

Southern Cambridgeshire Domestic Abuse Task Group¹

Domestic Violence Directory

Helping those affected by Domestic Violence

Contents

(Clicking on the hyperlinks below will take you directly to each Section of this Directory)

[Introduction](#)

[Black and Minority Ethnic \(BME\)](#)

[Children and Young People](#)

[Counselling, Support and Advice](#)

[Drugs and Alcohol Misuse](#)

[Emergencies and The Police](#)

[Health](#)

[Housing and Accommodation](#)

[Legal Services](#)

[Lesbian, Gay, Bisexual and Transgender](#)

[Male Victims](#)


[Money and Finances](#)

[People with Disabilities](#)


[Rape or Sexual Abuse](#)

[Support for Families](#)

To notify the publisher of any changes to the content of this Directory, please contact the Southern Cambridgeshire Domestic Abuse Task Group:

 01223 457042

 tom.kingsley@cambridge.gov.uk

 c/o Safer Communities Section, Cambridge City Council, PO Box 700, Cambridge, CB1 0JH

Disclaimer of Liability

The Southern Cambridgeshire Domestic Abuse Task Group endeavours to ensure that the information contained within this Directory is correct, but does not accept any liability for error whether caused by the negligence or omissions of the Southern Cambridgeshire Domestic Abuse Task Group or otherwise. Information, editorial, advertising, products and services provided by the Southern Cambridgeshire Domestic Abuse Task Group are provided on the basis that it disclaims all warranties whether expressed or implied. Neither the Southern Cambridgeshire Domestic Abuse Task Group nor the suppliers of information shall be liable for any direct, indirect, incidental or consequential loss of business profits or special damages. The Southern Cambridgeshire Domestic Abuse Task Group is not responsible for the content of any external websites.

¹ The Southern Cambridgeshire Domestic Abuse Task Group covers the areas managed by Cambridge City Council, East Cambridgeshire District Council and South Cambridgeshire District Council.

Introduction

What is domestic violence?

The Home Office defines domestic violence as:

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”²

In order to enable the Southern Cambridgeshire Domestic Abuse Task Group to be inclusive of all victims, it has adopted the definition of domestic violence from the inter-governmental initiative Raising the Standards³

“Domestic Violence and abuse is best described as the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by a person who is or has been in a close relationship. Domestic Violence can go beyond actual physical violence. It can also involve emotional abuse, the destruction of a spouse’s or partner’s property, their isolation from friends, family or other potential sources of support, threats to others including children, control over access to money, personal items, food, transportation and the telephone, and stalking.”

It can also include violence perpetrated by a son, daughter or any other person who has a close or blood relationship with the victim. It can also include violence inflicted on, or witnessed by, children. The wide adverse effects of living with domestic violence for children must be recognised as a child protection issue. They link to poor educational achievement, social exclusion and to juvenile crime, substance abuse, mental health problems and homelessness from running away.

Domestic violence is not a “once-off” occurrence but is frequent and persistent aimed at instilling fear into, and compliance from, the victim.”

Domestic violence is a crime and you have the right to access support and protection from the agencies listed in this Directory who are working together to challenge domestic violence. Domestic violence is also a serious social problem that has a huge economical cost, estimated at £23 billion each year in the UK⁴. Research findings calculate the costs as the time lost at work through injuries and ill health due to domestic violence and the amount of time each agency spends responding to domestic violence. It therefore affects all of us. Domestic violence is everyone’s responsibility.

Similar to other areas across the UK and in many other countries around the world, domestic violence is a serious social and economic problem for those living in Cambridge. Research has shown that domestic violence accounts for between 18% and 25% of all reported violent crime across the UK, it has the highest rate of repeat victimisation and it is a very under reported crime. Generally it does not go away and incidents often increase in severity and frequency. National evidence suggests that on average two women a week are killed by a former or current partner, and one in four women are likely to suffer domestic violence at some point during their lives. One in six men are reported to

² www.crimereduction.gov.uk/dv/dv01.htm

³ “Domestic Violence: A Guide to Civil Remedies and Criminal Sanctions” – Department of Constitutional Affairs (November 2004).

⁴ Walby, S. (2004). “The Cost of Domestic Violence” – Women & Equality Unit, Office of National Statistics.

experience domestic violence and people from lesbian, gay, bisexual and transgender communities are reported to have similar experiences as heterosexual women⁵.

Children and young people also suffer from domestic violence directly and indirectly. Many are traumatised by what they see and hear at home and this can have serious long-term consequences for them if they do not receive the support and protection that they need.

Why should I tell anyone?

Domestic violence is often shrouded in secrecy. Victims are often reluctant to report incidents of domestic violence for many reasons. In fact, national research shows that most people have never told anyone about the worst violence they have suffered. Victims often feel that they won't be taken seriously, or that they are partly to blame themselves. Others may feel scared that the violence will get worse if their partner finds out they have reported it.

Perpetrators rely on their victims keeping the violent behaviour a secret as this enables them to continue to misuse their power and control over their victims. Domestic violence is not your fault.

There is new legislation and new initiatives being developed in your area to protect victims from domestic violence and most organisations, including the police, take domestic violence very seriously. Many of the organisations listed in this Directory employ people who specialise in dealing with domestic violence and they are sensitive and supportive, skilled in risk assessment and safety planning. They will also help you to work out the best ways for you and any children to remain safe and they will give you information about the options that are available to you so you feel in control and able to make the decisions that are right for you.

How does this Directory work?

There are a huge number of organisations that can help you. So that you don't get overwhelmed by them all, we have arranged them into sections that can help you with specific issues. There is a short description at the beginning of each section explaining the type of support offered.

Within each section, you will find an alphabetical list of organisations that can help you with particular problems. Details include the phone number (☎), e-mail address (✉), website (🌐) and postal address (📮), together with a description of how that organisation can help you. In some cases organisations do not have the full range of contact details, but we have provided you with as much information as possible to enable you to contact them. Some organisations are listed in more than one section. We have also listed useful websites within each section.

Accessing the Directory

If you are still living with a violent partner, then you may be worried about that person knowing that you are accessing help. For this reason we have made this Directory available on each district council's website⁶, which you can access from a range of free computer points across the counties. This makes it easier for you to view the websites of

⁵ Walby, S. & Allen, J. (2004). "Domestic violence, sexual assault and stalking: Findings from the British Crime Survey" – Home Office (HORS 276).

⁶ www.cambridge.gov.uk; www.eastcambs.gov.uk; www.scambs.gov.uk

the organisations listed, and to send them e-mails if you don't want to speak over the phone or meet in person. To find out where the nearest access point is, call one of the following numbers:

Cambridge City Council		01223 457000
East Cambridgeshire District Council		07881 837543
South Cambridgeshire District Council		03450 450 500

Translation/Interpretation

If English is not your first language and/or you need someone to help you understand the contents of this Directory, please contact the individual district council on the number listed below:

Cambridge City Council		01223 457000
East Cambridgeshire District Council		01353 66 5555
South Cambridgeshire District Council		03450 450 500

Black and Minority Ethnic (BME)

Anyone can be a victim of domestic abuse, whatever their race or religion. As a BME individual you can of course use any of the services listed within this Directory. However, sometimes there are specific cultural issues, which are important to you, and you may prefer to receive support from people with a better understanding of your specific needs.

Forced marriage, where you are made to marry someone against your will, is also an infringement of your human rights. No one has the right to force you to marry, and there are organisations listed here who can help you. Remember that forced marriage is an issue effecting both men and women.

The police take domestic abuse within BME groups very seriously, and their Domestic Violence Co-ordinator will help you with your case as they would anyone else.

If you are not comfortable with speaking directly to the police, and you are from a BME group, then we would recommend that you report incidents of domestic abuse through Open Out Cambridgeshire (www.openoutcamb.org)

The other groups and organisations listed here can also provide you with support and advice. There is nothing to stop you from reporting incidents to the police or Open Out Cambridgeshire, and from also receiving support from any of the groups listed below.





Remember that if you or your children are in immediate danger then you should call 999 without delay.

Cambridge Ethnic Community Forum (CECF)

 01223 315877
 cecfenquiries@cecf.co.uk
 www.cecf.co.uk
 62-64 Victoria Road, Cambridge, CB4 3DU



CECF is an umbrella organisation for various ethnic groups in Cambridge. Their website contains useful information about these groups, many of which provide advocacy, support and translation services. If you are unable to find the group you require within this Directory, then the CECF may be able put you in contact with the group that you need.

Cambridge Racial Incidents Support Project (CRISP)

 01223 462615
 crisp@cecf.co.uk
 www.cam.net.uk/home/crisp/crisp/index3.htm
 62-64 Victoria Road, Cambridge, CB4 3DU

CRISP helps those living in Cambridge who are from minority ethnic communities and who are suffering from racial harassment. Their skilled team members can provide you with emotional and practical support, counselling, and appearing with you in court. Their services are free and confidential.

