

Lancaster and District

Domestic  
Abuse

Directory of Services  
2009 - 2010

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## **Definition of Domestic Abuse**

**Domestic abuse is any incident of threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members regardless of gender or sexuality.**

### **What is domestic violence?**

- Domestic violence is physical, emotional or sexual abuse that takes place within a close relationship.
- Most abuse is by men against women.
- Abuse can also take place in lesbian and gay relationships and is occasionally perpetrated by women against men.
- Domestic violence affects women regardless of class, race, age, disability or lifestyle.

### **Some facts about domestic violence:**

- One in four women will experience domestic violence at some time in their lives.
- Two women are killed by their partner or former partner each week.
- UK Police attend a Domestic violence incident every minute of every hour of every day.
- Over 45,000 women and children stay in a Refuge each year.
- On average a woman will be assaulted by her partner or ex-partner 35 times before reporting it to the police.
- In 90% of incidents of domestic violence, the children are in the same or the next room.
- In households where women are abused it is twice as likely that children are also abused.

## **Current Services in Lancaster & District**

There are a range of services already in place in Lancaster & District

- **Specialist domestic violence courts have been set up and are running successfully once a week**
- **A domestic abuse reduction group is in place and well attended by partner agencies**
- **Lancashire Constabulary has specially trained domestic violence investigators**
- **The probation trust works with offenders and victims**
- **Lancaster and District Women's Aid provides specialist service provision for women offering a range of services including tenancy support, outreach, counselling services and a helpline.**
- **Victim support provides trained workers and free impartial advice**

# **Lancaster & District Women's Aid**

[www.ldwa-support.org](http://www.ldwa-support.org)

Lancaster & District Women's Aid are the only domestic violence specialist service in the area. We are a charity run by women for women. We cover all the Bay area and offer a local helpline, counselling, Outreach and Tenancy Support Service.

Whether you need a safe place to stay for you and your family or just a listening ear, we can help. We can discuss all of the options open to you, put you in touch with other specialist agencies and will accompany you to see these people if you need us to. If we can't help we'll know someone who can!

Call **LDWA** on **01524 38 36 36** or free phone number **0800 612 1507**

- We can talk to you on the phone
- We can meet you somewhere safe
- We won't judge
- We can show you all the options open to you and support you through your decisions.

**If you're in immediate danger dial 999**

## **Contact Lancaster & District Women's Aid:**

Registered Charity No 1012353

**Helpline 01524 38 36 36 / 0800 612 1507**

Po Box 669, Lancaster LA1 2ZP

Admin. Tel or Fax 01524 389 637

Email: [ldwa.outreach@lineone.net](mailto:ldwa.outreach@lineone.net)

**YOU ARE NOT ALONE**

## **Local quick contacts:**

- Lancaster Police: **01524 63333**
- Lancaster Police Domestic Violence Officers: **01524 596686**
- Lancaster City Council Housing Advice & Homelessness: **01524 586801**
- Emergency out of hours: **01524 66246**
- Social Services (Lancaster): **01524 66246**
- Social Services (Morecambe): **01524 418565**
- Social Services (out of hours emergency): **01524 418565**
- Citizens Advice Bureau (Lancaster): **01524 66529**
- Citizens Advice Bureau (Morecambe): **0844 4994197**

## **Emergency Housing**

### **Free phone 24 Hour National Domestic Violence Helpline**

**Telephone: 0808 2000 247**

Run in partnership by Women's Aid and Refuge

Crisis line offers refuge referral, support, information and a listening ear to women experiencing domestic violence or those supporting them

### **Strategic Housing Services**

**Telephone: 01524 582000**

Housing Options Service

Morecambe Town Hall

Morecambe

LA4 4AF

Opening times Monday - Friday 9am - 5pm

Out of Hours emergency services 01524 67099

### **Paws for Kids (Pet Fostering)**

**Telephone: 01204 394842**

Website: [www.pawsforkids.org.uk](http://www.pawsforkids.org.uk)

Email: [petfostering@pawsforkids.org.uk](mailto:petfostering@pawsforkids.org.uk)

A North West Charity designed to support women, children and their pets escape from a life of violence and abuse to a better and caring future. *Paws for Kids* is a groundbreaking charity that aims to relieve the pressures on families escaping domestic violence by providing temporary fostering of pets belonging to these families.

