



**NORTH
EAST
HAMPSHIRE
DOMESTIC
ABUSE
FORUM**

SERVICE DIRECTORY

UPDATED

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Key Domestic Abuse Support Services Contacts

- Hampshire: IDASH – 0330 0165112
- Southampton: PIPPA – 02380 832329
- Portsmouth: Southern Domestic Abuse Service – 02392 065494
- Isle of Wight: WightDash – 01983 825981
- Surrey: Your Sanctuary – 01483 776822
- Berkshire: BWA – 0118 9504003

National Helpline Numbers

- 24 hour National Domestic Violence Helpline: 0808 2000 247
- Male Advice Line: 0808 801 0327
- National LGBT Domestic Abuse Helpline 0800 999 5428
- RESPECT National Helpline for domestic abuse perpetrators
0808 802 4040

DOMESTIC ABUSE DEFINITION

The Government definition of domestic violence and abuse is:

'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- * *Psychological*
- * *Physical*
- * *Sexual*
- * *Financial*
- * *Emotional*

'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.'

The Government definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

<i>Domestic abuse is on those who are or have been intimate partners or family members,</i>	Family members are defined as mother, father, son, daughter, brother, sister, and grandparents, whether directly related, in laws or stepfamily
<i>Domestic abuse frequently co-exists with child abuse.</i>	And should always be considered as a child protection issue.

MARACs (Multi Agency Risk Assessment Conferences)

MARACs produce a multi agency response for high risk domestic abuse victims where up to date risk information is combined with a comprehensive assessment of the victims needs to enable appropriate services to be put in place for all those involved in the case.

In order to make a referral to the MARAC process, please telephone 101 (Hampshire Police) and ask the operator to connect you to the MARAC co-ordinator for your geographical area or email hampshire.MASH.admin@hampshire.pnn.police.uk

NORTH EAST HAMPSHIRE DOMESTIC ABUSE FORUM

The North East Hampshire Domestic Abuse Forum endeavours to bring together representatives from the many statutory, voluntary and private agencies that deal with the difficult and complex issues surrounding domestic violence/abuse.

The forum works towards establishing an accurate picture of the nature and extent of domestic abuse within the communities of Rushmoor and Hart; increasing public awareness; signposting; identifying gaps in provision of services; producing and disseminating information; organising training and awareness; encouraging multi-agency working and implementing projects.

The forum meets bi monthly.

Contact: **Karen Evans**

tel: **01252 774256**

or email: **Karen.evans@communitysafetynh.org**

Forum website: **www.nehantsdvh.co.uk**

SAFETY PLANNING

1. Arrange where you might go if you have to leave urgently
2. Find places where you can quickly and safely use the telephone
3. If you have children, teach them how to dial 999 and make up a code word that you can use when you need help
4. Carry a list of telephone numbers for support services and friends
5. Try to save money so that you have bus or taxi fares in an emergency
6. Get an extra set of keys for the house and car and keep these in a safe place, with money and anything else you may need should you have to leave quickly
7. Talk to your children and let them know it is not their fault
8. Talk to trusted friends, relatives, your doctor or nurse about how you feel.
9. Consider opening a savings account in your name
10. Always try to take your children with you or make arrangements to leave them somewhere safe if this is not possible
11. Make plans for pets, if you are unable to take them with you
12. Consider visiting your local Citizens Advice Bureau or a solicitor to discuss what options are available to you
13. If possible, try to get any potential weapons out of the house
14. Try to do things which would get you out of the house, such as walking your dog, putting out the rubbish or going to the shops to practice how you would leave.
15. Consider leaving a bag with a trusted friend or relative containing the items you would need if you had to leave urgently. Also consider who may lend you money in an emergency.

LOCAL SERVICES FOR DOMESTIC ABUSE VICTIMS

ADULT HEALTH & SOCIAL CARE

Advice, guidance and support for elderly or vulnerable adults. Adult Services also investigate allegations of abuse, inform appropriate regulatory bodies (where necessary) and provide support to secure the safety of the individual.

Telephone: 0300 5551386

Out of hours telephone: 0300 5551373

Professionals line : 01329 225378

or E-mail: asprofessional@hants.gov.uk

ALDERSHOT LISTENING SERVICE

The Aldershot Churches have a listening service which is available to people who would like to talk to someone on a confidential basis, subject to usual safeguarding requirements. The service is not a counselling service but provides an opportunity for someone to express their feelings and emotions in a non judgemental environment. The service is available to those of no faith and those of faith.

Telephone 07806 078339

ARMED FORCES DOMESTIC ABUSE SUPPORT AND GUIDANCE RESOURCE

Advice and guidance for members of the armed forces community who are affected by domestic abuse as well as a practitioners handbook to help those supporting these families.

www.gov.uk/mod/domestic-abuse-support-for-the-armed-forces

For Information for veterans and their families, as well as practitioners supporting these families please go to www.domesticabusearmedforces.co.uk

ARMY WELFARE SERVICE

Personal Support (PS) Staff provide accessible, independent, confidential and professional specialist welfare services to soldiers and their families with any personal or family difficulty. AWS

operates a strict confidentiality policy, to ensure that personal information is not passed to anyone outside of AWS without the person's consent with the exception of situations where there is risk to self or other, serious criminal acts including breaches of security or if operational effectiveness is seriously compromised.

For the Intake and Assessment Team telephone 01904 882053 or

Email: RC-AWS-IAT-0Mailbox@mod.uk

Aldershot Office: Telephone 01252 349900

Worthy Down: Telephone 01962 886989

BASINGSTOKE RAPE & SEXUAL ABUSE CRISIS CENTRE (BRASACC)

BRASACC provide support for men and women over the age of 16 who have been raped, sexually assaulted or sexually abused at any time in their lives. The service provides telephone support via the Crisis Line to parents of sexually abused children, partners, families, friends and workers from other agencies who are supporting survivors of rape and/or sexual abuse. BRASACC provide individual counselling, and a support group for those on their waiting list, trauma support alongside information, practical and emotional support and signposting. BRASACC also provide an ISVA (Independent Sexual Violence Advisor) service which offers free confidential and impartial advice to support any survivor through the police/legal system.

Crisis Line – 01256 423890 – Monday–Thursday 7pm-9pm

Office Line – 01256 423810 Monday-Friday 9.30am-5pm;

Email: admin@brasacc.com

ISVA Service – 07494 510 026; Email: Isva@brasacc.com

BIG WHITE WALL

This is an online, safe, supportive community where veterans, Serving personnel and their families can work through whatever is troubling them 24 hours a day. Logon to www.bigwhitewall.com, create a user name which doesn't identify you in any way and you can then ask for support, information and guidance from counsellors, a 'brick' to vent and express how you feel and information resources.

BLUE LAMP TRUST (Bobby Scheme)

Free, practical help for elderly and vulnerable victims of crime through providing home safety and security surveys and then carrying out any necessary works such as fitting security chains, spy holes, smoke alarms etc.

Telephone: 0300 777 0157 (agencies)
or (individuals) email info@bluelamptrust.org.uk
www.bluelamptrust.org.uk - Bobby Scheme

BRANCHES SUPPORT GROUP (Mental Health Support)

Drop in centre, social programme and course for adults in North East Hampshire and Surry Heath who need support with mental health issues.

Telephone: 07895 819400
E-mail: branches.group@yahoo.co.uk

CAFCASS

(Children and Family Court Advisory Support Services)

Children and family court welfare service responsible for both Public and Private Law Cases. CAFCASS prepare court reports and act as a mediator in matters of dispute between parents over children.

Telephone 0300 4564000

CITIZENS ADVICE

The CAB give free, confidential and impartial advice on a wide range of subjects including; family and personal: debt, benefits, housing, legal matters, employment, immigration and consumer issues. The CAB are open to everyone regardless of race, gender, sexuality or disability.

Telephone: Rushmoor & Hart 03444 111306
Website: www.citizensadvice.rushmoor.org.uk
www.citizensadvicehart.org.uk

CAMHS (Child & Adolescent mental Health service)

Multidisciplinary mental health services to all children and young people with complex enduring mental health difficulty.

Single point of access is 0300 304 00500 for practitioners and consultation ; or email: spnt@hantscamhsspa.nhs.net

CATCH 22

24/7 in Hampshire is a county-wide specialist treatment service offering a range of support for young people, aged under 19, who have problems with drug or alcohol that is affecting their lives and whose needs cannot be met by either targeted or universal children and young people's services.

Telephone: 0845 459 9405 or Freephone 0800 599 9591.

Website: www.catch.22.org.uk

CHILDRENS SERVICES

Advice, guidance and undergo assessments with children. If you have concerns that a child might be being abused and you want to talk to someone about your concerns, please ask to speak to the duty social worker.

Telephone: 0300 5551384 between 8.30am and 5pm Mon – Fri

The out of hours number is 0300 5551373

Professionals line: 01329 225379

Or E-mail: csprofessional@hants.gov.uk

Rushmoor and Hart Early Help Hub is a Hampshire County Council Social Care service which facilitates a multi agency-response to children and families requiring interventions beneath the threshold of statutory social care. The Early Help Hub is not a service delivery point but will work with you as the requester to ensure the appropriate support and interventions are put in place to meet the needs of the families who are assessed at being at Level 3. This support should be accessed through Children's Services Central Referral Team consultation phoneline.

