

Domestic abuse support services

Make a Stand campaign

Transform has signed up to the Chartered Institute of Housing (CIH) appeal to tackle domestic abuse, Make a Stand.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week. Housing organisations house and employ millions of people across the UK and therefore house and employ many thousands of people affected by domestic abuse.

The CIH believes that the housing sector must do more on this issue. In the words of Alison Inman, ex-President of the CIH, these are “our homes, our people and this is our problem”.

Launched in June 2018, Make a Stand centres around a pledge developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and Women’s Aid.

By signing up, we commit to take action and provide support for people (colleagues or clients) experiencing domestic abuse.

This leaflet provides information about national and local domestic abuse support services available for clients and staff.

If in immediate danger you should always call the **Police on 999**

Remember domestic violence/abuse is a crime. **Do not hesitate to report any incident to the Police**

Local support

Surrey Against Domestic Abuse			
Advice, signposting and information.			
Website:	www.healthysurrey.org.uk/your-health/domestic-abuse/help		
Phone:	01483 776822	Opening hours:	9am–9pm

East Surrey Domestic Abuse Services			
Covering Reigate & Banstead, Mole Valley and Tandridge.			
Website:	www.esdas.org.uk		
Phone:	01737 771350	Email:	support@esdas.org.uk
Text:	07860 039720	Fax:	01737 771284
Opening hours:	9am – 4pm, Monday – Friday		

North Surrey Outreach Service			
Covering Epsom & Ewell, Elmbridge and Spelthorne. Run by Citizen's Advice Elmbridge (West).			
Website:	www.nsdas.org.uk		
Phone:	01932 260690 (Confidential answer phone available out of hours)	Email:	nsdas@caew.org.uk
Opening hours:	9.30am-4.30pm, Monday – Friday	Fax:	01932 221680

Your Sanctuary (North West Surrey) Outreach Services			
Covering Woking, Runnymede & Surrey Heath and run by your Sanctuary.			
Website:	www.yoursanctuary.org.uk		
Phone:	01483 776822	Opening hours:	24 hour (Online chat available)

South West Surrey Outreach Service			
Covering Guildford & Waverley including Godalming, Farnham and Merrow.			
Phone:	01483 898884 (Confidential answer phone available out of hours)		
Opening hours:	9am-3pm, Monday – Friday		

Surrey Family Information Service			
Surrey Family Information Service (FIS) is a free impartial information and signposting service for families with children aged 0 to 25. They can help you find organisations and services that may be able to support your family including information about childcare, finances, parenting and activities in your local area.			
Website:	www.surreycc.gov.uk/people-and-community/families/contact		
Family information services directory:	familyinformationdirectory.surreycc.gov.uk/kb5/surrey/fsd/home.page		
Phone:	0300 200 1004 (9am – 5pm, Monday – Friday)	Email:	fis@surreycc.gov.uk
Text:	07860 053 465	Online enquiry form available.	

Wokingham

Berkshire Women's Aid			
Refuge provides a breathing space where decisions can be made free from pressure or fear. All refuge workers are based on site.			
Website:	www.berkshirewomensaid.org.uk		
Wokingham Home Refuge Officer:	0118 974 3799		
Phone:	0118 950 4003	Opening hours:	9am – 5pm on weekdays 24-hour help is also available in emergencies using the same number.

Sutton

Sutton's Women's Centre			
Sutton Women's Centre is run by local women for the benefit of local women, and our aim is to empower women in our community to help them achieve their full potential.			
Website:	www.suttonwomenscentre.co.uk		
Phone:	020 8661 1991	Email:	info@suttonwomen.co.uk
Opening hours:	10am – 4pm, Monday – Friday		

West Sussex/Crawley

WORTH			
Support against domestic abuse.			
Website:	www.worthservices.org		
Phone:	033 022 28181	Mobile:	07834 968539
Email:	DomesticAbuseServicesCentral@westsussex.gov.uk		
Opening hours:	9am – 5pm, Monday – Friday		

Safe in Sussex			
Information about refuges and support groups.			
Website:	www.safeinsussex.org		
Phone:	01903 231939	Email:	info@safeinsussex.org.uk
Opening hours:	9.30am-4pm	Online enquiry form available.	