They also offer a 'Safe Haven' project; a child centered service to help reduce the long term effects of witnessing or experiencing domestic abuse.

## **Advice Agencies**

### **General**

#### **Citizen's Advice Bureau**

**Telephone: 0870 126 4090**

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Advice and information on a range of issues, including housing rights, welfare Rights and benefits, debt, consumer rights, employment and disability

#### **CAB Lancaster**

87 King Street

Lancaster

LA1 1RH

Website: [www.lancastercab.org/](http://www.lancastercab.org/) [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Advice Line on Tuesday 10am – 1pm and Thursday 1pm -4pm **01524 66529**

Out of hours emergency service: 0870 1264035

Email: [enquiries@lancastercab.org](mailto:enquiries@lancastercab.org)

Drop in: Monday 10am – 4pm

Tuesday 1pm – 4pm, Wednesday 10am – 4pm

Thursday / Friday 10am – 1pm

#### **CAB Morecambe/ Heysham**

Oban House

87-89 Queen Street

Morecambe

LA4 5EN

**Telephone Advice Line: 0844 499 4197** Mon, Tues and Thurs 10am – 4pm, Wed 1 - 7pm.

**Telephone Appointments: 01524 400405**

Website: [www.morecambecab.org.uk](http://www.morecambecab.org.uk)

Opening times: Open for appointments on Tuesday and Friday 10am – 4pm and Wednesday 1 – 7pm

Drop in on Monday and Thursday 9.30am – 4pm

Out of hour's emergency service: 0870 1264035

Email: [post@morecambecab.co.uk](mailto:post@morecambecab.co.uk)

#### **Child Tax Credit**

**Telephone: 0845 300 3900**

#### **Working Tax Credit**

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

#### **Child Benefit Centre**

**Telephone: 0845 302 1444**

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**Department of Works and Pensions (DWP)**

Mitre House  
Church Street  
Lancaster  
LA1 1EQ

Opening times: Monday – Friday, 9am – 5pm

**Telephone: 01524 598000**

**Welfare Rights**

White Cross Industrial Estate  
South Road  
Lancaster  
LA1 4XQ

Opening times: Monday – Friday, 9am – 1pm and 2pm – 5.25pm

Telephone advice: Monday, Tuesday, Thursday, Friday, 2pm – 4.30pm  
and Wednesday, 10am – 12.30pm and 4.30pm – 7pm

**Telephone: 01524 37200**

**Signposts**

58 Regent Road  
Morecambe  
LA3 1TE

Offers support, family casework and advice

Email: [signpostmarc@signposts.org.uk](mailto:signpostmarc@signposts.org.uk)

**Telephone: 01524 419597**

**Lancaster Town Hall**

Dalton Square  
Lancaster  
LA1 1PJ

Housing Benefit and Council Tax Benefit enquiries

Monday – Friday 9am – 5pm

**Telephone: 01524 582900**

**Morecambe Town Hall**

Marine Road East  
Morecambe  
LA4 5AF

Housing Benefit and Council Tax Benefit enquiries

Monday – Friday 1pm – 5pm

**Telephone: 01524 582000**

## **Children and Young People**

### **Child Protection Team**

Lancaster social service assessment team  
White Cross  
South Road  
Lancaster  
LA1 4XQ

**Telephone: 01524 66246**

### **Lancashire Childcare Information Service**

**Telephone: 0800 195 0137**

### **Lancaster Education Welfare Service, Age 5 – 16 years**

**Telephone: 01524 585871**

### **Lancashire Education Authority, Lancaster, Wyre and Fylde**

Advisory Centre for Education

**Telephone: 01524 581132/48**

### **Confidential Information and Advice for Young People**

#### **Lancaster and District YMCA**

Heart of the City  
Fleet Square,  
Lancaster  
[www.lancasterymca.co.uk](http://www.lancasterymca.co.uk)  
Email: [ymcalancaster@btconnect.com](mailto:ymcalancaster@btconnect.com)