Cambridge Women's Aid (CWA)

 Refuge - 01223 460947 (Monday to Friday – 9:30am to 6pm)
 Outreach - 01223 361214 (Tuesday to Thursday – 10am to 5pm)

 Emergency Helpline - 07730 322098 (6pm to 9:30am)
 refuge@cambridgewa.org.uk
 www.womensaid.org.uk





CWA is an independent charity run for women by women. Based at a central location in Cambridge, they offer information, advice and ongoing practical and emotional support to women experiencing domestic violence in strictest confidence. CWA also offers emergency refuge accommodation to women escaping violent relationships. Although not a specialist BME provider, CWA workers are highly experienced in supporting women from all walks of life and ensuring that cultural or language differences do not cause barriers to women seeking help. CWA can also help women access specialist services in London and specialist refuges throughout the country if needed.

Cambridgeshire Constabulary (Police): Community Cohesion Unit

 0345 456 456 4
 Parkside Police Station, Parkside, Cambridge, CB1 1JG

In an emergency you should always call 999. The police take crimes against BME groups very seriously, and their Community Cohesion Unit will be sensitive and respectful when helping you with your case. In cases where there are specific BME issues, there are officers who specialise in tackling hate crimes. These might include crimes committed against a person because they are of a certain race or religion, or forced marriages. In these latter cases you should contact the Community Cohesion Unit on the above number. They have a responsibility to investigate 100% of cases reported to them, and will take your reports seriously.

Chinese Information and Advice Centre (CIAC)

 08453 131 868
 info@ciac.co.uk
 www.ciac.co.uk
 Lower Ground Floor, London Chinatown Market, 71-73 Charing Cross Road, London, WC2H 0NE

CIAC's Women's Support Project offers support for Chinese women who are victims of domestic violence, covering issues such as housing, legal protection, welfare benefits and children. They can also provide ongoing support to lone mothers helping them to access a variety of services, including housing, legal help, education and counselling. Services are confidential, and are provided by specially trained bilingual female volunteers. All workers are English, Mandarin and Cantonese speaking.




Foreign and Commonwealth Office: Forced Marriage Unit

 020 7008 0151
 fm@fco.gov.uk
 www.fco.gov.uk/en/travelling-and-living-overseas/things-go-wrong/forced-marriage

The Forced Marriage Unit gives advice and assistance to people who:




- fear they are going to be forced into a marriage abroad
- fear for a friend or relative who has been taken abroad and may be forced into a marriage
- have been forced into a marriage and do not want to support their spouse's visa application.

Jewish Women's Aid

 0808 801 0500 (Freephone Helpline)
 info@jwa.org.uk
 www.jwa.org.uk/





Jewish Women's Aid is an organisation run by Jewish women for Jewish women and their children who have been subjected to domestic violence. They will provide support services and information for victims.

Kiran Asian Women's Aid

 020 8558 1986
 kiranawa@btopenworld.com
 PO Box 899, Leytonstone, London, E11 1AA




Kiran Asian Women's Aid offers confidential advice for Asian women and their children fleeing various forms of abuse including physical, mental and sexual abuse, or from financial exploitation. Their services are provided by Asian women.

Newham Asian Women's Project (NAWP)

 020 8472 0528
 info@nawp.org
 www.nawp.org
 661 Barking Road, Plaistow, London, E13 9EX

NAWP offers support and advice for Asian women and children experiencing domestic violence. Although they are based in London, they are able to offer you help over the phone.


Open Out

 01223 823552
 info@openoutcambs.org
 www.openoutcambs.org

Some people feel uncomfortable reporting incidents directly to the police, or do not even want the police involved at all. The Open Out scheme recognises these fears, and allows you to report incidents easily by providing an alternative to contacting the police. They are specialists in working with people from minority communities. All reports are treated confidentially, and can be made anonymously. You can also discuss how you want the incident to be dealt with. There are several ways of reporting hate crimes to Open Out:

- via the website
- via email
- via phone - you can either discuss problems over the phone, or you can arrange to meet the Co-ordinator for an informal chat at a location where you feel comfortable.
- via reporting packs - these allow you to report incidents by post, and are available at a range of informal 'reporting centres' across Cambridge such as the Citizen's Advice Bureau. For a full list of reporting centres, please contact Open Out.

Ormiston Children & Families Trust





 01473 724517

 enquiries@ormiston.org
 www.ormiston.org.uk
 333 Felixstowe Road, Ipswich, IB3 9PU

Ormiston Children & Families Trust works to promote the well-being of children and young people, especially those disadvantaged by their life experiences or circumstances, including gypsies and travellers. This is achieved through direct service provision and by raising awareness of related issues through research, publications, conferences and events. Many of the children and young people they work with are:


- experiencing stigma and isolation caused by prejudice and discrimination
- in danger of becoming isolated and excluded both from school and the wider world
- affected by the imprisonment of their parent
- at risk of, or experiencing, emotional or physical harm
- caring for parents or siblings within their family.

Southall Black Sisters

 020 8571 0800 (Monday to Friday - 10am to 5pm)
 info@southallblacksisters.co.uk
 www.southallblacksisters.org.uk
 21 Avenue Road, Southall, Middlesex, UB1 3BL

Southall Black Sisters provide information, advice, advocacy, practical help, counselling and support to Asian and African-Caribbean women and children experiencing domestic violence (including forced marriage and honour crimes). The website also contains lots of useful information to help you.

Women's Aid: "The Survivors Handbook"

 www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section on women in violent relationships who are from BME communities. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.

Children and Young People

Domestic violence is when one person hurts or bullies another person who they are in a relationship with. They might be married, living together, boyfriend and girlfriend, or have children together.

Domestic violence does not have to be physical. It can include emotional, financial or sexual abuse. The behaviour often happens more than once, although this does not have to be the case for it to hurt people.

As a child or young person, domestic violence can hurt you too. You might be upset by the things that you see or hear, or you might even be hurt yourself. If you are in a relationship with somebody yourself, you can also experience domestic violence.

If you are not sure if you are experiencing domestic abuse, or would like more information about what to do, then there are lots of websites and help lines listed below, which are for children and young people.

If you are a young person and are concerned about your own behaviour or violent tendencies, please contact one of the youth support agencies listed below for help and advice on how to change your attitudes to those around you.

Sometimes it is easier to talk to someone outside of your family, who doesn't know who you are. With many of the help lines listed here, you don't have to tell them who you are, and they won't tell anyone that you called unless you are in immediate danger. If you don't feel confident about speaking to somebody about your problems, then there are lots of websites listed below that can give you information on-line.

Remember, if you think that you or somebody in your family is in serious danger, then you should call 999 straight away.

Action for Children


 www.actionforchildren.org.uk

Action for Children supports and speaks out for the UK's most vulnerable, disadvantaged and neglected children and young people.

Bullying UK

 help@bullying.co.uk

 www.bullying.co.uk

 Bullying UK, 702 Windsor House, Cornwall Road, Harrogate, HG1 2PW

This website contains lots of useful information, help and advice for both young people and their parents.

Centre 33

 01223 316488

 help@centre33.org.uk

 www.centre33.org.uk

 33 Clarendon Street, Cambridge, CB1 1JX

Opening Times

Monday to Wednesday	10am to 5pm
Thursday	Closed (2.30pm to 8pm at Ely Library, by appointment only)
Friday to Saturday	10am to 1.30pm

Centre 33 provides free, independent and confidential counselling, advocacy, information, advice and support for young people under 25 years old in Cambridge City, South Cambridgeshire and East Cambridgeshire.

ChildLine



0800 1111



www.childline.org.uk

ChildLine is a free 24 Hour helpline for children and young people across the UK. Special children's counsellors will help you with any problem, day or night. All advice is confidential unless you want them to talk to somebody for you, or they think you are in danger.

Child Protection Service



0345 045 5203 (8am to 8pm – Monday to Friday)



Safeguarding and Standards Unit, SCO2105, Scott House, 5 George Street, Huntingdon, PE29 3AD

If you are concerned about a child, please don't leave it to someone else to report. Contact the Child Protection Service.

Get Connected



0808 808 4994 (7 days a week - 1pm to 11pm,)



www.getconnected.org.uk

Get Connected is a free, UK-wide, e-mail and telephone helpline that finds young people the best help, whatever the problem. The helpline workers listen to what you need to sort out, explain the options you have, and then make suggestions of services where you can get the best help. Get Connected has access to information on thousands of services, both locally and nationally. If you have contacted Get Connected by phone, the helpline worker can then provide a free connection to the service you have chosen, or can text important information to your mobile. The helpline workers all come from different backgrounds and about two-thirds are under thirty. All of them have been trained to make sure they are in the best possible position to help. None of them will tell you what to do or judge you.

The Hideout



www.thehideout.org.uk




This is a domestic violence website designed especially for children and young people. The website informs you about domestic violence, helps to identify whether it is happening at home, and directs you towards additional support and information. There are interactive checklists, quizzes and games to help you think through problems that surround domestic violence.

