

Helpful Telephone Numbers

November 2016

Sexual Abuse Services

Surviving United.....	07900 391412
<i>Survivors Support Group</i>	
Suffolk Rape Crisis.....	Confidential Helpline 0800 0850 520
<i>Counselling Service</i>	Office number 01473 231200
Survivors In Transition.....	07765 052 282
<i>Survivors of childhood sexual abuse</i>	
Sexual Assault Referral Centre (SARC).....	0300 123 5058
Sue Lambert Trust Norfolk Counselling Service.....	01603 622406
Make A Change Team.....	01473 282352
<i>Sexual Exploitation & Prostitution</i>	

Children affected by abuse

Children and Young People Service.....	01502 674700
Children's Centre's (0-5 years).....	01502 526610
ChildLine.....	0800 1111
NSPCC.....	0800 800 5000
You&Co.....	www.you&co@victimsupport.org.uk
Hideout.....	www.thehideout.org.uk

Young People's Services

Avenue Mansions.....	01502 562668
Felixstowe Foyer.....	01394 285243
Stowmarket.....	01449 771484
Leiston Foyer.....	01728 830073
Respect Young Peoples Service.....	Respect.uk.net

Health & Wellbeing Services

Suffolk Wellbeing Service.....	0300 123 1781
NHS-non emergency.....	111
James Paget Hospital (General).....	01473 452452
Carlton Court Hospital (Mental Health).....	01502 527900
Mencap.....	0808 808 1111
MIND.....	01493 842129
<i>East Coast Community Health (ECCH)</i>	
School nurses/midwives/Health Visitor etc.....	01502 718600
Adult Social Care.....	0808 800 4005
Turning Point (Drug & Alcohol service).....	01502 531138
Dual Diagnosis Team.....	01502 527225
<i>Combined poor mental health & alcohol/ substance misuse</i>	

Other Support Services

SSAFA – Support for forces & their families.....	0845 241 7141
Age UK – Suffolk.....	01502 586308
Debtline.....	0808 808 4000
DIAL.....	01502 511333
<i>Disablement information & advice</i>	
Hate Crime Team.....	01473 668966
VoiceAbility total voice Suffolk (Advocacy).....	01473 857631
Aid & Assist Furniture Project.....	01502 586925
Food Bank.....	01502 586216
Citizens Advice Bureau.....	01502 518510
Salvation Army.....	01502 539118
Fire Safety.....	01473 260588

Befriending services

Age UK.....	01502 586308
Lowestoft Community Church.....	01502 537527

Service Improvement & Comments

Police Crime Commissioner.....	01473 782773
Member of Parliament Peter Aldous.....	01502 586568

Crisis Intervention Services

Police, Fire, Ambulance.....	999
Mental Health Crisis Team.....	01603 421421
ChildLine.....	0800 1111
Samaritans.....	01502 500800
Social Services.....	0808 800 4005
NSPCC.....	0808 800 5000
Housing – Out of Hours.....	01502 527133
Shelter.....	0808 800 4444
RSPCA.....	0300 1234 555

Emergency Housing Refuge

Liberty Project North Suffolk.....	0845 467 1420
Lighthouse Women's Aid South Suffolk.....	01473 745111
Bury St Edmunds Women's Aid West Suffolk.....	01284 753085
Leeway Norfolk.....	0300 5610077
Local Council Out of Hours.....	01502 527133

General Housing Support

Housing Options – Council.....	01502 523141
Flagship Housing Support Team.....	01502 589671
Access Community Trust.....	01502 572200
<i>Hostels Temporary Housing</i>	
Bridge View (Lowestoft).....	01502 513974
<i>Open 7 days a week</i>	