**Telephone: 01524 32737**

### **Morecambe Connexions Centre**

6-8 Kensington Road  
Morecambe  
LA4 5LX  
[www.connexions-direct.com](http://www.connexions-direct.com)

**Telephone: 01524 831978**

### **The Youth Information Shop**

6-8 Kensington Road  
Morecambe  
Monday – Friday 10am – 4.30pm

**Telephone: 01524 831978**

### **Balmoral Children's Centre**

Balmoral Road  
Morecambe  
LA3 1HH

**Telephone: 01524 413524**

## **Housing**

### **Shelter (Free phone)**

Telephone: 0808 800 4444

Website: [www.shelter.org.uk](http://www.shelter.org.uk)

Can check that you are getting the benefits that you are entitled to and, if you're not, they can help you apply. Can look at other housing options with you and help you find the best solution, explain your legal rights, arrange for one of their lawyers to represent you at a court hearing or tribunal put you in touch with local projects to give you further support and work with you to tackle or prevent some of the problems that may have led to a housing crisis in the past.

### **Lancaster and District Homeless Action Service**

Edward Street

Lancaster

LA1 1QH

[www.ldhas.org.uk](http://www.ldhas.org.uk)

E-mail: [admin@ldhas.org.uk](mailto:admin@ldhas.org.uk)

**Telephone: 01524 842008**

**Fax: 01524 84772**

Services and advice for the homeless and those in housing poverty

Mon – Fri 10am to 1.30pm

*Afternoon classes:*

Mon 1.30pm to 3pm - Art class

Wed 1.30pm to 3pm – Cookery Class

Wed 2.30pm to 4pm – Women's group

### **Foyer**

15 Thornton Road

Morecambe

LA4 5PD

Offer supported housing schemes and training for single, young homeless people aged 16 – 25 year olds

[www.saha.org.uk](http://www.saha.org.uk)

**Telephone: 01524 833408**

### **Council Housing (Lancaster City Council)**

**Telephone: 01524 582929**

For information about applying to go on the Council's Housing Register, including where properties are and details of other social housing providers in the Lancaster District contact Council Housing Services at 38 Cable Street, Lancaster. You can also request a Housing Register application form online.

If you are applying to go on the Housing Register for the first time, you can ask for an interview with a Needs Assessment Officer. At the interview, the Needs

Assessment Officer will discuss the application, provide information and advice and gather any additional information that they need. If you require assistance in making an application to go on the Housing Register please contact us.

Council Housing Services

38 Cable Street, Lancaster, LA1 1HH

PO Box 4, Town Hall, Dalton Square, Lancaster, LA1 1QR

Email: [councilhousing@lancaster.gov.uk](mailto:councilhousing@lancaster.gov.uk)

Website: [www.lancaster.gov.uk/housing/council-housing/homeseekers](http://www.lancaster.gov.uk/housing/council-housing/homeseekers)

Office hours - 9am to 5pm weekdays (10am to 5pm Wednesdays)

## **Legal**

### **Lancashire Constabulary**

Telephone: 0845 125 35 45

Website: [www.lancashire.police.uk](http://www.lancashire.police.uk)

If you call the police for help you can expect us to treat the incident as a crime and provide you with the following help:

We will get to the scene as soon as possible, protect all people present from injury or further harm, separating people if necessary, organise medical assistance, obtain an account from you or anyone who may have witnessed the incident independently in a place where the abuser cannot overhear, preserve and record evidence – this may mean taking photographs of injuries, explain what will happen next, provide you with a crime or log number and details of the officer(s) attending, make sure you are safe in your home – if this is not possible officers may discuss the possibility of you going to another place of safety i.e. a friend's house or a refuge.

