

Factsheet 3

Experiencing Domestic Abuse

If you are in immediate danger

Call the police on 999

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

There are a number of agencies set up to help victims of domestic abuse, many detailed below. Some of these are specifically tailored to certain groups of people either by age, gender or ethnicity. There are also agencies who support the perpetrators to change.

Domestic Abuse One Stop Shop

Here you will find a multi agency approach to seek advice regarding any aspect of our situation. The type of agencies and advice are:-

- Independent Domestic Abuse Advisors (IDVAs)
- Legal
- Housing
- Police
- Benefits
- Refuge

This is run by Home Start and takes place **every Thursday 12.30-2.30pm at Folkestone Early Years Centre, Dover Road, Folkestone, CT20 1QF (the round building)**

General

NCDV

Domestic Abuse and Violence Emergency Legal Protection

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

Home Start Shepway

Home-Start Shepway promotes the welfare of families with young children and run the Enhanced Domestic Abuse Project to help women who have/or are experiencing Domestic Abuse

Tel: 01303 244836

Online: www.homestartshepway.org.uk



Suzy Lamplugh Trust

National stalking helpline provides information, support and advice on risk, safety plans and legislation to victims of stalking, their friends, family and professionals working with victims.

Tel: 0808 8020300 Monday - Friday 09.30 – 16.00 Wednesday 9.30 – 20.00

Online form and safety tool: www.suzylamplugh.org

Women and Children

Rising Sun Domestic Violence and Abuse Charity

Covering Folkestone, Ashford and Canterbury they provide specialist support with IDVAS and Outreach teams, at points of crisis, discussing options, offering impartial advice and being there every step of the way. They also run services for Children and Young People, a Counselling Service, and Phoenix and Own My Life programmes.



Tel: 01227 452852 Monday – Friday 09.00 – 17.00

Online: www.risingsunkent.com Email: admin@risingsunkent.com

Refuge National Domestic Abuse Helpline

For women who are or have experienced violence providing confidential, non-judgmental emotional support by female advisors.



Tel: 0808 2000 247 – open 24 hours

Online webchat and contact forms: www.nationaldahelpline.org.uk

Rape Crisis

For females who have experienced rape, sexual abuse/assault this provides help, information and support from trained female support workers and information for partners, family and friends and other people who are supporting a survivor of sexual abuse.

Tel: 0808 8029999 (Freephone) 12-14.30 and 19.00 – 21.30 every day of year

Online Live chat: www.rapecrisis.org.uk Email: rcewinfo@rapecrisis.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 **OR** 03000 41 91 91 – out of day time hours

Email: social.services@kent.gov.uk

Kent Safeguarding children multi agency partnership online: www.kscmp.org.uk

Childline

Childline provides free confidential advice and support for all young people up to the age of 19 years. The number will not appear on any bill.

Tel: 0800 1111 (Freephone) – 24 hours Online: www.childline.org.uk

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

Ethnic and Minority Groups

Galop

The Galop National, Lesbian, Gay, Bisexual and Trans Domestic Abuse Helpline: support service for all members of the LGBT communities, their family and agencies supporting them who have experienced issues with domestic abuse.

Tel: 0800 999 5428 Mon/Tues/Fri 10.00 – 17.00 Wed/Thurs 10.00 – 20.00

Email: helpline@galop.org.uk Online webchat: www.galop.org.uk

Karma Nirvana

Supporting victims of honour-based abuse and forced marriage and LGBTQI community members in fear of coming out.

Tel: 0800 5999247 Online: www.karmanirvana.org.uk

Southall Black Sisters

Holistic advice via helpline and support for women or children who are Asian, African-Caribbean or other minority experiencing domestic or sexual violence (including forced marriage, dowry abuse and honour crimes). Multi Lingual support available. Casework in west London only



Tel: 0208 5719595 Monday – Friday 09.00 – 17.00

Online: www.southallblacksisters.org.uk Email: info@southallblacksisters.co.uk

IKWRO

Supporting females from Middle Eastern, North African or Afghan Communities who are at risk of honour based violence, forced marriage, female genital mutilation and violence.



Tel: 0207 9206460 Monday – Friday 09.30 – 17.30 Online: www.ikwro.org.uk

Out of hours emergency: Tel: 07846 275246 Arabic/Kurdish Tel: 07846 310157 Farsi/Dari

The Halo Project

Supporting victims of honour-based violence, forced marriages and advice and support to victims and to work with partner agencies to provide interventions and ensure safety.

Tel: 01642 683045 Email: info@haloproject.org.uk Online: www.haloproject.org.uk

Live Chat: Monday - Friday 8am – 10am & 6pm – 9pm / Saturday & Sunday 10am – 2pm

Men

Dads Unlimited

Based in Ashford Kent providing support for Dads experiencing family breakdown. Including mentoring and help to achieve a positive ongoing relationship with their children and improving co-parenting relationships.



Tel: 01233 680150 9.00 to 16.00 Monday to Friday (excluding bank holidays)

Online: www.dadsunltd.org.uk Email: support@dadsunltd.org.uk

DAVE

Bespoke support for male victims of any form of domestic abuse.

Tel: 01233 680160 Mon – Fri 9am to 5pm

Email: dave@dadsunltd.org.uk Online: www.dadsunltd.org.uk/services/dave



The Men's Advice Line

Providing support and advice for males who have or are experiencing abuse.



Tel: 0808 8010327 Monday – Friday 10am – 8pm

Email: info@mensadviceline.org.uk Monday – Friday 9am – 8pm

Webchat: www.mensadviceline.org.uk Wednesday 10am – 11.30am & 2.30pm – 4pm

Safeline

Providing services and counselling to men who have experienced rape and sexual abuse.

Tel: 0808 800 5005 Mon-Fri 9am – 8pm & Sat/Sun 10am-2pm

Text chat: 07860 065187 Email: support@safeline.org.uk

Online webchat: www.safeline.org.uk/services/national-male-helpline

Survivors UK

Help and advice for men/boys aged 13+ years who have experienced rape or sexual assault.

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)

Perpetrators

Respect

Help to stop you abusing your partner and change your behaviour.



Tel: 0808 8024040 (Free) Monday-Thursday 10.00 – 20.00, Friday 10.00 – 17.00

Email: info@respectphonenumber.org.uk Mon – Fri 9.00 – 8pm

Online webchat: www.respectphonenumber.org.uk Thursday 14.00 – 16.00

Older People

Hourglass

Support for over 60's concerned about harm, abuse or exploitation. This might include physical, financial, psychological, sexual abuse or neglect.



Tel: 0808 808 8141 24 hour phonenumber

Free text: 07860052906

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

Pets

Dogs Trust Freedom Project

A free and confidential dog fostering service for people fleeing domestic abuse and going into refuge or other emergency accommodation. Dogs are cared for by volunteer foster carers for around 6-9 months until they can be reunited.



Tel: 0800 298 9199 Monday – Friday 9.00 to 17.00

Email: freedomproject@dogstrust.org.uk Online: <https://www.dogstrustfreedomproject.org.uk>

Cats Protection Paws Protect

A free and confidential cat fostering service for people fleeing domestic abuse and going into refuge or other emergency accommodation. Cats are cared for by volunteer foster carers for an average of 6-9 months until they can be reunited.



Paws Protect
Cat fostering for people fleeing domestic abuse

Tel: 0345 260 1280 Monday – Friday 9.00 – 17.00

Email: pawsprotect@cats.org.uk Online: <https://www.cats.org.uk/paws-protect>