

Helpful Telephone Numbers

September

2019

Sexual Abuse Services

Surviving United – <i>Survivors Support Group</i>	07900 391412
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 263507

Children affected by abuse

Children (0-5 years) and Young People Service.....	01502 674700
ChildLine.....	0800 1111
NSPCC.....	0800 800 5000

Young People's Services

Avenue Mansions.....	01502 562668
Flagship Housing.....	email: yps@flagship-housing.co.uk
Leiston Foyer.....	01728 830073
Respect Young People's Service.....	0808 802 4040
	email: Respect.uk.net

Health & Wellbeing Services

Wellbeing – NHS www.wellbeingnandw.co.uk	0300 123 1503
Suffolk Wellbeing Service.....	0300 123 1781
NHS-non emergency.....	111
James Paget Hospital – <i>General</i>	01493 452452
James Paget Midwives.....	01493 453933
Carlton Court – <i>Mental Health</i>	01502 527474
Mencap.....	0808 808 1111
Mencap – Halesworth.....	01986 874074
MIND.....	01493 842129
East Coast Community Health (ECCH) <i>Hamilton House</i>	
Reception.....	01502 445445
Health Visitors & School Nurses.....	03456 078866
Adult Social Care.....	0808 800 4005
Turning Point – <i>Drug & Alcohol service</i>	01502 531138
Terence Higgins Trust – Norwich.....	01603 226666
Terence Higgins Trust.....	080 8802 1221

Befriending Services

Age UK – Ipswich.....	01473 353061/51
Lowestoft Community Church.....	01502 537527

Service Improvement & Comments

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

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 – <i>out of hours</i>	01502 527132

General Housing Support

East Suffolk Council.....	01502 562111
Flagship Housing Referral.....	0808 168 4555
Home Group Housing Support.....	01502 589671
Access Community Trust – <i>Hostels Temporary Housing</i>	01502 527200
Bridge View (Lowestoft).....	01502 513974

Crisis Intervention Services

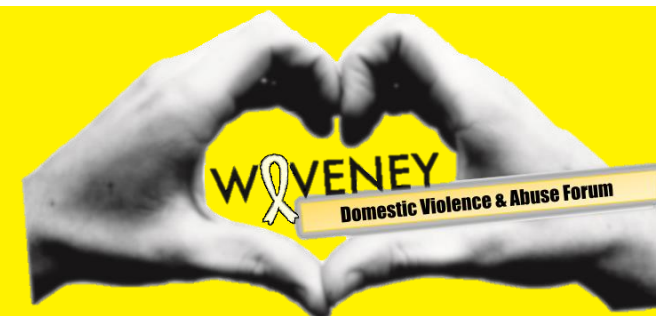
Police, Fire, Ambulance.....	999
Mental Health Crisis Team.....	01493 337698
ChildLine.....	0800 1111
Samaritans.....	01502 500800
Social Services.....	0808 800 4005
NSPCC.....	0808 800 5000
Shelter.....	0808 800 4444
RSPCA.....	0300 1234 555
Victoria House (9am – 5pm).....	01502 532100
Housing – <i>out of hours</i>	01502 527132

Other Support Services

SSAFA – <i>Support for forces & their families</i>	Suffolk 01787 377850
	Norfolk 01603 403322
Age UK – Suffolk.....	01473 351234
Debtline.....	0808 808 4000
DANES - <i>Disability Advice North East Suffolk</i>	01502 511333
Brainwave – <i>supporting people with Brain Injury</i>	01502 537598
Hate Crime Team.....	01473 613500 or 101
VoiceAbility total voice Suffolk (Advocacy).....	01473 857631
Food Bank Vouchers - Bridge View.....	01502 513974
Citizens Advice Bureau.....	01502 518510
Salvation Army.....	01502 539118
Fire Safety.....	01473 260588
Home Start – <i>support & friendship for families</i>	01502 507988/89

Domestic Abuse Services

Waveney Domestic Violence & Abuse Forum.....	01502 572143
	or call our mobile 07906 245979
Anglia Care Trust – <i>Male, Female or Family</i>	0800 977 5690
Leeway Outreach service.....	0300 5610077
Freedom Programme – Liberty Project.....	0845 467 1420
Trauma & Abuse Therapy.....	01502 572143
Lighthouse Women's Aid.....	01473 228270
Nationwide Women's Aid.....	0808 2000 247
Local Domestic Abuse Team Officer.....	01986 835170
Karma Nirvana – <i>Honour Crimes & Forced Marriage</i>	0800 5999 247
PHOEBE Black & Ethnic Minority.....	01473 231566
Victim Support – <i>Norfolk & Suffolk Victim Care</i>	0300 303 3706
Action for Elder Abuse.....	0808 808 8141
Respect Men's Advice Line.....	0808 801 0327
Respect – <i>National Perpetrator support</i>	0808 802 4040
Caring Dads – <i>Helping Fathers Value Their Children</i>	01502 572143
Endeavour Programme – <i>Male Survivors</i>	01502 572143
Norfolk & Suffolk LGBT Project.....	01603 219299
Galop – <i>National LGBT Domestic Abuse Helpline</i>	0800 999 5428



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

Whoever you are...

**BREAK FREE
BEFORE IT BREAKS YOU!**



Supporting people impacted by
Domestic Abuse in
Waveney & The Surrounding Areas

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 a 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
<i>Helping women through the law – Family Law</i>	
Criminal Courts	
Crown Prosecution Service	01473 282100
Witness Care	01603 276992
<i>Supporting witnesses through the court</i>	
Witness Service (also provide outreach)	Gt Yarmouth 0300 3321208
Support at court as a witness	Norwich 0300 3321294
.....	Ipswich 0300 3321233
Civil/Family Court	
Civil Legal Advice	0345 345 4345
Family Court helpdesk	enquiries@norwich.countycourt.gsi.gov.uk
Norfolk Central Victim & Witness Support Team	01603 276992