

Hampshire

Domestic  buse

Forum

Domestic Abuse Directory of Services

Guide to domestic abuse and related
services, including national and
county and local services

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Hampshire Domestic Abuse Forum

c/o Adult Services
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Introduction

This directory of services is designed to aid professionals and individuals alike in contacting domestic abuse and related services, both nationally and across Hampshire and the Isle of Wight. It is a tool to assist a wide range of workers across the counties who provide basic advice and support on domestic abuse to make effective referrals to other services.

How to use the directory

The services have been listed alphabetically in three main sections:

1. National
2. County
3. Local

However, there is also an index that lists all the **services according to type** – these are:

1. Refuge, emergency accommodation and housing services
2. Counselling, support and advice
3. Services for Black and Minority Ethnic (BME) people
4. Police and legal advice
5. Children, families and young people
6. Medical and health
7. Equality and access

This directory has been compiled by Jude Ruddock-Atcherley (Domestic Abuse County Coordinator) on behalf of the Hampshire Domestic Abuse Forum. If you would like to make any changes or additions to the directory, please contact Jude using the details on the front cover.

Disclaimer

Whilst every care has been taken to ensure that the information in this directory is correct at the time of compilation, the Hampshire Domestic Abuse Forum cannot be held responsible for any loss or inconvenience arising from errors and omissions. Any information that needs to be updated should be sent to jude.ruddock-atcherley@hants.gov.uk.

It is advised that you check individual websites for the most up to date information on services. Please report any broken or out of date links to Jude Ruddock-Atcherley.

National Services

IN AN EMERGENCY ALWAYS DIAL 999



Action on Elder Abuse

Description	Aims to prevent abuse in old age by raising awareness, providing education and promoting research.
Address	Astral House 1268 London Road Norbury, London SW16 4ER
Telephone	020 8765 7000 0808 808 8141
Email	enquiries@elderabuse.org.uk
Website	www.elderabuse.org.uk



ADFAM

Description	Confidential support and information for friends and family of drug users
Address	ADFAM, Waterbridge House, 32-36 Loman Street, London SE1 0EH
Telephone	0207 7928 8898
Email	admin@adfam.org.uk
Website	www.adfam.org.uk
Availability	9:00am - 5:00pm Mon to Fri



Age Concern

Description	Services provided to people and families experiencing domestic violence: information and advice for older people (50+), their relatives and their carers.
Address	Astral House, 1268 London Rd, London SW16 4ER
Telephone	0800 00 99 66 (helpline) 020 8765 7200 (office)
Website	www.ageconcern.org.uk
Availability	Helpline: 8:00am – 7:00pm Mon - Sun
Any other information	Find your local Age Concern



Alcoholics

Anonymous

Description	Help for people who have trouble with drinking.
Address	PO Box 1, 10 Toft Green, York, YO1 7NJ
Telephone	0845 769 7555 Calls charged at local rate
Website	www.alcoholics-anonymous.org.uk



Asylum Aid

Description	We provide legal representation to asylum-seekers. By combining expert legal advice work with campaigning activities, Asylum Aid responds to asylum-seekers' immediate legal needs and addresses the underlying causes of the difficulties they encounter during the asylum process.
Address	Club Union House, 253-254 Upper Street, London N1 1RY
Telephone	Advice Line: 0207 354 9264 0207 354 9631 (office)
Fax	0207 354 5620
Email	info@asylumaid.org.uk
Website	www.asylumaid.org.uk
Availability	Helpline: 2:00 pm – 4:30pm Mon 10:00 am –12:30pm Thurs



Barnardo's

Description	Helps children young people and their families over the long term to overcome the most severe disadvantages.
Address	Tanners Lane, Barkingside Ilford, Essex IG6 1QG
Telephone	020 8550 8822
Fax	020 8551 6870
Email	dorothy.howes@barnardos.org.uk
Website	www.barnardos.org.uk



Broken Rainbow

Description	Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.
Address	J414 Tower Bridge Business Complex 100 Clements Rd London SE16 4DG
Telephone	0845 260 44 60
Email	mail@broken-rainbow.org.uk
Website	www.broken-rainbow.org.uk
Availability	Mon 2:00pm - 8:00pm, Wed 10:00am – 1.00pm Thurs 2:00pm - 8:00pm



Border and Immigration Agency

Description	The UK Border Agency is responsible for securing the United Kingdom borders and controlling migration in the United Kingdom. We manage border control for the United Kingdom, enforcing immigration and customs regulations. We also consider applications for permission to enter or stay in the United Kingdom, citizenship and asylum.
Telephone	01304 873 126
Website	www.bia.homeoffice.gov.uk



CAADA
(Coordinated Action Against Domestic Abuse)

Description CAADA is a charity established to encourage the use of independent advocacy as a way to increase the safety of survivors.

Telephone 0117 317 8750

Email info@caada.org.uk

Website www.caada.org.uk



Childline

Description Helpline for children in trouble or danger. Help to counsel and protect children 24 hours a day.

Address Childline, Freepost 1111, London NR1 0BR

Telephone 0800 11 11
0800 884444 - The Line (for children living away from home)

Text phone 0800 400 222

Website www.childline.org.uk

Availability Telephone - 24 hours, 365 days a year.
Text phone - 9:00am - 9:00pm weekdays or 9:30am - 8:00pm weekends
The Line - Mon to Fri 3:30pm - 9:30 pm Sat and Sun 9:30am - 8:00pm

Any other info Childline has now merged with the NSPCC



Child Support Agency

Description Makes sure parents who live apart from their children contribute financially to their upkeep by paying child maintenance.

Address National Helpline, PO Box 55 Brierly Hill DY5 1YL

Telephone 08457 133 133

Text phone 08457 138 924

Email [Click here](#)

Website www.csa.gov.uk

Availability 8:00am - 8:00pm Mon – Fri
9:00am - 5:00pm Sat



Chinese Information and Advice Centre (CIAC)

Description Emotional support, safety planning, assistance in finding temporary accomodation/refuge. Information and advice, outreach support and training workshops.