The police have a duty to do all they can to keep people safe. If officers are concerned about a child who may have seen the incident or normally lives at the address, they may refer them to other agencies to support the family. The police officer may take the decision to arrest the abuser, whether or not a complaint is made. The Crown Prosecution Service will talk to the police and decide whether the matter should be taken to court or not. Bail conditions may be applied where appropriate.

**Lancaster Police Station**  
**Thurnham Street**  
**Lancaster**  
**LA1 1YB**

**Telephone: 01524 63333**

**Morecambe Police Station**  
**21 Poulton Square**  
**Morecambe**  
**LA4 5PZ**

**Telephone: 01524 63333**

**Lancashire Probation Trust**

**Telephone: 01524 416171**

The Probation Service's role in tackling domestic abuse involves intervention with offenders and sensitive work protecting victims. In close liaison with the Police Public Protection Units, protocols are in place for the sharing of information to

ensure that the victims of domestic violence are prioritised within Probation practice. Probation Staff are in Court to hear details of cases and prepare reports to aid sentencers make the most appropriate disposal. This includes an assessment of risk and a plan to reduce future offending.

In addition to One to One work with abusers, the Probation Service delivers the Community Domestic Violence Programme (CDVP) for male offenders sentenced by the Courts or as part of a Licence condition for men released from prison. The programme is designed to challenge and change the behaviour of offenders and consists of 28 sessions which focus on motivation, awareness and education, skill building, relapse prevention, risk management and healthy relationships.

The Probation Service employs Women's Safety Workers whose role is to offer contact and liaise with the victims or partners whilst the perpetrators are attending the Programme. They make contact with victims at regular intervals, giving information and proving support. Importantly, they also seek to support the victim/partner in planning ways to manage risk, linking up with other community based agencies such as the Police and Women's Aid.

### **The Crown Prosecution Service**

**Telephone: 01524 386700**

The Crown Prosecution Service is responsible for:

- \* advising the police during early stages in investigations;
- \* determining the appropriate charges in all but minor cases;
- \* keeping all cases under continuous review and deciding which cases should be prosecuted, appropriately diverted from prosecution or taken no further;
- \* preparing cases for prosecution in court and prosecuting them with in-house advocates or instructing external agents and/or counsel to present cases; and
- \* providing information and assistance to victims and witnesses.

The CPS is an independent prosecution service and everything that we do aims to deliver justice or to make our communities safer.

**Solicitors with Community Legal Services  
Specialist Quality Mark status for dealing with  
Family Law**

**Oglethorpe Sturton and Gillibrand**  
16 Castle Park  
Lancaster

**Telephone: 01524 846846**

**Ratcliffe and Bibby**  
69-71 Church Street  
Lancaster

**Telephone: 01524 39039**

3/7 New Street  
Carnforth

**Telephone: 01524 734884**

3 Northumberland Street  
Morecambe

**Telephone: 01524 410424**

**Douglas Clift and Co.**  
25 Church Street  
Lancaster

**Telephone: 01524 32437**

**Holdens**  
2 Castle Hill  
Lancaster

**Telephone: 01524 32484**

**Marsh and Co.**  
22 Sun Street  
Lancaster

**Telephone: 01524 68102**

**Blackhurst Swainson Goodier**  
3 and 4 Aalborg Square  
Lancaster

**Telephone: 01524 32471**

# **Counselling and Support**

## **LDWA counselling – living and dealing with abuse**

Counselling services for women affected by domestic abuse

Referral form available from [helpline@ldwa-support.org](mailto:helpline@ldwa-support.org)

Or call **01524 383636** or **freephone 0800 612 1507**

### **Adult Social Services**

White Cross,  
South Road,  
Lancaster,  
LA1 4XQ

**Telephone: 01524 66246**

### **Victim Support Northern District**

37 Springfield Road  
Blackpool  
FY1 1PZ

Email: [NorthernDistrict.lancashire@victimsupport.org.uk](mailto:NorthernDistrict.lancashire@victimsupport.org.uk).