The Family Support Service also provides a variety of courses (referral only) at level 2 which can be discussed by ringing the

early help consultation line. A referral form will be sent to the requester to complete with the family identified

Telephone: 0300 5551384

Mon - Thursday 8.30-5pm, Friday 8.30am - 4.30pm Early Help Hub

Consultation Line (professionals only) 01252 796324

0830 – 1230 Monday to Friday

Email Early Help Hub: hartandrushmoor.earlyhelp@hants.gov.uk

CHRYSALIS

A support group for transitioning transgender (transsexual) adults meets in Basingstoke and provides counselling support and life skills workshops for male to female, female to male and intersex beneficiaries. There is also a support group for Significant Others, who are supporting people through transition

Telephone: 01489 589111

or email info@chrysalis-gii.co.uk

CLOTHING

North Town Clothing Exchange has a large number of clothes for children and adults, which are free to families in need. The Clothing Exchange is open on Monday mornings 10am-12noon at the North Town Community Base, 232 North Lane, Aldershot, and on Friday mornings 9.30am – 11.30am at Heron Wood Base, Aldershot

Telephone: 01252 314437

Church of the Good Shepherd (COGS) Olive Branch clothing exchange is open on Thursday mornings, 9.30am - 12 noon,

Telephone 0750 1202546

COMMUNITY ACCESS PROJECT (Mental Health issues)

Provides friendly, impartial advice and support for 18-65 year olds who are struggling to cope with daily activities as a result of mental distress (for example depression, anxiety, stress, loneliness, schizophrenia, etc)

For people in Fleet, Aldershot and Farnborough only

Telephone: 07894 606244 or email: broadhurstcap@hotmail.co.uk

CONTACT CENTRE - Supported

Cove Child Contact Centre has been up and running since September 2003 and is for couples that have parted, giving the non-resident parent access to their children. The Contact Centre is open on the first and third Sunday of every month between 2pm and 4pm. Attendance is by referral only, usually through the Courts, but can be via Children's Services, the CAB etc. The Centre is able to take a maximum of 18 children. The visits can continue for as long as is necessary and there are lots of toys for the children to play with at the centre, giving them and their parents quality time together.

Telephone: 01252 683687

Camberley Contact Centre – self referral and agency referrals taken
Tel Rona on 07768 333675

CONTACT CENTRE – Supervised and Observed

“Chances Gives Choices” offer supervised child contact and contact activities. Observed child contact, handover contact, escorted contact, life story and identity work, indirect contact and parenting programmes are available. Services are available by appointment in the Basingstoke area.

Telephone 01794 516622

www.chancesgiveschoices.com

CONTACT CENTRE (Virtual)

Dad's Space 1.2.1 service enables children to stay in contact with their Dad even in difficult circumstances. This online service offers monitored interactive communication in a safe environment as a vetting process determines the level of risk posed in order to determine what communication will be allowed and at what level. To make a referral please

email info@dads.space.org

Telephone: 020 7022 1853

COURTS – WITNESS CARE UNIT, (ALDERSHOT & WINCHESTER CROWN COURT's)

Contacts victims and witnesses in criminal court cases to provide information about the court process and overcome any difficulties

in attending court. They can also signpost to other agencies. Practitioners can contact the office direct if concerned about a particular victim or witness.

Tel: 01256 405238

CRIMESTOPPERS

An independent charity helping law enforcement to locate criminals and help solve crimes. Crimestoppers provides an anonymous 24/7 phone number, **0800 555 111**, that people can call to pass on information about crime; alternatively people can send information anonymously online at

www.crimestoppers-uk.org/give-information/ .

You won't be asked to give your name or any other personal details. Calls and IP addresses are neither recorded nor tracked.

Telephone: 0800 555 111

Website: www.crimestoppers-uk.org

DAPP - Domestic Abuse Prevention Partnership

The DAPP has been commissioned by Hampshire County Council, Southampton City Council and the Office of the Police and Crime Commissioner to develop a Hampshire wide approach to better identify and assess perpetrators of domestic abuse, and introduce a wider range of support interventions. The DAPP is led by the Hampton Trust in partnership with Aurora New Dawn and Baseline Consultancy.

Telephone 02380 001061 (office);

02380 009898 (programmes)

email: dapp.spoc@hamptontrust.cjsm.net

DEAF AWARENESS

Around 1 in 7 people have some form of deafness. For information about how you can help a deaf person to communicate with you please see the page on 'Supporting those with hearing or sight issues'.

DEBT ADVICE

Energy and debt advice service by Rushmoor Healthy Living

Telephone: 01252 362660

DEMENTIA ADVICE SERVICE - RUSHMOOR & HART

Service for anyone with dementia, their carers, family and friends to provide them with support & information

Telephone: 01252 624808

DRUG & ALCOHOL TREATMENT SERVICES

Inclusion Hampshire offer an integrated drug and alcohol service for adults and young people (who are over 18) and for people who are concerned about their own, or somebody else's drug or alcohol use.

The service for Rushmoor & Hart is delivered from 3-4 Alexander Terrace, Alexandra Road, Aldershot, GU11 3HU

Telephone: 0300 124 0103

EDUCATION PSYCHOLOGY SERVICE

The Rushmoor, Hart and East Hampshire team operate a telephone contact line where you can call and speak to an educational psychologist. The contact line is open:

Rushmoor and Hart Mondays 12- 1.30pm & Wedn 3.30 - 5pm

telephone 01252 814801.

Basingstoke Monday 3.30 - 5pm and Wednesday 9 - 10.30am,

telephone 01252 814835

EMPLOYMENT SUPPORT

The Step Up project supports people with CV building, job searching, confidence building, basic skill training, work experience and emotional support with finding and keeping a job. Free groups run on a Wednesday Morning at Yateley, Thursday morning in Hook and Friday mornings in Fleet, with a group in Farnborough coming soon.

For information contact the Hart Neighbourhood Centre

Telephone: 01256 760800

FAMILY LIVES (formerly Parentline Plus)

You can call Family Lives free, 9am – 9pm Monday to Friday and Saturday and Sunday 10am – 3pm to talk about any family problems you have or access their website information at www.familylives.org.uk

Telephone: 0808 800 222

FAMILY NURSE PARTNERSHIP

Preventative family nurse programme for first time young mothers, working with their strengths with a focus on the future health and well being of the child and mother from early pregnancy until the child is 2 years old.

Telephone 01256 376514
or email hp-tr.FNPSHFT@nhs.net

FLEET PHEONIX

Advice & guidance on family and relationships as well as accommodation and health issues, including appropriate referral. Outreach available on request for practical and emotional support. The service is based at the Point Youth Centre, Harlington Way, Fleet GU51 4BP. Telephone: 01252 812308 / 07568065123

FIRE SAFETY VISITS

Hampshire Fire & Rescue Service provide free home safety visits to those who are at risk from fire. During the visit the home will be assessed for fire risk with a view to fitting free smoke detector alarms, putting together a home escape plan and providing education to lower the fire risk. Once the occupiers permission has been given for a visit, practitioners can arrange a visit be made.

Telephone: 02380 626809
email community.firesafety@hantsfire.gov.uk
or online www.hantsfire.gov.uk

FGM HELPLINE

A 24 hour helpline run by the NSPCC is available to advise, support and protect vulnerable children from FGM. If you are worried that a child may be at risk of FGM you can call or email the helpline.

Tel: 0800 028 3550
Email: fgmhelp@nspcc.org.uk

FOODBANKS

Foodbanks provide food & support for families in crisis. Frontline professionals can be issued with vouchers to give to families in urgent need, who can then exchange these for 3 days worth of food.

Aldershot Foodbank

New Testament Church, 83 Victoria road, Aldershot GU11 1SH
Tuesdays & Thursdays 1.00pm to 2.30pm

Telephone: 01252 331668

e-mail: info@farnborough.foodbank.org.uk

Rushmoor Foodbank

Telephone: 07954 105279 e-mail: farn.foodbk@hotmail.co.uk

Website: www.farnborough.foodbank.org.uk

Hart Foodbank

Telephone: 07926 80625 e-mail: hart.foodbk@hotmail.co.uk

Church of The Good Shepherd

Emergency Food Parcels. Telephone 01252 320618 (Aldershot)
07722 710709 (Farnborough)

The Larder - Holy Trinity Church, Aldershot

Food parcels - Telephone 07739 154558

FUEL POVERTY ADVICE

Rushmoor Health Living advise people in Rushmoor and Hart concerned about fuel poverty or are finding it difficult to afford their heating bills.

Telephone 01252 362660;

Email: admin@rushmoorhealthyliving.org.uk

Web site: www.rhl.org

FRIMLEY PARK CHAPLAINCY TEAM

The chaplaincy offers compassionate care and pastoral support to all patients and their families and to all staff at the hospital, whatever their religious beliefs. Their role is just to 'be there' for those who would like a non-judgmental and confidential listening ear and a safe place to chat or share concerns.

Telephone 01276 604184,

email :fph.chaplaincyteam@fhft.nhs.uk

FURNITURE STORES

The following two groups hold items of household furniture that have been donated and can be given to people who are in need in order to help them set up their homes:

The Church of the Good Shepherd holds items of furniture and also runs a clothing exchange called the Olive Branch

Telephone 0750 1202546

Fleet Lions help people in need by providing household items, bedding and clothing. Opening hours are Tuesday - Thursday 10.15am - 3.30pm and Friday's 10.15am - 1pm

Telephone 01252 616998

G.P.'s (Doctors surgeries and health centres)

Provide advice, medication and referrals. They also advise on Child Protection issues

A list of local surgeries can be found in the telephone directory or on the nhs.uk website.

HAMPSHIRE DOMESTIC ABUSE FORUM (HDAF)

Information is available through the HDAF website to provide information and links to domestic abuse services throughout Hampshire.