Address 104-108 Oxford street, London W1D 1LP

Telephone 0207 462 1281
0207 323 1538

Email yoke@ciac.co.uk

Website www.ciac.co.uk

Availability 10:00am - 6:00pm, Mon - Fri

Any other info Face to face and outreach support in Central London.



Chinese Women's Refuge Group

Telephone | 0207 837 7297



Citizen's Advice

Description | The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from 3,300 locations, and by influencing policymakers.

Address | [Click here to find your local office](#)

Telephone | 0870 1264 058

Website | www.citizensadvice.org.uk
www.adviceguide.org.uk



Community Legal Service Direct

Description | Free legal information about domestic violence, abuse and harassment. You can find out about your legal rights if you are suffering abuse, as well as practical tips. Information regarding local solicitors or legal advisors is also available.

Telephone | 0845 345 4345

Website | www.clsdirect.org.uk

Availability | Information available in English, Welsh, Urdu, Bengali, Chinese, Punjabi and Gujarati.



Crimestoppers

Description | If you suspect that a friend, neighbour or relative may be a victim, and would like to report it anonymously you can call Crimestoppers.

Telephone | 0800 555 111

Website | www.crimestoppers-uk.org



Divorce Online

Description	Useful website listing help available under the law; what action the police can take; information about what might happen next; going to court; likely sentences etc.
Address	Third Floor, Alexander House, 19 Fleming Way, Swindon, Wiltshire, SN2 2NG
Telephone	0800 458 4128
Email	support@divorce-online.co.uk
Website	www.divorce-online.co.uk
Availability	8:30am - 5:15pm Mon to Thur 9:00am - 4:30pm Fri



Forced Marriage Unit

Description	Foreign and Commonwealth Office. If you are being forced into marriage in the UK or abroad you can contact the Forced Marriage Unit to get confidential support and advice.
Address	Force Marriage Unit, Foreign and Commonwealth Office, Consular Directorate, Room G55, Old Admiralty Building, the Mall, London SW1A 2PA.
Telephone	0207 008 0151 (office) 0207 008 1500 (out of hours emergencies)
Email	fmufco.gov.uk
Website	www.fco.gov.uk/forcedmarriage
Availability	9:00am - 5:00pm, Mon to Fri (Duty Officer available for emergencies out of hours)
Any other information	Nationwide and UK citizens internationally (Asian languages spoken)



FRANK Drugs Helpline

Description	Gives information and advice to anyone in England and Wales concerned about drugs. This includes drug users, their families, friends and people who work with them.
Telephone	0800 776 600
Website	www.talktofrank.com
Availability	24 Hours



Friends, Families and Travellers

Description	Confidential advice, information and support to all travellers.
Telephone	01458 832371
Website	www.gypsy-traveller.org
Availability	Closed on Wednesdays



Home Office

Description	Information from the Home Office about domestic abuse, including useful reports and strategic developments.
Website	http://www.homeoffice.gov.uk/crime-victims/reducing-crime/domestic-violence/ and http://www.crimereduction.homeoffice.gov.uk/dv/dv01.htm



Immigration Advisory Service

Description	Provides free and confidential legal advice and representation tailored to each client's needs on immigration or asylum.
Address	County House, 190 Great Dover Street, London SE1 4YB
Telephone	0844 974 4000 (UK callers only) +44 207 199 7790 (Callers outside the UK)
Fax	020 7378 0665
Website	www.iasuk.org
Availability	Office hours



Jewish Women's Aid

Description	The only refuge in Europe accommodating Jewish women and children's needs. Kosher and Shabbat observant.
Address	PO Box 2670, London, N12 9ZE
Telephone	0208 445 0305 National Free Helpline: 0800 591 203
Email	info@jwa.org.uk
Availability	9:00am - 5:00pm Mon to Thur. Hours may vary due to Shabbat. National Free Helpline: 9:30am - 9:30pm Mon to Thur (answer phone thereafter).
Any other information	Require proof of I.D for refuge only.



Karma Nirvana

Description	Asian men and women's project, addressing issues of honour based violence, forced marriage and no recourse to public funds. Free helpline available (the Honour Network) to provide support and advice.
Address	Unit 39, Rosehill Business Centre, Normanton Road, Derby DE23 6RH
Telephone	01332 604 098 (office) 0800 5999 9247 (Honour Network Helpline)
Fax	01332 369 881
Website	www.karmanirvana.org.uk



Law on the Web

Description | Online legal advice and information.

Website | www.lawontheweb.co.uk



Lesbian and Gay Switchboard

Description | Provides and information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the UK.

Address | PO Box 7324, London N1 9QS

Telephone | 0207 837 7324

Text phone | 020 7689 8501

Fax | 020 7837 7300

Email | admin@lgs.org.uk

Website | www.lgs.org.uk

Availability | 24 hour web access
10:00am – 11:00pm daily



Mankind

Description	Advice for men who are victims and can access male refuge.
Address	Flook House, Belvedere Road, Taunton Somerset TA1 1BT
Telephone	01823 334244
Email	admin@mankind.org.uk
Website	www.mankind.org.uk
Availability	10:00am – 4:00pm Mon – Fri 7:00pm – 9:00pm Mon – Thurs



Muslim Women's Resource Centre

Description	Promoting welfare and social inclusion of Muslim women.
Address	Network House, 311 Calder Street, Glasgow G42 7NQ
Telephone	0808 801 0301 (helpline) 0141 585 8026 (office)
Fax	0141 423 7700
Email	helpline@mwrc.org.uk info@mwrc.org.uk
Website	www.mwrc.org.uk



Men's Advice Line (MALE)

Description	Emotional and practical advice for men identifying as victims and men who want to stop being abusive. Advice and training for professionals.
Address	1st Floor, Downstream Building, 1 London Bridge, London, SE1 9BG
Telephone	0808 801 0327
Email	info@mensadviceline.org.uk
Website	www.mensadviceline.org.uk
Availability	10:00am - 4:00pm, Monday to Thursday



Narcotics Anonymous

Description	NA is a non-profit Fellowship of men and women for whom drugs had become a major problem. It is made up of recovering addicts who meet regularly to help each other stay clean. The only requirement for membership is the desire to stop using.
Telephone	0845 3733366
Email	NAHelpline@ukna.org
Website	www.ukna.org
Availability	Office open 10am until 10pm, seven days a week. Out of hours, home divert system runs a 24 hour service



