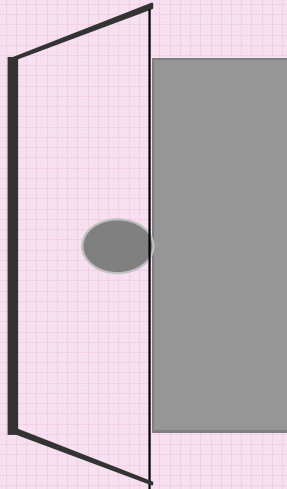


# DOMESTIC ABUSE SERVICE DIRECTORY

North East Hampshire Domestic Violence Forum



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JANUARY 2012

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### **KEY CONTACTS**

- 24 hour National Domestic Violence Helpline: 0808 2000 247
- Male Victim Helpline: 0845 064 6800
- Broken Rainbow National 24 hour helpline for lesbian, gay, bisexual & transgender people who are experiencing abuse: 07812 644914
- RESPECT National Helpline for domestic abuse perpetrators 0845 122 8609

## **DOMESTIC ABUSE DEFINITION**

Domestic abuse is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been, intimate partners or family members, regardless of gender or sexuality. This includes issues of concern to black and minority ethnic (BME) communities such as 'honour killings'.

Domestic abuse frequently co-exists with child abuse

<i>Any incident of threatening behaviour, violence or abuse</i>	This can also involve the misuse of power and control
<i>(psychological, physical, sexual, financial or emotional)</i>	Also, movement restriction and imposition of social isolation. It is most commonly a combination of all of these.
<i>between adults</i>	An adult is defined as any person aged 18 years or over
<i>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>regardless of gender or sexuality</i>	Also, age, race, wealth, and geography
<i>This includes issues of concern to black and minority ethnic (BME) communities such as so called 'honour killings'.</i>	Also, other groups such as older people, men, same-sex relationships and people with disabilities
<i>Domestic abuse frequently co-exists with child abuse.</i>	And should always be considered as a child protection issue.

### **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 Violence Forum cannot be held responsible for any loss or inconvenience arising from errors and omissions.*

## **MARACs (Multi Agency Risk Assessment Conferences)**

MARACs produce a multi agency response for very 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 0845 045 4545 (Hampshire Police) and ask the operator to connect you to the MARAC co-ordinator for your geographical area

## **NORTH EAST HAMPSHIRE DOMESTIC VIOLENCE FORUM**

The North East Hampshire Domestic Violence 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 violence 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: **01256 405208**

or email: **karen.evans@hampshire.pnn.police.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**

### **ADAPT COMMUNITY BASED PERPETRATOR PROG.**

This long-term behavioural change programme aims to help men who wish to change their abusive behaviour.

Telephone: 02380 213520

### **ADULT SERVICES**

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: 0845 6035630

Out of hours telephone: 0845 6004555

### **ARMY WELFARE SERVICE**

Offers counselling and advice to service men and women and their dependants.

Telephone 01252 349924

### **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 01256 392770

### **CAB**

(Citizen's Advice Bureau)

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 08444 111304

Yateley: 01252 878410

Fleet: 01252 617922

Website: [www.farnboroughcab.org.uk](http://www.farnboroughcab.org.uk)

## **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 01252 335638

## **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.

## **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.

The Locality Team can give advice and support on matters affecting the welfare of children which may prevent them from making the most of their time at school.

Telephone: 0845 6035620 between 8.30am and 5pm Mon – Fri  
or call at the Old Town Hall, Aldershot GU11 3DP.

The out of hours number is 0845 6004555

## **CLEAR STONE TRUST**

### **(Summer Daze & Runaway Tortoise Projects)**

Support for young people in Hart & Rushmoor areas who are affected by current or historic domestic abuse. The support offered includes group and individual one to one support, as well as a mentoring project.

Telephone: 07713 335028

**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)

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

**CONTACT CENTRE – Supervised and Observed**

The Robert Centre 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. The Centre is based Monday - Friday in Aldershot between 8.30am and 6pm, a there is also a mobile based service across Hampshire and Surrey.

Telephone 01252 368692

**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](mailto:info@dads.space.org)

Telephone: 020 7022 1853

**CONNEXIONS**

Provides a range of guidance and support for young people between 13-19 years old (or 25 for those with learning difficulties or disabilities). .