**Telephone: 0845 3732458**

**Helpline: 0845 30 30 900**

fax: 01253 626194

### **North Lancashire Counselling Service**

12 Sulyard Street  
Lancaster

**Telephone: 01524 389389**

## **Children and Young People**

### **Childline (Freephone)**

Telephone: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

Childline is the free and confidential helpline for children and young adults in the UK to talk about any problem.

### **Children's Social Services**

White Cross,  
South Road,  
Lancaster,  
LA1 4XQ

**Telephone: 01524 66246**

### **Ross Children's Centre**

160 Euston Road  
Morecambe

**Telephone: 01524 424445**

Working with children and adolescents suffering from emotional problems

### **Truce Counselling and Mediation Service**

Lancaster and District YMCA  
Heart of the City  
Fleet Square  
Lancaster

**Telephone: 01524 32737**

Email: [truce\\_ymcalancaster@btconnect.com](mailto:truce_ymcalancaster@btconnect.com)

### **Get Connected (Freephone)**

Telephone: 0808 808 4994 1 – 11pm, 7 days a week

Website: [www.getconnected.org.uk](http://www.getconnected.org.uk)

Email: [help@getconnected.org.uk](mailto:help@getconnected.org.uk)

Get Connected provides a free, confidential helpline that gives young people in difficult situations the support and information needed to decide what to do next. It could be anything from a listening ear to somewhere safe to stay for the night.

### **The Hideout**

Website: [www.thehideout.org.uk](http://www.thehideout.org.uk)

Created by Women's Aid to help children and young people understand domestic abuse and how to take positive action if it's happening to them.

## **Parents and Families**

### **Homestart (Morecambe and Lancaster)**

3 Anderton Street  
Morecambe  
Lancashire  
LA4 5DJ

[www.home-start.org.uk](http://www.home-start.org.uk)

Provide support for parents who are struggling to cope.

**Telephone: 01524 402482**

### **Poulton Children's Centre**

The Old Fire Station  
Clark Street  
Morecambe  
LA4 5HR

**Telephone: 01524 833644**

### **Lune Park Children's Centre**

Ryelands Park  
Owen Road  
Lancaster  
LA1 2LN

**Telephone: 01524 382818**

### **Firbank Children's Centre**

Firbank Road  
Lancaster  
LA1 3HL

**Telephone: 01524 845319**

### **Gingerbread**

Local support groups for lone parents

**Telephone: 0800 018 5026**

### **Lancashire Childcare Information Service**

For information, advice and lists of childcare in Lancashire

**Telephone: 0800 195 0137**

## Health

### **NHS Direct 24 hours**

Health Advice and Information  
Telephone: 0845 46 47

### **Royal Lancaster Infirmary**

Telephone: 01524 65944

### **RLI Accident and Emergency**

Telephone: 01524 583100

### **Queen Victoria Centre, Morecambe**

Telephone: 01524 405700

### **Westmorland General, Kendal**

Telephone: 01539 732288

### **NORTH LANCASHIRE TEACHING PRIMARY CARE TRUST**

#### **Children and Families Services**

#### **Universal Services North (Health Visiting)**

9am – 5pm weekdays

Ashton Community Care Centre Lancaster: 01524 387401

Queen Victoria Centre Morecambe:  
01524 405700

Carnforth Clinic Carnforth:  
01524 732259

Heysham Health Centre Heysham:  
01524 853851

### **Also available through GP surgeries and local children's centers**

Health visitors provide a comprehensive range of support, advice and preventative services to families with young children. They undertake confidential enquiry and work closely with all agencies. They can refer and signpost to other agencies, or workers.

**NORTH LANCASHIRE TEACHING PRIMARY CARE TRUST**

**Children and Families Services**

**Universal Services North (School Nursing)**

9am – 5pm

Term Time only Ashton Community Care Centre Lancaster: 01524 387401

Queen Victoria Centre Morecambe:

01524 405700

Carnforth Clinic Carnforth:

01524 732259

Heysham Health Centre Heysham:

01524 853851

Ryelands Clinic

Lancaster: 01524 35933

**Also available through local schools**

School Nurses provide a range of preventative health services to school aged children and young people.

