



## Cardiff & Vale of Glamorgan Regional Safeguarding Board

# Information Fact Sheet

The COVID-19 pandemic and the social distancing restrictions resulting from it have taken a huge toll on people's wellbeing and mental health. It is now more important than ever that we look out for each other.

Don't assume that someone else will take responsibility. You could help to save someone's life. If you are worried or have any concerns about yourself or a neighbour then you must report it. Inside we have included some information on who you can contact in order to safeguard yourself and others.



## Are you worried about your own, or someone else's drinking or drug taking?

If so, the below organisations can help you:

<b>Cardiff Alcohol and Drug Team</b> - provides help, support, counselling and community care for people whose lives are affected by substance use	02920 468555 / 029 2078 8300	<a href="https://www.cardiff.gov.uk">https://www.cardiff.gov.uk</a> (search Alcohol/ Drugs)
<b>E-DAS</b> - point of contact for anyone who feels that they have an issue with any substance in both Cardiff and the Vale of Glamorgan	07880 784626 <a href="mailto:taith@cgl.org.uk">taith@cgl.org.uk</a>	<a href="https://cavuhb.nhs.wales/our-services/e-das/">https://cavuhb.nhs.wales/our-services/e-das/</a>
<b>CGL Change Grow Live</b> - they can help you with challenges including drugs and alcohol, housing, justice, health and wellbeing	0300 300 7000	<a href="https://www.changegrowlive.org/">https://www.changegrowlive.org/</a>
<b>DAN 24/7</b> - Wales Drug and Alcohol Helpline. This is a bilingual telephone helpline providing a single point of contact for anyone wanting further information and/or help relating to drugs or alcohol	0800 633 5588	<a href="https://dan247.org.uk/">https://dan247.org.uk/</a>

## Are you, or do you know of someone who you think is being abused or neglected?

If so, the below organisations can help you:

<b>Women's Aid</b> - exists to stop violence against women and girls and to support survivors	029 2046 0566	<a href="https://www.womensaid.org.uk">https://www.womensaid.org.uk</a>
<b>BAWSO</b> - committed to providing advice, services and support to black minority ethnic communities and individuals in Wales who are affected by abuse, violence and exploitation. They are available 24 hours a day 7 days a week	0800 731 8147 <a href="mailto:info@bawso.org.uk">info@bawso.org.uk</a>	<a href="https://bawso.org.uk/">https://bawso.org.uk/</a>
<b>Llamau</b> - they can help you if you are sofa surfing, in an abusive relationship or at risk of becoming homeless	029 2023 9585 <a href="mailto:enquiries@llamau.org.uk">enquiries@llamau.org.uk</a>	<a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a>
<b>RISE Cardiff</b> - there to support, advocate and provide places of safety for any women (and her children) who are experiencing or at risk of domestic violence/abuse.	029 2046 0566	<a href="https://rise-cardiff.cymru/">https://rise-cardiff.cymru/</a>
<b>Atal Y Fro</b> - helping families break the cycle of domestic violence and abuse	01446 744755	<a href="https://atalyfro.org">https://atalyfro.org</a>
<b>Live Fear Free Helpline</b> - they can provide help and advice to anyone experiencing domestic abuse, anyone who knows someone who needs help. For example, a friend or a family member. Available 24 hours a day 7 days a week	Call: 0808 80 10 800 Text: 07860 077333 <a href="mailto:info@livefearfreehelpline.wales">info@livefearfreehelpline.wales</a>	<a href="https://gov.wales/live-fear-free">https://gov.wales/live-fear-free</a>



## Are you worried about a child living in Cardiff/Vale of Glamorgan area who may have been or is the victim of abuse and/or neglect?