Telephone: 0800 800 13219 or  
visit [www3.hants.gov.uk/youthtube](http://www3.hants.gov.uk/youthtube)

Telephone 01252 812333 for Hart & 01252 398861 for Rushmoor

**COURTS – WITNESS CARE UNIT, (ALDERSHOT, ALTON & 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

**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'.

## **DRUG & ALCOHOL TREATMENT SERVICES**

Solent Healthcare, in partnership with CRI 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 Frith Cottage, Church Road, Frimley Surrey GU16 7AD

Telephone: 01276 670883

## **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 INTERVENTION PROJECT (FIP)**

This project provides intense support for families where a parent or sibling is involved in Anti Social Behaviour and who are at risk of homelessness. The project works with families to reduce/prevent offending and aims to strike a balance between considering the needs and safety of the community, using enforcement tools where necessary and providing intensive support to families.

Referrals can be made by agencies to Chris Dowden-Smith, Manager, In Touch, Unit 4, Prospect Place, Mill Lane, Alton GU34 2SX. *The family will need to sign the referral letter.*

**FAMILY LIVES (formerly Parentline Plus)**

You can call Family Lives free on anytime of day to talk about any family problems you have or access their website information at [www.familylives.org.uk](http://www.familylives.org.uk)

Telephone: 0808 800 222

**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

**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 work of food.

**Rushmoor Foodbank**

Telephone: 07954 105279 e-mail: [farn.foodbk@hotmail.co.uk](mailto:farn.foodbk@hotmail.co.uk)

**Hart Foodbank**

Telephone: 07926 80625 e-mail: [hart.foodbk@hotmail.co.uk](mailto:hart.foodbk@hotmail.co.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 01252 549481

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 Direct website.

**HAMPSHIRE DOMESTIC ABUSE FORUM (HDAF)**

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

Hampshire. The professionals site is @ [www.hdaf.org.uk](http://www.hdaf.org.uk)

The public site is @ [www.hampshiredomesticabuse.org.uk](http://www.hampshiredomesticabuse.org.uk).

**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.

**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 622122

Rushmoor – visit the Council Offices, Farnborough Road,  
Farnborough GU14 7JU or telephone 01252 398398

Housing Associations:

First Wessex Housing –

Telephone 01252 338800

Sentinel Housing –

Telephone 01252 788788  
(out of hours 0800 1955515)

## **HOUSING – SANCTUARY SCHEME**

Hart DC and Rushmoor BC both operate Sanctuary Schemes whereby security measures can be put in place to enable a victim of domestic violence to remain in their property where it is safe to do so. If you live in

Hart, please call 01252 621122  
or Rushmoor, please call 01252 398638.

The grants for the security measures are available regardless of whether you own your own home are in Housing Association property or Private rental accommodation.

## **IN TOUCH**

Support for vulnerable people to find or maintain housing, assist with general health and well being (including domestic abuse), benefits, education and employment..

Telephone: 01420 590387

## **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. Other partner agencies are able to seek advice from the service on how to best support, risk assess and develop safety plans with their clients.

Contact Lucy Morgan, the IDVA for Rushmoor& Hart

Telephone: 07824 662452

E-mail: [lucy.morgan@victimsupport.org.uk](mailto:lucy.morgan@victimsupport.org.uk)

**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: 01962 / 0782 5812749

E-mail: [april.isvarasac@waca.org.uk](mailto:april.isvarasac@waca.org.uk)

**LEGAL SERVICES COMMISSION (LSC)**

The LSC funds legal aid for those on lower incomes in domestic violence cases. The LSC funds local Family Law solicitors, Citizens Advice Bureau and Criminal Law solicitors.

Telephone: 0845 345 4 345

[www.clsdirect.org.uk](http://www.clsdirect.org.uk)

**MALE VICTIM HELPLINE**

ManKind operate a helpline Monday—Friday 10am to 4pm & 7pm to 9pm 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](mailto: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

### **NAVAL PERSONNEL FAMILIES SERVICE**

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

Telephone: 02392; Out of house: 02392 726159

### **OUTREACH WORKER**

Stonham's Outreach Service 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.

The outreach worker also holds a weekly support group based in Cove called Moving Forward for men and women who have, or are still experiencing domestic abuse

Contact Nina Thomas on 01252 337026

### **POLICE**

In emergencies victims should call 999.

For non-emergencies in Hampshire, call 0845 045 4545 or the new single Non Emergency Number (SNEN) 101

North & East Hants Domestic Abuse Unit 01256 405349  
email: [northandeast.public.protection@hampshire.pnn.police.uk](mailto:northandeast.public.protection@hampshire.pnn.police.uk)

Ministry of Defence Police – 02392 722407

Royal Air Force Police – 01256 702134

Royal Military Police – 01252 347323

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

**POSITIVE ACTION**

Offers confidential practical and emotional advice to individuals and families infected or affected by HIV/AIDS across Hampshire and West Surrey. Training and support is available to professionals.