They provide drop-in sessions at schools, and are skilled at dealing confidentially with young people's issues.

**All Primary and Secondary Schools have a named school nurse.**

# **Drug and Alcohol Services**

## **Inward House**

Falcon House  
4 Queen Square  
Lancaster  
LA1 1RN  
Fax 01524 541538

**Telephone: 01524 845930**

Opening Hours: 9am – 12noon, 1pm – 5pm Monday to Friday  
Evening groups delivered on request by service users

## **Flat 1**

Wellington Terrace  
Morecambe  
LA5 5LW

**Telephone: 01524 424273**

Opening Hours: 9am – 5pm Tuesday, Wednesday & Thursday

Services:

- Community Support Service
- Floating Support
- Supported Housing

## **Addaction Lancashire**

Support for people who have encountered problems with drugs and provide help for people who have become involved in criminal activity because of their drug use.

**Telephone: 01524 230800**

## **Young Addaction North Lancashire**

6-8 Kensington Road  
Morecambe  
Lancashire  
LA4 5LX

**Telephone: 01524 428310**

Young Addaction provides information and advice for young people (under 21) who have encountered problems with drugs and/or alcohol.

# **Specialist helplines and websites**

## **General**

### **Freephone 24 Hour National Domestic Violence Helpline**

Telephone: 0808 2000 247

Run in partnership by Women's Aid and Refuge

[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

### **Samaritans**

Telephone: 08457 909090

Website: [www.samaritans.org](http://www.samaritans.org)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Samaritans provides confidential, non-judgmental support 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide.

### **Victim Support**

Telephone: 0845 30 30 900

Website: [www.victimsupport.org](http://www.victimsupport.org)

Email: [northerndistrict@victimsupportlancashire.org.uk](mailto:northerndistrict@victimsupportlancashire.org.uk)

Victim Support Lancashire helps Lancashire residents cope with the effects of crime. We do this by providing confidential support and information to victims of crime and witnesses attending local courts. Our services are free, independent of the police and courts and available to everyone, whether or not the crime has been reported and regardless of where it happened.

### **Women's Aid**

Telephone: 0808 2000 247

(24-hour national helpline run in partnership with Refuge)

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Women's Aid is the key national charity working to end domestic violence against women and children.

### **Black Association of Women Step out (BAWSO)**

For black and ethnic minority women and children who have experienced or are experiencing domestic violence.

24 hour helpline: 0800 731 8147

[www.bawso.org.uk](http://www.bawso.org.uk)

### **Kiran - Asian Women's Aid**

Provides safe, temporary accommodation for Asian women and their children escaping domestic violence.

Tel: 020 8558 1986

### **Jewish Women's Aid (JWA)**

JWA aims to break the silence surrounding domestic abuse in the Jewish community through education and awareness-raising programmes.

Freephone helpline: 0800 591 203

### **Women with Learning Difficulties**

Provide help and advice for women experiencing domestic abuse who also have learning difficulties.

Tel: 0208 522 0675

### **Parents and families**

#### **Parentline Plus (Freephone)**

Telephone: 0808 800 2222

Website: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Parentline Plus is a registered charity, which offers support to anyone parenting a child.

#### **SureStart**

Website: [www.surestart.gov.uk](http://www.surestart.gov.uk)

Comprehensive range of services to support families with young children including; **childcare** - 32 place nursery with education for children aged 6 months to 5 years.

**Health Team** – antenatal and post natal support and advice from our health visitor and midwife by drop-in service or appointment on breastfeeding etc

**Family support** – parenting, housing issues, benefit advice.

Our team can signpost to other agencies we work with and will accompany you if requested, access to RELATE counsellors is also available if required.