Kidscape

-  08451 205 204
-  www.kidscape.org.uk
-  Kidscape, 2 Grosvenor Gardens, London, SW1W 0DH





Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse. This helpline is for the use of parents, guardians or concerned relatives and friends of bullied children. The Kidscape website offers online advice for children, young people and parents in helping to keep you safe from violence and abuse.

Missing People

-  0808 800 70 70 (Runaway Helpline)
-  runaway@missingpeople.org.uk
-  www.missingpeople.org.uk/runaways/



If you have run away from home, have been forced to leave home, or are thinking of running away then the helpline can offer you support and information. Your calls and e-mails cannot be traced, so they won't tell anyone where you are. They will however act as a 'go-between' and pass a message to your family or carer for you if you want. People who ran away from home because of family problems, and who have been helped by Missing People, have told their stories on the website for you to read.

National Society for the Prevention of Cruelty to Children (NSPCC)

-  0808 800 5000 (NSPCC Helpline)
-  0800 056 0566 (Textphone)
-  help@nspcc.org.uk
-  www.nspcc.org.uk



The NSPCC is the UK's leading charity specialising in child protection and the prevention of cruelty to children. The NSPCC can offer advice on child protection issues and information on resources available.

Pyramids Contact Centre

-  01354 660652
-  baindahleuk@yahoo.co.uk

The Pyramids Contact Centre offers supervised contact in Cambridge each Saturday between children and their non-resident parent. This service is offered to ensure that contact takes place in a way that is safe for everyone concerned and to assist court proceedings in making an assessment. Supervised contact is appropriate where there are concerns during proceedings about a child's wellbeing and safety if contact was awarded. It is available for limited periods as part of a programme, which has as its objective, progress towards less restrictive contact arrangements. It is intended that supervised contact should take place over three, or in exceptional circumstances, six months with a review hearing fixed.

Relate Cambridge

-  01223 357424
-  www.relatecambridge.org.uk

Relate provide support and counselling for individuals, couples and families experiencing relationship difficulties. In cases of domestic violence they can provide help and counselling for victims. They are based in Cambridge. Appointments can be arranged by calling the main Cambridge number above.

Romsey Mill

 01223 213162
 www.romseymill.org
 Romsey Mill Centre, Hemingford Road, Cambridge, CB1 3BZ



Romsey Mill creates opportunities with marginalised young people and families, with an emphasis on participation and on building long-term relationships. The charity helps to reduce isolation, improve well-being, increase self-esteem and confidence, develop skills, and raise aspirations of those who access its services. This is achieved through a variety of different programmes. Young Parents Programme for young parents, expectant teenagers and their children is the lead response for teenage parents in Cambridgeshire. The Mental Health Development Worker provides one-to-one support for those that access the programme along with counselling and therapeutic intervention to help improve the parent-infant relationship. Antenatal and parenting groups run weekly. Various skills development courses are also run with supported progression into education, welfare and training being facilitated.

Scarleteen

 www.scarleteen.com





A website resource containing useful sex education information, primarily for young people.

YoungMinds

 0808 802 5544
 www.youngminds.org.uk



YoungMinds can provide information and advice for anyone with concerns about the mental health of a child or young person.

Youth Access

 020 8772 9900
 admin@youthaccess.org.uk
 www.youthaccess.org.uk/
 Youth Access, 1-2 Taylors Yard, 67 Alderbrook Road, London, SW12 8AD

Youth Access is the national membership organisation for young people's information, advice, counselling and support services. It provides a useful "Directory of Services".

Youthoria by Connexions

 080 800 13219 (7 days a week – 8am to 2am)
 www.youthoria.org

Youthoria offers information, advice and practical help to 13 - 19 year olds on a wide range of topics such as:

- benefits





- education
- employment and training
- free time
- health
- housing
- relationships
- your rights

All advice is free and confidential. You can either phone or go on-line to get lots more information.

Counselling, Support and Advice

The organisations listed here provide general support, advice and counselling on issues relating to domestic violence. Please look in the other sections in this Directory for more specific help on topics such as housing, legal matters or sexual abuse.

Cambridge Family Mediation Service

 01223 576308 (24hr ansaphone)
 families@cambridgefms.co.uk
 www.cambridgefms.co.uk
 3rd Floor, Essex House, 71 Regent Street, Cambridge, CB2 1AB


Opening Times

Monday to Thursday 9.30 am to 5.00 pm
Friday 9.30 am to 4.00 pm

An independent registered charity operating on a not-for-profit basis. Their professionally trained mediators and counsellors work with couples facing separation or divorce and with other members of their families offering:






- information about separation and divorce
- information on how best to help children through parental separation
- mediation to help couples make decisions on practical arrangements
- counselling for children and adults
- parenting workshops

Cambridge Rape Crisis

 01223 245888 (Wednesday evenings – 7.30pm to 9.30pm)
 contact@cambridgerapecrisis.co.uk
 www.cambridgerapecrisis.co.uk
 Susan Turner, Box R, 12 Mill Road, Cambridge, CB1 2AD



A confidential service of support and information provided over the telephone and run by volunteers who will listen to what you have to say. They will help you to find ways to express difficult feelings and situations. They do not make judgements about the people who use the service nor do they tell you what to do. They aim to give people a space to talk about their own issues at their own pace.

Cambridge Samaritans

 08457 90 90 90 (National – 24 Hours)
 01223 364455 (Cambridge - 10.30am to 10pm)
 jo@samaritans.org
 www.samaritans.org/cambridge/
 4 Emmanuel Road, Cambridge, CB1 1JW

The Samaritans provide confidential emotional support for people who are experiencing feelings of distress or despair, including those that may lead to suicide. You can speak in total confidence with one of their volunteers, day or night. They will not judge you or tell you what to do, but will try to help you think things through.





Cambridge Women's Aid (CWA)

 Refuge - 01223 460947 (Monday to Friday – 9:30am to 6pm)
 Outreach - 01223 361214 (Tuesday to Thursday – 10am to 5pm)

 Emergency Helpline - 07730 322098 (6pm to 9:30am)
 refuge@cambridgewa.org.uk
 www.womensaid.org.uk




CWA is an independent charity established in 1977, run for women by women. Based at a central location in Cambridge City, CWA offers information, advice and ongoing practical and emotional support to women experiencing domestic violence in strictest confidence. All women contacting CWA can access one to one support from a worker and group support at weekly coffee mornings. The Freedom Programme is available for women who want to look at how violent relationships happen and to regain confidence and self-esteem. There is no charge for these services. CWA also offers emergency refuge accommodation. A refuge is a safe house for women and children escaping domestic violence. It is a confidential address where women can be sure they are safe, and where they and any children can access emotional and practical support from staff that understand what they have been through. CWA can also help women access refuge space throughout the country.

Cambridgeshire Safeguarding Vulnerable Adults Team

 0345 045 5202 (8am to 5pm – Monday to Friday)
 01733 234724 (5pm to 9am – Emergency Duty Team)
 cambridgeshire.direct@cambridgeshire.gov.uk
 www.cambridgeshire.gov.uk/social/adultprot/

If you are an adult and a victim of domestic violence, but there are no children involved then you should call the relevant number above. As a victim of domestic violence you will probably be classed as a “vulnerable adult”. This means that you might need help in protecting yourself from significant harm or abuse at the hands of another person. The County Council will help find ways to do this. They can also direct you to help with issues such as housing or money. The County Council will also help older people who are subject to domestic violence or any other kind of abuse.

Choices Counselling

 01223 358149 (Monday, Tuesdays and Thursday - 9.30am to 2.30pm, Wednesday – 3pm to 7pm, Friday - 9.30am to 1.30pm)
 www.choicescounselling.co.uk/
 Alex Wood Hall, Norfolk Street, Cambridge, CB1 2LD


Choices offer a confidential counselling service in Cambridge and surrounding areas for those whose lives are affected by child sexual abuse.




Citizens Advice Bureau

 www.citizensadvice.org.uk

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. They will be able to refer you to refuges, and put you in contact with specialist family lawyers. They can also help with obtaining injunctions to legally keep the perpetrator of domestic violence away from you. Their website will be able to direct you to local services, with contact details and drop-in times.

Ely Diocesan Committee for Family and Social Welfare

 01353 652719

-  cfsw@ely.anglican.org
-  www.ely.anglican.org/church_in_community/social_welfare.html
-  Diocesan Office, Bishop Woodford House, Barton Road, Ely, CB7 4DX

This is a registered charity, established under the Diocese of Ely. It provides an independent social work service to anyone in the diocese (which includes everyone in Cambridge) who might prefer to consult a worker independent of “the system”. You do not have to be of any particular religion to use their services. Four part-time, experienced support workers are employed. Some of the areas of work they cover are family support, mental and physical disability, the elderly, bereavement and abuse advice, and general guidance and support. Clients can be supported on a short or long-term basis to help prevent further crises from arising.