National Centre for Domestic Violence (NCDV)

Description	The NCDV provides a free, fast emergency service to survivors of domestic violence. They allow anyone to apply for an injunction within 24 hours (in most circumstances) in order to gain speedy protection.
Address	5 Riverview, Walnut Tree Close, Guildford GU1 4UX
Telephone	0844 8044 999 08009 70 20 70 (freephone)
Fax	020 7160 9383
Text	'NCDV' to 60777
Email	office@ncdv.org.uk
Website	www.ncdv.org.uk



National 24 Hour Domestic Violence Helpline

Description	Support, information and if possible, places of safety to abused women and children.
Telephone	0808 2000 247
Email	helpline@womensaid.org.uk
Website	www.womensaid.org.uk
Availability	24 hours



NHS Direct

Description	A 24 Hour advice and health information service.
Telephone	0845 46 47
Website	www.nhsdirect.nhs.uk
Availability	24 Hours
Any other information	Can provide interpreters



NSPCC Child Protection Helpline

Description	Helpline for anyone concerned about a child.
Address	42 Curtain Road, London EC2A 3NH
Telephone	0808 800 5000
Text phone	0800 056 0566
Fax	020 7825 2525
Email	help@nspcc.org.uk
Website	www.nspcc.org.uk
Availability	24 Hours



Prisoners' families helpline

Description	Free, confidential service for anyone who is affected by the imprisonment of a close family member or friend.
Telephone	0808 808 2003
Website	www.prisonersfamilieshelpline.co.uk
Availability	9:00am – 5:00pm, Mon – Fri 10:00am – 3:00pm Saturday



Parentline Plus

Description	Offers support and information to parents on a number of issues, including domestic abuse. This is provided in a variety of ways including the helpline, groups and workshops, written information, website and email support.
Address	Parentline Plus, 520 Highgate Studios, 53-79 Highgate Road, Kentish Town, London, NW5 1TL
Telephone	0808 800 2222 (helpline) 020 7284 5500 (office)
Text phone	0800 783 6783
Website	www.parentlineplus.org.uk



Rape Crisis

Description	Provides info and services to survivors of sexual violence.
Address	Click here to find your local service
Telephone	service
Email	info@rapecrisis.org.uk
Website	www.rapecrisis.org.uk



REFUGE

Description	Refuge is a national charity providing emergency accommodation, emotional and practical support for women and children escaping domestic violence.
Address	4 th Floor, International House, 1 St. Katherine's Way, London E1W 1UN
Telephone	0808 2000 247 (helpline) 020 7395 7700 (office) 07970 894240 (out of hours)
Email	info@refuge.org.uk
Website	www.refuge.org.uk
Availability	Helpline: 24 hours Other: office hours



Refuge for women with learning disabilities

Description	Safe, confidential refuge accommodation for single women (over 18 years) with learning difficulties; support and counselling and resettlement also available. Accessible to women with mobility difficulties.
Telephone	0208 522 0675



Relate

Description	Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website.
Telephone	0845 456 1310
Website	www.relate.org.uk
Any other information	For local branches, see county section of this directory.



RESPECT Helpline

Description	A service for people who are looking for information and advice to help them stop their abusive or violent behaviour towards their partners.
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Telephone 0845 122 8609
 Fax 020 7022 1806
 Email info@respect.uk.net
 Website www.respect.uk.net
 Availability 10:00am - 1:00pm and 2:00pm - 5:00pm Mon to Fri.
 10:00am - 1:00pm and 2:00pm - 8:00pm Tue and Wed
 Any other information Signposting to domestic violence services.
 Translators available.



REUNITE

Description Advice, information and support to parents, guardians and family members who have had or who fear abduction.
 Address PO Box 7124, Leicester LE1 7XX
 Telephone 0116 2556 234 / 345
 Fax 0116 2556 370
 Email reunite@dircon.co.uk
 Website www.reunite.org.uk



Respond Helpline

Description Provide advice, information and counselling support to people with learning difficulties who have experienced trauma (especially sexual/abuse/bereavement). Also provide support to families and carers of those with learning difficulties and professionals.
 Address Respond, Third Floor, 24-32 Stephenson Way, London, NW1 2HD
 Telephone 0808 808 0700
 Email admin@respond.org.uk
 Website www.respond.org.uk
 Availability 1:30pm - 5:00pm, Mondays, Wednesdays and Fridays and 2:00pm - 7:00pm, Tuesdays and Thursdays.
 Any other information Open to all ages.



Rights of Women Advice Line

Description Free legal advice for women by women.
 Address 52 - 54 Featherstone Street, London EC1Y 8RT
 Telephone 0207 251 6577
 Fax 020 7490 5377
 Email info@row.org.uk
 Website www.row.org.uk
 Availability 2:00pm - 4:00pm, & 7:00pm - 9:00pm Tues - Thurs
 12:00pm - 2:00pm Fridays



Samaritans

Description	Confidential, emotional support and listening service for those who are in despair, crisis or feeling suicidal.
Telephone	08457 90 90 90
Email	jo@samaritans.org
Website	www.samaritans.org
Availability	Telephone service 24 hours



Shelter

Description	24 hour helpline for housing issues. Can provide emergency access to refuge services.
Telephone	0808 800 44 44
Website	www.shelter.org.uk



SOLA (Survivors of Lesbian Partner Abuse)

Description	Supports women who have experienced physical, emotional and sexual abuse or domestic violence by a female partner. Face to face crisis support and self help groups.
Telephone	020 7328 7389 (ask for SOLA)
Email	solalondon@hotmail.com
Website	www.beyou.org.uk
Availability	10:00am – 5:00pm Tues - Fri



SOLACE Domestic Violence Service

Description	Listening, advocacy, practical support and advice, signposting and referrals to refuges and supported accommodation. One to one or telephone sessions and walk-in facility for women and children.
Address	OSABA Family Centre, 23 Victoria Street, Hillfields, Coventry, CV1 5NA
Telephone	02476 222988
Email	osabafamilycent@btconnect.com
Website	www.osaba.co.uk
Availability	9:30am - 5:50pm
Any other information	Accept referrals from UK and Ireland. Service is tailored to meet the needs of African Caribbean and African women and children who are in situations of domestic violence.



