

# Directory of Services in West Sussex For People Experiencing Domestic Violence/Abuse 2006 - 2008



# Directory of Services in West Sussex for people experiencing Domestic Violence/Abuse

## Foreword

A lot of work is being undertaken across the county of West Sussex to address the issue of Domestic Violence/Abuse – by the women's refuges, through the multi-agency forums and working groups, the drop-in centres, and the work of individuals in many agencies, both voluntary and statutory.

We hope that this directory will both publicise the work of all the agencies, and serve as a reference guide to assist anyone in need to find information about sources of advice and support, thereby maximising the use of services available. **Access to information is one of the keys to helping people leave violent situations.**

We wish to thank all the agencies that have contributed information enabling the production of this directory, and all members of the Domestic Violence/Abuse Forums and Working Groups who have assisted.

Every endeavour has been made to ensure accuracy but unfortunately as we are all aware details change. Please inform us of any amendments or additions that need to be made when the directory is up-dated. Should you be aware of any services that are not listed in this directory which you feel should be, then please contact the West Sussex County Council, Domestic Violence/Abuse Development Team, on 01243 382 961.

*West Sussex Domestic  
Violence Development  
Team*

## How to use this guide

This guide lists services that might be useful to people who are experiencing Domestic Violence/Abuse and are seeking information and/or support. Professionals may also use this guide as a reference tool.

A broad explanation is given of what each service can provide, contact numbers, web addresses, and (where appropriate), addresses are then listed for each of the seven main geographical areas of West Sussex: Adur, Arun, Chichester, Crawley, Horsham, Mid-Sussex, and Worthing.

For services within the separate districts, please see relevant sections.

**The vast majority of recorded domestic violence is perpetrated against women by their male partners. In this directory the victim is referred to as 'she'. This should not be interpreted as indicating that domestic violence only happens to women.**

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## Helpline numbers and websites

**24-Hour National Helpline** **0808 2000247**  
(run in partnership with Refuge and Women's Aid)  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

**Shelter** **0808 8004444**  
National helpline offers advice and information for people who are homeless, or with a housing problem. Issues dealt with include, hostel placements, finding accommodation, housing rights, harassment, illegal eviction, rent and mortgage arrears, housing benefit etc.  
[www.shelter.org.uk](http://www.shelter.org.uk)

**Samaritans National Helpline** **0845 7909090**  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

**Relate National Helpline** **0845 1304010**  
[www.relate.org.uk](http://www.relate.org.uk)

**NSPCC 24 Hour Helpline** **0800 800500**  
National Child Protection 24 hour helpline for people concerned about a child at risk of abuse, including children themselves. Offers counselling, information and advice about the care of children, legal issues, sexual, physical, emotional abuse and neglect.  
[www.NSPCC.org.uk](http://www.NSPCC.org.uk)

**Childline** **0800 111111**  
Childline is the free helpline for children and young people in the UK. Children and young people can call to talk about any problem.  
[www.childline.org.uk](http://www.childline.org.uk)

**Victim Support 24 Hour Help Line** **0845 3030900**  
[www.victimsupport.org](http://www.victimsupport.org)



**Sussex Police Switch Board****0845 6070999**

\* In an emergency dial 999 \*

[www.sussex.police.uk](http://www.sussex.police.uk)

**Broken Rainbow****0845 2604460**

(24 Hour Support Service for Gay, Lesbian, Bi-sexual and Transgender)

[www.lgbt-dv.org](http://www.lgbt-dv.org)

**Mankind****0870 7944124**

Help and advice for male victims of Domestic Violence/Abuse.

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

**APNA GHAR 24 Hour Helpline****0207 4741547**

"Our Home" 24 hour helpline and advice service for women from all Asian backgrounds, offering emotional support, welfare rights information and legal advice. There are 3 telephone counsellors and between them the major Asian languages are spoken.

[www.multikulti.org.uk](http://www.multikulti.org.uk) (select language required)

**Southall Black Sisters****0208 5719595**

Advice for black & Asian women.

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

**The Respect Phone-line****0845 1228609**

A service for men and women looking for information and advice to stop their abusive, or violent behaviour towards their partners. This service also offers advice for professionals who may be dealing with perpetrators.

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

**The Hideout**

A national website specifically for children and young people affected by Domestic Violence/Abuse.