Hidden Hurt

-  www.hiddenhurt.co.uk




Hidden Hurt is a UK-based violence information and support site, which contains information, advice and support for victims of domestic violence.

National Domestic Violence Helpline (Freephone 24hr)

-  0808 2000 247
-  www.nationaldomesticviolencehelpline.org.uk

The National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Relate Cambridge

-  01223 357424
-  www.relatecambridge.org.uk
-  3 Brooklands Avenue, Cambridge, CB2 8BB

Relate provide support and counselling for individuals, couples and families experiencing relationship difficulties. In cases of domestic violence they can provide help and counselling for victims. They are based in Cambridge. Appointments can be arranged by calling the main Cambridge number above.




Romsey Mill

-  01223 213162
-  www.romseymill.org
-  Romsey Mill Centre, Hemingford Road, Cambridge, CB1 3BZ

Romsey Mill creates opportunities with marginalised young people and families, with an emphasis on participation and on building long-term relationships. The charity helps to reduce isolation, improve well-being, increase self-esteem and confidence, develop skills, and raise aspirations of those who access its services. This is achieved through a variety of different programmes. Young Parents Programme for young parents, expectant teenagers and their children is the lead response for teenage parents in Cambridgeshire. The Mental Health Development Worker provides one-to-one support for those that access the programme along with counselling and therapeutic intervention to help improve the parent-infant relationship. Antenatal and parenting groups run weekly. Various skills

development courses are also run with supported progression into education, welfare and training being facilitated.

Victim Support

-  0845 30 30 900 (Victim Supportline)
-  0845 389 9523 (Cambridgeshire)
-  <http://www.victimsupport.org.uk/>

Victim Support is a national charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience, whether or not you report the crime. Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. They are an independent organisation; not part of the police, courts or any other criminal justice agency. They have specially trained domestic violence volunteers, who will meet with you on a one to one basis if you so want. They will either come to your home or if you prefer they can arrange an appointment for you at their offices.

Women's Awareness & Self-Protection Group (WASP)

-  01223 321148
-  julie@cwrc.org.uk
-  Dr. J M Gabriel, WASP, c/o PO Box 29, Cambridge, CB1 3HF




WASP provides training in self-protection for women and girls including awareness, assertiveness, evasion and escape skills. They can also arrange workshops on dealing with violence and aggression in the workplace and on stress management and relaxation.

Drugs and Alcohol Misuse

Both local and national research suggest that there are links between domestic violence and drugs and alcohol misuse. For this reason we have listed a range of organisations who can help with drugs and alcohol misuse.





Drugs and alcohol misuse can be a trigger for offenders to commit domestic violence. It can also be a way of handling domestic violence if you are the victim. In either case, there are organisations that can help you.

Addaction

 01223 723020
 info@addaction.org.uk
 www.addaction.org.uk



Addaction is the UK's largest drug and alcohol treatment charity, providing a free and completely confidential service to adults, young people and families. Addaction also run a number of smaller satellite services throughout Cambridgeshire; the number above will provide you with more details.

Alcoholics Anonymous (A.A.)

 0845 769 7555 (24 Hour National Helpline)
 help@alcoholics-anonymous.org.uk
 www.alcoholics-anonymous.org.uk
 Alcoholics Anonymous, PO Box 1, 10 Toft Green, York, YO1 7ND.

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; they are self-supporting through their own contributions. A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes.

The Bridge Alcohol Service

 01223 214614
 152-154 Mill Road, Cambridge, CB1 3LP

The Bridge Project offers advice, information and counselling, by trained healthcare professionals, to those with problems involving alcohol misuse. They can also work with families, carers and friends of those affected.

Cambridge Drug Service

 01223 723020
 Mill House, Brookfields Hospital Site, 351 Mill Road, Cambridge, CB1 3DF




This is a confidential service for anyone experiencing problems with prescribed or unprescribed drugs. They have doctors who can provide individual, couple, or family therapy, detoxification, rehabilitation assessments, counselling and advice.

Drinksense

 01733 555532
 centraloffice@drinksense.org
 www.drinksense.org
 79a Eastfield Road, Peterborough, PE1 4AS

Drinksense is a registered charity providing counselling, information and support for people with alcohol-related problems, their carers, and families.

Families Anonymous

 0845 1200 660 (Weekdays - 1pm to 4pm and 6pm to 10pm, weekends - 2pm to 10pm)
 office@famanon.org.uk
 www.famanon.org.uk


Families Anonymous provides support for the friends and families of anyone who is or may be a drug user. Contact the number above for details of local meetings.

FRANK

 0800 77 66 00
 www.talktofrank.com



FRANK offers advice and information on drugs related issues. Calls from landlines are free and won't show up on your phone bill.

National Association for Children of Alcoholics (NACOA)

 0800 358 3456 (Helpline)
 helpline@nacoa.org.uk
 www.nacoa.org.uk

NACOA provides free and confidential advice and support for children of alcoholics. They will also help if you are concerned about a child whose parents have an alcohol problem.

Parents Against Drug Abuse (PADA)

 08457 023867 (The National Families Helpline)
 www.pada.org.uk

PADA provide support and services to families of substance misusers. You can call their helpline, or can go to their website for information about local services.

UK Narcotics Anonymous

 0300 999 1212
 www.ukna.org

UK Narcotics Anonymous is a voluntary organisation providing support for individuals with drug problems. Groups of recovering addicts meet regularly to help each other stay clean. Membership is free, but you must show a desire to stop using drugs. No membership records are kept, as anonymity is an important tradition.

Women's Aid: "The Survivors Handbook"








www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section on how domestic violence can affect health, including mental health issues and drugs and alcohol misuse. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.

Emergencies and the Police

Cambridge Women's Aid (CWA)

-  Refuge - 01223 460947 (Monday to Friday – 9:30am to 6pm)
-  Outreach - 01223 361214 (Tuesday to Thursday – 10am to 5pm)
-  Emergency Helpline - 07730 322098 (6pm to 9:30am)
-  refuge@cambridgewa.org.uk
-  www.womensaid.org.uk



CWA offers emergency refuge accommodation. A refuge is a safe house for women and children escaping domestic violence. It is a confidential address where women can be sure they are safe, and where they and any children can access emotional and practical support from staff that understand what they have been through. CWA can also help women access refuge space throughout the country.

Cambridgeshire Constabulary (Police)

-  0345 456 456 4
-  www.cambs.police.uk/

If you or your children are in immediate or serious danger, always dial 999. The police take incidents of domestic violence very seriously. You can also speak to a specialist officer who deals with domestic violence cases, and will be sensitive and supportive of your case. If you're not sure about reporting to the police, the specialist officer can give you information about what will happen if you do choose to report.

Crimestoppers

-  0800 555 111
-  www.crimestoppers-uk.org/

If you want to report crimes anonymously then call Crimestoppers.

National Domestic Violence Helpline (Freephone 24hr)

-  0808 2000 247
-  www.nationaldomesticviolencehelpline.org.uk

The National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Health

Domestic violence can often have negative effects on the physical or emotional health of you and your family. In particular, pregnant women are often especially vulnerable to domestic violence, and you will have the safety of your baby to consider as well as your own.


If you or your children require urgent medical attention, then you should call 999 immediately and ask for an ambulance. In other cases, you should visit your local General Practitioner (GP). Medical staff frequently come into contact with victims of domestic violence, and will be able to offer you advice and support in addition to medical help.

General Practitioners (GP) Surgeries and Hospitals

 www.nhs.uk/Pages/homepage.aspx

For information on your nearest GP surgery and hospital, please use the above website. GPs will be able to help with your medical needs, and suggest additional help and support if you are experiencing domestic violence.

DHIVERSE

 01223 508805


 info@dhiverse.org.uk

 www.dhiverse.org.uk

 Office B, Dales Brewery, Gwydir Street, Cambridge, CB1 2LJ

DHIVERSE is a HIV and sexual health charity that works across Cambridgeshire and surrounding areas in the East of England. It was one of the first HIV organisations to be set up in the UK, having been founded by a group of friends as a telephone helpline in 1986. Since then it has grown and developed to include health promotion, support, advocacy and campaigning.

NHS Direct


 0845 4647

 www.nhsdirect.nhs.uk

NHS Direct operates a 24 Hour nurse advice and health information service, providing confidential information on:

- What to do if you or your family are feeling ill.
- Particular health conditions.
- Local healthcare services, such as doctors, dentists or late night opening pharmacies.
- Self help and support organisations.

Women's Aid: "The Survivors Handbook"

 www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section on how domestic violence can

affect health, including mental health issues. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.

YoungMinds



0808 802 5544 (YoungMinds Parents Helpline)



www.youngminds.org.uk

YoungMinds is the UK's only national charity committed to improving the mental health and emotional well-being of all children and young people.






