



Folkestone & Hythe Housing Factsheet 7

Experiencing Domestic Abuse

If you are in immediate danger, call the police on 999

If you cannot speak, press 55 when you are prompted and listen for more instructions. You'll be able to conduct your whole call in silence if needed.

Home Start Shepway

Home-Start Shepway is a voluntary organisation committed to promoting the welfare of families with young children. Home Start run the Enhanced Domestic Abuse Project to help women who have experienced Domestic Abuse or are experiencing Domestic Abuse. They also run a Domestic Abuse One Stop Shop every Wednesday.

Home-Start Shepway's Enhanced New Beginnings Domestic Abuse Project

Tel: 01303 244836

Due to the coronavirus outbreak, the Folkestone Domestic Abuse One Stop Shop will be held over the telephone until further notice.

Tel: 07375 261215 between 12.30 and 14.30 on Wednesdays.

Online: www.homestartshepway.org.uk

Rising Sun Domestic Violence and Abuse Charity

Their Independent Domestic Violence Advocates (IDVA) & Community Team covers Folkestone, Ashford and Canterbury and Provide specialist support at points of crisis, discussing options, offering impartial advice and being there every step of the way. For those at high risk the dedicated IDVAs will be there until it is deemed safe and then the Community Team continues with support, assisting in the recovery. They also run a Counselling Service related to domestic abuse, Family Now Programme and a Freedom Programme.

Tel: 01227 452852 Monday – Friday 09.00 – 17.00

Online: www.risingsunkent.com

Refuge Women's aid

If you are a women and have experienced violence or have experienced it in the past, the National Domestic Abuse Helpline can support you. The helpline is staffed by fully-trained female support workers who can provide confidential, non-judgmental emotional support.

Tel: 0808 2000 247 – open 24 hours

Online: www.nationaldahelpline.org.uk

Email: helpline@womensaid.org.uk

Children and Young Adults

Report abuse of children

If you think someone is in danger call the police on 999.

If it is not an emergency you can phone Social Services

Tel: 03000 41 61 61 – day time hours

Tel: 03000 41 91 91 – out of day time hours

Email: social.services@kent.gov.uk

Visit the Kent Safeguarding children multi agency partnership website if you're worried about a child.

Online: www.kscmp.org.uk

Childline

Childline provides free confidential advice and support for all young people up to the age of 19 years.

Tel: 0800 1111 (Freephone) – 24 hours

Online: www.childline.org.uk

You can speak to someone who will take your details and then put you through to a counsellor. If you telephone the number it will not appear on any bill (landline or mobile).

Thinkuknow

If someone has asked you to do things online that you do not feel comfortable with, Thinkuknow offers advice to young people on sex, relationships and staying safe online.

Online: www.thinkuknow.co.uk

Rape Crisis

If you are female and have experienced rape, sexual abuse assault you can get help, information and support from trained female support workers via their helpline.

Tel: 0808 8029999 (Freephone)

Monday & Tuesday 14.00 – 16.30 & 18.00 – 21.00

Wednesday 12 -14.30 & 18.00 – 21.00

Thursday 12.00 – 14.30 & 18.00 – 21.00

Friday 09.00 – 11.30 & 14.00 – 16.30

Online: www.rapecrisis.org.uk

Information is also provided for partners, family and friends and other people who are supporting a survivor of sexual abuse.

Galop

The Galop National, Lesbian, Gay, Bisexual and Trans Domestic Abuse Helpline: provides confidential and specialist telephone and webchat service for all members of the LGBT communities, their family and agencies supporting them who have experiences issues with domestic violence and abuse.

Tel: 0800 999 5428

Opening times:

Monday, Tuesday & Friday 10.00 – 17.00 Wednesday & Thursday 10.00 – 20.00

Email: helpline@galop.org.uk

Online: www.galop.org.uk

Karma Nirvana

Supporting victims of honour-based abuse and forced marriage. If you have suffered emotionally or physically, have been disowned or are thinking of leaving home we can help you. If you are LGBTQI and fear the consequences of coming out, we will stand by you.

Tel: 0800 5999247

Online: www.karmanirvana.org.uk

Southall Black Sisters

If you are a woman or child who is Asian, African-Caribbean or other minority and you are experiencing domestic or sexual violence (including forced marriage, dowry abuse and honour crimes). Southall Black Sisters provides information, advice, advocacy, practical help, counselling and support in English, Hindi, Punjabi, Fajarati and Urdu (interpreters are used for other languages)

Tel: 0208 5719595 Monday – Friday 09.00 – 12.30 & 13.30 - 17.00

Online: www.southallblacksisters.org.uk

IKWRO

If you are female from a Middle Eastern, North African or Afghan Community, IKWRO can help you if you are at risk of honour based violence, forced marriage, female genital mutilation and violence. Confidential advice, advocacy is provided and referrals made to ensure needs are met as well as offering professional individual and group counselling. Farsi, Arabic, Kurdish, Dari, Pashto, Turkish and English are spoken.

