



Bristol City Council Taxi & Private Hire Safeguarding Training – Essential Information

Child Safeguarding - How to report your concern?

- Phone **999** if you feel a child/ young person is at immediate risk of harm or has been harmed
- Record and Report Concerns to the Police 101 and / or the safeguarding services (Social Care) **01179 036 444** or out of hours **01454 615 165** if a child or vulnerable adult is involved
- You can, also, share Intelligence and Information via 'Taxi Cop' or online with Avon and Somerset Police by completing this form: www.avonandsomerset.police.uk/forms/vul
- Call Crimestoppers **0800 555 111** anonymous reporting

Adult Safeguarding - Where would you find advice on Adult Protection?

- If you have concerns – report in the first instance through the BCC council portal: www.bristol.gov.uk/social-care-health/report-suspected-abuse
- If you wish to seek advice about whether to make a referral: ring **Safeguarding Enquiry Line 01179 036 629** (8:30- 5:00 weekdays, you cannot make a referral via this help line)
- But you will need to consider whether it needs a more urgent response through contact with the police

Bristol City Council website, search 'Safeguarding'
Keep safe and well in Bristol

What to do if you believe an adult is at risk?

- Report your concerns to your Designated Safeguarding Lead, Line manager or Care Direct
- Submit an Online referral form to Care Direct: adult.care@bristol.gov.uk
- If it's an emergency – **999** Or contact the Office of Public Guardian Tel **0300 456 0300**

When someone is in mental health crisis - What can YOU do to help?

Get professional help via **999** or drive to a Police station.

Local signposting – urgent help:

- www.samaritans.org
24-hour telephone and email support, call 116 123
- www.giveusashout.org
text **SHOUT** to **85258** for 24/7 support
- www.bristolmentalhealth.org/crisis-help/ -
crisis help 24/7, call **0300 555 0334**

Local signposting – non-urgent support:

- Bristol 24/7 support & connect (search online) – NHS, free, confidential helpline for immediate emotional and practical support – call **0800 0126 549**
 - General Practitioner (GP) and NHS **111**
- What about your own Mental Health?
What would you do to get help for yourself?

Mental health information and support

- www.nhs.uk/every-mind-matters
Advice and tips on looking after mental wellbeing
- www.wellaware.org.uk & www.cassbristol.org/useful-information
databases of local support
- **0800 0126 549** – 24/7 Support & Connect - NHS, free, confidential helpline in Bristol, North Somerset and South Gloucestershire for immediate emotional and practical support
- General Practitioner (GP) and NHS **111**
- www.nhs.uk/oneyou/for-your-body
Vita health – NHS psychological (talking) therapies. Self-referral, no cost service, offering online short courses and 1:1 services
- www.nilaari.co.uk
BAME led community-based support
- www.wetalkclub.com
support network for men
- www.samaritans.org
24-hour telephone and email support, call 116 123
- www.thecalmzone.net
- www.thecalmzone.net/agency/mankind

Top tips for looking after our mental wellbeing

- Relaxation – slow breathing, progressive muscle relaxation, mindfulness.
- Audio files of relaxation techniques are available here: www.cntw.nhs.uk/resource-library/relaxation-techniques
- Increase helpful activity – things you enjoy, physical activity, talking to friends and family
- Get better sleep – avoid caffeine, sugar, nicotine and alcohol in the evening; relax before bed; keep to a regular bedtime
- Healthy living – being active, cutting back on alcohol, having a healthy balanced diet. For more information see the NHS One You website. www.nhs.uk/oneyou/for-your-body

Assessment QR codes



Child Safeguarding



Conflict Management



Adult Safeguarding



Mental health