General: www.hants.gov.uk/socialcareandhealth/adultsocialcare/domesticabuse

Practitioners: ww3.hants.gov.uk/healthandwellbeing/hdap

HAMPSHIRE INTEGRATED DOMESTIC ABUSE SERVICE (IDASH)

Support for victims and survivors of domestic abuse across Hampshire can access community based floating support and outreach support; Independent Domestic Abuse Advisors; support services for children and families; crisis accommodation based services (refuge); move on and resettlement services and; personal support networks and group work through one central telephone number. The line is open 24 hours a day for self referral

and agency referrals.

Telephone: 0330 0165112

North & West Hampshire referrals e-mail:

spoc@theyoutrust.org.uk

East Hampshire referrals e-mail: spoc@southerndas.org

HEALTH VISITORS

Offer advice, signposting and listening support for those with children. Your local health visitor can be contacted through your GP, by self-referral and through other local agencies.

HOMESTART

Support for parents in and around the boroughs of Rushmoor and Hart who are going through challenging times. Support is delivered through a carefully selected volunteer who has parenting experience themselves and regularly visits a family in their own home, offering emotional and practical support.

Telephone: 01252 398530

HOPE COUNSELLING

General counselling service in Aldershot. 33 High Street, Aldershot, Hampshire GU11 1BH

Telephone: 01252 350466

HOUSING

You are considered homeless if you are unable to stay in your home because of the risk of violence or abuse. The homelessness unit in both Rushmoor and Hart Council's offer housing advice, take homeless applications, secure emergency refuge and bed and breakfast accommodation and provide long term housing for those who are eligible.

For advice about housing options and accommodation please contact:

Hart – visit the Council Offices, Harlington Way, Fleet GU51 4AE or Telephone 01252 774420 (out of hours 01252 622122)

Housing options online website: hart.ehodirect.org.uk

Rushmoor – visit the Council Offices, Farnborough Road,

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Farnborough GU14 7JU or telephone 01252 398398
 Housing Associations: Vivid – Telephone 0800 9882440

HOUSING – MAKING SAFE SCHEME (SANCTUARY)

This scheme provides additional home security measures to enable victims of domestic abuse to stay in their own homes, where it is safe for them to do so. The scheme is delivered across Hampshire through the Blue Lamp Trust and the Integrated Domestic Abuse Service for Hampshire.

Telephone: 0330 0165112 or email spoc@theyoutrust.org.uk
 (North and West Hampshire referrals)
 or spoc@southerndas.org (East Hampshire referrals)

INCLUSION HAMPSHIRE **(previously Hart Neighbourhood Centre)**

Support for disadvantaged young people to address the achievement gap these young people face between themselves and their more advantaged peers by providing an alternative education centre, full apprenticeships, education and employment support.

Telephone: 01256 760800

www.hartnc.org

INCLUSION RECOVERY HAMPSHIRE

A free and confidential service to residents of Hampshire aged 18 and over who are affected by drug or alcohol use. Services are centred around high quality, psycho-social interventions proven to work including: assessment, advice and information, one to one and group support, access to medical support including detoxification and replacement therapies, access to inpatient and residential services, support to achieve abstinence, support to reduce harm, relapse prevention and management, peer support opportunities, volunteering opportunities and support for family members. The service for Rushmoor & Hart is delivered from Alexander House; 3 - 4 Alexandra Terrace, Alexandra Road, Aldershot GU11 3HU

Telephone: 0300 1240103

INDEPENDENT DOMESTIC VIOLENCE ADVISOR (IDVA)

IDVAs are trained professionals who work directly with the high risk victims of domestic abuse. Referrals are accepted from the Police, Witness Care Unit and through the MARAC (Multi Agency Risk Assessment Conference) process.

INDEPENDENT SEXUAL VIOLENCE ADVISOR

ISVAs work with survivors of recent and historic sexual crimes to enable them to access the services they need in the aftermath of the abuse they have experienced. Referrals can be self-referrals, via the police or via the Sexual Assault Referral Centre (SARC)

Telephone: 01256 423890

For the Young Persons ISVA based at the SARC
telephone: 02392 210352 E-mail: isva@brasacc.com

Winchester RASAC (Rape and Sexual Advice Centre) offer free counselling to children and young people up to the age of 18 who have been affected either directly or indirectly by sexual violence or abuse in the Rushmoor and Hart areas. Telephone the Advice & Support Line on 01962 868 688 or 01962 864 433 or visit www.rasac.org.uk/children-young-people

LEGAL AID AGENCY

Legal aid can help pay for legal advice, mediation or representation in court if you can't afford to pay. www.cls.direct.org.uk
To access an online checker to see if someone is eligible for legal aid go to www.legal-aid-checker.justice.gov.uk

LGBT NATIONAL DOMESTIC ABUSE HELPLINE

Emotional and practical support for LGBT people experiencing domestic abuse.

Opening times: 10am - 5pm Monday - Wednesday, 10am - 8pm
Thursday, 1pm - 5pm Friday and 12noon - 4pm Sunday.

Trans specific service, Tuesday 1pm - 5pm Online chat: 3pm - 7pm
Saturday and Sunday Telephone 0300 999 5428

www.galop.org.uk email: help@galop.org.uk

LGBTQ SUPPORT GROUP FOR YOUNG PEOPLE (LESBIAN, GAY, BISEXUAL, TRANSGENDER)

The 'Step Out' group is run by Step by Step for young people aged 15-25 who are lesbian, gay, bisexual, transgender or think they might be. For more information contact Dean.

Lbgt.stepout@stepbystep.org.uk;
telephone 01252 346105 or 07843 261349

MANKIND HELPLINE

ManKind operate a helpline Monday – Friday 10am to 4pm where you can speak to a volunteer who knows what you are going through. .

Telephone: 01823 334244

MENTAL HEALTH: COMMUNITY ACCESS PROJECT

Provides friendly, impartial advice and support for 18-65 year olds who are struggling to cope with daily activities as a result of mental distress (for example depression, anxiety, stress, loneliness, schizophrenia, etc)

Telephone: 07894 606244
or email: broadhurstcap@hotmail.co.uk

MENTAL HEALTH HELPLINE

Crisis Helpline for those with mental health problems in North East Hampshire and Surrey which is open from 5pm until 9am, Monday to Fridays and for 24 hours at weekends, including Bank Holidays. If the lines are busy, the caller will be directed to an answer phone to leave a message and will receive a call back within 30 minutes.

From 9am – 5pm the calls will be answered by a trained member of staff and the call referred to the Community Mental Health Team.

Telephone: 0300 456 8342

MODERN SLAVERY PARTNERSHIP

Multi agency partnership working together to fight slavery and support victims of slavery in Hampshire and the Isle of Wight.

www.modernslaverypartnership.org.uk/

NEPALI DOMESTIC ABUSE SUPPORT SERVICE

Support for non-English speaking Nepali domestic abuse victims to access information and support to keep them safe and increase their awareness of the options available to them.

Telephone: 01252 333618

NEPALI INFORMATION LINE

Recorded information about domestic abuse in spoken Nepali to inform victims and help point them in the direction of support & emergency services

Telephone: 01252 398939

OUTREACH WORKER

The Integrated Domestic Abuse Service for Hampshire provides practical assistance, emotional help, financial advice, liaison with agencies and resettlement work. Referrals can be made by the client themselves, via friends or family or by agencies.

Contact on 0330 0165112

e-mail: spoc@theyoutrust.org.uk

POLICE

In emergencies victims should call 999.

For non-emergencies in Hampshire, call the single Non Emergency Number (SNEN) 101

For Safeguarding enquiries please e-mail:

Safeguarding.team.northern@hampshire.pnn.police.uk

For MARAC referrals please email

hampshire.mash.admin@hampshire.pnn.police.uk

or telephone - 01329 316113 for advice

For Child & Adult abuse referrals please e-mail:

hampshire.MASH.admin@hampshire.pnn.police.uk

Ministry of Defence Police - 01371 854444

Royal Air Force Police - 01256 367296

Royal Military Police - 01252 787480

Royal Navy Police - 02392 723966

PMHT (Primary Mental Health Team)

Work with children and young people with moderate emerging mental health difficulties as well as offering liaison, training and training consultation. Provide a consultation line for professionals to discuss children they may have concerns about who are not currently open cases to CAMHS

Telephone: 01256 392766

PRINCESS ROYAL TRUST - ADULT CARERS SUPPORT

Individually tailored support for carers which includes information; acting as a carer's advocate; liaison with Adult Services, health and benefit agencies and; free counselling for carers.

Emergency planning is also offered to help carers draw up their own emergency plan which will be activated should there be an emergency and the carer is unable to fulfil their caring role.

Tel: 01264 835246 / 835205,

email info@carercentre.com.

Website: www.carercentre.com

PROBATION SERVICES

The National Probation Service is a statutory criminal justice service that supervises high-risk offenders released into the community, supporting their rehabilitation while protecting the public. They work in partnership with the CRCs, courts, police and private and voluntary sector partner in order to manage offenders safely and effectively. Hampshire Probation Service are part of the South West and South Central district -

Email: SWSCdivisionaloffice.generalenquiries@probation.gsi.gov.uk

Hampshire & Isle of Wight Community Rehabilitation Company (CRC) manage low and medium risk offenders in the community - those subject to a court order and those released from prison on licence. They work with a range of partners to achieve their aim of tackling the root cause of an offender's behaviour.

The Programmes Team deliver the Building Better Relationships
© North East Hampshire Domestic Abuse Forum Service Directory

(BBR) group programme to those who have a pattern of Intimate Partner Violence. Non probation clients can be referred to this programme.

Contact the Aldershot CRC on 0300 047 2200.

The Programmes Team that cover North Hampshire are based at Basingstoke CRC - Telephone 0300 047 2100

RADAR - Raising Awareness of Domestic Abuse in relationships.