Housing and Accommodation

If you are experiencing domestic violence, then you may be forced to reconsider your housing arrangements so as to escape the violence. Maybe you don't want your partner to know where you live anymore. Perhaps you live with the perpetrator and the only solution you can see to stop the violence is to move out. If you are a young person you might find it difficult staying in an environment where domestic violence is taking place and you fear for your safety.

Whatever the situation, there are people who can help give you advice and find somewhere safe for you to stay. We would recommend that you contact either your own Housing Association (through your Community Manager) or your district council's Housing Office (details below). Both are experienced in dealing with cases of domestic violence and can provide you with all the necessary help and information you need.

There are in addition several other organisations that can offer you help and support with your housing needs.

Cambridge Women's Aid (CWA)

-  Refuge - 01223 460947 (Monday to Friday – 9:30am to 6pm)
-  Outreach - 01223 361214 (Tuesday to Thursday – 10am to 5pm)
-  Emergency Helpline - 07730 322098 (6pm to 9:30am)
-  refuge@cambridgewa.org.uk
-  www.womensaid.org.uk

CWA is an independent charity run for women by women. Based at a central location in Cambridge, they offer information, advice and ongoing practical and emotional support to women experiencing domestic violence in strictest confidence. CWA is experienced in supporting women over a range of housing issues. Both outreach crisis support or longer term floating support can be offered to women in need of assistance to live safely and independently. CWA also offers emergency refuge accommodation. A refuge is a safe house for women and children escaping domestic violence. It is a confidential address where women can be sure they are safe, and where they and any children can access emotional and practical support from staff that understands what they have been through. CWA can also help women access refuge space throughout the country.

Centrepoint

-  www.centrepoint.org.uk





Centrepoint is a national charity working to improve the lives of homeless young people. They can provide you with a range of information about accommodation-based services, including emergency night shelters and short stay hostels, and help for young single parents. These accommodation services provide the foundations from which you can start addressing some of the issues that lead to you becoming homeless, and developing the skills you need for a sustainable future. They also offer help with employment, training, education, life skills and specialist support for young people with mental health, drug and alcohol issues.

Citizens Advice Bureau

-  www.citizensadvice.org.uk





The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. They will be able to refer you to refuges, and put you in contact with specialist family lawyers. They can also help with obtaining injunctions to legally keep the perpetrator of domestic violence away from you. Their website will be able to direct you to local services, with contact details and drop-in times.

Housing Advice and Options Team: South Cambridgeshire District Council

 01954 713055
 housing.advice@scambs.gov.uk
 www.scambs.gov.uk
 South Cambridgeshire Hall, Cambourne Business Park, Cambourne, CB23 6EA




The Housing Advice and Options Team give free specialist advice and assistance on all matters relating to housing, for residents of South Cambridgeshire who are private tenants, council tenants, leaseholders, owner-occupiers or housing association tenants. They also provide information and general advice to landlords. The Housing Advice and Options Team may be able to help you to remain safely in your home. They can discuss what additional security could be provided to make you feel safer or they can give you advice about alternative accommodation if you do not feel safe staying in the home.

Housing Options and Advice Team: Cambridge City Council

 01223 457918
 housing.advice@cambridge.gov.uk
 www.cambridge.gov.uk
 PO Box 700, Cambridge, CB1 0JH



The Housing Options and Advice Team give free specialist advice and assistance on all matters relating to housing, for residents of the city who are private tenants, leaseholders, owner-occupiers or housing association tenants. They also provide information and general advice to landlords. Cambridge City Council can help you find emergency temporary accommodation if you need to get out of a violent situation quickly. They can also help you find a permanent home away from the violent person.

Housing Services: East Cambridgeshire District Council

 01353 665555 (07710 978900 Emergency out of hours)
 housing@eastcambs.gov.uk
 The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE

Housing Services give free specialist advice and assistance on all matters relating to housing, for residents of East Cambridgeshire who are private tenants, council tenants, leaseholders, owner-occupiers or housing association tenants. They also provide information and general advice to landlords. East Cambridgeshire District Council can help you find emergency temporary accommodation if you need to get out of a violent situation quickly. They can also help you find a permanent home away from the violent person.

Missing People

 0808 800 70 70 (Runaway Helpline)
 runaway@missingpeople.org.uk

 www.missingpeople.org.uk/runaways/

If you have run away from home, have been forced to leave home, or are thinking of running away then the helpline can offer you support and information. Your calls and e-mails cannot be traced, so they won't tell anyone where you are. They will however act as a 'go-between' and pass a message to your family or carer for you if you want. People who ran away from home because of family problems, and who have been helped by Missing People, have told their stories on the website for you to read.

Shelter

 0808 800 4444 (Monday to Friday - 8am to 8pm, Saturday to Sunday - 8am to 5pm)

 www.shelter.org.uk

Shelter helps people suffering from a wide range of housing problems. Their advisers can help you if you are:

- homeless
- having problems with your landlord
- facing eviction
- living in run-down, dangerous or overcrowded housing
- having trouble paying the rent
- experiencing problems with anti-social behaviour
- living in temporary accommodation.

Legal Services

As a victim of domestic violence you may need advice on a range of legal issues. You are perhaps considering divorce, and might have to resolve custody and contact issues if you have children. You may also need to know your rights on issues such as money and housing as your situation changes.

Whilst you are suffering domestic violence, it can be difficult to manage all of these legal issues on top of what you are already going through. Many of the organisations below can help do some of the work on your behalf, or to represent your views to other organisations if you so wish. Some will also offer support if you have to go through legal proceedings in court.

Citizens Advice Bureau



www.citizensadvice.org.uk

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. They will be able to refer you to refuges, and put you in contact with specialist family lawyers. They can also help with obtaining injunctions to legally keep the perpetrator of domestic violence away from you. Their website will be able to direct you to local services, with contact details and drop-in times.

Disability Cambridgeshire



01480 839 192 (Monday to Friday - 10am to 12:30 and 1:30 to 4pm)



info@disability-cambridgeshire.org.uk



www.disability-cambridgeshire.org.uk/



The Library, Pendrill Court, Ermine St. North, Papworth Everard, Cambridgeshire, CB23 3UY

Disability Cambridgeshire exists to help maintain and improve the quality of life of disabled people and carers. It does this mainly by providing them with information and advice about their opportunities and entitlements. However, it also works to raise the profile of disability issues and provides disabled people and carers with a means to make their views known. They will provide:

- free, confidential and impartial advice on disability issues on a five-day a week advice line, and at drop in sessions at various locations
- free support and representation on the claiming of disability related benefits
- free support and representation on matters relating to a range of statutory services for disabled people and carers including community and residential care, education and housing adaptations
- free handbooks and fact sheets containing local information.

National Centre for Domestic Violence (NCDV)



0844 8044 999



08009 70 20 70 (Freephone)







18001 08009 702070 (Minicom)



www.ncdv.org.uk

The NCDV specialises in helping victims of domestic violence obtain non-molestation and other orders (injunctions) from court to protect them from further abuse. Meeting with solicitors and proceeding through the Court system can be a daunting prospect for anybody, but the NCDV aim to make the whole experience fast, friendly and worthwhile. Their free service is available to everybody, regardless of age, race, religion, gender or sexual orientation.

Rights of Women



-  020 7251 6577 (Legal Advice Line: Tuesday to Thursday - 2pm to 4pm and 7pm to 9pm, Friday – 12pm to 2pm)
-  020 7251 8887 (Sexual Violence Legal Advice Line: Monday - 11am to 1pm, Tuesday - 10am to 12pm)
-  020 7490 2562 (Text Phone Number)
-  www.rightsofwomen.org.uk

Rights of Women offer free confidential legal advice for women, by women on the following areas:

- children and contact issues
- discrimination
- divorce and relationship breakdown
- domestic violence
- sexual violence

If you call their Legal Advice Line, you can speak to a female solicitor or barrister for free. There is also lots of useful information on their website.

Witness Service


-  0845 389 9523 (Cambridgeshire)
-  www.victimsupport.org

Many witnesses feel worried about going to court, regardless of whether or not they were the victim of the crime. Victim Support runs the Witness Service in every criminal court in Cambridgeshire to give information and support to witnesses, victims, their families and friends when they go to court. They will help children as well as adults. Witness Service staff and volunteers can give you:

- someone to talk to in confidence
- a chance to see the court beforehand and learn about court procedures
- a quiet place to wait
- someone to go with you into the court room when giving evidence
- practical help (for example, with expense forms)
- easier access to people who can answer specific questions about the case (the Witness Service cannot discuss evidence or offer legal advice)
- a chance to talk over the case when it has ended and to get more help or information.

Like the rest of Victim Support, the Witness Service is free and independent of the police or courts.

Women's Aid: "The Survivors Handbook"

-  www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section on a guide to legal protection. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.

Lesbian, Gay, Bisexual and Transgender

As a lesbian, gay, bisexual or transgender person you have the right to be protected from domestic violence just as anyone else does. You can of course use any of the services listed in this Directory to find the support and advice you need. However, some people might prefer to talk to organisations that have a better understanding of their needs. A range of organisations is listed below.

