

Agencies Roles and Responsibilities

The Process for the Resolution of Professional Disagreements (Escalation policy) can be found [here](#). In the event that you have a professional disagreement, please review this policy to see if this is able to support you in resolving the situation.

Name of agency	Name of team	Roles within agency	Remit of the role	How to refer and contact for queries	Address	Information to note
Change, Grow, Live	Drug and Alcohol Service for Swindon	Consultant Psychiatrist GP Nurse Prescriber Nurses HCA Service Manager, Deputy Service Manager, Team Leaders, Recovery Coordinators, Recovery Champion Admin, Partners from Intuitive Thinking Skills Service User Rep, Group Facilitators from Emerging	<ul style="list-style-type: none"> Opiate Substitute prescribing, links to reviews and BBV testing and signposting to Hep C treatment or Hep B vaccinations, naloxone offered to SU's and professionals with training, Needle exchange, smoking cessation, alcohol assessments, alcohol community detox, pathway to residential or clinical detoxification of opiates and alcohol. Assessment, Recovery checkups, Group work 	01793 328150 Swindoninfo@cgl.org.uk Swindoninfo@cgl.cj.sm.net	Temple Chambers, 4 Temple Street, Swindon SN1 1SQ	<p>We hold drop in assessments for SU's rather than referral please get them to drop into service or bring them to the drop in</p> <p>Service users have to be resident of Swindon Borough Council not outlying areas of Wilshire.</p>

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		Futures and Housing workers.	<p>programme, 1to1 sessions linked to Foundations of Recovery,</p> <ul style="list-style-type: none"> • Family Safeguarding Team who work with Children Services as part of Family Model. • Swindon Super Outreach Service working with SU's homeless or at risk of homelessness. • Individual Placement Support Service (IPS) working with SU's who are seeking work. • CJ team working in court, probation, custody, prison in reach, Court orders for Alcohol and Drugs requirements. 			
NSPCC	South West and Channel Islands Hub	Children's Services practitioners – some are qualified social worker, some have other qualifications and experience.	<p>We deliver the following services –</p> <p>DART – Domestic Abuse Recovering together</p> <p>PIM – Pregnancy In Mind (group work for parents</p>	NSPCC	South West and Channel Islands Hub	Children's Services practitioners – some are qualified social worker, some have other qualifications and experience.

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			expecting a baby where there is a presence or risk of mild/moderate mental health LTFI – Letting the Future In – for children between the ages of 4-17 who have been sexually abused.			
Oxford Health NHS Foundation Trust	Swindon CAMHS	Mental Health Practitioners including <ul style="list-style-type: none"> Psychiatrists, Psychologists, Family therapists, Nurses, Dietitians 	CAMHS help children and young people up to 18 who are finding it hard to cope with everyday life because of difficult feelings, behaviour or relationships.	Swindon Single Point of Access, please see: www.beuswindon.co.uk	Swindon Community CAMHS Marlborough House Okus Road Swindon Wiltshire SN1 4JS	If you are open to CAMHS, you can contact us directly on: Phone: 01865 903 422
Probation Service	Swindon Sentence Management	Probation Practitioners	We supervise people subject to Community Orders, Suspended Sentence Orders, or released on Licence. We deliver interventions prescribed by the Courts, to support rehabilitation and manage risk. We develop risk management plans to monitor individuals and manage the risk posed to others with a variety of external controls.	case.admin.swindon (STC) case.admin.swindon.stc@justice.gov.uk	Probation Service	

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South Western Ambulance Service NHS Foundation Trust (SWAST)	Safeguarding Team	<ul style="list-style-type: none"> Safeguarding specialist Business support Learning disabilities and vulnerabilities lead 	The SWAST safeguarding team is responsible for Trust safeguarding functions in line with safeguarding (and associated) legislation and best practice.	Secure email account: swast.safeguarding@nhs.net Telephone: 01392 261575 (available Monday to Friday during office hours)	SWAST HQ Abbey Court, Eagle Way, Sowton Industrial Estate, Exeter EX2 7HY	SWAST are an emergency services and deal with episodic periods of care.
Swindon Borough Council	Learning Disabilities Team	Social Workers, Assistant Care Managers and Link Workers. Team Manager and Assistant Team Manager.	Undertake duties under the Care Act. Work with the Human Rights Act. Undertake Mental Capacity Act assessments.	Call Adult Social Care on 01793 445500 or email ldduty@swindon.gov.uk	Wat Tyler House, Beckhampton Street, SN1 1JH	A person must have a diagnosed learning disability which is an IQ of 70 or below. Evidence of this will be required.
Swindon Borough Council	Adult Safeguarding Team/MASH	Social Workers, Team Manager and Assistant Team Manager.	Safeguarding adults with care and support needs, who are at risk of abuse or neglect, and as a result of their care and support needs, cannot protect themselves with the aim of identifying and mitigating risks to ensure the person retains choice and control over their life.	Call 01793 463555 or email AdultSafeGuarding@swindon.gov.uk	Wat Tyler House, Beckhampton Street, SN1 1JH	The criteria for the safeguarding team are where there is reasonable cause to suspect that an adult in its area (whether or not ordinarily resident): has needs for care and support (whether or not the authority is meeting any of those needs), is experiencing, or is at risk of, abuse or neglect,

