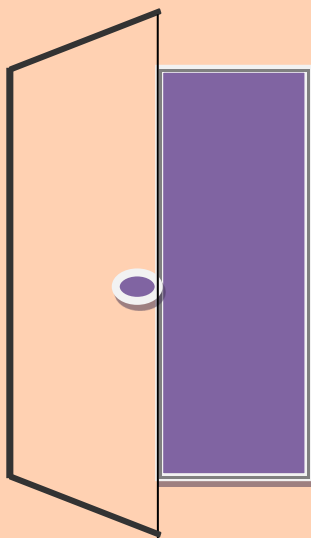


DOMESTIC ABUSE SERVICE DIRECTORY

NORTH EAST HAMPSHIRE DOMESTIC ABUSE FORUM



UPDATED

JUNE 2013

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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: 0300 999 5428
- RESPECT National Helpline for domestic abuse perpetrators 0845 122 8609

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.

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 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 101 (Hampshire Police) and ask the operator to connect you to the MARAC co-ordinator for your geographical area

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: **01256 405208**

or email: **Karen.evans.44335@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

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 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

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: 01252 510445 or 07713 335028

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

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

Telephone: 020 7022 1853

COURTS – WITNESS CARE UNIT, (ALDRSHOT, 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'.

DEMENTIA ADVICE SERVICE - RUSHMOOR & HART

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

Telephone: 01252 362667

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 3-4 Alexander Terrace, Alexandra Road, Aldershot, GU11 3HU

Telephone: 01252 796990

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.*

Telephone: 01256 371198

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

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

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

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

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)

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 at www.hdaf.org.uk

The public site is at 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

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

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: 01962 710221 / 07585 330721

For the Young Persons ISVA telephone: 02392 210352

E-mail: sara.isva@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

MANKIND 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

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 722712

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

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 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

For Safeguarding enquiries and MARAC referrals please e-mail:

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

For Child & Adult abuse referrals please e-mail:

cru@hampshire.pnn.police.uk

Northern Policing Area Safeguarding Team - 01256 405197

Ministry of Defence Police - 01371 854500

Royal Air Force Police - 01252 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

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

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

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

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 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: Pushpa.pg@rushmoorcab.org.uk

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

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

Wheeler (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

* - offer Legal Aid

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

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

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 website 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

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 groups meet during term times in Farnborough on Thursday mornings and in Aldershot on Wednesday lunchtimes

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: 07810 430689

Email: gerrie.jordan@btopenworld.com

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. For further information or to discuss your situation please contact the Armed Forces Lead at HOMER.

Sessions held at HOMER, 3-4 Alexandra Terrace, Alexandra Road, Aldershot, Telephone 01252 796990

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

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: 01256 329304
or email 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

YOUNG CARERS GROUP (Rushmoor & Hart)

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

For more information, please contact

Telephone: 01276 34979 /07503 042285
e-mail:david.hewlett@talktalk.net

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

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

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

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

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.

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

HAMPTON TRUST

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

Telephone: 02380 213520
 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

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.

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.

Based in Basingstoke on Tuesday and Wednesday afternoons,
Thursday 7 – 9.30pm.

Office number 01256 843810
Telephone: 01256 840224 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: 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

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

STALKING HELPLINE

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

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

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 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 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 : 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

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 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

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.

Email: Pushpa.pg@rushmoorcab.org.uk

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

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

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

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

NE HANTS 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: 0300 999 5428
www.broken-rainbow.org.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

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

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**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

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

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

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

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

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

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

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

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

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.

Veterans outreach Service and Advice drop in sessions held on the fourth Tuesday each month from 10.30am - 2.30 pm

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

Telephone: 01252 796990

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

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: 01252 510445 or 07713 335028

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

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

**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

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 07713 335028

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

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 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

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

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 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.

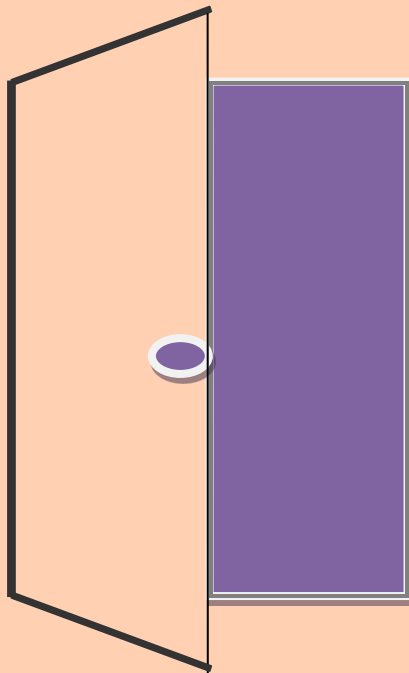
Try to gather evidence for the police such as:

- ▶ 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 ABUSE FORUM



UPDATED

JUNE 2013