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

## Helplines 3

### **Citizens Advice Bureau**

**0207 8332181**

An independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

(admin only, ask for local CAB)

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

### **Elder Abuse Response Line**

**0808 8088141**

Open Mon – Fri 9.00am – 4.30pm

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

### **Life Centre**

**01243 779196**

Supporting survivors of rape and sexual abuse.

Open Thursday and Sunday 7.30pm – 10.00pm.

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

**0208 5581986**

Asian Women's Aid telephone service for Asian women experiencing Domestic Violence/Abuse. Also for women from Turkey, Iran, Morocco, Malaysia etc. Offers advice on benefits, legal issues, housing, health and immigration. Advice also available in Urdu, Hindi, and Punjabi.

### **Jewish Women's Aid**

**0800 591203**

Offering advice, information, listening to referrals. Also run a refuge for Jewish women and children fleeing Domestic Violence/Abuse.

### **Muslim Women's Helpline**

**0208 9086715**

Open Mon – Fri, 10am – 4pm

**0208 9048193**

Available on both numbers

### **Crawley Domestic Violence Website**

[www.domesticviolencecrawley.org](http://www.domesticviolencecrawley.org)

### Planning your escape

Many victims find it useful to plan for their escape if they are considering leaving an abusive partner. The following is a list of items that are essential to that process.

- Money
- Keys for car/house/work
- Extra clothes
- Medication
- Important papers for yourself and children – these can include:
  - Birth certificates
  - School/medical records
  - Bank books/credit cards
  - Driving licence
  - Car registration documents
  - Benefit books
  - Passports
  - Work permits/visas
  - Mortgage/rent details
- Marriage certificate
- Divorce papers
- Custody/restraining orders
- Personal photo's/jewellery etc
- Toys/dummies/special blankets etc for children
- Doctors numbers

### **Safety with an abuser – Staying together**

**The vast majority of recorded Domestic Violence/Abuse is perpetrated against women by their male partners. In this directory the victim is referred to as 'she'. This should not be interpreted as indicating that Domestic Violence/Abuse only happens to women.**

There are steps victims can take to increase their safety within an abusive relationship.

- Your abuser may have patterns to his abuse. Know how violent he tends to get. Learn to recognise any signs that show he is about to become violent. Understand how dangerous a situation may be for you and your children.
- If it looks like violence may happen, try to leave if you can.
- Know things that your abuser can use as weapons. He may use sharp, or heavy objects like a hammer, or an ashtray, or anything in the kitchen, to hurt you.
- Know where guns, knives, and other weapons are. If you can, lock them up or make them as hard to get to as you can.
- Figure out 'safe places' in your home – places where there aren't weapons. If it looks like your abuser is about to hurt you, try to get to a safe place. Stay out of the kitchen, garage or workshop. Avoid rooms with tiled or hardwood floors.
- Try to get to a room with access to an exit, a lock, a phone, or a window where you can be seen from outside.
- DON'T run to where your children are – your abuser might hurt them too.
- If there is no way to escape violence, make yourself a small target. Dive into a corner and curl up into a ball. Protect your face and put your arms around each side of your head, wrapping your fingers together.

## Safety Planning 6

- If you can, always have a phone you can get to. Know the numbers to call for help. Know where the nearest payphone is. Know your local women's refuge number. Don't be afraid to call the police. Store these numbers in your phones memory.
- If you need help in a public place, yell 'FIRE'. People respond more quickly to someone yelling 'fire' than any other cry for help.
- Let friends and neighbours you trust know what is going on. Make a plan with them for when you need help. Have a signal, like flashing the lights on and off, hanging something out the window or letting the phone ring twice to tell them you need help.
- Plan for what you will do if your abuser finds out about your safety plan in some way.
- Make a habit of backing the car into the driveway and having fuel in the tank. As soon as you get in the car lock the doors.
- Try not to wear scarves or long jewellery. Your abuser could use these things to try to strangle you.
- Create several reasons he will believe for leaving the house at different times of the day or night, such as walking the dog, going to the shops, or putting out the rubbish.
- Call a Domestic Violence/Abuse hotline from time to time to talk about your options and to talk to someone who understands your situation.
- Plan an escape route. Practice how to get out safely.
- Think of at least four places you could go to in an emergency.
- Think of people who may keep a bag for you, lend you money, or look after any pets for you.
- Keep a bag packed if possible and keep it in a safe hiding place, but somewhere you can retrieve it quickly, perhaps with a neighbour, or a friend. See separate information for useful items to have.
- Keep change for use in phone boxes, or make sure mobile phones are always charged and topped up with credit.