There are drop in centres in Aldershot and Southampton

Freephone helpline 0800 980 1990.

Administration office number 01252 345019

**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](mailto:apps@relatenehants.org.uk)

[www.relatenehab.org.uk](http://www.relatenehab.org.uk)

Or visit the office at 12 Arthur Street, Aldershot GU11 1HL 9am – 6pm Monday to Thursday and 9am – 3pm Friday

**RUSHMOOR & HART WOMEN'S REFUGE - STONHAM**

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: 01252 337026 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 0345 90 90 90 / 01252 513222 Website:  
[www.samaritans.org.uk](http://www.samaritans.org.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

## **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.

Davies Blunden and Evans \*(Farnborough) 01252 541633

Constantine & Summers \* (Camberley) 01276 23211

Campbell, Hooper & Co\* (Sunningdale) 01344 622141

Fulchers (Farnborough) 01252 522475

Herrington & Carmichael 01252 322451

Pinto Potts (Fleet and Aldershot) 01252 361200

Tanner & Taylor \* (Aldershot, Farnboro' & Farnham) 01252 549555

Wheelers (Farnborough & Ash Vale) 01252 316316

\* - offer Legal Aid

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

Telephone: 08709 220704

[www.ncdv.org.uk](http://www.ncdv.org.uk)

**SSAFA** (Soldiers, Sailors, Airmen and Families Association)

Offer an all-embracing service to the whole of the Royal Air Force (RAF) Community, dealing with a broad range of social support issues.

Telephone: 01256 367208 or 01256 362717

**STALKING**

The Network for Surviving Stalking provides support to victims, potential victims and others affected by stalking throughout the UK. It also raises awareness and provides information about stalking and harassment to professionals, relevant agencies and the public.

Contact the Network for Surviving Stalking at PO Box 7836,  
Crowthorne, Berkshire RG45 7YA Fax: 01344 773446  
or email: [help@nss.org.uk](mailto:help@nss.org.uk) website [www.nss.org.uk](http://www.nss.org.uk)

If you need help and want to speak to someone directly about stalking and harassment, please contact The National Stalking Helpline on 0300 636 0300. Email: [advice@stalkinghelpline.org](mailto:advice@stalkinghelpline.org).

**SUPPORT GROUP – MOVING FORWARD**

A friendly and informal group which helps to reduce the feelings of isolation and helplessness which is felt by many people who have been affected by domestic abuse. The group meets on Thursday mornings during term time in Cove, Farnborough. And Wednesday lunchtimes in Aldershot

Telephone: 01252 338835

**SUPPORT GROUP – TAKING STEPS**

Taking steps is open to men and women who have experienced domestic abuse and provides an unconditional, positive and non-judgemental environment where the important issues to you can be explored. All those who attend are supported and accepted for who they are.

The group takes place on Monday mornings in Aldershot and Tuesday mornings in Hook. For more information please contact Gerrie

Telephone: 01489 577818 or 07810 430689

Email: [gerrie.Jordan@btopenworld.com](mailto:gerrie.Jordan@btopenworld.com)

## **VICTIM SUPPORT**

Victim Support is an independent national charity for people affected by crime. The service is independent, confidential and 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. Volunteers can accompany individuals to the DSS, solicitors, housing departments, County Courts for injunction proceedings; help with filling in compensation application and other forms, and offer advice on personal safety.

Telephone: 0845 3030 900

Website: [www.victimsupport.org.uk](http://www.victimsupport.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.

Judith Wilcox is the Manager for the Alton and Aldershot Magistrates' Courts Witness Service.

Telephone: 01420 89508

or email [judith.wilcox@victimsupport.org.uk](mailto:judith.wilcox@victimsupport.org.uk)

**WITNESS CARE UNIT, (ALDERSHOT, ALTON & 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: 01256 405238

**YOUTH SUPPORT SERVICE (HAMPSHIRE COUNTY COUNCIL)**

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

Telephone - 01252 326000

[www3.hants.gov.uk/youthtube](http://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

## **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](http://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](mailto:mail@ageconcernhampshire.org.uk)  
Website: [www.ageconcernhampshire.org.uk](http://www.ageconcernhampshire.org.uk)

### **BARNADO'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](http://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](http://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](http://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](http://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](http://www.cica.gov.uk)**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](http://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.