The police take reports from lesbian, gay, bisexual or transgender persons very seriously, and their Domestic Violence Coordinator will help you with your case as they would anyone else. If however you are not comfortable with reporting directly to the police, then we would advise that you report incidents via the Open Out scheme instead.

2byou



07808 189158



hello@2byou.org.uk



www.2byou.org.uk/

2byou is run by SexYOUality, a registered charity that provides support/social groups for young people who are lesbian, gay, bisexual or just plain unsure about their sexuality. There are two groups, one for those under 16 and one for those aged 16-24. Both groups meet most weeks at a safe place in central Cambridge. These groups provide an opportunity to meet like-minded young people to socialise and talk about issues that are of concern.

The Beaumont Society



01582 412220 (Info Line – 24hr)



email@beaumontsociety.org.uk



www.beaumontsociety.org.uk/



27 Old Gloucester Street, London, WC1N 3XX

The Beaumont Society is the United Kingdom's largest support network for cross-dressers, transvestites and transsexuals.

Broken Rainbow



0300 999 5428 (LGBT) (Mondays and Thursdays - 2pm to 8pm, Wednesdays - 10am to 5pm)



www.broken-rainbow.org.uk/

Broken Rainbow provides services advice and support to lesbian, gay, bisexual or transgender people experiencing domestic violence.

Cambridgeshire Constabulary (Police): Community Cohesion Unit



0345 456 456 4




Parkside Police Station, Parkside, Cambridge, CB1 1JG

In an emergency you should always call 999. The police take hate crimes against lesbian, gay, bisexual or transgender persons very seriously, and their Community Cohesion Unit will be sensitive and respectful when helping you with your case.


They have a responsibility to investigate 100% of cases reported to them, and will take your reports seriously.

Lesbian and Gay Anglia

 0845 123 2388 (Monday to Saturday - 7.30pm to 10pm)


Free support and information for everything lesbian, gay, bisexual or transgender related across Essex and East Anglia.

London Lesbian and Gay Switchboard (LLGS)

 020 7837 7324 (Helpline - 10am to 11pm)


 admin@llgs.org.uk

 www.llgs.org.uk

 PO Box 7324, London, N1 9QS

The LLGS provides an information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom. Their service is confidential and non-judgemental. They offer support and initial advice to all callers on any problems they are facing, and will suggest sources of more specialist advice, counselling or other help if callers want it.

Open Out

 01223 823552

 info@openoutcambs.org

 www.openoutcambs.org

Being lesbian, gay, bisexual or transgender means that you have the same right to be protected from domestic violence in the same way as anyone else. Some people feel uncomfortable reporting incidents directly to the police. The Open Out scheme recognises these fears, and allows you to report incidents easily by providing an alternative to contacting the Police directly. All reports are treated confidentially, and can be made anonymously. You can also discuss how you want the incident to be dealt with. There are several ways of reporting hate crimes to Open Out:

- via the website
- via e-mail
- via phone - you can either discuss problems over the phone, or you can arrange to meet the Coordinator for an informal chat at a location where you feel comfortable
- via reporting packs - these allow you to report incidents by post, and are available at a range of informal 'reporting centres' across Cambridge such as Citizens Advice Bureau. For a full list of reporting centres, please contact Open Out.



Scarleteen

 www.scarleteen.com

A website resource containing useful sex education information, primarily for young people.


SisterAct

 enquiries@sisteract.org

 www.sisteract.org/
 PO Box 294, Cambridge, CB4 1US

SisterAct is a group for women who like women in the East Anglia region.

Women's Aid: "The Survivors Handbook"


 www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section for lesbian and bisexual women in violent relationships and women in abusive relationships. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.


Male Victims

Men can be victims of domestic violence too. Whilst the majority of victims are women, research suggests that in Cambridge around 20% of victims are male. Whilst you are able to use the majority of services listed in this Directory, you may experience difficulties in some cases. This is because some organisations have problems with male perpetrators of domestic violence trying to find out information about their partner's location. We have therefore listed several organisations that can offer specific help to male victims.

Choices Counselling

 01223 358149 (Monday, Tuesdays and Thursdays - 9.30am to 2.30pm, Wednesdays – 3pm to 7pm, Fridays - 9.30am to 1.30pm)

 www.choicescounselling.co.uk/

 Alex Wood Hall, 75 Norfolk Street, Cambridge, CB1 2LD


Choices offer a confidential counselling service in Cambridge and surrounding areas for those whose lives are affected by child sexual abuse.

Hidden Hurt

 www.hiddenhurt.co.uk


Hidden Hurt is a UK-based violence information and support site, which contains information, advice and support for victims of domestic violence.

Mpower

 0808 808 4321 (Thursdays – 8pm to 10pm)

 support@seva-uk.org

 www.male-rape.org.uk

 SeVA, 14 Thorpe Road, Norwich, NR1 1RY

Mpower offers a free, confidential advice and support service for male survivors of violence. Services include support by e-mail and telephone, and in some cases face-to-face counselling.

Men's Advice Line

 0808 801 0327 (Monday to Friday - 10am to 1pm and 2pm to 5pm)


 info@mensadviceline.org.uk

 www.mensadviceline.org.uk/


The Men's Advice Line provides a range of services aimed primarily at men experiencing domestic abuse from their partner. They do this by:

- giving men a chance to talk about their experiences
- providing emotional support
- providing practical advice
- providing sign-posting to a range of services including housing and legal options.

Relate Cambridge


 01223 357424


 www.relatecambridge.org.uk

 3 Brooklands Avenue, Cambridge, CB2 8BB

Relate provide support and counselling for individuals experiencing relationship difficulties. In cases of domestic violence they can provide counselling for victims. They are based in Cambridge. Appointments can be arranged by calling the main Cambridge number above.

Victim Support

 0845 30 30 900 (Victim Supportline)

 0845 389 9523 (Cambridgeshire)

 www.victimsupport.org.uk/

Victim Support is a national charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience, whether or not you report the crime. Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. They are an independent organisation; not part of the police, courts or any other criminal justice agency. They have specially trained domestic violence volunteers, who will meet with you on a one to one basis if you so want. They will either come to your home or if you prefer they can arrange an appointment for you at their offices. They also have volunteers who have been specifically trained to work with male victims.





Money and Finances

Domestic violence can sometimes impact on your financial situation. Abuse or restrictions of your finances by your partner are often elements of domestic violence.

Additionally, if you are thinking of leaving your partner, or have already done so, then you may need advice on what your financial rights are. You might also find yourself struggling to make ends meet, especially if there are children involved.

We would recommend that in the first instance you get in contact with your local Citizens Advice Bureau, who can provide you with the necessary advice and point you towards other organisations who can help.

Child Support Agency

-  08457 133 133 (Monday to Friday - 8am to 8pm, Saturday - 9am to 5pm)
-  08457 138 924 (Textphone)
-  <http://www.csa.gov.uk/>
-  National Helpline, PO Box 55, Brierly Hill, DY5 1YL

If you have any queries relating to child support maintenance, then you should contact the Child Support Agency.

Citizens Advice Bureau

-  www.citizensadvice.org.uk


The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. They will be able to refer you to refuges, and put you in contact with specialist family lawyers. They can also help with obtaining injunctions to legally keep the perpetrator of domestic violence away from you. Their website will be able to direct you to local services, with contact details and drop-in times.

Department for Work and Pensions

-  www.dwp.gov.uk

The Department for Work and Pensions is responsible for a range of benefits and services that can help you and your family. These include child benefit, child support maintenance, income support and disability allowance. Go to the website for information about who to contact depending on your query.

National Benefits Helpline

-  0800 882200

Provides information on benefits.

People with Disabilities

If you have a disability then you have just as much right to be protected from domestic violence as anyone else. You may however need some additional assistance because of your disability to help you access services.

You might also prefer to speak to someone who has a more specific understanding of the issues you are facing, in addition to, or instead of the other organisations listed in this Directory.

If you are aware of somebody with a disability who you think is suffering from domestic violence, then you should contact Social Services on the number listed below.

Remember that in an emergency you should call 999 immediately.

Cambridgeshire Safeguarding Vulnerable Adults Team



0345 045 5202 (8am to 5pm – Monday to Friday)



01733 234724 (5pm to 9am – Emergency Duty Team)



cambridgeshire.direct@cambridgeshire.gov.uk



www.cambridgeshire.gov.uk/social/adultprot/

If you are an adult and a victim of domestic violence, but there are no children involved then you should call the relevant number above. As a victim of domestic violence you will probably be classed as a “vulnerable adult”. This means that you might need help in protecting yourself from significant harm or abuse at the hands of another person. The team will help find ways to do this. They can also direct you to help with issues such as housing or money. They will also help older people who are subject to domestic violence or any other kind of abuse.