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						and as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.
Swindon Borough Council	Discharge Hub	Social Workers, Assistant Care Managers, Team Manager and Assistant Team Manager.	Work in partnership with GWH and the ICB. Undertake duties under the Care Act. Undertake Mental Capacity Act assessments.	Call Discharge Planning on 01793 646122 or email Dischargeplanning@swindon.gov.uk	Co-ordination Centre, Liden Suite, Brunel Centre, Great Western Hospital, SN3 6BB.	Responsibility for the management of referrals for people in GWH into SBC for social care support on discharge.
Swindon Borough Council	Transitions Team	Social Workers, Assistant Care Managers, Team Manager and Assistant Team Manager.	Undertake duties under the Care Act. Work with the Human Rights Act. Undertake Mental Capacity Act assessments.	Call Adult Social Care on 01793 445500, online referral via https://www.swindon.gov.uk/info/20049/children_and_young_people_with_disabilities/835/transitions_-_preparing_for_adulthood or email transitionsteam@swindon.gov.uk	Wat Tyler House, Beckhampton Street, SN1 1JH.	Referrals accepted for young people who have care and support needs from the age of 14, Care act assessment will be completed to look at support required from the age of 18 years.
Swindon Borough Council	Urgent Response	Social Workers, Assistant Care Managers, Team	Stabilising or preventing a crisis situation with appropriate measures to	Email to be sent to SBCHomefirst@swindon.gov.uk ,	Wat Tyler House,	Monday to Sunday (9-5pm Monday – Thursday, 9-4:30pm on

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	Team / HomeFirst.	Manager and Assistant Team Manager.	protect the individual and reduce the risk of inappropriate hospital admission. The aim is to support the individual within their own home.	making clear it is an Urgent Response referral and mark as high priority.	Beckhampton Street, SN1 1JH. Also based at the Orbital.	Fridays and 8-4pm weekends) If a referral is received after 4pm on a weekday, after 3:30 pm on a Friday, and after 3pm on a weekend, a worker may not be able to undertake a visit that same day. Outside of the teams working hours, Emergency Duty Service to be contacted.
Swindon Borough Council	Building Independence Team (BIT).	Social Workers, Assistant Care Managers, Team Manager and Assistant Team Manager.	Assess individuals who have maximised their independence through an intermediate care provision, and arrange and coordinate ongoing support. The aim is to support the individual within their own home but also covered the Discharge to Assess unit within Fessey House.	Referrals are received via Initial Contact tam, Discharge Hub and Urgent Response / HomeFirst Teams.	Wat Tyler House, Beckhampton Street, SN1 1JH.	BIT will work with individuals in an intermediate care provision, and whom require ongoing support.
Swindon Borough Council	Community Led Support (OT).	Team Manager, Assistant Team Manager, Occupational	For the Occupational Therapy element of the team the purpose is:	https://www.swindon.gov.uk/xfp/form/800	Wat Tyler House, Beckhampton Street,	An adult over 18 years old.

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		Therapists and Occupational Therapist aid. Principal Occupational Therapist (aligned in QA Team team).	<p>To assess the occupational and functional needs (in a strength-based way) of people with disabilities in their own home and take appropriate action to enable, influence and motivate them to live as independently as possible in the community, considering quality of life, good professional practice and budgetary factors.</p> <p>For the Sensory Impairment element of the team the purpose is: To carry out vision and hearing rehabilitation with people who are sensory impaired enabling them to live in their own home as safely as possible through the use of advice, specialist equipment, minor adaptations, training in new techniques and/or provision of services.</p>		SN1 1JH.	
Swindon Borough Council	Community Led Support (Social work)	Social Workers, Assistant Care Managers, Team	Assessing, reviewing and commissioning support for people, including informal carers,	Call Adult Social Care on TEL: 01793 445500.	Wat Tyler House,	An adult over 18 years old.