Freefone 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

**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](http://www.gingerbread.org.uk)

**HAMPTON TRUST**

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

Please refer to the website at [www.hamptontrust.org.uk](http://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](http://www.hiddenhurt.co.uk)

**HAMPSHIRE MEDIATION SERVICE**

This is a mediation service for families facing conflict.

Telephone: 023 9243 3388

**NHS DIRECT**

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

Telephone: 0845 4647

[www.nhsdirect.nhs.uk](http://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](http://www.nspcc.org.uk)

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

**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](http://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. Based in Basingstoke on Tuesday and Wednesday afternoons, Thursday 7 – 9.30pm.

Office number 01256 843810

Telephone: 01256 840224

[www.rapecrisis.co.uk](http://www.rapecrisis.co.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: 08705 995443/020 7395 7700 [www.refuge.org.uk](http://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](http://www.reunite.org)

**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](http://www.shelter.gov.uk)

**UK DISABILITY FORUM**

Telephone: 020 7725 4242

**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](http://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.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### **MANKIND**

Advice and help for male victims of domestic abuse.

A helpline is available Monday - Friday 10am – 4pm and 7pm - 9pm 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 address: Flook House, Belvedere Road, Taunton,  
TA1 1BT

[www.mankind.org.uk](http://www.mankind.org.uk)

### **MANKIND UK**

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

Telephone: 01273 510447

[www.mankinduk.co.uk](http://www.mankinduk.co.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 your individual needs

or e-mail: [help@mensaid.com](mailto:help@mensaid.com)

Web-site Address: [www.mensaid.com](http://www.mensaid.com)

Men's Aid Forum: [www.mensaid.com/forum](http://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](mailto:support@male-rape.org.uk)

Website: [www.male-rape.org.uk](http://www.male-rape.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](http://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](mailto:info@labohousing.org.uk)  
Newham Asian Women's Project helpline 0208 472 0528 or [www.nawp.org](http://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/](http://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

### **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](http://www.ciac.co.uk)

**CHINESE WOMEN'S INFORMATION AND ADVICE CENTRE**

Interpreters available

Telephone: 0207 836 8291

**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

**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](http://www.iasuk.org)

Local Solicitor specialising in immigration issues

Davies, Blunden & Evans

Telephone 01252 541633

**JEWISH WOMEN'S AID**

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

Telephone: 0800 591 203

**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

**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](mailto:homeoffice@prolog.uk.com)

**NORTH EAST HAMPSHIRE DOMESTIC VIOLENCE TRANSLATIONS**

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

Karen Evans on 01256 405208

## **SAME SEX RELATIONSHIPS**

### **ACTION AGAINST HOMOPHOBIA**

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

Telephone: 01908 241528

### **BROKEN RAINBOW**

A 24 hour helpline service for lesbian, gay, bisexual and transgender people who are experiencing domestic violence.

Telephone: 07812 644914

[www.lgbt-dv.org/html/rainbow/hm](http://www.lgbt-dv.org/html/rainbow/hm)

### **GENDER IDENTITY RESEARCH & EDUCATION SOCIETY**

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

Telephone: 01372 801554

[www.gires.org.uk](http://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](http://www.lgbt-dv.org)

### **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](http://www.llgs.org.uk)

**SOLA SURVIVORS OF LESBAIN 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](http://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](http://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**

### **SELF REFERRAL PERPETRATORS PROGRAMME**

#### **(ADAPT)**

This programme seeks to achieve long term behavioural change for perpetrators of domestic violence and abuse. The course consists of an individual assessment followed by 30 week group work programme. This programme is run by the Hampton Trust on behalf of the North East Hampshire Domestic Violence Forum and has been funded by the Henry Smith Charity, The Police Authority, Hampshire Constabulary, Hart District Council, Rushmoor Borough Council, Basingstoke & Deane Council, GOSE (Government Office for the South East) and Hampshire County council

Telephone: 023 8021 3520

### **WOMEN'S SUPPORT SERVICE**

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

Women's Support worker: 02380 213520

### **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](http://www.angermanage.co.uk)

## **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.

Monday, Tuesday, Wednesday & Friday 10am-1pm and 2pm-5pm,  
Telephone: 0808 802 4040  
or look at their website [www.respect.uk.net](http://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](http://www.stopitnow.org.uk)

## **COMBAT STRESS**

Help is available for ex-service men and women whose offending is as a result of Post Traumatic Stress Disorder and other related conditions.

Telephone: 01372 841680  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

## **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](http://www.adfam.org.uk)

### **AL ANON / ALATEEN**

24 hour service to help families and friends of problem drinkers.