Cambridgeshire Constabulary (Police): Community Cohesion Unit



0345 456 456 4



Parkside Police Station, Parkside, Cambridge, CB1 1JG

In an emergency you should always call 999. The police take crimes against people with disabilities very seriously and their Community Cohesion Unit will be sensitive and respectful when helping you with your case. The Community Cohesion Unit have a responsibility to investigate 100% of cases reported to them, and will take your reports seriously.

Cambridgeshire Independent Advocacy Service (CIAS)



01223 218 500





Box 322, Therapy Resource Centre, Fulbourn Hospital, Cambridge, CB1 5EF

The CIAS provides support to adults (18 - 65) who have mental health problems and/or concerns around mental health issues. They support people as individuals or in groups, to:

- express views and concerns
- access information and services
- defend and promote rights and responsibilities





- explore choices and options.

Disability Benefits Helpline

 08457 123 456
 08457 224 433 (Text phone)

Call the above number for information and advice about Disability Living Allowance and Attendance Allowance.

Disability Cambridgeshire

 01480 839 192 (Monday to Friday - 10am to 12:30 and 1:30 to 4pm)
 info@disability-cambridgeshire.org.uk
 www.disability-cambridgeshire.org.uk/
 The Library, Pendrill Court, Ermine St. North, Papworth Everard, Cambridgeshire, CB23 3UY

Disability Cambridgeshire exists to help maintain and improve the quality of life of people with disabilities and their carers. It does this mainly by providing them with information and advice about their opportunities and entitlements. However, it also works to raise the profile of disability issues and provides people with disabilities and their carers with a means to make their views known. They will provide:

- free, confidential and impartial advice on disability issues on a five-day a week advice line, and at drop in sessions at various locations
- free support and representation on the claiming of disability related benefits
- free support and representation on matters relating to a range of statutory services for people with disabilities and their carers including community and residential care, education and housing adaptations
- free handbooks and fact sheets containing local information.

Lifecraft

 01223 566957
 info@lifecraft.org.uk
 www.lifecraft.org.uk
 Gwydir Street, Cambridge, CB1 2LW

Lifecraft is a local self-help organisation that is run by users and ex-users of mental health services. Trained staff offers support and help to put you in touch with the services you need.

Mencap

 0300 333 1111 (Mencap Direct)
 www.mencap.org.uk/

Mencap aims to support people with learning difficulties, their families and carers by providing a number of different services. These include:

- information
- support for families
- financial support
- social activities
- residential provision.

Open Out



01223 823552



info@openoutcambs.org



www.openoutcambs.org

Some people feel uncomfortable reporting incidents directly to the police, or do not even want the police involved at all. The Open Out scheme recognises these fears, and allows you to report incidents easily by providing an alternative to contacting the police. They are specialists in working with people from minority communities. All reports are treated confidentially, and can be made anonymously. You can also discuss how you want the incident to be dealt with. There are several ways of reporting hate crimes to Open Out:

- via the website
- via email
- via phone - you can either discuss problems over the phone, or you can arrange to meet the Co-ordinator for an informal chat at a location where you feel comfortable.
- via reporting packs - these allow you to report incidents by post, and are available at a range of informal 'reporting centres' across Cambridge such as the Citizen's Advice Bureau. For a full list of reporting centres, please contact Open Out.

Red2Green



01223 811662



info@red2green.org



www.red2green.org/



Red2Green, Harvey's Barn, Swaffham Bulbeck, Cambridge, CB25 0NA

Red2Green is a registered charity which runs projects across Cambridgeshire providing leisure, educational and work opportunities for over 600 people with a wide range of disabilities, including mental health problems, learning disabilities, sensory impairments, physical disability and social communication disorders.

VoiceAbility



01223 555800



www.voiceability.org



Mount Pleasant House, Huntingdon Road, Cambridge, CB3 0RN

VoiceAbility provides help, support and opportunities for people with learning difficulties, mental ill health or other disabilities. They help individuals to find their voice and shape their own lives. This includes an advocacy service that provides professional and independent advocates to speak up for you in a crisis. They can also help support you in speaking up yourself. The organisation aims to encourage society towards recognising disabled people as equal and valued citizens with the same choices and opportunities as everyone else.

Women's Aid: "The Survivors Handbook"



www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook

This on-line resource contains a huge amount of useful information for women experiencing domestic violence and includes a section on women with disabilities who are

in violent relationships. As well as in English, the handbook is available on the website in Arabic, Bengali, Chinese, Greek, Gujarati, Polish, Punjabi, Somali, Spanish, Turkish and Urdu.



Rape or Sexual Abuse

Domestic violence often includes rape or sexual abuse. Rape or sexual abuse takes place when unwanted or inappropriate sexual acts are forced upon you against your will.

If you are unsure if you are suffering from rape or sexual abuse, then many of the organisations listed below can help provide you with information. Some can help you to report rape or sexual abuse, or to discuss your options if you are not sure about reporting. Many can also help provide you with emotional support. If you are being raped or sexually abused you may also have concerns about your physical health and need to see a nurse or doctor.





Remember that in an emergency you should always call 999.

Auckland Road Family Planning Clinic

 01223 533 320
 Auckland Road, Cambridge, CB5 8DW






Free, confidential health clinic for young people. They can provide emergency contraception, pregnancy tests and sexual health checks.

Cambridge Rape Crisis

 01223 245888 (Wednesday evenings – 7.30pm to 9.30pm)
 contact@cambridgerapecrisis.co.uk
 www.cambridgerapecrisis.co.uk
 Susan Turner, Box R, 12 Mill Road, Cambridge, CB1 2AD


A confidential service of support and information provided over the telephone and run by volunteers who will listen to what you have to say. They will help you to find ways to express difficult feelings and situations. They do not make judgements about the people who use the service nor do they tell you what to do. They aim to give people a space to talk about their own issues at their own pace.

Cambridge Women's Aid (CWA)

 Refuge - 01223 460947 (Monday to Friday – 9:30am to 6pm)
 Outreach - 01223 361214 (Tuesday to Thursday – 10am to 5pm)
 Emergency Helpline - 07730 322098 (6pm to 9:30am)
 refuge@cambridgewa.org.uk
 www.womensaid.org.uk

CWA is an independent charity run for women by women. Based at a central location in Cambridge, they offer information, advice and ongoing practical and emotional support to women experiencing domestic violence in strictest confidence. CWA also offers emergency refuge accommodation to women escaping violent relationships. CWA can also help women access specialist services in London and specialist refuges throughout the country if needed.

Cambridgeshire Constabulary (Police)

 0345 456 456 4

 www.cambs.police.uk/

If you are in immediate or serious danger, always dial 999. The police take incidents of sexual abuse very seriously. You can also speak to a specialist officer who deals specifically with domestic violence cases, and will be sensitive and supportive of your case. If you're not sure about reporting to the police, the specialist officer can give you information about what will happen if you do choose to report.

Centre 33

 01223 316488

 help@centre33.org.uk

 www.centre33.org.uk

 33 Clarendon Street, Cambridge, CB1 1JX

Opening Times

Monday to Wednesday 10am to 5pm

Thursday Closed (2.30pm to 8pm at Ely Library, by appointment only)


Friday to Saturday 10am to 1.30pm

Centre 33 provides free, independent and confidential counselling, advocacy, information, advice and support for young people under 25 years old in Cambridge City, South Cambridgeshire and East Cambridgeshire.

Choices Counselling

 01223 358149 (Monday, Tuesdays and Thursdays - 9.30am to 2.30pm, Wednesdays – 3pm to 7pm, Fridays - 9.30am to 1.30pm)

 www.choicescounselling.co.uk/

 Alex Wood Hall, 75 Norfolk Street, Cambridge, CB1 2LD


Choices offer a confidential counselling service in Cambridge and surrounding areas for those whose lives are affected by child sexual abuse.


General Practitioners (GP) Surgeries and Hospitals


 www.nhs.uk/Pages/homepage.aspx

For information on your nearest GP surgery or hospital, please use the above website. GPs will be able to help with your medical needs, and suggest additional help and support if you have experienced sexual abuse.

Rights of Women

 020 7251 6577 (Legal Advice Line: Tuesday to Thursday - 2pm to 4pm and 7pm to 9pm, Friday – 12pm to 2pm)

 020 7251 8887 (Sexual Violence Legal Advice Line: Monday - 11am to 1pm, Tuesday - 10am to 12pm)

 020 7490 2562 (Text Phone Number)

 www.rightsofwomen.org.uk




Rights of Women offer free confidential legal advice for women, by women on the following areas:

- children and contact issues
- discrimination

- divorce and relationship breakdown
- domestic violence
- sexual violence

If you call their Legal Advice Line, you can speak to a female solicitor or barrister for free. There is also lots of useful information on their website.

