 1366
Lisburn, City of	South-eastern	028 9751 0575
Magherafelt	Northern	028 7936 5000
Moyle	Northern	028 2826 6192
Newry & Mourne	Southern	028 3082 5120
Newtownabbey	Northern	028 9086 7111
North Down	South-eastern	028 9751 0575
Omagh	Western	028 7161 1366
Strabane	Western	028 7161 1366

Difficulties in reporting safeguarding concerns may be referred to the Patient and Client Council which has replaced the former Health Social Services Council. Their number is **0800 917 0222**.

Republic of Ireland

Safeguarding referrals should be made to the HSE. Because of difficulties in sometimes locating the correct, individual HSE offices we generally direct caller to the HSE Info Line who have proved to be very helpful. The number is (from ROI) **1850 24 1850**. This is a Call-Save number - if you are asked - and the call will be billed at a low fixed amount (irrespective of the length of call) but may be excluded from mobile inclusive minutes plans.