Telephone: 0207 403 0888

### **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

### **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](http://www.talktofrank.com)

**FAMILIES ANONYMOUS**

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

Telephone: 0845 1200660  
[www.famanon.org.uk](http://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](http://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

**SOLENT HEALTH CARE (HOMER)**

In partnership with CRI 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 Frith Cottage, Church Road, Frimley Surrey Gu16 7AD

Telephone: 01276 670883

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## **CHILDREN EXPOSED TO DOMESTIC VIOLENCE**

### **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

### **CLEAR STONE TRUST**

#### **(Summer Daze & Runaway Tortoise Projects)**

Support for young people in Hart & Rushmoor areas who are affected by current or historic domestic abuse. The support offered includes group and individual one to one support, as well as a mentoring project.

Telephone: 07713 335028

### **CONNEXIONS**

Provides a range of guidance and support for young people between 13-19 years old (or 25 for those with learning difficulties or disabilities).

Telephone: 0845 603562

or [www.hampshireconnexions.co.uk](http://www.hampshireconnexions.co.uk)

Hart: telephone 01252 812333

Rushmoor: tel: 01252 398861

**DAYLIGHT PROJECT**

Drop in centre for homeless / unemployed young people.

2<sup>nd</sup> Floor, Aldershot Institute, Station Road, Aldershot. GU11 1BA

Telephone: 01252 324499

**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

**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

**INCLUSION PROJECTS**

(to support children on the edge of exclusion from school)

This project enables young people to improve their quality of school education through attendance, participation and personal development.

Contact Hart Neighbourhood Centre

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](http://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**

A drop in café for 14-25 year olds which also provides a mentoring scheme, anger management course, advice on health and relationships, support, advice on housing and homelessness, teen parent mentoring, drop in sessions for parents and after school clubs, counselling, advice on drugs or alcohol and help with issues at school and home.

Telephone: 01252 333330

**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

**SUMMER DAZE**

Summer scheme for children affected by domestic violence which enables children and young people (aged 11 – 16) to meet regularly during the summer holidays to have fun, support each other and be able to talk to someone about any issues they may need help with.

This project has been funded by Rushmoor Borough Council, Hampshire County Council, Hart District Council, the Woodward Charitable Trust and Hampshire Constabulary

Telephone: Karen Evans on 01256 405208  
or Jan on 01252 311786

**TURNAROUND PROJECT**

Support group sessions for young people aged between 8 and 12 years old who have been affected by domestic violence. The sessions will provide peer support and development through drama, art, music, sports and games and will be held weekly in 6 - 8 week programmes. Referrals for young people are welcome from any agency working within North East Hampshire.

Contact the Hampton Trust on 02380 213520

**YOUNG MINDS**

This service provides information and professional advice to any adult concerned about the mental health or emotional well-being of a child or young person

102-108 Clerkenwell Road  
 Parents' Information Service: 0800 018 2138  
 (Mon and Fri 10am-1pm, Tues, Weds and Thurs 1-4pm)  
 Tel: 020 7336 8445  
 Website: [www.youngminds.org.uk](http://www.youngminds.org.uk).

**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](mailto:youthcounselling@ukonlines.co.uk)

**YOUTH CRIME PREVENTION SERVICE ( formerlyYISP)**

Service for children aged between 5 and 13 years old with an emphasis on the prevention of involvement in crime or anti social behaviour. Concerns regarding the young person must have been raised by 2 or more agencies (can include the parents or carers of the child or the child themselves) to be referred.

Contact: 01252 796221

**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](http://www.thehideout.org.uk)

Teenagers can access information via [www.teenagehealthfreak.org](http://www.teenagehealthfreak.org)

**YOUTH SUPPORT SERVICE (HAMPSHIRE COUNTY COUNCIL)**

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

Telephone - 01252 326000  
[www3.hants.gov.uk/youthtube](http://www3.hants.gov.uk/youthtube)

## **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](http://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 0845 045 4545 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.

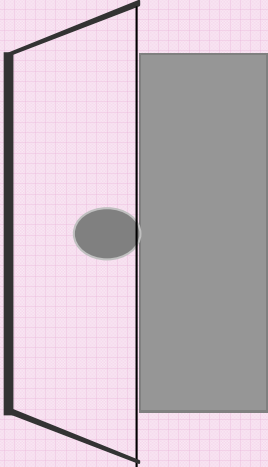
Try to gather evidence for the police such as:

- ▶ 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

# North East Hampshire Domestic Violence Forum



UPDATED  
JANUARY 2012