

Safeguarding Adults from Abuse

Key Contacts

Contact by direct line or via Client Services:

01438 737400

01923 471400 (Watford & Hertsmere areas)

Client Services are open

Monday to Friday 8.00 am to 8.00 pm

Saturday 9.00 am to 4.00 pm

Outside of these times the Hertfordshire Emergency Duty Team can be contacted using the same telephone numbers for client services.

Police

Action to be taken when reporting an incident/crime:

Immediate Response

For incidents concerning a Vulnerable Adult where there is danger to life, risk of injury or a crime is being committed dial 999

High

For incidents taking place against a Vulnerable Adult where there is no immediate risk to life or property but a police response is required as soon as practicable due to the seriousness of the incident and/or potential loss of evidence dial 0845 3300222

Routine

For incidents that have taken place against a Vulnerable Adult where that person wishes to make a report of crime please contact 0845 3300222 and specify that a crime has been committed and that person wishes to make a complaint of crime.

Existing referrals already being dealt with by a vulnerable persons officer

Please contact the appropriate officer in the relevant area:

Central Area

(St Albans, Welwyn/Hatfield , Hertsmere)

01707 638231

r.central.vpu@herts.pnn.police.uk

Officers based at Hatfield Police Station

Eastern Area

(Stevenage, North Herts, Hertford, Bishop Stortford, Broxbourne)

01438 757619

r.eastern.vpu@herts.pnn.police.uk

Officers based at Hitchin Police Station

Western Area

(Watford/Three Rivers, Dacorum)

01442 271152

r.western.vpu@herts.pnn.police.uk

Officers based at Berkhamstead Police Station

Policy and procedure

Protecting Vulnerable People

Major Crime Specialist Investigations

01707 354066

Based at Police Headquarters, Welwyn Garden City.

If problems are experienced using the direct dialing and as the phone numbers of the various police stations are subject to change phone number 0845 33 00 222 can be used requesting then to be put forward to the required ext (last 4 digits of the direct dial number) or ask to speak to the Vulnerable Persons Unit for the required area

Commission for Social Care Inspection

Eastern Regional Office,

CPC1

Capital Park

Fulbourn

Cambridge

CB21 5XE

Tel: 01223 771300

Fax: 01223 771339

Email: enquiries.eastern@csci.gsi.gov.uk

National Response Line

Action on Elder abuse provide a confidential response line concerning all vulnerable adults.

The helpline number is 0808 808 8141