Needs led interventions to help perpetrators of domestic abuse, aged 18 or over, who want to change their abusive behaviour towards a partner. An initial assessment is made to tailor the support each individual would most benefit from and could include individual and / or group work based programmes (previously ADAPT). RADAR is coordinated through the Domestic Abuse Prevention Partnership (DAPP) for Hampshire and Southampton, led by the Hampton Trust in partnership with Aurora New Dawn and Baseline Consultancy.

Telephone: 02380 001061 (office);
02380 009898 (programmes)

RASAC (Rape & Sexual Abuse Centre)

Winchester RASAC (Rape and Sexual Advice Centre) offer free counselling to children and young people up to the age of 18 who have been affected either directly or indirectly by sexual violence or abuse in the Rushmoor and Hart areas. Telephone the Advice & Support Line on 01962 868 688 or 01962 864 433 or visit www.rasac.org.uk/children-young-people

RELATE – North East Hampshire & Borders

Offer relationship counselling, advice and mediation services for couples going through difficult or unhappy stages in their relationships. This service is also available for people in same sex relationships.

Telephone: 01252 324679
email: apps@relatenehants.org.uk

RUSHMOOR & HART EARLY HELP HUB

Hart & Rushmoor Early Help is a Hampshire County Council Social Care service which facilitates a multi agency-response to children and families requiring interventions beneath the threshold of statutory social care. The Early Help Hub is not a service delivery point but will work with you as the requester to ensure the appropriate support and interventions are put in place to meet the needs of the families who are assessed at being at Level 3. This support should be accessed through Children's Services Central Referral Team consultation phone line. 0300 5551384

Monday - Thursday 8.30-5pm, Friday 8.30am - 4.30pm

Early Help Hub Consultation Line 01252 796324 (*professionals only*) 08.30 – 1230 Monday to Friday.

Email Early Help Hub: hartandrushmoor.earlyhelp@hants.gov.uk

The service also provides a variety of courses (referral only) at level 2 which can be discussed by ringing the early help consultation line. A referral form will be sent to the requester to complete with the family identified.

RUSHMOOR & HART WOMEN'S REFUGE

Our local refuge provides a safe space, as well as practical and emotional support for women and children. The refuge staff are specialised in dealing with domestic violence issues.

Telephone: 0330 0165112 for the local refuge
or 0808 200 247 to access refuges around the country.

SAMARITANS

Confidential, non-judgemental emotional support and listening service for those who are despairing, going through a crisis, feeling suicidal or just needing a sympathetic ear. Available 24 hours a day,

Telephone 116 123

Website: www.samartians.org

Address - 182a Farnborough Road, Farnborough, GU14 7JW

www.relatenehab.org.uk

Or visit the office at 12 Arthur Street, Aldershot GU11 1HL

9am - 6pm Monday to Thursday and 9am - 3pm Friday

REVENGE PORN HELPLINE

Free confidential advice and support to try and minimise the reach and some of the harm caused by revenge porn.

Telephone: 0845 6000 459

www.revengepornhelpline.org.uk;

ROYAL NAVY / ROYAL MARINES WELFARE (RNRMW)

Advice, counselling, emotional support, practical support and advocacy for Royal Naval personnel and their families

Telephone: 02392 728777

02392 726159 (out of hours)

E-mail: navyperswelfare@mod.uk

RSPCA PET RETREAT

The RSPCA Pet Retreat Service may be able to arrange for foster carers to look after your pets if you are fleeing domestic abuse. Your pet will be given a good home until you are settled and can look after it again.

Telephone: 0300 1238278 or 07715 540182;

email - petretreat@rspca.org.uk;

website www.rspca-petretreat.com

RUSHMOOR NEPALI DOMESTIC ABUSE SUPPORT SERVICE

Help to enable domestic abuse victims from the Nepali community access information and support to keep them safe and increase their awareness of the options available to them. The service is also able to assist agencies increase their understanding of cultural issues as well as working jointly to support victims.

Telephone: 01252 333618

Email: Aliza.ag@citizensadvicersushmoor.org.uk

SARC (SEXUAL ASSAULT REFERRAL CENTRE)

See entry under "Treetops"

SCHOOL NURSES

Offer advice, signposting and listening support for those with school aged children. Your local school nurse can be contacted through your child's school or via School Health, by self referral and through other local agencies.

Telephone: 01252 335654 or 01252 335655

SOLICITORS

The following solicitors are members of the Domestic Violence forum and are all local solicitors who specialise in family law and deal with Domestic Violence cases on a frequent basis.

Bells (Farnham) 01252 733733

Constantine & Summers (Camberley) 01276 23211

Campbell, Hooper & Co* (Sunningdale) 01344 622141

Davies Blunden and Evans **(Farnborough) 01252 541633

Fulchers (Farnborough) 01252 522475

Heald Nickinson* (Camberley) 01276 680000

Mullenders (Woking) 01483 771 733

Pinto Potts (Fleet and Aldershot) 01252 361200

Whealers (Farnborough & Ash Vale) 01252 316316

Woodford, Stauffer (North Camp) 01252 375376

The National Centre for Domestic Violence (NCDV) offers a 24 hour emergency freephone for help with obtaining an injunction.

Telephone: 0844 8044 999 www.ncdv.org.uk

* *Legal aid* ** *Legal Aid for asylum cases*

*

SSAFA The Armed Forces Charity Social Work

In addition to the wider support available through SSAFA, a welfare and social work service is available to RAF personnel and their dependants with tri-service signposting to AWS and RN/RM Welfare for members of the other forces.

Telephone: 0800 731 4880

01256 367208 or 01256 367217 (RAF Odiham)

SSAFA COMMUNITY VOLUNTEERS

National charity helping and supporting those who serve, have served, or are family members of the three Armed Forces, including the Reserves, those who did National Service and their dependants. The Community Volunteers project provides practical support and signposting.

Telephone: 0792 5530071

SSFA FORCESLINE

Free and confidential telephone helpline and email service that provides support for serving (regulars and reserves) and ex-service men and women from the Armed Forces and their families. As an independent charity, SSAFA is not part of the military chain of command.

Telephone 0800 7314880 Monday to Friday, 9am – 5pm.

SSFA STEPPING STONE HOMES

Stepping Stone Homes are a place to stay for women and their children when their relationship with someone in the Forces breaks down. They are for separated or estranged wives, service-women and former servicewomen, UK and non-UK female citizens and those who depend on any of these women.

See www.ssafa.org.uk/help-you/currently-serving/housing-women-and-children/information-about-ssafa-stepping-stone-homes

STALKING HELPLINE

Support and information for those affected by stalking or concerned about another person who is being stalked or harassed. The helpline is open 9.30am – 4pm weekdays, except Wednesday when it is open 1pm – 3pm.

Telephone 0808 802 0300

STEP BY STEP

Support and advice for young people aged 16-25 with issues such as family relationships, benefits, accommodation and other issues. The service also provides outreach support for young people in Rushmoor and Hart through drop-in sessions, both from their base in Crimea Road, Aldershot and locations around the area.

Telephone: 01252 346100

STONHAM HOME GROUP

One to one support, group sessions and drop in surgeries in Hart and Rushmoor to help with housing and homeless issues, benefit advice, substance misuse and for those who need relationship and parenting support.

Telephone: 01252 341866,

email: HartAndRushmoorSocialInclusion@homegroup.org.uk

website: www.homegroup.org.uk

SURREY DOMESTIC ABUSE SERVICES

Information about domestic abuse services in Surrey can be found at www.surreyagainstda.info

Your Sanctuary operate a 24 hour helpline on 01483 776822

TALKPLUS

TalkPLUS consists of a team of therapists, counsellors and psychologists who support people living in Rushmoor, Hart or Farnham. They can help with many concerns or problems, including depression, anxiety, panic attacks, phobia's and low self-esteem and offer a range of helpful tools and therapies including Cognitive Behavioural Therapy.

Telephone 01252 533355

www.talkplus.org.uk

THE VINE

Project to help homeless clients based in Aldershot with services delivered Monday to Friday. The project offers companionship and practical assistance including housing and benefit advice, securing accommodation, counselling, drug and alcohol support, drop in Health Clinic, budget management, form filling, laundry services, a nutritious meal, emergency food parcels or clothing and a range of stimulating leisure activities within a safe environment.

Telephone: 01252 400196;
website: www.thevinecentre.org.uk

Treetops SARC (SEXUAL ASSAULT REFERRAL CTRE)

Treetops SARC provides a supportive environment for male and female victims of rape or serious sexual offence over the age of 13 from Hampshire and the Isle of Wight, with specially trained female doctors and project workers available.

Telephone 02392 210352

VETERANS MENTAL HEALTH LIAISON & DIVERSION SERVICE

Department of Health funded scheme to support veterans who are currently in the criminal justice system or at risk of offending where there are mental health, alcohol, housing or social services issues.

Telephone: 07767 480065
E-mail: michaela.waspe@nhs.net

VETERANS OUTREACH SUPPORT AND ADVICE

Drop-in sessions are held on the fourth Tuesday each month from 10.30am – 2.30pm for general advice or specific help for ex-service personnel and their family members.

To find out details about these sessions, please contact Jane McClintock at Mike Jackson House, Aldershot

Telephone 01252 785070

SURREY HEATH VETERANS & FAMILIES LISTENING PROJECT

This project meets every 2nd Tuesday of the month, 10am - 2pm at Camberley Sea Cadets, TS Diadem.

Email: surreyhealth-veterans@yahoo.com

[Www.shvflp.org.uk](http://www.shvflp.org.uk)

VICTIM SUPPORT

Victim Support is an independent national charity for people affected by crime. The service is independent, confidential & free. Victim Support is available to anyone affected by domestic abuse. The incident does not need to have been reported to the police. Specially trained volunteers offer personal and emotional support. People are given time to talk about their experiences and feelings, discuss future options, choices and their consequences. Volunteers also provide information about the criminal justice system; identify agencies which might be best placed to assist and, if wished, contact other agencies.