Sexual Health Advice Centre (SHAC)

-  01223 217774 (Mondays to Friday – 9am to 4.30pm)
-  www.addenbrookes.org.uk/serv/clin/shac/index.html
-  Clinic 1A, Addenbrooke's Hospital, Hills Road, Cambridge, CB2 2QQ (Mondays – 12pm to 2pm)





SHAC is a walk-in sexual health advice centre for 19 year olds and under. Their service is free. You can talk about your problem or ask for advice. They can provide you with pregnancy testing and emergency contraception.

Sexwise

-  0800 28 29 30 (7 days a week - 7am to 12am)

Sexwise is a free confidential advice line on sex, relationships and contraception for young people aged 18 or under. The phones are answered by professional advisers who are experienced in working with young people. They are friendly and helpful and will not ask who you are. You don't have to give your name and address. Although the phone line is a national organisation they have access to information about local services and can tell you where to go for help and advice if that's what you want to do.

The OASIS @ Rivergate

-  0845 089 6262 (24 hours, 7 days a week)
-  support@oasiscentre.org
-  www.oasiscentre.org
-  Rivergate Primary Care Centre, Viersen Platz, Peterborough, Cambridgeshire, PE1 1ES


The OASIS @ Rivergate is the Sexual Assault Referral Centre (SARC) covering the whole of Cambridgeshire. It provides care, help and support for anyone who has experienced sexual assault, abuse, rape or sexual violence, and is committed to providing a caring, sensitive and dedicated service which meets the needs of victims of rape and sexual assault within Cambridgeshire through partnership between the health service, police and Rape Crisis. The SARC is a dedicated centre providing a comprehensive service to men, women, young people and children who have been raped or sexually assaulted recently or in the past.


Truth About Rape

-  www.truthaboutrape.co.uk

Truth About Rape is a campaign to challenge myths about rape. The website includes information on the relevant legislation, campaign cards and useful links to other organisations.

Victim Support

 0845 30 30 900 (Victim Supportline)

 0845 389 9523 (Cambridgeshire)

 www.victimsupport.org.uk/

Victim Support is a national charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience, whether or not you report the crime. Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. They are an independent organisation; not part of the police, courts or any other criminal justice agency. They have specially trained domestic violence volunteers, who will meet with you on a one to one basis if you so want. They will either come to your home or if you prefer they can arrange an appointment for you at their offices.

Support for Families

Domestic violence affects the whole family. You can be a victim no matter what your age. A child or young person can often be involved directly in the violence, or indirectly when they see or hear what is happening.


Sometimes domestic violence can result in the break-up of your family. This can lead to further issues for you to consider, such as childcare or benefits, in addition to the specific problems of domestic violence.

Whatever your situation there are a great number of support services, both locally and nationally, available to help you. If you have left your partner, then there is support available for lone parents too.

A range of these is listed below. If you are a parent, you might be interested in some of the information in Children & Young People too. Don't forget to look in the other Sections of this Directory for help with specific issues such as health, legal matters and finances.

Remember that if you or your children are in immediate danger you should call 999 without delay.

Cambridge Family Mediation Service

 01223 576308 (24hr ansaphone)

 families@cambridgefms.co.uk

 www.cambridgefms.co.uk

 3rd Floor, Essex House, 71 Regent Street, Cambridge, CB2 1AB

Opening Times

Monday to Thursday 9.30 am to 5.00 pm

Friday 9.30 am to 4.00 pm

An independent registered charity operating on a not-for-profit basis. Their professionally trained mediators and counsellors work with couples facing separation or divorce and with other members of their families offering:

- information about separation and divorce
- information on how best to help children through parental separation
- mediation to help couples make decisions on practical arrangements
- counselling for children and adults
- parenting workshops

Children and Family Court Advisory and Support Service (CAFCASS)

 0844 353 3350

 www.cafcass.gov.uk

 6th Floor, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT




CAFCASS looks after the interests of children involved in family proceedings in the courts. It works with children and their families, and then advises the courts on what it considers to be in the child's best interests. CAFCASS only works in the family courts. Examples of matters that may be taken to family courts are:

- when parents who are separating or divorcing can't agree on arrangements for their children

- when children are subject to an application for care or supervision proceedings by Social Services.





You will be referred to CAFCASS by the magistrates, County Courts, or High Courts. The CAFCASS practitioners are very experienced social work practitioners who are trained to ensure the decisions of the courts are in the child's best interest.

East Cambridgeshire Family Project

 01353 722879
 ecfp13@btinternet.com
 13 Speed Lane, Soham, Cambridgeshire, CB7 5BT



"No. 13" is a small team of trained and experienced family support workers who offer a range of activities, information and support for families with children in Soham and East Cambridgeshire.

Ely Diocesan Committee for Family and Social Welfare

 01353 652719
 cfsw@ely.anglican.org
 www.ely.anglican.org/church_in_community/social_welfare.html
 Diocesan Office, Bishop Woodford House, Barton Road, Ely, CB7 4DX

This is a registered charity, established under the Diocese of Ely. It provides an independent social work service to anyone in the diocese (which includes everyone in Cambridge) who might prefer to consult a worker independent of "the system". You do not have to be of any particular religion to use their services. Four part-time, experienced support workers are employed. Some of the areas of work they cover are family support, mental and physical disability, the elderly, bereavement and abuse advice, and general guidance and support. Clients can be supported on a short or long-term basis to help prevent further crises from arising.

Gingerbread

 0808 802 0925 (Monday to Friday - 9am to 5pm, Wednesday – 9am to 8pm)
 www.gingerbread.org.uk

Gingerbread offers practical and emotional support to lone parents and their children. The advice line offers expert advice on anything from childcare to domestic violence. Calls are free and advice is confidential.

Home-Start

 0800 068 63 68
 www.home-start.org.uk/





Through a network of nearly 16,000 trained parent volunteers, Home-Start supports thousands of parents who are struggling to cope. Families need support for many reasons including post-natal illness, disability, bereavement, the illness of a parent or child, or social isolation. The remit is parents supporting other parents, to help build a family's confidence and ability to cope.

Local Safeguarding Children Board (LSCB): Cambridgeshire

 www.cambslscb.org.uk/


LSCBs have been established by the government to ensure that organisations work together to safeguard children and promote their welfare. In Cambridgeshire this includes Social Care Services, Education, Health, the Police, Probation, Sports and Leisure Services, the Voluntary Sector, Youth Offending Team, Connexions and Early Years Services.

National Society for the Prevention of Cruelty to Children (NSPCC)

-  0808 800 5000 (NSPCC Helpline)
-  0800 056 0566 (Textphone)
-  help@nspcc.org.uk
-  www.nspcc.org.uk

The NSPCC is the UK's leading charity specialising in child protection and the prevention of cruelty to children. The NSPCC can offer advice on child protection issues and information on resources available.

Ormiston Children & Families Trust




-  01473 724517
-  enquiries@ormiston.org
-  www.ormiston.org.uk
-  333 Felixstowe Road, Ipswich, IB3 9PU

Ormiston Children & Families Trust works to promote the wellbeing of children and young people, especially those disadvantaged by their life experiences or circumstances. This is achieved through direct service provision and by raising awareness of related issues through research, publications, conferences and events.

Many of the children and young people they work with are:

- experiencing stigma and isolation caused by prejudice and discrimination
- in danger of becoming isolated and excluded both from school and the wider world
- affected by the imprisonment of their parent
- at risk of, or experiencing, emotional or physical harm
- caring for parents or siblings within their family.

Relate Cambridge

-  01223 357424
-  www.relatecambridge.org.uk
-  3 Brooklands Avenue, Cambridge, CB2 8BB

Relate provide support and counselling for individuals, couples and families experiencing relationship difficulties. In cases of domestic violence they can provide help and counselling for victims. They are based in Cambridge. Appointments can be arranged by calling the main Cambridge number above.

Romsey Mill

-  01223 213162
-  www.romseymill.org
-  Romsey Mill Centre, Hemingford Road, Cambridge, CB1 3BZ

Romsey Mill creates opportunities with marginalised young people and families, with an emphasis on participation and on building long-term relationships. The charity helps to reduce isolation, improve well being, increase self-esteem and confidence, develop skills, and raise aspirations of those who access its services. This is achieved through a variety of different programmes. Young Parents Programme for young parents, expectant teenagers and their children is the lead response for teenage parents in Cambridgeshire. The Mental Health Development Worker provides one-to-one support for those that access the programme along with counselling and therapeutic intervention to help improve the parent-infant relationship. Antenatal and parenting groups run weekly. Various skills development courses are also run with supported progression into education, welfare and training being facilitated.

Victim Support



0845 30 30 900 (Victim Supportline)



0845 389 9523 (Cambridgeshire)



www.victimsupport.org.uk/

Victim Support is a national charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience, whether or not you report the crime. Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. They are an independent organisation; not part of the police, courts or any other criminal justice agency. They have specially trained domestic violence volunteers, who will meet with you on a one to one basis if you so want. They will either come to your home or if you prefer they can arrange an appointment for you at their offices.

~ENDS~