Southall Black Sisters

Description	Support and information for Asian and African Caribbean women who have experienced domestic violence, forced marriages, abductions and conflict in the family and community.
Telephone	0208 5719595
Email	southallblacksisters@btconnect.com
Website	www.southallblacksisters.org.uk
Availability	10:00am - 4:00pm Mon, Tue, Thur, Fri. Closed all day Wed.
Any other information	Casework is normally offered for local cases and one off advice is offered to those outside Southall, and surrounding area.



Stop it Now!!

Description	Confidential service to any adult worried about the behaviour of themselves or someone they know.
Telephone	0808 1000 900
Email	office@stopitnow.org.uk
Website	www.stopitnow.org.uk
Availability	9:00am - 9:00pm Mon – Thurs 9:00am – 7:00pm Fridays



Stonewall

Description	A charity providing hostels for lesbians and gay men, advice and information on homelessness, housing options, harassment and finding accommodation.
Address	Tower Building, York Road London SE1 7NX
Telephone	0800 050 2020 (info line) 020 7593 1850 (office)
Minicom	020 7633 0759
Fax	020 7593 1877
Email	info@stonewall.org.uk
Website	www.stonewall.org.uk
Availability	Info line: 9:30am – 5:30pm Mon - Fri



Survivors UK Helpline

Description	Resources and support for men who have experienced any form of sexual violence
Telephone	0845 122 1201
Email	info@survivorsuk.org
Website	www.survivorsuk.org



The Tulip Project

Description | Supports parents who have experienced violence at the hands of their children.

Telephone | 0151 637 6363



UK Disability Forum

Description | Information for disabled women about getting help to tackle violence and abuse

Address | Anne Pridmore, Chair,
Women's Committee,
UK Disability Forum for European
Affairs, 87 King Harold's Way,
Bexleyheath DA7 5RE

Telephone | 020 7725 4242

Email | llamedos@enna.fsnet.co.uk

Website | www.edfwomen.org.uk



Victim Support Helpline

Description	Telephone support, information and advice for anyone who has been affected by crime.
Address	PO Box 11431, London, SW9 6ZH
Telephone	0845 30 30 900 (local rates)
Email	supportline@victimsupport.org.uk
Website	www.victimsupport.org.uk
Availability	9:00am - 9:00pm Mon to Fri. 9:00am - 7:00pm Weekends 9:00am - 5:00pm Bank holidays.



Women's Aid 24 Hour Domestic Violence Helpline

Description	Support, information and if possible, places of safety to abused women and children.
Telephone	0808 2000 247
Email	helpline@womensaid.org.uk
Website	www.womensaid.org.uk
Availability	24 hours



Voice UK

Description	Supporting people with learning disabilities who have experienced crime or abuse, their families, carers and professional workers.
Telephone	01332 291042
Email	voice@voiceuk.org.uk
Website	www.voiceuk.org.uk
Availability	10:00am - 4:00pm, Mon to Fri.



Zero Tolerance Campaign

Description	An organisation promoting innovative policy and practice that tackle the root causes of male violence against women and children.
Address	11 Maritime Street, Edinburgh EH6 6SB
Telephone	0131 624 8955
Fax	0131 624 8959
Email	info@zerotolerance.org.uk
Website	www.zerotolerance.org.uk

Hampshire Wide Services

IN AN EMERGENCY ALWAYS DIAL 999



Access to Communication

Description	Not a domestic abuse service but able to provide translation and interpreting services to assist access to other services.
Address	Fairways House, Mount Pleasant Road, Southampton SO14 0SP
Telephone	02380 241300 02380 241301



Age Concern (Hampshire)

Description	Advice and information for older people.
Address	1 St Cross Road, Winchester SO23 9JA
Telephone	0800 328 7154
Email	mail@ageconcernhampshire.org.uk
Website	www.ageconcernhampshire.org.uk



Adult Services (Hants)

(formerly part of Social Services)

Description	People may need social care or support during a crisis, because of their age, long term ill health or disability, or because they are caring for others. Most of the support we give is to help people maintain their independence, so that they can continue to live in their own homes.
Address	Click here to find your local office
Telephone	0845 603 5630 (office hours) 0845 600 45 55 (out of hours)
Any other information	Click here for full list of contacts Click here for domestic abuse information



The Anchorage Refuge, Eastleigh

Description	Refuge accommodation
Telephone	0238061 4922 (agencies only) 07739 303129 (outreach mobile)
Availability	Office hour access to refuge. Outreach 9-4.30 but these hours are flexible.
Any other information	Stonham Housing Association. Agency referrals and self-referrals taken. Referrals can be accepted from any region.



Andover Crisis and Support Centre

Description	Helpline, outreach, drop in centre and refuge accommodation
Telephone	01264 366122
Availability	24 Hour access to Refuge.
Any other information	Hours for the helpline and the drop in centre vary. Outreach is mainly practical support as and when it is needed. Can accept self referrals and referrals from agencies from any region.



Aldershot Refuge

Description	Refuge accommodation
Address	P.O. Box 45, Aldershot, Hants, GU11 3XL
Telephone	01252 337026
Fax	01252 337488
Availability	Office Hour Access to refuge
Any other information	Can't be offered to Aldershot females. 18+, females up to 3 children (no males 16+). No wheelchair access. No pets Referrals can be accepted from any region



Basingstoke Shared House

Description	Refuge accommodation
Telephone	01256 350996
Email	paula.burton@affinitysutton.com
Availability	Access to refuge: 9am – 4pm Mon-Fri
Any other information	Referrals taken nationally, no referrals from the Basingstoke & Deane area.



Basingstoke outreach service

Description	Downland Domestic Violence Outreach – support to victims
Telephone	01256 478888
Email	carol.morgan@affinitysutton.com
Address	PO Box 6797 Basingstoke RG24 4LT
Availability	Monday – Friday 9am – 5pm
Any other information	Must be currently in a DV situation, have a housing related need, and no longer with the perpetrator. To assist with staying in their own home, a referral from B&DBC may be made for Sanctuary. Referrals to Outreach may be made through any agency, or can be a self referral. Sanctuary referrals must come through B&DBC.