Telephone: 0808 1781641

Victim Support line 0808 1689 111

Website: www.victimsupport.org.uk

VICTIM SUPPORT YOUTH PROGRAMME

Helps young people cope with the impact and effects of crime. The crime doesn't have to have been reported to the police for support to be accessed.

www.youandco.org.uk

WELLBEING CENTRE FOR HART & RUSHMOOR

Support for those who are experiencing difficulties with their mental wellbeing and would like support in their recovery. The service is based at 121 Victoria Road, Aldershot GU11 1JN and has a drop in café which is open to all as well as workshop sessions on a wide range of topics and one to one support

Telephone: 01252 338810

E-mail: r.webster@mcch.org.uk

WITNESS SERVICE

Going to court as a witness or as the victim of crime can be a worrying experience, particularly if it the first time and witnesses don't know what to expect. The Witness Service helps witnesses, victims, their families and friends before, during and after a hearing. Trained volunteers provide emotional support and practical information about court proceedings.

An enhanced outreach service is available to witnesses who are particularly anxious, or are young and can include a home visit

Telephone: 0300 3321000

WITNESS CARE UNIT, (ALDERSHOT & WINCHESTER CROWN COURT'S)

Contacts victims and witnesses in criminal court cases to provide information about the court process and overcome any difficulties in attending court. They can also signpost to other agencies.

Practitioners can contact the office direct if concerned about a particular victim or witness on

Telephone: 023 8047 8287

YOUNG CARERS GROUP (Rushmoor & Hart)

Weekly meetings held for young carers at The Point Youth Centre, Harlington Way, Fleet.

Fleet Club Monday Evenings 19.00-21.00 (10-18 year olds) and
Farnborough Club Wednesday Evenings 17.30-19.30 (8-13 year olds)

For more information, please contact Telephone: 01252 815652
e-mail: youngcarers@hartvolaction.org.uk
Website: www.hartvolaction.org.uk

YOUTH HAVEN, ALDERSHOT

Support for 10 - 17 year olds suffering from mental health issues.
Meets Tuesdays, Wednesdays, Thursdays, Fridays and Sundays
6.30pm - 8.30pm in Aldershot.

Telephone 0800 061 4132 during their opening hours

YOUTH SUPPORT SERVICE (HAMPSHIRE COUNTY COUNCIL)

Information and support for vulnerable young people (11 - 19)

Telephone - 01252 326000

www3.hants.gov.uk/youthtube

YOUTH AIMS / ONE STOP SHOP

Confidential drop in service for young people aged up to 25 years. The centre offers advice, guidance and up to date accurate information on issues around accommodation, , education, health, families and relationships.

Step by Step 36 Crimea Road, Aldershot. GU11 1UD

Opening hours Monday - Thursday 9.00am - 4.00pm,

Friday 9.00am - 3.00pm

Telephone: 01252 346105

website: www.stepbystep.org.uk

Health and wellbeing drop ins for 11 - 19 year olds are additionally held at Connaught School (Capricorn Youth Club) Mondays 2.45 - 4.45pm (term time only) and at Samuel Cody School, Ballantyne Road, Farnborough on Tuesdays 3 - 5pm (term time only).

OUT OF AREA OR NATIONAL HELPLINE SERVICES

ACTION ON ELDER ABUSE

This organisation aims to prevent abuse in old age by raising awareness, providing education and promoting research

Telephone 020 8765 7000 / 0808 808 8141

www.elderabuse.org.uk

AGE CONCERN

Confidential specialist advice and help including counselling and advocacy.

Telephone: 01962 868545, Fax: 01962 842358
or email: mail@ageconcernhampshire.org.uk

Website: www.ageconcernhampshire.org.uk

BARNARDO'S

Helps children, young people and their families over the long term to overcome the most severe disadvantages.

Tel: 020 8550 8822

www.barnados.org.uk

BBC HITTING HOME CAMPAIGN

The BBC website provides a wealth of information, help and support for anyone affected by domestic violence

www.bbc.co.uk/health/hh

CHILDLINE

A confidential telephone counselling service for any child or young person with any problem, 24 hours a day.

Telephone: 0800 1111

www.childline.org.uk

There is also a designated line for children currently living away from home, called 'The Line': 0800 884 444

NSPCC CHILD PROTECTION HELPLINE

Telephone: 0800 800 500

CIS'ters (Childhood Incest Survivors)

Support for adult women who have experienced sexual abuse as a child.

Telephone: 023 8033 8080 (ansaphone)

COURTS – COMMUNITY LEGAL SERVICE

Information leaflets and help regarding both the criminal and civil law are available on this website, together with links to help you find local solicitors who can help you. There is also an online calculator to see whether you may be eligible for legal aid.

www.clsdirect.org.uk

CRIMINAL INJURIES COMPENSATION SCHEME

For compensation through the CICS you must no longer be living with your partner

Tel. 020 7842 6800 www.cica.gov.uk

DIGITAL TRUST

Information to help people experiencing digital abuse, cyberbullying, harassment, stalking and trolling.

www.digital-trust.org

DIVORCE ONLINE

Gives details of the help available through the law, the action the police can take and information on going to court.

Website: www.divorceonline.co.uk

DOMESTIC VIOLENCE 24 HOUR HELPLINE

This is a 24 hour a day, free National helpline run by Women's Aid and Refuge which offers women and children access to emergency refuge accommodation, information and safety planning. They have access to a minicom and language-line facility.

Freephone 0808 2000 247

DRUGS NATIONAL HELPLINE

This is a 24 hour helpline which gives information and advice to anyone in the UK concerned about drugs. This includes drug users, their families, friends and people who work with them.

Telephone: 0800 776 600

FGM HELPLINE

24 hour helpline run by the NSPCC to advise, support and protect vulnerable children from Female Genital Mutilation (FGM)

Telephone: 0800 028 3550

E-mail: fgmhelp@nspcc.org.uk

GINGERBREAD

Support organisation for lone parent families in England and Wales. Contact lone parents via their online discussion group.

Telephone 0800 0184318

www.gingerbread.org.uk

HAMPTON TRUST

Offer a range of services for adult victims, children and young people, and perpetrators of domestic abuse.

Telephone: 02380 001061

Please refer to the website at www.hamptontrust.org.uk

HIDDEN HURT

Website based information and advice for children about domestic violence, including national and regional helpline numbers.

www.hiddenhurt.co.uk

HAMPSHIRE MEDIATION SERVICE

This is a mediation service for families facing conflict.

Telephone: 023 9243 3388

MIND

For information and advice about mental health issues

www.mind.org.uk

MINDED FOR FAMILIES

Online information for families concerned about a family member's mental health or wellbeing. www.mindedforfamilies.org.uk

NHS 111

Operates a telephone 24 hour nurse advice and health information service, providing confidential information.

Telephone: 111
www.nhsdirect.nhs.uk

NSPCC

Free 24 hour helpline for any concerned about a child at risk – offers information, support, advice and counselling.

Telephone: 0800 800 500
www.nspcc.org.uk

The Kids Zone section provides information and advice about child abuse and what you can do to help it stop.

NSPCC CHILD TRAFFICKING ADVICE CENTRE

Specialist service providing information and advice about child trafficking.

Telephone 0808 800 500

ACTION FOR PRISONER'S FAMILIES HELPLINE

Free, confidential service for anyone who is affected by the imprisonment of a close family member or friend.

Telephone: 0808 808 2003 (helpline)
www.actionpf.org.uk

RAPE CRISIS

Provides support and counselling to anyone over 16 who has suffered any sexual abuse or assault, however long ago.

Telephone: 0808 802999
www.rapecrisis.org.uk

REFUGE 24 HOUR DOMESTIC VIOLENCE HELPLINE

This service provides information, support and practical help, 24 hours a day to women experiencing domestic violence. Refers women and their children escaping domestic violence to refuges throughout the UK

Telephone: 0808 2000 247 www.refuge.org.uk

REFUGE FOR WOMEN WITH LEARNING DISABILITIES

Safe, confidential refuge accommodation for single women (over 18 years) who have learning difficulties. Support and counselling and resettlement is also available. Accessible to women with mobility difficulties.

Telephone: 0208 522 0675

REUNITE

Advice, information and support to parents, guardians and family members who have had or who fear abduction

Telephone: 0116 2556 234
www.reunite.org

REVENGE PORN HELPLINE

Free, confidential advice and support. Whilst the service cannot guarantee removal of all images online, their partnerships with internet industry partners allows us them to minimise the reach, and some of the harm caused by revenge porn.

Telephone: 0845 6000 459
www.revengepornhelpline.org.uk

SELF HARM

Online resources including self-help tools, tools to be used when working with people who self-harm, insights and information.

www.battle-scars-self-harm.org.uk

SHELTERLINE

24 hour free national housing helpline providing advice to anyone with a housing problem. Can provide emergency access to refuge services together with information about housing rights and homelessness

Telephone: 0808 800 4444
www.shelter.gov.uk

SLAVERY

NSPCC operated helpline for those affected by modern slavery

Telephone: 0800 0121 7000

STALKING HELPLINE

Confidential helpline available 9.30am - 4pm weekdays
 (Wednesdays 1pm - 4pm).