## Safety Planning 7

- Try to have a bank account, or credit card in your name so you will always be able to access some money.
- When you take your shoes off, consider making it a habit to leave them by the front door.

### **Safety with an abuser – When you are leaving**

- You may request a police escort while you leave.
- If you need to sneak away, be prepared.
- Make a plan for how and where you will escape to. Plan for a quick escape.
- Put aside emergency money if you can, and leave it with someone you trust.
- Have a spare set of car keys.
- Pack an extra set of clothes for yourself and your children, and store them with a trusted friend. Try to avoid using next-door neighbours, close family friends and mutual friends.
- Know where you can go to get help, tell someone what is happening to you.
- If you are injured, go to a doctor or hospital and report what has happened to you. Ask that they document your visit.
- Consider renting a post office box, or using the address of a friend for your mail.
- Be aware that addresses are on restraining orders and police reports.
- Be careful to whom you give your address and phone number.
- Change your work hours if possible.
- Alert school authorities of your situation.
- Consider changing your children's schools.
- Reschedule appointments that your abuser is aware of.
- Use different shops and go to different social venues.
- Alert neighbours and request that they call the police if they feel you may be in danger.

## Safety Planning 8

- Talk to trusted people about the violence.
- Install security systems if possible.
- Install a lighting system that lights up when a person comes close to the house.
- Check if your local authority has a 'safe at home' scheme.
- Tell people who take care of your children which individuals are allowed to collect your children.
- Call your telephone company to request caller ID. Ask that your phone be blocked so that if you make a call, your new number will not be disclosed.
- Get a mobile phone and always keep it charged and topped up with credit.
- Speak to a solicitor about getting a "no contact" order.
- Ask friends and neighbours to call the police if they see your abuser near your home.
- Contact your local women's shelter, or Domestic Violence/Abuse drop-in and find out about laws and other resources available to you before you have to use them during a crisis.
- Keep a journal of all violent incidents, noting dates, events and threats made if possible.
- Learn techniques for stress reduction.
- Participate in self-defence training.
- Get involved in support groups or drop-ins for victims of Domestic Violence/Abuse.
- Try to restrict your contact and communication with your ex-partner. Have witnesses present when it can't be avoided, and keep a record of calls, messages and unwanted contact.

### **Safety with an abuser – When he is leaving**

- Change locks on doors and windows.
- Insert a peephole in the door.
- Change phone number, screen calls and block caller ID.
- Install/increase outdoor lighting.
- Consider getting a dog.
- As much as you can, vary your patterns, shop at different shops, change banks, vary the route you take to school/work.
- Keep doors, windows and garage doors locked.
- Programme emergency numbers into your phone.
- Check if your local authority has a 'safe at home' scheme.
- Consider getting an answer machine to record any unwanted/abusive messages.
- Teach your children not to answer the door.
- Install a security chain on the door and get into the habit of using it at all times.
- Consider getting a "no contact" order.
- Find someone you trust that you can call if you feel down. Call that person for support if you are thinking of going to a support group or Domestic Violence/Abuse drop-in.
- Find a safe way to speak to your abuser – through a friend, contact centre, or solicitor – if you have to.



### **Safety with an abuser – In public places**

- Vary your routes to work, schools and shopping.
- Learn to spot someone who may be following you. If you feel you are being followed, go immediately into a police station or large building and ask for help.
- Tell someone at work what is happening. Check if your workplace has a domestic abuse policy, this should include if there is a first point of contact for someone visiting your place of work.
- Show the receptionist a picture of your abuser and ask for your calls to be screened.
- Think about and practice a safety plan for your workplace. This should include a safe exit from the building.
- Inform employers if there is a no contact order (or similar) in place.
- Keep a copy of the order with you at all times.
- If there are security guards at your workplace, ask that they call the police if your abuser shows up.
- Travel to and from work with another person.
- If you have to travel to other places, try to have someone with you.
- If you have to go to court, wait in a safe place such as next to a security guard, or ask if there is a safe room.