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		Manager and Assistant Team Manager.	who are likely to have long-term care and support needs, unless they are being fully-funded by CHC, LD or mental health. The team's takes a strength-based and person-centred approach to their work in order to enable and maximise individual's independence, with or without a service.	CustomerServices@swindon.gov.uk Out of Hours Contact EDS. TEL: 01793 436699.	Beckhampton Street, SN1 1JH.	
Swindon Borough Council	Initial Contact Team (ICT)	Social Workers, Assistant Care Managers, Team Manager and Assistant Team Manager.	The Initial Contact Team is the first point of contact for people contacting Adult Social Care. Through strengths based conversations ICT will explore options as short intervention to meet the person's outcomes. The person will then be transferred onto the appropriate team.	01793 445500 CustomerServices@swindon.gov.uk	Wat Tyler House, Beckhampton Street, SN1 1JH.	
Swindon Borough Council	Mental Health Team (SBC).	Social Workers, Assistant Care Managers, Team Manager and Assistant Team Manager.	Swindon Mental Health Social Work Team has social workers who accept referrals from specialist mental health services – mainly this will be from Avon and Wiltshire Partnership NHS Trust (AWP), secondary mental healthcare or acute or inpatient psychiatric hospitals where the person has the need for a	01793 445500 CustomerServices@swindon.gov.uk	Wat Tyler House, Beckhampton Street, SN1 1JH.	

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			<p>secondary specialist social work service. Where primary care (e.g. GP practices or the AWP primary care liaison service) are managing the mental health support for the person - the corresponding social work support would be from mainstream SBC teams – this could be learning disability, community-led support or other social work teams as per appropriate need.</p>			
Swindon Borough Council	The Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS) Team	Mental Capacity Act & Deprivation of Liberty Safeguards Lead and Social Workers.	<p>Supervisory Body under the DoLS framework. This involves:</p> <ul style="list-style-type: none"> • Processing and triaging all DoLS referrals. • Allocate assessors to assess under the framework. • Authorise the DoLS, this includes ensuring the person has appropriate representation. 	<p>The Mental Capacity Act and Deprivation of Liberty Safeguards Team</p> <p>E-mail: DOLS@Swindon.gov.uk</p> <p>Telephone: 01793 463239</p> <p>Monday – Friday 09:00 – 17:00.</p>	First Floor Wat Tyler House, Beckhampton Street, Swindon, SN1 2JH	

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			<ul style="list-style-type: none"> Monitor any conditions on the DoLS. 			
Swindon Borough Council	Swindon AMHP Service	Approved Mental Health Professional (AMHP) Lead and Approved Mental Health Professional		awp.SwindonDaytimeAMHPService@nhs.net	Swindon AMHP Service, Sandalwood Court, Highworth Road, Swindon SN3 4WF Tel: 01793 836816.	
Wiltshire Police	Adult MASH – in the process of being created for Swindon	The Police triage team comprises of 2 Decision Makers and 1 Co-Ordinator and is supervised by the Adult MASH DS. – Please note, these resources are used to cover both Swindon and Wiltshire.	Adult MASH is designed to deal with safeguarding referrals that have been screened and identified for consideration of Sec 42 enquiries (when an Adult at Risk is experiencing, or is at risk of, abuse or neglect, and as a result of care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it. This includes self-neglect). Adult at risk cases/referrals will always have to be triaged by Adult	adultMASH@wiltshire.police.uk 01225 256856	Wat Tyler House, Beckhampton Street, SN1 1JH	The referrals that come into Adult MASH & SBC should first go through their respective 'front doors' for screening and identifying for consideration of Sec 42 enquiries. SBC front door is called Emergency Service Referrals. When referrals are received in A/MASH they are screened by Investigating managers. If they feel that the reported circumstances also relate

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			<p>MASH for early liaison with Adult Services and to establish whether or not joint enquiries are necessary or if Sec 42 enquiries will also run parallel to a Police criminal investigation.</p>			<p>to a crime, they will share with Police triage.</p> <p>Safeguarding referrals can be generated by any outside party. Sometimes the same matter is reported to Police as well, or just to Police and we will share with the respective Local Authorities via their front doors if necessary.</p> <p>Not all cases that come to the notice of Adult MASH will be allocated for Police investigation. Some will be dealt with by the Decision Makers at source and others will be allocated to the most appropriate Policing team, even if Adult Services are also carrying out a Sec 42 enquiry.</p> <p>The role of Adult MASH is one of triage, assessment, tasking and advice. Adult</p>

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						MASH staff do NOT hold investigations.
Wiltshire Police	Neighbourhood policing	Each neighbourhood policing team is managed by a sergeant overseeing differing numbers of police constables and police community support officers depending on size of geographical area being covered.	Manage adults classified as vulnerable who are victims of crime or anti-social behaviour. This links to strand 2 of the three strands of vulnerability used by the police to determine responses to vulnerable/at risk adults. Neighbourhood policing will develop vulnerability risk assessments and action plans, they will put this into place for longer term safeguarding.	101, 999 and Wiltshire Police website	Various locations	
Wiltshire Police	Response and other investigative teams	Police constables, police investigators and detective constables depending on team	Depending on the severity of the crime against a vulnerable adult, it may be investigated by: <ul style="list-style-type: none"> • Response – low level crime, crime requires an immediate 	101, 999, Wiltshire Police website	Various locations	

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			<p>response from the police</p> <ul style="list-style-type: none"> • Volume crime team – low level crime but longer-term, more complex policing response required • CID – serious crime requiring detective response and investigation. 			