Children's Centres

Description	Children's centres aim to give every child the best possible start in life. They are places where families can easily access a range of different services to support them, including: <ul style="list-style-type: none">• Information and advice on family support services• Drop-in sessions for parents, carers and childminders• Access to early education and childcare for children under five• Access to child and family health services• Links with Jobcentre Plus, further education and training opportunities
Website	www3.hants.gov.uk/childrens-services/childrenandyoungpeople/childrens-centres.htm
Any other information	Find your local children's centre



Children's Information Service (CIS) Hampshire

Description	Hampshire CIS is a free, confidential and impartial childcare and early education information service for parents and carers. We provide information on childcare, early education and related services in Hampshire for children and young people aged 0 -19 (including those with additional needs).
Telephone	0845 603 5620
Email	childcare@hants.gov.uk
Website	http://www3.hants.gov.uk/childrens-services/childcare/parents/cis.htm
Availability	Monday to Friday 8:00am - 8:00pm Saturday 9:30am - 4:00pm



Children's Services (Hampshire)

Description If you have any concerns because you think that a child might be being abused and you want to talk to someone or ask someone to find out what is going on, you should contact the Children's Services Department.

Also, the Children's Services Department has been formed from the Education and Social Services Departments to ensure the Every Child Matters/Children Act 2004 is implemented effectively in Hampshire.

Telephone 0845 603 5620
(Office hours)
0845 600 4555
(Out of hours emergency service)

[Click here to find local office](#)

Email childrens.services@hants.gov.uk



CIS'ters

Description Adult survivors of childhood incest

Address PO Box 119, Eastleigh,
Hampshire SO50 9ZF

Telephone 023 8033 8080

Email admin@cisters.wanadoo.co.uk



Citizens Advice Bureau (CAB)

Description Services provided to people and families experiencing domestic abuse: CAB give free confidential, independent and impartial advice on a limitless range of subjects including debt, benefits, housing, legal matters, employment, immigration and consumer issues.

Telephone	Alton	01420 84399
	Bishop's Waltham	01489 896376
	Bordon	01420 477747
	Eastleigh	02380 616046
	Fordingbridge	01425 652643
	Hedge End	01489796651
	Lymington	0870 126 4092
	New Milton	0870 126 4007
	Petersfield	01730264887
	Southampton	023 8022 1406
	Totton	0870 126 4089
	Waterlooville	02392717700
	Waterside (Hythe)	0870 126 4089
	Winchester	01962 848000

Website www.adviceguide.org.uk

Availability [Click here to find availability for individual offices](#)



Connexions

Description | Support for young people aged between 13 and 19 years.

Email | connexions@hants.gov.uk

Website | www.hampshireconnexions.co.uk



Court Witness Service (CWS)

Description | Information and support to witnesses, victims, their families and friends when they go to court.

Telephone

Andover	01264 337054
Basingstoke	01256 423861
Alton & Aldershot	01420 89508
Fareham	01329 236658
Gosport	02392 528248
Isle of Wight	01983 530530
Lyndhurst	02380 284729
Portsmouth	02392 811919
	02392 294684
Southampton	02380 228120
	02380 330928
Winchester	01962 879591



Domestic Abuse County Coordinator

Description	This post coordinates the county response to domestic abuse and provides information about policy, practice and training.
Address	Adult Services, Hampshire County Council, EII Court, 3 rd Floor North, Winchester SO23 8UQ
Telephone	01962 832172
Fax	01962 814606
Email	jude.ruddock-atcherley@hants.gov.uk
Availability	Normal office hours



The DOVE project

Description	The Basingstoke Domestic Violence Family Group Conference Project
Address	Basingstoke RG21 7RH
Telephone	01256 312232
Availability	Office hours



East Hampshire Women's Refuge

Description	Refuge accommodation and outreach.
Address	PO Box 63, Alton,, Hampshire, GU34 2XT
Telephone	01420 590109
Fax	01420 542954
Email	alice.shearman@homegroup.org.uk
Availability	Office hour access to refuge and outreach
Any other information	Stonham Housing Association. Can take up to 9 families, children up to 16 years of age. Women can self refer but they prefer agency referrals. Referrals can be taken nationally



Education Welfare Service

Description	Looks after the welfare of children and young people through schools. Provides a range of services including counselling, group work, family work and behavioural interventions.	
Telephone	Basingstoke	01256 816429
	Fareham & Gosport	02392 441404
	Fleet	01252 814702
	Havant	02392 441404
	New Forest	02380 812113
	Winchester	01962 876227
Availability	Click here to find local offices and availability	



Fareham & Gosport Family Aid

Description	Refuge accommodation and outreach
Telephone	01329 285375 (refuge) 07967387243 (refuge mobile) 07814 575533 / 07966 540759 / 07792 480461 (outreach & floating support)
Email	fareham-gibson@btconnect.com
Availability	24 hour access to refuge.
Any other information	Referrals from agencies and self referrals from all over the UK. Outreach for Fareham and Gosport area only. Refuge can take up to 9 families and they also have 2 move on flats. Children up to 16yrs old - boys at manager's discretion.



Freedom Programmes

Description The Freedom Programme is a 12 week programme specifically designed for women who have experienced domestic abuse or violence, either currently or in the past. The group sessions explore characteristics of abusive behaviour and support women to develop ways of thinking and behaving to protect themselves, and their children, from harm.

Eastleigh	Michelle Cullum	07739 303129 michelle.cullum@homegroup.org.uk
Havant	Yvonne Carter	outreach@hwaid.org
IOW (Newport)	Fiona Gwinnett	01983 825981
New Forest	Amanda Dukes	07921483688 amanda.dukes@homegroup.org.uk
Winchester	Trinity Centre	01962 866888 women@trinitycentre.org.uk

* Please note that Fareham and Gosport run a similar programme called 'Power to Change' – for details see section on local services later in this document.