Tel: 0207 9206460 Monday – Friday 09.30 – 17.30

Call out of hours emergencies only:

Tel: 07846 275246 (Arabic/Kurdish)

Tel: 07846 310157 (Farsi/Dari/Turkish)

Online: www.ikwro.org.uk

Hourglass

Support for over 60's

The Hourglass confidential helpline provides information and support to anyone concerned about harm. Abuse or exploitation of an older person. This might include physical, financial, psychological, sexual abuse or neglect.

The helpline is available in England, Wales, Scotland and Northern Ireland to provide a tailored service to callers from across the UK. Trained information officers can provide information, advice and support to help you make the best choices about keeping safe and put you in touch with appropriate local agencies.

Tel: 0808 808 8141 Monday – Friday 09.00 – 17.00

Online: www.wearehourglass.org/domestic-abuse (webchat available)

Suzy Lamplugh Trust

National stalking helpline

Operated by the Suzy Lamplugh Trust, the National Stalking Helpline gives practical information, support and advice on risk, safety planning and legislation to victims or stalking, their friends, family and professionals working with victims.

Tel: 0808 8020300 Monday, Tuesday, Thursday and Friday 09.30 – 16.00 or Wednesday 13.00 – 16.00

An online form can be accessed on their website and there is also an online tool available to improve your safety.

Online: www.suzylamplugh.org

The Halo Project

The Halo Project Charity is a national project that will support victims of honour-based violence, forced marriages and advice and support to victims. They will also work with key partners to provide required interventions and advice necessary for the protection and safety of victims.

Tel: 01642 683045

Email: info@haloproject.org.uk

Live Chat Times:

Monday to Friday 8.00 to 18.00 – 21.00

Saturday & Sunday 10.00 – 14.00

Online: www.haloproject.org.uk

The Men's Advice Line

If you are male and are experiencing abuse, or have in the past you can speak to trained advisors who provide support specifically for men experiencing violence from their partners and who can offer you emotional support and practical advice.

Tel: 0808 8010327 (Freephone) Monday – Friday 09.00 -17.00

Email: info@mensadviceline.org.uk

Online: www.mensadviceline.org.uk (webchat available)

Safeline

Safeline provides a range of services to support men in working through their experiences, including free online and telephone counselling. Safeline has over 20 years of experience in working with rape and sexual abuse and their research shows

that the clients that they work with report a significant improvement in their mental health and wellbeing.

You can call IM or email the team for a confidential chat with a trained professional.

Tel: 0808 800 5005

Text chat: 07860 065187

Monday 09.00 – 17.00, Tuesday 08.00 – 20.00, Wednesday 09.00 – 17.00 Thursday 8.00 - 20.00 Friday 09.00 – 17.00 Saturday 10.00 – 14.00

Tuesday & Thursday 08.00 – 20.00

Saturday 10.00 – 12.00

Email: support@safeline.org.uk

Online: www.safeline.org.uk/men (wechat available)

Survivors UK

If you are a man aged over 18 years old and have experienced rape or sexual assault you can get help and advice from specialists in the field of male sexual violence who have help many men to work through their experiences.

You can telephone or use their webchat service which allows you to have a confidential one to one chat with a trained professional.

Tel: 020 35983898 Mon – Friday 09.30 – 17.00

Text chat: 020 33221860 Mon – Sunday 12.00 – 20.00

Online: www.survivorsuk.org (webchat available)

Dads Unlimited

Dad's Unlimited are based in Ashford Kent and can provide support for Dads who are experiencing a family breakdown. They can provide support through mentoring and help to achieve a positive ongoing relationship with their children and by improving co-parenting relationships.

Tel: 01233 680150 9.00 to 16.30 Monday to Friday (excluding bank holidays)

Online: www.dadsunltd.org.uk

NCDV

Domestic Abuse and Violence Emergency Legal Protection

NCDV provide a free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation.

Tel: 0800 970 2070

Text: NCDV to 60777

Email: office@ncdv.org.uk

Online: www.ncdv.org.uk

Dogs Trust Freedom Project

Dogs Trust Freedom Project is a dog fostering service for people fleeing domestic abuse and going into refuge. Dog's Trust offers a solution by providing free and confidential foster care, enabling the owner to access a refuge without the fear of what may happen to their dog if left behind.

Tel: 020 78370006 Monday – Friday 9.00 to 17.00

Email: info@dogstrust.org.uk

Online: www.dogstrust.org.uk

Respect

If you are abusing your partner, you can stop and get help to change your behaviour. There are trained advisors who can provide help and support to men or women who are abusing their partners.

Tel: 0808 8024040 (Free phone) Monday to Friday 09.00 – 20.00

Email or webchat Monday to Friday 09.00 - 20.00

Email: info@respectphoneline.org.uk Mon – Fri 9.00 – 8pm Sat & Sun 10.00 – 12.00 & 16.00 to 18.00

Online: www.respectphoneline.org.uk (webchat available)