Legal services

Rights of Women			
Rights of Women is a not-for-profit organisation committed to informing, educating and empowering women on the law and their legal rights.			
Website:	www.rightsofwomen.org.uk	Email:	info@row.org.uk
National family law line (inc. domestic violence)			
Phone:	020 7251 6577	Opening hours:	Tues – Thurs 7pm – 9pm, Friday 12pm-2pm. The line is closed on bank holidays
Criminal law (inc. sexual violence)			
Phone:	020 7251 8887	Opening hours:	Tuesdays 7pm-9pm
National Centre for Domestic Violence (NCDV)			
Free fast injunction service.			
Website:	www.ncdv.org.uk	Phone:	0207 186 8270
Community Legal Services			
The CLS is part of the Legal Services Commission.			
Website:	www.clsdirect.org.uk	Phone:	0845 345 4345
Forced Marriage Protection Unit (Gov.uk)			
Help to apply for a Forced Marriage Protection Order.			
Website:	www.gov.uk/guidance/forced-marriage		
Phone:	020 7008 0151	Email:	fmufco.gov.uk
Housing Services			
All local authorities will offer help and advice to people in housing need due to domestic violence/abuse. Please check your local authority website for local help.			
However, you do not need to approach your local council if you need a place in a refuge, you can contact:			
National Domestic Helpline:	0808 2000 247 (Freephone 24 Hour)		

National support helplines

National Domestic Violence run in partnership between Women's Aid and Refuge

The Helpline service provides support, information and a listening ear to women and children experiencing domestic violence and plays a pivotal role in assisting women and children to access a place of safety in a women's refuge. The Helpline is a member of Language Line and can provide access to an interpreter for non-English speaking callers. The Helpline can also access the BT Type Talk Service. The 24 Hour National Domestic Violence Helpline will also refer male callers who require help to appropriate support groups.

Website:	www.nationaldomesticviolencehelpline.org.uk		
Phone:	0808 2000 247	Email:	helpline@womensaid.org.uk
Opening hours:	24/7		

Respect

Respect is the UK membership organisation for work with domestic violence perpetrators, male victims of domestic violence and young people's violence in close relationships.

Perpetrators of abuse:	0808 802 4040
Advice and support for men experiencing domestic violent and abuse:	0808 801 0327
Opening hours:	9am – 5pm, Monday – Friday

Broken Rainbow

A UK-wide specialist confidential service for lesbians, gay men, bisexual and transgender people experiencing homophobic or transphobic domestic abuse.

Website:	www.brokenrainbow.org.uk		
Phone:	0300 999 5428	Email:	Help@brokenrainbow.org.uk
Opening hours:	Visit the website for details		

Men's Advice Line

Advice and support for men experiencing domestic violence and abuse.

Website:	www.mensadvice.org.uk		
Phone:	0808 801 0327	Email:	info@mensadvice.org.uk
Opening hours:	9am – 5pm, Monday – Friday	Web chat is available Tuesdays and Thursday, 10am – 4pm.	

The National Stalking Helpline

Practical advice and information to anyone who is currently or previously been effected by harassment or stalking.

Website:	https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline		
Phone:	0808 802 0300		

Hollie Guard

The Hollie Guard was developed by the Hollie Gazzard Trust which helps to reduce domestic abuse. The Hollie Guard turns your smartphone into a personal safety device. In danger? Shake your phone or tap the screen to generate an alert. Your location and audio/video evidence will automatically be sent to your emergency contacts who can take action to help you quickly.

Website:	www.hollieguard.com
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Rape Crisis

Support provided by women for women and girls who have been raped or sexually abused.

Website: www.rapecrisis.org.uk

Phone: 0808 802 9999 **Opening hours:** Midday-2.30pm and 7pm-9.30pm daily

Safeline

Support for anyone who has been a victim of sexual abuse.

Website: www.safeline.org.uk

Helpline for men: 0808 800 5005 **Helpline for women:** 0808 802 9999 **Helpline for under 18s:** 0808 800 5007

Opening hours: Visit the website for details

Karma Nirvana

Supports victims of honour crimes and forced marriages.

Website: www.karmanirvana.org.uk

Phone: 0800 599 9247 **Email:** info@karmanirvana.org.uk

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

Registered office: Bradmere House, Brook Way, Leatherhead, Surrey KT22 7NA
www.transformhousing.org.uk ■ info@transformhousing.org.uk

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