Hampshire Constabulary

Description	Police
Telephone	999 in an emergency 101 (non-emergency) 0845 045 45 45 (general enquiries) 01962 871 425 (Force Domestic Abuse Coordinator)
Website	www.hampshire.police.uk
Availability	24 hour
Any other information	Local domestic abuse coordinators and MARAC coordinators are based within each Operational Command Unit.



Hampshire Deaf Association

Description	Offers sign language interpreters, communicator and lip speakers as well as a consultancy service and support service.
Address	1 & 2 Carlton Commerce Centre, Dukes Road, Southampton SO14 0SQ
Telephone	02380 516516 (general) 02380 516500 (interpreting)
Email	Enquiries@deafhampshire.org
Website	www.deafhampshire.org
Availability	9:00am – 5:00pm Mon – Fri Outside these times there is an answer phone service.



Hampshire County Youth Service

Description	This service offers information, support and activity for 11 to 25 year olds.
Telephone	01962 847715
Website	www.youth.hants.gov.uk



Hampshire Families

Description	Hampshire Families support children, young people and their families across the County by: <ul style="list-style-type: none"> • Identifying the needs of the local community • Providing a voice for families through local and county representation • Informing families about quality services and provisions • Working in partnership with families, statutory, voluntary and community organisations to meet the needs of the local community
Address	Hampshire Families, Kayac, Winnall Valley Road, Winchester, SO23 0LD
Telephone	01962 892580
Email	info@hampshirefamilies.org.uk
Website	www.hampshirefamilies.org.uk



Hampshire Family Mediation Service

Description	This is a mediation service for families facing conflict.
Telephone	0845 230 9818 02392 433388
Fax	02392 433358
Email	info@hantsfamilymediation.org.uk
Website	www.hantsmediation.org.uk
Availability	9:00am – 5:00pm Mon to Fri.



Hampton Trust

Description	Domestic abuse services including children's support (Turnaround), voluntary perpetrator programmes (ADAPT), support for young offenders with a background of domestic abuse (LINX) and parenting courses.
Address	Fairways House, Mount Pleasant Road, Southampton SO14 0QB
Telephone	023 8021 3520
Fax	023 8021 3530
Email	info@hamptontrust.org.uk
Website	www.hamptontrust.org.uk
Availability	Normal office hours



Havant Women's Aid

Description	Refuge accommodation, children's support and outreach.
Address	PO Box 53, Havant PO9 1UA
Telephone	02392 480246
Fax	02392 478343
Email	hwa@haid100.sfnnet.co.uk
Availability	Refuge: 24 hour access for police referral, office hour referral for self referrals 9:30am – 5:30pm.
Any other information	Can take up to 6 families. Children: girls up to 16 yrs old boys up to 14 yrs old (maybe older depending on size, voice broken etc). Can accept referrals from anywhere in the UK, agency and self referrals. Outreach just in the Havant borough.



Homelessness

Description	This service is provided by district/borough councils and unitary authorities individually.
Website	http://www3.hants.gov.uk/redirect-district?LGSL=112&LGIL=8



IDVA Service North Hampshire

Description	Independent Domestic Violence Advocacy for the highest risk victims of domestic abuse.
Telephone	01256 407736
Any other information	All referrals must come through the MARACs, Police, WCU or the SDVC.



IDVA Service Portsmouth

Description	Independent Domestic Violence Advocacy for the highest risk victims of domestic abuse.
Address	Early Intervention Project The Treetops Centre Northern Road Cosham PO6 3EP
Telephone	02392 210 352
Email	earlyinterventionproject@portsmouthcc.gov.uk



IDVA Service Southampton

Description	Independent Domestic Violence Advocacy for the highest risk victims of domestic abuse.
Address	Safer Communities, Southampton City Council, Ground Floor, Southbrook Rise 4-8 Millbrook Road East Southampton SO15 1YG
Telephone	023 8083 2329
Email	karen.marsh@southampton.gov.uk



Island Women's Refuge

Description	Refuge accommodation, floating support and outreach
Telephone	01983 825981 (office) 01983 825981 (helpline)
Availability	24 hours
Any other information	Outreach available: 8:30am – 4:30pm Mon to Fri.



New Forest East Refuge

Description	Refuge accommodation and outreach
Address	PO Box 1157, Southampton, SO14 1XG
Telephone	02380 841922 (office) 07921 483688 (outreach)
Availability	Office hour access to refuge / outreach
Any other information	Stonham Housing Association. Can accommodate 5 families. No alcohol or drug users unless they are on a rehab programme. Children up to 16 (boys on discretion of the manager). Can take referrals from agencies and self referrals, and from all regions except the New Forest. Outreach is only with the New Forest.



New Forest West Refuge

Description	Refuge accommodation and outreach
Address	PO Box 1157, Southampton, SO14 1XG
Telephone	01590 689497 (office) 07921 483688 (outreach)
Availability	Office hour access to refuge / outreach
Any other information	Stonham Housing Association. Can accommodate 4 families. No alcohol or drug users unless they are on a rehab programme. Children up to 16 (boys on discretion of the manager). Can take referrals from agencies and self referrals, and from all regions except the New Forest. Outreach is only with the New Forest.



NSPCC – pan Hampshire

Description	Working with children & young people who have been abused.
Address	21 The Avenue, Southampton SO17 1XL
Telephone	023 8024 8180
Availability	9:00am – 5:00pm, Mon to Fri.