If so, then please contact:

### Cardiff

Multi-Agency Safeguarding Hub (MASH) 02920 536490

Out of Office Hours: Emergency Duty Team 02920 788570

### Vale of Glamorgan

Intake and Family Support Team 01446 725202

Out of Office Hours: Emergency Duty Team 02920 788570

## Have you been, or are you a victim of abuse? Do you know someone who you think is being abused?

If so, then please contact:

Vale of Glamorgan Adult Services 01446 700111

Cardiff Adult Safeguarding 02922 330888

Out of Hours: Emergency Duty Team 02920 788570

## Are you, or are you concerned about someone being financially abused?

If so, then please contact:

**Wales Illegal Money Lending Unit** – they operate a 24 hour confidential helpline and you can report concerns about a money lender to them 0300 123 3311

**The Money Advice Service** - a free, independent service. Contact them if you need advice on clearing your debts, reducing your spending or have credit questions 0800 138 7777

## County Lines Services for Children and Young People

County lines is a term used to describe gangs and organised criminal networks involved in transferring illegal drugs into one or more areas. They tend to use children or vulnerable adults to move and store the drugs and money. Are you, or is someone you know involved in this? If so don't wait, report it:

**St Giles Trust** – They offer early involvement and support for young people, their families and communities who are affected by gangs and serious violence. 020 7708 8000 <https://www.stgilestrust.org.uk>

**Crimestoppers** – helping to keep people, families and communities Safe in the UK 0800 555 111 <https://www.crimestoppers-uk.org>



## Are you concerned about your own or a neighbour's mental health or wellbeing?

If so, the below organisations can help you:

<b>Cardiff Mind</b> – there to make sure that anyone with a mental health problem has somewhere to turn to for support	02920 402040	<a href="https://cardiffmind.org/">https://cardiffmind.org/</a>
<b>Community Advice and Listening Line (CALL)</b> - offers emotional support and information on Mental Health and related matters	0800 132737	<a href="https://www.callhelpline.org.uk">https://www.callhelpline.org.uk</a>
<b>The Samaritans</b> – there for anyone who's struggling to cope and who needs someone to listen to	02920 344022 / 116 123	<a href="https://www.samaritans.org/">https://www.samaritans.org/</a>
<b>Hafal Cardiff</b> - support individuals and families coping with, and recovering from serious mental illness by providing information, advice and support	029 2056 5959	<a href="https://www.hafal.org/in-your-area/cardiff/">https://www.hafal.org/in-your-area/cardiff/</a>
<b>Cardiff Wellbeing Support Service</b> - provide one-to-one mentoring by own Health & Wellbeing Mentors to those that need it, helping them to access the right support they need. They support customers to access advice, activities, events, training opportunities and any other provision to help meet their wellbeing needs	029 2087 1071 (option 3) <a href="mailto:wellbeingTeam@cardiff.gov.uk">wellbeingTeam@cardiff.gov.uk</a>	<a href="https://www.facebook.com/CardiffWellbeing">https://www.facebook.com/CardiffWellbeing</a> <a href="https://www.twitter.com/Car_Wellbeing">https://www.twitter.com/Car_Wellbeing</a>
<b>Mental Health Matters Wales</b> – aim to provide the best support to people affected by mental health, their families and carers	01656 767045 / 01656 651450 <a href="mailto:admin@mhmwales.org.uk">admin@mhmwales.org.uk</a>	<a href="https://www.mhmwales.org.uk/">https://www.mhmwales.org.uk/</a>
<b>Carers Trust South East Wales</b> provide information and support to unpaid carers in Cardiff and the Vale of Glamorgan. The service aims to improve the quality of life for carers, and the cared for, in Cardiff and the Vale, helping carers to make the most of their life alongside their caring role and maintain their independence	01495 769996	<a href="https://www.ctsew.org.uk/cardiff-and-the-vale-carers-gateway">https://www.ctsew.org.uk/cardiff-and-the-vale-carers-gateway</a>
<b>Alzheimer's Society</b> is the UK's leading support and research charity for people with dementia, their families and carers. Dementia Support Workers provide advice, information and support for people living with dementia, their families and carers, in coping with living with dementia and preparing for the future. Support may be offered in person (face-to-face), over the phone, or in writing.	029 2043 4960/ 07563 554068	<a href="https://www.alzheimers.org.uk/local-dementia-connect">https://www.alzheimers.org.uk/local-dementia-connect</a>

If you have any concerns and think it's an emergency, dial 999 or 101 if it isn't an emergency.