Telephone: 0808 802 0300
 e-mail: advice@stalkinghelpline.org

THE SURVIVORS TRUST

UK-wide national umbrella agency for 130 specialist organisations for support for the impact of rape, sexual violence and childhood sexual abuse throughout the UK and Ireland. Their website includes lots of information and links to specialist services in different areas.

tel: 0808 801 0818
www.thesurvivorstrust.org

UK DISABILITY FORUM

Telephone: 020 7725 4242

UK HUMAN TRAFFICKING CENTRE

Telephone 0844 7782406

UK SLAVERY HELPLINE

Telephone 0800 012 1700

WOMENS AND GIRLS TELEPHONE NETWORK

Telephone helpline for women affected by experiences of violence. Tuesday 6 – 8.30pm and Thursday 12 – 12.30pm. Emotional support and practical information on legal, medical and housing issues

Telephone: 020 7610 4345

WOMEN'S AID

This service offers support, help and information, can discuss the practical and legal options available, and if wished can refer to a local Women's Aid refuge and advice service, or other sources of help. All calls are taken in strictest confidence.

Opening hours: 24 hour national helpline number

Local Outreach worker based in Surrey will offer help to those attending Frimley Park Hospital including Hampshire residents.

Women's Aid Federation of England has a 24 hour helpline for information on refuges throughout England.

Telephone: 0808 2000 247

Their website www.womensaid.org.uk has lots of information and you can access the survivors handbook which covers many of the issues faced by victims, offering practical advice and information.

MALE VICTIMS

MEN'S ADVICE LINE:

Information and advice for male victims of domestic violence. This non-judgemental helpline gives men a chance to talk about their experiences and offers emotional and practical support together with signposting to other agencies who may be able to help.

Monday - Friday 10am - 1pm and 2pm - 5pm

Telephone: 0808 801 0327

www.mensadvice.org.uk

MANKIND

Advice and help for male victims of domestic abuse.

A helpline is available Monday - Friday 10am - 4pm where you can speak to someone who understands what you are going through.

Mankind can also signpost you to refuge provision for male domestic violence victims.

Telephone: 01823 334244

Head Office : Flook House, Belvedere Road, Taunton, TA1 1BT

www.mankind.org.uk

MANKIND UK

A support service for men, who have been sexually abused, sexually assaulted and/or raped.

Telephone: 01273 510447

now www.mankindcounselling.org.uk

MEN'S AID

Men's Aid is a registered charity which has been set up to provide free practical advice and support to Men who have been abused.

Helpline Telephone No: 0871 223 9986

The Helpline staff understand and are here to help. You will find

- someone to talk to in the strictest of confidence
 - helpful and constructive advice
 - information on other useful contacts specific to individual needs
- or e-mail: help@mensaid.com

Web-site Address: www.mensaid.com
Men's Aid Forum: www.mensaid.com/forum

M-POWER

A national helpline for men who have who have been raped, assaulted or abused in childhood or adult life. The helpline also supports partners (male and female) and family members of abused men.

Telephone: 0808 808 4321 (Thursday evenings only)

E-mail: support@male-rape.org.uk

Website: www.male-rape.org.uk

SAFELINE

Helpline and online and telephone counselling support for men who have been targets of rape or sexual abuse.

Telephone 0808 800 5005

www.safeline.org.uk

SURVIVORS UK

A national helpline for men who have been victims of violence, sexual assault and rape. The helpline may be able to arrange counselling or a support group if you live in the London area. If you live outside London, Survivors UK may be able to provide details of an appropriate service outside the London area

(Helpline: Tuesday and Thursday, calls charged local rate)

Telephone: 0845 122 1201

Website: www.survivorsuk.org.uk

ETHNIC MINORITY GROUPS

ASIAN WOMEN

There is an Asian women's refuge which offers support and resettlement to Asian women and their children which is run by Hackney and Tower Hamlet's Asian Women's Aid. Interpreters are available and support is also offered to Asian women outside London area. Telephone Labo Housing for details 0207 7909955

or Email: info@labohousing.org.uk

Newham Asian Women's Project helpline 0208 472 0528

or www.nawp.org

KIRAN

Asian Women's Aid Provides safe, temporary accommodation for Asian women and their children escaping domestic violence

Tel. 020 8558 1986

www.rdlogo.com/cwp/kawa/

NSPCC ASIAN CHILD PROTECTION HELPLINES

Open 11am - 7pm Monday - Friday (all calls are free)

Bengali speaking advisor 0800 096 7714

Gujarati speaking advisor 0800 096 7715

Hindu speaking advisor 0800 096 7716

Punjabi speaking advisor 0800 096 7717

Urdu speaking advisor 0800 096 7718

English speaking Asian advisor 0800 096 7719

RUSHMOOR NEPALI DOMESTIC ABUSE SUPPORT SERVICE

Help to enable domestic abuse victims from the Nepali community access information and support to keep them safe and increase their awareness of the options available to them. The service is also able to assist agencies increase their understanding of cultural issues as well as working jointly to support victims.

Telephone: 01252 333618

SHAKTI BHAVAN (Asian Women's Refuge)

Telephone: 01703 633336

SAHARA

Supports Asian women and their children, can provide accommodation to abused women. All Sahara workers have detailed cultural knowledge and are from Hindu, Sikh or Muslim backgrounds.

Telephone: 01189 266333

BLACK ASSOCIATION OF WOMEN STEP OUT (BAWSO)

This organisation works with black women who have experienced or are experiencing domestic violence.

Telephone 029 2043 7390

CHINESE WOMEN'S REFUGE GROUP

Aim to provide a safe house for women and children of Chinese origin fleeing domestic violence. Telephone advice, drop-in sessions and support is available to women outside the London area. Interpreters are available.

Telephone: 0207 837 7297

CHINESE INFORMATION AND ADVICE CENTRE (CIAC)

Offers information on family issues, domestic violence and immigration

Telephone: 020 7692 3697 www.ciac.co.uk**CHINESE WOMEN'S INFORMATION AND ADVICE CENTRE**

Interpreters available

Telephone: 0207 836 8291

FGM HELPLINE

24 hour helpline run by the NSPCC to advise, support and protect vulnerable children from Female Genital Mutilation (FGM)

Telephone: 0800 028 3550

E-mail: fgmhelp@nspcc.org.uk

FORCED MARRIAGE UNIT

If you fear you may be forced into marriage overseas, or know someone else who may be

Telephone: 020 700 8023

FRIENDS, FAMILIES AND TRAVELLERS

Confidential advice, information and support to all travellers.
Telephone: 01458 832371

HAMPSHIRE ETHNIC MINORITY AND TRAVELLER ACHIEVEMENT SERVICE

Safeguarding advice and guidance for parents, including information on keeping children safe online and FGM in various languages. Parents and carers can call the EMTAS language lines during term time to talk about any aspects of their children's education and wellbeing, with advisors based in their offices at set times who can speak Arabic, Bulgarian, Chinese Mandarin, Hungarian, Nepali, Polish, Portuguese, Romanian, Spanish, Turkish as well as a Gypsy, Roma and Traveller phone line.

See <http://www3.hants.gov.uk/education/emtas/supportinglanguages/emtasphonelines.htm#languagephoneline>
for times of operation or Telephone 01256 330195

Hampshire EMTAS (Ethnic Minority and Traveller Achievement Service) have a Polish language helpline which operates Wednesdays 2 - 4pm, term times.

Telephone 01256 330195

HOME OFFICE LEAFLETS IN DIFFERENT LANGUAGES

The Home Office have translated the Domestic Violence information leaflet into the following languages: Arabic, Bengali, Chinese, Gujarati, Greek, Hindi, Punjabi, Somali, Turkish, Urdu, Vietnamese and Welsh.

These can be ordered through Prolog on

Tel: 0870 241 4680

Fax: 0870 241 4786

or email: homeoffice@prolog.uk.com

IMMIGRATION ADVISORY SERVICE

Provide free and confidential legal advice and representation tailored to each clients needs on immigration or asylum.

Telephone: 020 7378 9191

www.iasuk.org

Victims of domestic violence may be eligible to apply for permission to settle permanently in the UK (known as 'indefinite leave to remain') and information about this process, together with details about how to apply for emergency funding if you have no recourse to public funding can be found on the UK Border Agency website: <http://www.ukba.homeoffice.gov.uk/visas-immigration/while-in-uk/domesticviolence/>

Where possible the advice of a lawyer specialising in immigration should be sought.

Rushmoor & Hart, – Davies, Blunden and Evans 01252 541633

or you can search on the Legal Services Commission website: <http://legaladviserfinder.justice.gov.uk/AdviserSearch.do> for other providers.

JEWISH WOMEN'S AID

Provide advice, support, befriending and counselling service as well as refuge accommodation.

Telephone: 0800 591 203

NE HANTS DOMESTIC ABUSE TRANSLATED LEAFLETS

Information in Nepalese, Polish and Portuguese about domestic violence and abuse is available from the forum by contacting

Karen Evans on 01252 774256

NO RECOURSE TO PUBLIC FUNDING GUIDE

On line resources to explain more about the implications of No Recourse to Public Funding as well as an interactive web tool for practitioners and individuals www.nrpfnetwork.org.uk

POLISH DOMESTIC VIOLENCE HELPLINE

National helpline to support Polish victims of domestic abuse living in the UK. Helpline staff speak Polish and can undertake risk assessments for callers who ask for help and signpost to specialist support.

Telephone: 01270 260106

Email: polishhelpline@cheshirewithoutabuse.org.uk

SOUTHALL BLACK SISTERS

Support and information is available for Asian and African-Caribbean women who have experienced domestic violence, forced marriages, abductions and conflict in the family and community.

Telephone: 020 8571 9595

LGBT(Lesbian, Gay, Bisexual, Trans) RELATIONSHIPS

ACTION AGAINST HOMOPHOBIA

Offers services to both adults and under 25's for same sex survivors. Information, advice and support

Telephone: 01908 241528

BREAKOUT YOUTH

Support for young people aged 11 to 21 who are lesbian, gay, bisexual, transgender, non-binary or are questioning their gender or sexuality.