Portsmouth Refuge

Description	Refuge accommodation
Address	PO Box 26, Portsmouth PO1 5JQ
Telephone	02392 291034 (advice line - public number) 02392 822942 (office - confidential number)
Fax	02392 738637
Availability	24 hour access to refuge accommodation
Any other information	Referrals from agencies and self referrals from all over the UK. Refuge can take up to 22 families Children up to 16yrs old - Boys up to 16yrs old as long as they are financially dependant on their mother



Relate

Description	Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website.	
Telephone	Aldershot	01252 324679
	Farnborough & Fleet	
	Basingstoke & District	01256 423844
	Portsmouth & District	023 9282 7026
	Solent & Isle of Wight	023 8022 9761
	Winchester & District	01962 861336
Website	www.relate.org.uk	



RSPCA: Pet Retreat

Description	Will assist in the accommodation of pets on a temporary basis - they only take referrals from refuges.
Telephone	07715 540182 (RSPCA pet safe coordinator)
Website	http://www.rspca.org.uk/servlet/Satellite?pagename=RSPCA/RSPCARedirect&pg=petretreat



South Hampshire Women's Refuge

Description	Refuge accommodation
Address	Southampton
Telephone	02380 637550
Availability	24 Hours
Any other information	Regional



Sexual Assault Referral Centre (SARC) - Treetops

Description	Refuge accommodation
Address	The Treetops Centre Northern Road Cosham PO6 3EP
Telephone	02392 210352
Availability	24 Hours
Any other information	Regional



Taking Steps: support group

Description	Personal development group for male and female victims of domestic abuse
Telephone	07810430689 01489 577818
Email	gerrie.jordan@btopenworld.com
Availability	Hook: Tuesdays, 10 - 11.30am Aldershot: Mondays, 10 - 11.30am
Any other information	Hook venue: Hart Neighbourhood Centre Dickson House London Rd Hook Aldershot venue: Park Children's Centre Primary School Gloucester Rd Aldershot



Victim Support (Hampshire)

Description	Free confidential support to help deal with experiences wither as a victim or witness, whether or not you report the crime to the police.
Telephone	02380 645578
Fax	02380 645577
Website	www.victimsupport.org.uk
Availability	8:00am - 8:00pm Mon to Fri.
Any other information	Also hosts the North Hampshire IDVA service.



Winchester Refuge

Description	Refuge accommodation
Telephone	01962 844 995
Availability	Office hours access to refuge and support groups

Local Contacts

IN AN EMERGENCY ALWAYS DIAL 999

The following information is a summary of local organisations around Hampshire – please note that these lists are not exhaustive and there may be several other services available in local areas. **For more detailed information**, some areas have produced local directories of domestic abuse services. If this is available it will be indicated in the relevant section and a contact name given.

Each section includes information on:

- ✎ **The Local Authority** – if in doubt about who to contact, ask for the Community Safety Department
- ✎ **Domestic Abuse (DA) coordinator** (where applicable). Some areas have a nominated coordinator who is the key contact for domestic abuse.
- ✎ **Domestic Violence / Abuse Forum Chair**
- ✎ **MARAC coordinator** – the Police employ six domestic abuse Multi Agency Risk Assessment Conference coordinators to ensure the effective implementation of the MARAC process. There is one coordinator based in each Operational Command Unit (OCU) across Hampshire and the Isle of Wight (including Southampton and Portsmouth).
- ✎ **Community Safety Manager**



Basingstoke

Local Authority	Basingstoke and Deane Borough Council www.basingstoke.gov.uk
DA Coordinator	Sherrie Morgan sherrie.morgan@basingstoke.gov.uk, 01256 845670
Forum Chair	Sarah Ratcliff
MARAC coordinator	Wendy Rosser wendy.rosser@hampshire.pnn.police.uk , 01256 405349
Community Safety Manager	Jacqueline Davies Jacqueline.davies@basingstoke.gov.uk , 01256 845399
Local Directory of Services	Yes Contact Sherrie Morgan

Key Local Services: (also see those under countywide services)

Go Forward Group (support for anyone affected by DA)	Weds 10-11.30am (term time only and after referral) Group venue: Westside SureStart Centre, Paddock Road, Basingstoke Crèche available Contact: c/o Basingstoke Shared House Telephone: 01256 350996 Email: zoe.partridge@affinitysutton.com
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Eastleigh

Local Authority	Eastleigh Borough Council www.eastleigh.gov.uk
DA Coordinator	Annette Macnamara, annette.macnamara@eastleigh.gov.uk , 02380 688080 Min Partner, min.partner@eastleigh.gov.uk , 02380 688439 Rachel Smith, rachel.smith@hampshire.pnn.police.uk , 02380745330
Forum Chair	Diana Boyles diana.boyles@hampshire.pnn.police.uk
MARAC coordinator	Darlene Peters darlene.peters@hampshire.pnn.police.uk , 02380 745330
Community Safety Manager	Peter Baldry Peter.baldry@eastleigh.gov.uk , 02380 688149
Local Directory of Services	No



East Hampshire

Local Authority	East Hampshire District Council www.easthants.gov.uk
DA Coordinator	Bukola George bukola.george@easthants.gov.uk , 01730 234132
Forum Chair	Bukola George
MARAC coordinator	Wendy Rosser wendy.rosser@hampshire.pnn.police.uk , 01256 405349
Community Safety Manager	Karen Dawes Karen.dawes@easthants.gov.uk
Local Directory of Services	Yes Contact Bukola George



Fareham and Gosport

Local Authority	Fareham Borough Council www.fareham.gov.uk Gosport Borough Council www.gosport.gov.uk
DA Coordinator	Fareham – Zita Hobbs, zhobbs@fareham.gov.uk , 01329 824407 Gosport - Sharon Darymple-Bray, Sharon.darymple-bray@gosport.gov.uk
Forum Chair	Zita Hobbs and Sharon Darymple-Bray
MARAC coordinator	Becci Critchett rebekah.critchett@hampshire.pnn.police.uk
Community Safety Manager	Fareham – Katie Knowles, kknowles@fareham.gov.uk , 01329 824334 Gosport – Jamie O’Reilly, james.o.reilly@gosport.gov.uk , 02392 545501
Local Directory of Services	Yes Contact Zita Hobbs or Sharon Darymple-Bray

Key Local Services: (also see those under countywide services)

Power to Change support programme	For women who are experiencing or have experienced domestic abuse is held every Thursday (10am-12pm) at Oak Meadow Children's Centre. We also provide a drop-in group on a Thursday morning for women that are not attending the programme but may require support. We provide a crèche facility for the children at the centre. Contact: Fareham and Gosport Family Aid Tel: 07967387243 Email: fgfa@btconnect.com
Male Domestic Abuse Service: Fareham and Gosport	To provide housing related support, information, advice and signposting services to men experiencing domestic abuse. From 16 up. Available 9am to 5pm, Monday to Friday. Phone services Mon, Weds, Thurs 5 – 7.30pm. Contact: Jon Parker Jon.parker@homegroup.org.uk 02392 581 007 or 07739 303058