### Safety with an abuser – Your children

- Plan with your children and identify a safe place for them – for example, a room with a lock or a friend's house where they can go for help. Reassure them that their job is to stay safe, not to protect you.
- Teach your children how to get help. Tell them not to get involved if your abuser is hurting you. Plan a code word to let them know that they should get help or leave the house.
- Think about the possibility that taking your children with you could put all your lives in danger – you need to protect yourself to be able to protect your children.
- Teach your children that violence is never right, even when someone they love is being violent. Tell them that the violence is not their fault, or your fault. Tell them that when anyone is being violent, it is important to keep safe.
- Teach your children to keep addresses and phone numbers confidential.
- Keep copies of orders of protection, custody and visitation rights with everyone who takes care of your children, and with their schools.
- Teach children how to make reverse charge and emergency calls, and that they can give their address and phone number to 'safe' adults (e.g. police)
- Identify areas to 'regroup' (such as if there was a fire) and rehearse an escape plan with your children.
- Teach your children not to leave school with anyone other than an agreed adult.
- If visitation is to take place, try to have an agreed third party, or go through a contact centre.



## Police

Sussex Police has a force-wide Domestic Violence/Abuse Policy, that defines Domestic Violence/Abuse as:

***'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults (aged 18 or over) who are or have been intimate partners or family members, regardless of gender'.***

It also includes family members that are defined as mother, father, son, daughter, brother, sister, grandparents, in-laws, and stepfamily.

The police are responsible for the gathering of evidence to prosecute perpetrators of Domestic Violence/Abuse from as many sources as possible. The Crown Prosecution Office (CPS) are responsible for decisions regarding charging of perpetrators of Domestic Violence/Abuse. The police must remain impartial and uphold the law. The Police will seek corroborative evidence to support a prosecution. With proper support, the victim may well decide to provide a statement and give evidence at a later stage.

Where no action takes place through the criminal justice system, Sussex Police will offer advice and work in partnership with other organisations to support the victim. The police can also offer assistance in cases of harassment by issuing the perpetrator with a formal warning that will deter them from having access to the victim (if this is broken the perpetrator can face a jail sentence). The police will also be able to supply victims with information about services available to them.

In an emergency dial  
**999**

For all non-emergency calls dial  
**0845 60 70 999**



## Women's Refuges

Many of the refuges are not able to assist women with drug, alcohol, or serious mental health problems, as they are not staffed to cope with these issues.

Many refuges will not take male children over the age of 14 –please check when ringing.

It is important to remember that all the refuges are operating on insufficient funding. This limits the amount of staff that can be employed, and consequently the hours that women and children can be admitted.

## Chichester Shared House

Chichester Shared House provides safe, temporary emergency accommodation for women and children escaping Domestic Violence/Abuse.

The house can accommodate a total of 6 families, with an adapted family unit for women and/or children with minor disabilities.

Two full-time support workers and one part time children's support worker provide practical and emotional support to the women living within the house. Additional childcare and youth work is outsourced to local providers as necessary.

Each woman and child will have a named key worker, who will meet with them on a regular basis to develop a plan of support, which is tailored to their individual needs.

Chichester shared house offers advice and support to women weekdays between the hours of 9.00am and 5.00pm.

Weekday Office Contact number: **01243 839376**

### **Horsham Women's Refuge Project**

The refuge has bed-space for 7 women and their children. The refuge will accept self-referrals, but do prefer to speak to the women themselves. They do accept that in some situations danger precludes this and they will accept referrals from any agencies.

The refuge has disabled facilities and is able to admit women with mobility problems.

Currently women can only be admitted Monday to Friday during the hours of 9am to 9pm, and weekends from 10am to 4pm.

**01403 254 691**

A help-line service is available on Monday, Wednesday and Friday between 10am and 12pm. The telephone number for this service is

**01403 750499**

There are 3 project workers who provide an outreach service from Horsham Women's Refuge. They cover Crawley, Horsham and Mid-Sussex, meeting clients in a safe place, and offering help and support in whatever is needed. Referrals are taken from agencies and the helpline.

## Worthing Refuge

Worthing refuge has 5 bedrooms, providing bed-space for 5 women, and 10 children. They are unable to accommodate women who are wheelchair users, but other disabilities can be discussed at the referral stage.