Telephone 02380 224224 or 07909 373041
email: enquiries@breakoutyouth.org.uk and
website www.breakoutyouth.org.uk

CHRYSALIS

Provides all aspects of support to transitioning transgender people, their families and work colleagues.

A support group for transitioning transgender (transsexual) adults meets in Basingstoke and provides counselling support and life skills workshops for male to female, female to male and intersex beneficiaries. There is also a support group for Significant Others, who are supporting people through transition

Telephone: 01489 589111
or email: info@chrysalis-gii.co.uk

GENDER IDENTITY RESEARCH & EDUCATION SOCIETY

Information for trans people, their families and professionals who care for them.

Telephone: 01372 801554
www.gires.org.uk

HOLD TIGHT

This organisation aims to raise awareness of same sex domestic abuse and works towards inclusion within current service provision

www.lgbt-dv.org

LAGLOS (LESBIAN AND GAY LIAISON OFFICERS), HAMPSHIRE POLICE

LAGLOs are police officers and staff who are dedicated to supporting lesbian, gay, bisexual and transgender communities, working to build trust and confidence, encourage people to report homophobic and transphobic hate crimes and support LGB&T witnesses and victims of crime. LAGLOs will treat what you tell them sensitively and in confidence.

Telephone 101 and ask to speak to a LAGLO
or email postmaster@hampshire.pnn.police.uk

LGBTQ SUPPORT GROUP FOR YOUNG PEOPLE (LESBIAN, GAY, BISEXUAL, TRANSGENDER)

The 'Step Out' group is run by Step by Step for young people aged 15-25 who are lesbian, gay, bisexual, transgender or think they might be. For more information contact Dean.

E-mail: Lbgt.stepout@stepbystep.org.uk;
telephone 01252 346105 or 07843 261349

LESBIAN AND GAY SWITCH BOARD

Aims to provide an information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the UK.

Telephone: 020 7837 7324
www.llgs.org.uk

MERMAIDS

Family and individual support for gender diverse children and young people through a telephone helpline and email information service. The service offers parents and teens online forums, residential weekends for the whole family and local groups help at different locations across the country.

Telephone 0344 3340550; email info@mermaidsuk.org.uk ;
www.mermaidsuk.org.uk

NATIONAL LGBT DOMESTIC ABUSE HELPLINE

Emotional and practical support for LGBT people experiencing domestic abuse.

Opening times: 10am - 5pm Monday - Wednesday, 10am - 8pm

Thursday, 1pm - 5pm Friday and 12noon - 4pm Sunday.

Trans specific service, Tuesday 1pm - 5pm Online chat: 3pm - 7pm

Saturday and Sunday

Telephone 0300 999 5428

www.galop.org.uk

email: help@galop.org.uk

SOLA SURVIVORS OF LESBIAN PARTNERSHIP ABUSE

Supports women who have experienced physical, emotional, sexual abuse or domestic violence by a female partner. Face to face crisis support and self help groups.

Telephone: 0207 3287389

www.beyou.org.uk

STONEWALL HOUSING ADVICE

(LESBIAN AND GAY MEN)

A charity providing hostels for lesbian and gay men, advice and information on homelessness, housing options, harassment and finding accommodation.

Telephone: 020 7359 6242

DEAF AWARENESS

As around 1 in 7 people have some form of deafness, the following tips have been provided by deafPLUS for how you can help.

- Ensure BSL (British Sign Language) interpreters are offered to people who sign
- Ensure a loop system is fitted to all rooms and if this is not possible, a portable loop is available and regularly tested
- If the person relies on lip reading, it is important to ask where the person would like to sit in a room as lighting and positioning can make a big difference
- Ensure that you are facing a deaf person when speaking to them and that you speak clearly – shouting or speaking slower than normal distorts the lip pattern and makes lip reading harder
- Ensure that you don't put your hands to your face as this obscured the mouth for lip reading
- Cut out as much background noise as possibly

Ensure you offer a fax number, email and text number (where possible) on publicity and request that people who may require communication support contact you with their requirements.

BLIND AND PARTIALLY SIGHTED PERSONS

The Home Office Domestic Violence leaflet is available in Braille and also on audio tape and can be obtained by

telephoning 0870 241 4680

To make leaflets and printed information accessible for partially sighted people it is recommended that you follow RNIB Clear Point guidelines which include a minimum font size of 14 points and that you left align the print. For full details of the Clear Print Guidelines and details about the RNIB See It Right pack see:

www.rnib.org.uk/seeitright

The Royal Institute for the Blind is able to help with the translation of information into Braille, audio and large print formats and can be contacted on:

Telephone 01733 375370

PERPETRATORS HELP

DAPP - Domestic Abuse Prevention Partnership

The DAPP provides a wide range of support interventions including the RADAR – Raising Awareness. This programme enables individuals who perpetrate domestic abuse want to change their behaviour towards a partner through a range of individual and group based sessions. Referrals to the programme can be through agencies or self-referral.

A mentoring project operates to help men who are thinking about accessing the programme, but would like to speak to someone first who has been through the programme .

The Women’s Support Worker offers individual support to women whose partners are on the Programme.

Telephone: 02380 001061 (office)
02380 009898 (programmes)

Email: dapp.spoc@hamptontrust.cjsm.net

EVERYMAN PHONE LINE

A national helpline for men who are violent or concerned about their violence and the consequences of this. The helpline can provide telephone counselling and advice about local services. A face to face counselling service is also available but only in the London area.

(Helpline: Tuesday and Thursday) Telephone: 020 7737 6747

BRITISH ASSOCIATION OF ANGER MANAGEMENT

Telephone: 0845 1300 286
www.angermanage.co.uk

COMBAT STRESS

24 hour helpline for the military community and their families to provide confidential help and advice on any mental health issues including confusion, anger and depression for ex-Service men and women.

Telephone 0800 138 1619
www.combatstress.org.uk

HAMPSHIRE & ISLE OF WIGHT COMMUNITY REHABILITATION COMPANY (CRC)

The Programmes Team deliver the Building Better Relationships (BBR) group programme to those who have a pattern of Intimate Partner Violence. Non probation clients can be referred to this programme.

Telephone 0300 047 2100

RESPECT PHONELINE

A national phonenumber for domestic violence perpetrators which specialises in providing services to male perpetrators but is also available to female perpetrators and those in same sex relationships.

The phone line welcomes calls from (ex) partners, friends and relatives who are concerned about a perpetrator and will also give information and advice to frontline workers who come into contact with perpetrators in their work.

Language line support is available if needed

Monday to Friday 9am -5pm,

Telephone: 0808 802 4040

or look at their website www.respect.uk.net

STOP IT NOW!

A campaign that advises anyone who has abused, or thought about abusing a child. They also support the family and friends of abusers. The campaign encourages abusers to recognise their behaviour problems and seek help to change.

(Mon-Thurs 9am-9pm; Fri 9am-7pm)

Free, confidential helpline: 0808 1000 900

www.stopitnow.org.uk

THE LUCY FAITHFULL FOUNDATION

UK-wide child protection charity dedicated solely to reducing the risk of children being sexually abused. The Foundation works with families that have been affected by sexual abuse including: adult male and female abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.

A range of services is also available for professionals.

Telephone 0870 737 2337

Website: www.lucyfaithfully.org

HELP FOR THOSE WITH DRUG AND / OR ALCOHOL DEPENDANCY

ADFAM

This is a national helpline offering confidential support and information for friends and families of drug users.

Telephone: 020 7928 8898

Website: www.adfam.org.uk

AL ANON / ALATEEN

Al-anon family support groups provide support to anyone whose life is or has been affected by someone else's drinking as well as a helpline. There is a helpline and an international organisation with over 800 family support groups meeting in the UK.

www.al-anonuk.org.uk

ALCOHOLICS ANONYMOUS

National organisation which holds local meetings to support those with alcohol dependency.

Telephone: 0845 769 7555

CATCH 22

24/7 in Hampshire is a county-wide specialist treatment service offering a range of support for young people, aged under 19, who have problems with drug or alcohol that is affecting their lives and whose needs cannot be met by either targeted or universal children and young people's services.

Telephone: 0845 459 9405 or Freephone 0800 599 9591

D 'n' PROJECT

Drug & Alcohol counselling service for 16-25 year olds who are experiencing difficulty in accessing and maintaining housing as a result of their drug and / or alcohol problems.

Telephone: 01252 346106

DON'T BOTTLE IT UP ONLINE TOOL

This web based alcohol screening tool gives advice, guidance and signposting to those who may be worried about their alcohol consumption. The site, which is free, quick and confidential includes an alcohol test; facts about alcohol; information about support services and an online appointment with a drinkcoach.

www.dontbottleitup.org.uk

DRUGS NATIONAL HELPLINE

Gives information and advice to anyone in the UK concerned about drugs. This includes drug users, their families, friends and people who work with them.

Telephone: 0800 776 600
www.talktofrank.com

HAMPSHIRE ACTIVE RECOVERY COMMUNITY (ARC)

Peer-led organisation to help people on their journey to recovery from substance misuse and alcohol problems.

Email: info@hampshirearc.org.uk
www.hampshirearc.org.uk

INCLUSION RECOVERY HAMPSHIRE

This service offers an integrated drug and alcohol service for adults and young people (who are over 18) and for people who are concerned about their own, or somebody else's drug or alcohol use. The service offers advice, information, harm reduction interviews and recovery planning.