Havant

Local Authority	Havant Borough Council www.havant.gov.uk
DA Coordinator	Sam Charlton Community Safety Team Havant Borough Council Civic Centre Road, Havant PO9 2AX 023 9244 6606 Sam.charlton@havant.gov.uk Community.safety@havant.gov.uk
Forum Chair	Dominic Thompson Dominic.thompson@havant.gov.uk No regular forum meetings at present
MARAC coordinator	Becci Critchett rebekah.critchett@hampshire.pnn.police.uk
Community Safety Manager	Tim Pointer Tim.pointer@havant.gov.uk , 02392 446456
Local Directory of Services	No



Isle of Wight

Local Authority	Isle of Wight Council www.iwight.com
DA Coordinator	None
Forum Chair	Kim Brown kim.brown@hamptontrust.org.uk , 023 8021 3520
MARAC coordinator	Paula Moon paula.moon@hampshire.pnn.police.uk , 01983 538642
Community Safety Manager	01983 821000
Safeguarding nurse	Sally Stewart sally.stewart@iow.gov.uk
Local Directory of Services	No



New Forest

Local Authority	New Forest District Council www.newforest.gov.uk
DA Coordinator	Rachel Smith rachel.smith@hampshire.pnn.police.uk , 02380745330
Forum Chair	Cllr. John Penwarden john.penwarden@newforest.gov.uk
MARAC coordinator	Darlene Peters darlene.peters@hampshire.pnn.police.uk , 02380 745330
Community Safety Manager	Stephanie Bennett Debbie Parsons (Community Safety Support Officer) Stephanie.bennett@nfdc.gov.uk , 02380 285148 Debbie.Parsons@NFDC.gov.uk , 023 80 285435
Local Directory of Services	Yes Contact Stephanie Sutton at stephanie.sutton@nfdc.gov.uk



North East Hampshire

Local Authority	Rushmoor Borough Council www.rushmoor.gov.uk Hart District Council www.hart.gov.uk
DA Coordinator	Karen Evans karen.evans@hampshire.pnn.police.uk
Forum Chair	Karen Evans
MARAC coordinator	Wendy Rosser wendy.rosser@hampshire.pnn.police.uk , 01256 405349
Community Safety Manager	Rushmoor – Philip Stoneman, pstoneman@rushmoor.gov.uk , 01252 398760 Hart – Caroline Ryan, caroline.ryan@hart.gov.uk , 01252 774476
Local Directory of Services	Yes Contact Karen Evans



Portsmouth

Local Authority	Portsmouth City Council www.portsmouthcc.gov.uk
DA Coordinator	Tonia Earey Tonia.Earey@portsmouthcc.gov.uk , 02392 688470
Forum Chair	Shonagh Dillon Shonagh.dillon@portsmouthcc.gov.uk , 023 9263 0341 or 023 9284 1054 (secretary Lyn Ayres)
MARAC coordinator	Linda Mortimer linda.mortimer@hampshire.pnn.police.uk , 02392 891524
Community Safety Manager	Sally Jackson Sally.jackson@portsmouthcc.gov.uk , 02392 841055
Local Directory of Services	Yes Contact Tonia Earey

Key Local Services: (also see those under countywide services)

Early Intervention Project	Early Intervention Project The Treetops Centre Northern Road Cosham PO6 3EP 02392 210 352 earlyinterventionproject@portsmouthcc.gov.uk
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Southampton

Local Authority	Southampton City Council www.southampton.gov.uk
DA Coordinator	Karen Watts karen.watts@southampton.gov.uk , 02380 833071
Forum Chair	Michelle Barry (michelle@starproject.org.uk) and Angela White (angela.white@suht.swest.nhs.uk)
MARAC coordinator	Amy Bernice amy.bernice@hampshire.pnn.police.uk , 02380 674198
Community Safety Manager	Linda Haitana Linda.haitana@southampton.gov.uk , 023 8083 3988
Local Directory of Services	Yes Contact Karen Watts



Test Valley

Local Authority	Test Valley Borough Council www.testvalley.gov.uk
DA Coordinator	Rachel Smith rachel.smith@hampshire.pnn.police.uk , 02380745330
Forum Chair	
MARAC coordinator	Darlene Peters darlene.peters@hampshire.pnn.police.uk , 02380 745330
Community Safety Manager	Garry Tallett gtallett@testvalley.gov.uk , 01264 368606
Local Directory of Services	No



Winchester

Local Authority	Winchester City Council www.winchester.gov.uk
DA Coordinator	None
Forum Chair	Ann Craig anncraig34@aol.com
MARAC coordinator	Becci Critchett rebekah.critchett@hampshire.pnn.police.uk
Community Safety Manager	Sandra Tuddenham studdenham@winchester.gov.uk , 01962 848132
Local Directory of Services	No

Key Local Services: (also see those under countywide services)

Friends of the Family	A local open group supporting vulnerable parents and young children. Gill O'Shea, 01962 864466
Housing, Winchester City Council	If your house is a council property, the housing department may be able to change the locks or secure your doors and windows with extra locks. In a crisis, they may find you emergency accommodation in a refuge. Housing Department – 01962 840222
The Olive Branch	Christian Counselling Service (requires contributions) 01962 848028
Rape and Sexual Abuse Counselling (RASAC)	Free and confidential helpline and counselling service for anyone who has been raped or sexually abused at any time in their lives. Women's Helpline – 01962 848024 Men's Helpline – 01962 848027
Solicitors	Can help to protect yourself and your children by applying for various orders through the civil courts. You may be entitled to public funding to cover costs; a solicitor will assess whether you are eligible. Shentons Solicitors – 01962 844544

HAMPSHIRE DIRECTORY OF DOMESTIC ABUSE SERVICES

Trinity Women's
Centre

Works with vulnerable women and has a domestic abuse outreach worker.
Trinity also offers FREEDOM - a program for women who are experiencing domestic abuse, which aims to break the cycle of abuse. The program is rolling, so one can join at any time.
Trinity Women's Centre – 01962 866888

Winchester Youth
Counselling

Free confidential counselling service for young people aged 11-25 who live in the Winchester district.
01962 820444

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