The refuge will accept self-referrals, and referrals from agencies. Referrers should use either the help-line number, or the admin number. Currently women can only be admitted to the refuge on weekdays between the hours of 9.30am and 4.30pm.

Worthing Women's Refuge offer advice and support to women weekdays between the hours of 10.30am and 4.30pm on their Help-line number: **01903 231 939**

Weekday Office Contact number: **01903 219 994.**

There are 2 project workers who provide an outreach service from Worthing Women's Refuge. They cover Worthing and surrounding areas including Lancing, Southwick, Bognor and Littlehampton. Project workers meet clients in a safe place, and offer help and support in whatever is needed. Referrals are taken from agencies and the helpline.

### Women's Refuge Project - Adur

The Women's Refuge Project in Adur is a floating support service for women affected by Domestic Violence/Abuse. The service offers advice support and information in many areas including; access to emergency accommodation, resettlement, personal safety, access to benefits, health, access to legal advice, support with civil and criminal proceedings, child safety, emotional support as well as signposting to other services. Our community-based service is a safe environment in which women can explore their feelings and the options available to them. The amount of support offered, and the duration of support can be varied to suit individual women's needs. The service is confidential and women will not be judged or forced to take a particular course of action. Women may be allocated a support worker if they wish or should they wish to remain anonymous they may access support and advice through our advice line open daily between 9.30 and 4.30. At present we are unable to provide childcare however, we do have a range of toys and videos available to their children.

In addition to the one to one appointments available we offer a free of charge counselling service as well as group work programmes, drop-in (see drop in section for details) and access to a free acupuncture clinic. If women are unable to come to our community base it may be possible to visit them at home or at another location. We are able to arrange interpreters if necessary and have disabled access to our premises.

To find out more about any of the above services please call our confidential advice line on: **01273 263414**



## Brighton Women's Refuge Project

Brighton Women's Refuge project has 12 rooms, 6 of these can accommodate a mother, up to 2 children and a baby in a cot. Two rooms can accommodate a mother and up to 7 children, and the other 4 rooms are single rooms.

The refuge has recently opened a mental health unit, which offers 3 single rooms for women with low – medium mental health issues.

To obtain a space in the refuge the admission procedure requires that the women herself is spoken to, so that they can assess her needs. They are only able to admit someone to the refuge during office hours.

Referrals can be made by contacting the information and support line. **01273 622 822**

This is open:

Monday	10am – 2pm
Tuesday	1pm – 5pm
Wednesday – Friday	10am – 2pm

On Saturday and Sunday the line is open from 2pm to 4pm and the number to ring is:

**01273 665 538**

Weekday Office contact number: **01273 623 038**

### **Domestic Violence/Abuse Drop-in Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**ADUR** (Information shop) **01273 263414**  
Thursday 11:00 – 13:00  
Civic Centre, Shoreham

**BOGNOR REGIS** **07773 370454**  
Wednesday 09:30 – 11:30  
The Hub, Canada Grove

**BURGESS HILL** **01444 247726**  
Tuesday 12:00 – 14:00  
Help Point, 96 Church Walk

**CRAWLEY** **07961 022438**  
Monday 13:00 – 15:00  
Relate, WRVS, 3 Station Road

**CHICHESTER** **07950 164396**  
Monday 13:00 – 15:00  
Relate, Theatre Lane

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### **HAYWARDS HEATH**

**07961 022443**

Tuesday 12:30 – 14:30  
The Yews, 55 Boltro Road

### **HORSHAM**

**07961 022442**

Thursday 12:00 – 14:00  
Relate, Cemetary Lodge, Denne Road

### **LITTLEHAMPTON**

**07773 370491**

Monday 12:00 – 14:00  
Dove Lodge, 49 Beach Road

### **WORTHING**

**07906 465624**

Wednesday 09:30 – 11:30  
Welcome In, Crescent Road

### Solicitors and legal advice

A solicitor can give advice about the steps an abused person can take to protect himself or herself from Domestic Violence/Abuse. Public funding (formerly legal aid) may be available to assist with legal costs and many solicitors will give the first half an hour consultation free.