Domestic Abuse Services

Waveney Domestic Violence & Abuse Forum.....	01502 572143
..... or call our mobile	07906 245979
Anglia Care Trust – Male, Female or Family.....	0800 977 5690
Leeway Outreach service.....	0300 5610077
Freedom Programme.....	0845 467 1420
<i>Liberty Project</i>	
Trauma & Abuse Therapy.....	07906 245 979
Lighthouse Women's Aid.....	01473 228270
Nationwide Women's Aid.....	0808 2000 247
Local Domestic Abuse Team Officer.....	01986 835170
Karma Nirvana.....	0800 5999 247
<i>Honour Crimes & Forced Marriage</i>	
PHOBE Black & Ethnic Minority.....	01473 231566
Victim Support.....	0300 303 0165
Elder Abuse.....	0808 808 8141
Respect Men's Advice Line.....	0808 801 0327
Respect.....	0808 802 4040
<i>National Perpetrator support</i>	
Caring Dads.....	01502 572143
<i>Dads who want to deal with their abusive behaviours</i>	
Norfolk & Suffolk LGBT Project.....	01603 219299
Galop.....	0800 999 5428
<i>National LGBT Domestic Abuse Helpline</i>	



Registered Charity No. 1149288
www.openyourheart.org.uk

Who ever you are...

**BREAK FREE
BEFORE IT BREAKS YOU!**



**Supporting people impacted by
Domestic Abuse in
Waveney & Suffolk Coastal**

Waveney Domestic Violence & Abuse Forum
01502 572143 • 07906 245 979
info@waveneydvforum.org.uk

Domestic Violence National 24 hour Helpline

0808 2000 247

What is Domestic Violence and Abuse?

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**
- **Coercive**
- **Control**

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. This 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.

As a friend, family member or neighbour, how can you lend support?

Take it seriously, voice your concerns Offer reassurance and be a good listener Don't make assumptions or judgements Allow the person to decide what happens next Offer practical help, using this leaflet.

Everyone has a right to be safe

Support is available. You will be believed. We will take you seriously. When you are ready contact us or call one of the services listed in this leaflet.

There is no excuse for abuse:

You are not the only one

You are not to blame

You cannot change your abuser's behaviour

Ignoring abuse is dangerous

Talk to someone - do not stay isolated

There is life beyond an abusive relationship

You have the right to live free from fear



Families and Abuse

Children and young people are affected in different ways by growing up in an abusive home. They may feel guilty, anxious or confused and show this by becoming aggressive, withdrawn or ill. It is best to be honest and direct with them about what is happening. They may feel more secure with one parent in a stable environment away from abuse and tension, than with two people in an abusive relationship. Abusers may threaten that if you leave or tell anyone about the abuse, the children will be taken away. This is very unlikely, but if you are planning to leave the family home, you are advised to take your children with you.

What can I do now?

Talk to someone you know and trust, or ask for help using the help lines and contact numbers in this leaflet.

What to take with you if you leave

Ideally, you need to take all the following items with you if you leave. Some of these items you can try to keep with you at all times; others you may be able to pack in your a bag and leave with a trusted friend if possible.

- Some form of identification.
- Birth certificates for you and your children.
- Passports (including passports for all your children), visas and work permits.
- Money, bankbooks, cheque book and credit and debit cards.
- Keys for house, car, and place of work. (You could get an extra set of keys cut, and put them in your emergency bag).
- Cards for payment of Child Benefit and any other welfare benefits you are entitled to.
- Driving licence (if you have one) and car registration documents, if applicable.
- Prescribed medication.
- Copies of documents relating to your housing tenure for example, mortgage details or lease and rental agreements.
- Insurance documents, including national insurance number.
- Address book.
- Family photographs, your diary, jewellery, small items of sentimental value.
- Clothing and toiletries for you and your children.
- Your children's favourite small toys.

It is essential to make plans for you and your children's safety. A Crisis Plan booklet giving further advice is available from The Domestic Abuse Team on 01986 835170.

Legal/Court Advice & Support

Rights of Women 0207 251 6577

Helping women through the law – Family Law

Criminal Courts

Crown Prosecution Service 01473 282100

Witness Care 0845 456995

Supporting witnesses through the court

Witness Service 01603 766289

Support at court as a witness

Civil/Family Court

Civil Legal Advice 0345 345 4345

Family Court helpdesk ...enquiries@norwich.countycourt.gsi.gov.uk

The Dignity Campaign www.dignitycampaign.org.uk

Campaign for change to the Family court process for those impacted by DV