Veterans outreach Service and Advice drop in sessions held on the fourth Tuesday each month from 10.00am - 2.00 pm

The service for Rushmoor & Hart is delivered from Alexander House; 3 - 4 Alexandra Terrace, Alexandra Road, Aldershot GU11 3HU

Telephone: 0300 1240103

FAMILIES ANONYMOUS

Support for relatives and friends concerned about the use of drugs or related behavioural problems.

Telephone: 0845 1200660
www.famanon.org.uk

NARCOTICS ANONYMOUS

NA is a non-profit Fellowship of men and women for whom drugs had become a major problem. The group members are recovering addicts who meet regularly to help each other stay clean.

The only requirement for membership is the desire to stop using. Their website gives information to those who think they may have a drug problem, professionals working with adults seeking recovery and recovering addicts.

Telephone: 0845 3733366 or 020 7730 0009 (24 hours)

www.ukna.org

PARENT SUPPORT LINK

Confidential telephone support line for those who are affected by someone else's drug or alcohol abuse. Telephone: 023 8039 9764

Telephone: 0300 124 0103

CHILDREN EXPOSED TO DOMESTIC ABUSE

CHILDLINE

Free helpline for children where they can talk to someone about any problems they have.

Telephone: 0800 1111

CAMHS (Child & Adolescent Mental Health Service)

Multidisciplinary mental health services to all children and young people with complex enduring mental health difficulty.

Telephone: Aldershot Centre for Health on 01252 335600

Practitioners can access the CAMHS Consultation line on 01252 335638

CHILDREN'S SERVICES

Where there is domestic violence within a family and the children are subsequently placed on the Child Protection Register, the children will have the support of an allocated Social worker who will work with the family and other agencies to develop an action plan for the children.

Refer via Children's Services on 0845 6035620

DAYLIGHT PROJECT

Drop in centre for homeless / unemployed young people aged 16 - 25 years.

Based at "Step by Step", 36 Crimea Road, Aldershot

Telephone: 01252 346100

FEMALE GENITAL MUTILATION (FGM)

24 hour helpline run by thr NSPCC to advise, support and protect vulnerable children from Female Genital Mutilation (FGM)

Telephone: 0800 028 3550

E-mail: fgmhelp@nspcc.org.uk

FLEET INFORMATION PROJECT

Advice, information and guidance to young people aged 16 – 25 including help with drug and alcohol abuse, homelessness, employment, benefits, criminal justice and sexual health. Mondays and Wednesdays 12.30pm – 5.30pm at the Point Youth Centre, Fleet GU51 4BP.

Telephone: 01252 814789

FLEET PHEONIX

Advice & guidance on family and relationships as well as accommodation and health issues, including appropriate referral. Outreach available on request for practical and emotional support. The service is based at the Point Youth Centre, Harlington Way, Fleet GU51 4BP.

Telephone: 01252 812308 / 07568065123

HAMPSHIRE INTEGRATED DOMESTIC ABUSE ADVOCACY FOR CHILDREN AND YOUNG PEOPLE SERVICE

As part of the Hampshire IDASH service, there is a children and young people's advocate who works with children of high risk domestic abuse victims who are being supported by an Independent Domestic Abuse Advisor (IDVA). The children's worker also supports young people experiencing intimate teenage violence.

Telephone: 0330 0165112

HART YOUTH COUNSELLING SERVICE - 121.

A free counselling service for 11-25 year olds primarily aimed at young people living in Hart District or attending a Hart school, provided by local charity Hart Voluntary Action.

Priority is given to school/social services referrals for 11-16 year olds. Referrals for 17-25 year olds accepted directly or via a professional.

121 Youth Counselling offers weekly individual 50 minute counselling sessions for as long as the young person requires it

with accredited counsellors who are trained to at least Level 4 for 17 years+ and fully qualified for 11-16 year olds. Sessions take place in community venues after school/college hours.

Venues in Fleet, Hook, Hartley Wintney, Odiham and Yateley – weekdays only. Free of charge.

Call 01252 815652

e-mail 121@hartvolaction.org.uk

www.hartvolaction.org.uk

INCLUSION HAMPSHIRE **(previously Hart Neighbourhood Centre)**

Support for disadvantaged young people to address the achievement gap these young people face between themselves and their more advantaged peers

Telephone: 01256 760800

NSPCC

Free 24 hour helpline for any concerned about a child at risk – offers information, support, advice and counselling.

Telephone: 0800 800 500

www.nspcc.org.uk

PMHT (Primary Mental Health Team)

Work with children and young people with moderate emerging mental health difficulties as well as offering liaison, training and training consultation. Providing a consultation line for professionals to discuss children they may have concerns about who are not currently open cases to CAMHS

Telephone: 01256 392766

THE SOURCE YOUNG PEOPLE'S CHARITY

Through one to one and group support including youth work, counselling, anger management and mentoring, the Source empowers young people aged up to 25 years old living in North East Hampshire and surrounding areas. They can support people with issues such as feeling angry, stressed or anxious; struggling with transitions; bullying; aggressive behaviour; challenging family or peer relationships; feeling isolated; conflict; self harm / suicidal

feelings; body image and eating disorders.

Telephone 01252 333330; www.thesourceforyou.co.uk ;
email info@thesourceforyou.co.uk

SCHOOL NURSES

Offer advice, signposting and listening support for those with school aged children. Your local school nurse can be contacted through your child's school or via School Health, by self referral and through other local agencies.

Telephone: 01252 335654 or 01252 335655

WEBSITE FOR CHILDREN AFFECTED BY DOMESTIC VIOLENCE

The Hideout is a website run by Women's Aid to give information to children. There are safety features in the site to avoid others finding out they have accessed this.

www.thehideout.org.uk

Teenagers can access information via www.teenagehealthfreak.org

YOUNG MINDS

The Parents Helpline offers free, confidential online and telephone support, including information and advice to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

Telephone: 0808 802 5544 (Monday to Friday 9.30am to 4.00pm)

Website: www.youngminds.org.uk.

YOUTH AIMS / ONE STOP SHOP

Confidential drop in service for young people aged up to 25 years. The centre offers advice, guidance and up to date accurate information on issues around accommodation, , education, health, families and relationships.

Step by Step 36 Crimea Road, Aldershot. GU11 1UD

Opening hours Monday - Thursday 9.00am - 4.00pm,
Friday 9.00am - 3.00pm

Telephone: 01252 346105

THE YOUTH COUNSELLING SERVICE

Free and confidential short term counselling service for young people aged 12 - 24 in Rushmoor and Yateley (funding has been applied for to cover the whole of the Hart area).

Telephone: 0845 600 2516
or email youthcounselling@ukonlines.co.uk

YOUTH OFFENDING TEAM PREVENTION SERVICE

Support for 10 - 16 year olds who are at risk of offending and anti-social behaviour to help them address their own behaviour at home, school or in the community.

Telephone: 01256 854850

YOUTH SUPPORT SERVICE (HAMPSHIRE COUNTY COUNCIL)

Information and support for vulnerable young people
(aged 11 - 19)

Telephone - 01252 326000
www3.hants.gov.uk/youthtube

YOUTH2YOUTH

Confidential helpline run by young people for young people.

Telephone 020 8896 3674 or
email, Skype and online chat through www.youth2youth.org.uk

BLANK

INFORMATION FOR PEOPLE WHO ARE BEING BULLIED OR HARASSED VIA SOCIAL NETWORK SITES, THROUGH THEIR COMPUTERS, OR PHONES

Whilst the internet can help provide greater safety and a wealth of resources it can also be used as a means of intimidating, stalking or harassing people.

By taking some steps, you can help to improve your safety and reduce the chances of being abused or controlled through electronic and mobile communication means.

Computers

Have your computer checked for spy software, using an anti-spyware programme

If you are unsure if your computer is 'safe' use a friend's computer or one in a library and delete your history when you have finished

Phones

Change your mobile and SIM Card

Do not answer calls or texts from the person who is bothering you or being malicious towards you

Save any abusive text or voice messages for evidence

Make sure you have caller ID and an answer machine on landlines so that you can screen calls

Contact your provider to see if you are able to block callers

Email / Internet

Change your email addresses and make sure the new one is anonymous by not using your name or nickname

Save any abusive emails as evidence but do not reply to them

Use a different provider and create multiple addresses for different purposes – e.g. trusted friends, social network, financial

Online Accounts

Delete ALL your existing online accounts and use your new email addresses

Passwords

Create completely new passwords and make sure they are not easy to guess by someone who knows you

Social Networks

Delete any dormant or unused accounts so they can't be resurrected by someone else

Close your existing account, or if this is not possible, block the person who is bothering you

Open a new account with a less popular site, using an obscure name, information and without your picture

Only add your most trusted friends and make sure you and your friends have the highest privacy settings

Ask friends not to post photos or messages about you on line

For detailed technical advice go to www.e-victims.org

If you have just ended a relationship Be aware that your ex partner may try to contact or harass you so be prepared. Advise your employers, family members and friends that you do not wish to have any contact with your ex and not to give them your details whatever the excuse.

What to do if you are being stalked or harassed

If you are the victim of stalking or harassment, you should contact the police on 101 or 999 in an emergency.

Under the Protection from Harassment Act 1997, you only need to report two separate occurrences to the police before they can act.

Try to gather evidence for the police such as:

- ▶ A diary of what has happened, what time and date
- ▶ A copy of chat conversations or postings online
- ▶ Make a note of the date, time and telephone number by dialling 1471 after the call is terminated.

Contact your telephone's Malicious Calls Section for help

Consult the e-Victims website for factsheets and detailed information about how to close accounts, set up new accounts and information you should keep confidential on your sites



Disclaimer

Whilst every care has been taken to ensure that the information in this directory is correct at the time of compilation, the North East Hampshire Domestic Abuse Forum cannot be held responsible for any loss or inconvenience arising from errors and omissions.

UPDATED

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