Solicitors can help victims with ongoing criminal proceedings as well as help accessing civil law (i.e. not criminal law). The most common ways of protecting people experiencing violence are court orders; they usually take the form of the following:

**Occupation orders** – prevent the perpetrator from entering the victim's property, or going within a specified distance of this property. Orders of this kind can be applied for immediately without notice to the perpetrator (this is called an 'ex-parte' order).

**Non-Molestation order** – forbids a perpetrator from threatening, assaulting the victim (or other relevant behaviour), or inciting others to do so.

**Power of arrest** – can be attached to a court order that allows a police constable to arrest a perpetrator if they have reasonable confidence that an order has been broken. If there is no power of arrest and a breach occurs a solicitor has to request punishment on behalf of their client.

Solicitors will also give advice about the following matters:

- Child matters (see children pages)
- Divorce
- Matrimonial finances
- Conveyancing
- Personal injury
- Criminal defence

Many organisations including local Citizens Advice Bureau, Refuge and Women's Aid will be able to give advice about where to find a solicitor. You can also get legal advice from a number of sources online including:

### **Rights of Women**

**020 7251 6577**

52-54 Featherstone Street  
London  
EC1Y 8RT  
[www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

Rights of Women offer free legal advice on their telephone help-line that operates from 2-4pm and 7-9pm from Tuesday to Thursday and 12-2pm on Fridays. They also offer a comprehensive website where information can be downloaded regarding a wide range of issues including, divorce, child residence orders, contact orders etc.

### **Criminal Injury Compensation Scheme**

**020 7842 6800**

Morley House  
26-30 Holborn Viaduct  
London  
EC1A 2JQ  
[www.cica.gov.uk](http://www.cica.gov.uk)

**If a victim is no longer living with their abusive partner they may be able to claim criminal injury compensation.**

### Legal advice and children

Children who are involved in legal proceedings are protected by the 1989 and 2004 Children's Act that regulates how the law is applied to them. The most common legal issues regarding children are the following:

**Parental responsibility (PR)** is the collection of powers and duties that are part of parental rights and influence the way a child is brought up. These can include decisions regarding a child's education, beliefs, and medical consent etc. Where a child's parents were married at the time of his/her birth, then each parent shall have PR. Mothers always have PR.

An unmarried father can acquire parental responsibility by:

- Applying for and obtaining a residence order.
- Apply to the court for a parental responsibility order.
- Making a parental responsibility agreement (in a set procedure) with a mother.
- Being appointed the child's guardian (once the appointment takes effect)
- Subsequently marrying the mother of the child.

A step-parent may acquire parental responsibility by:

- Obtaining a residence order.
- Adopting the child.

More than one person may have parental responsibility.

For children born after 1<sup>st</sup> Dec 2003, if you are the father, but not married to the mother and your name is on the birth certificate, you will be granted automatic PR.

A parent, guardian or person who is named in a residence order may apply for orders of this kind. Courts will decide the outcome of orders by taking into account what action would be of benefit to the child concerned. They will also look at the feelings and wishes of the child, the needs of the child (be it educational etc), the effect of action on the child, or the effect of any change in their circumstances. The court will also examine the child's background, age and gender, any harm they may have suffered and the capability of the child's parent or guardian to meet their needs.

### Immigration

Even if you do not have a permanent right to stay in the UK, or British citizenship you have the right to call the police for protection against violence and to apply for an injunction against your abusive partner. You should also see a GP at the earliest opportunity to get treatment for any injuries, and report any emotional or physical abuse you have received.

However, if your right to be in the UK is dependant upon you staying in your marriage, or relationship you will need to seek immediate immigration advice.

In order to help you, your legal advisor will need to know the following information:

- When you came to the UK, and how long you are allowed to stay in the UK
- Why you came to the UK (e.g. to join your husband/wife)
- If there are any conditions, or restrictions upon you staying in the UK (e.g. that you must stay married or you must not work or claim benefits)

If you have a passport it is very important you try and take this with you when you see the solicitor, as most of the above information will be in your passport. Your legal advisor will advise you on what your immigration status is, what right you have to stay in the UK, and what steps if any you can take to remain in the UK, particularly if you are afraid to return to the country you came from.