#### **Tulip Group**

##### **(Together United Living In Peace)**

Telephone: 0151 637 6363

Email: [tulipgroup@hotmail.com](mailto:tulipgroup@hotmail.com)

The Tulip Group is a voluntary group set up to provide help and support to parents who are experiencing abuse in any form from their children. TULIP aims to provide ongoing support for victims, encourage a less violent environment within the home/family, encourage self development, be a referral source for other agencies to use and to liaise with existing support services. The ultimate aim is to empower parents to reduce violent behaviour within the family/home by supporting them and

helping them to develop their own personal skills to regain control of their individual situations.

**Freecall Message Home**

Free, confidential, non-traceable service for anyone who has left home but wants to pass on a message to family and friends without communicating directly or giving details of where they are.

Tel: 0500 700740 (24 hours)

**The National Child Protection Help-line (NSPCC)**

Free, confidential service for anyone concerned about children at risk, including children themselves. The service offers counselling, information and advice.

Tel: 0808 8005000 (24 hour)

E-mail: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Careline UK**

Confidential counselling line for children, young people and adults on issues including marital & relationship problems and child abuse.

Tel: 0208 514 1177 (Mon-Fri 10am-1pm and 7pm-10pm)

**Shelterline**

Gives advice to anyone with a housing problem. Explains your rights, your options and helps you to take action.

Tel: 0808 800 4444 (freephone 8am-8pm Monday – Friday, 8am – 5pm Saturday & Sunday)

E-mail: [info@shelter.org.uk](mailto:info@shelter.org.uk)

**CAFCASS – Children and Family Court Advisory Support Service**

711 Cameron House

White Cross

South Road

Lancaster

LA1 4XQ

Website: [www.cafcass.gov.uk](http://www.cafcass.gov.uk)

Telephone: 01524 586300

Fax: 01524 581455

CAFCASS look at the interests of children involved in family proceedings; working with children and their families and advising courts on what they consider to be in the best interests of individual children.

## **Lesbian and Gay domestic abuse**

### **Broken Rainbow**

Provide support for lesbians, gay men, bisexuals and transgender (LGBT) people experiencing domestic abuse.

Telephone: 0845 260 4460 / 0300 999 5428

Website: [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

Opening times: Mon & Thurs 2 - 8pm, Wed 10am - 1pm

E-mail: [mail@broken-rainbow.org.uk](mailto:mail@broken-rainbow.org.uk)

### **Lesbian and Gay Foundation Helpline**

Telephone: 0845 3 30 30 30

Website: [www.lgf.org.uk](http://www.lgf.org.uk)

## **Elder abuse**

### **Elder Abuse**

Telephone: 0808 8088 141

Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Works to protect, and prevent the abuse of, vulnerable older adults.

## **Male victims of abuse**

### **Men's Advice Line**

Telephone: 0808 801 0327 Mon – Fri 10am – 1pm, 2 - 5pm

Website: [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

Email: [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

The Men's Advice Line is a confidential helpline for all men experiencing domestic violence by a current or ex-partner, in a heterosexual or same-sex relationship.

### **Men's Advice Line and Enquiries**

Information, support and advice to men experiencing domestic violence.

Tel: 0208 644 9914 (Monday and Wednesday 9am-10pm, answer phone at other times)

### **Relationship Centre**

Telephone: 0800 083 9636

Website: [www.healthyrelationships.org.uk](http://www.healthyrelationships.org.uk)

The Relationship Centre aims to raise awareness and support anyone to develop the healthiest relationship they can and helps people to build better lives for themselves.

Clients range from survivors of abuse and families with relationship problems to individuals who want to develop new skills for making their lives more independent and positive.

**Domestic abuse perpetrator**

**Respect**

Domestic abuse perpetrator helpline: 0845 122 8609

Opening hours: Monday - Friday 10am – 1pm, 2pm – 5pm

[www.respect.uk.net](http://www.respect.uk.net)

Respect is the UK membership association for domestic violence perpetrator programmes and associated support services. The key focus is on promoting, supporting, delivering and developing effective interventions with perpetrators.