## Domestic Violence Rule

You **MAY** be able to stay in the UK under immigration law if some/all of the following apply. Your legal advisor will be able to advise you:

- If you came into the UK on a visa as the spouse or partner of someone who has a permanent right to stay in the UK
- Your visa has not expired
- **Your relationship broke down due to domestic violence and;**
- You can show that domestic violence has taken place against you by way of one of the following: criminal conviction; injunction order; criminal caution; or two or more of the following: undertaking from the person who is abusing you given to the court during injunction proceedings; letter from GP/hospital or medical records; letter from Social & Caring Services; letter from police; letter from a women's refuge.

## Financial Support

The rules as to what financial support people with immigration problems are entitled to is complicated. If you cannot work and cannot claim benefits it may be difficult to find a refuge place. If you have children with you, you might be entitled to support and accommodation from Social & Caring Services, but what you get will depend on your immigration status.

### **Asylum Seekers**

If you have claimed asylum you will be entitled to support and accommodation from NASS (National Asylum Support Service). If you are already an asylum seeker when the violence takes place, NASS should pay for you to go to a refuge, or other temporary accommodation and help you to move away from your abuser. If you are dependant on an asylum seeker and your relationship has broken down due to violence, you need to seek urgent legal advice on what you should do next.

### **The National Assistance Act 1948**

Section 21 of the National Assistance Act states that "persons aged 18 and over who by reason of age, illness, disability or any other circumstances are in need of care and attention which is not otherwise available to them" have a right to accommodation and living expenses. However, Section 21 of the Act was amended on 6 December 2000 in order that those subject to immigration control would no longer be eligible for assistance, if the need for care and attention has arisen solely as a result of "destitution", or the physical effects or anticipated physical effects of being destitute. The amendments do not preclude a person accessing support under the National Assistance Act if their need arises for a reason other than "destitution", e.g. age, illness, disability etc.

### Home Office

The home office will require you to complete an application form to reside in the UK. They charge for this service. However, you are exempt from charges if you are applying for indefinite leave to remain in the UK on the grounds of Domestic Violence/Abuse, if you are destitute when you apply.

The form can be found on the home office website ([www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)) and is entitled **SET (O)**.

## Immigration 29

Links for websites giving practical and legal information on immigration, asylum, financial support and Domestic Violence/Abuse:

- **Asylum Aid** 0207 377 5123  
www.asylumaid.org.uk
- **Refugee Council** 020 7346 6700  
www.refugeecouncil.org.uk
- **Joint Council for the Welfare of Immigrants**  
[www.jcwi.org.uk](http://www.jcwi.org.uk) 020 7251 8706
- **Women's Aid** 0808 2000 247  
[www.womensaid.org.uk](http://www.womensaid.org.uk)
- **The Immigration Advisory Service** 020 7967 1200  
www.iasuk.org
- **The Home Office**  
www.ind.homeoffice.gov.uk  
Locate the immigration website from the menu  
Immigration enquiries 0870 606 7766  
Application forms 0870 241 0645
- **National Asylum Support Service (NASS)**  
www.asylumsupport.info  
www.england.shelter.org.uk  
Tel: Mon-Fri 0900-1645 0845 602 1739

## Children

There are many different agencies that are concerned with the different aspects of child welfare. These organisations will be able to provide information, or contact details of other relevant agencies.

### Childline

**0800 11 11**

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

Childline is a free 24-hour help line for children and young people who need to talk about any problems, or concerns they may have.

### Gingerbread

**0800 0184318**

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

Gingerbread is a support agency for lone parent families and offers the opportunity for parents to contact other lone parent families via their online forums.

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

Helpline

**0808 800 5000**

Text phone

**0800 056 0566**

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

The NSPCC is the UK's leading charity specialising in the treatment and prevention of cruelty to children.

The NSPCC offer a number of free Asian child protection helplines that are open Monday to Friday from 11am to 7pm.

Bengali

**0800 096 7714**

Gujurati

**0800 096 7715**

Hindi

**0800 096 7716**

Punjabi

**0800 096 7717**

Urdu

**0800 096 7718**

English speaking Asian advisor

**0800 096 7719**

## Children 31

Locally the NSPCC runs a therapeutic recovery programme for children, young people, and their families who have experienced Domestic Violence/Abuse. (They are unable to work with people who are currently living in violent situations.)

Individual and group therapy is available, and can be arranged by contacting Melissa Dance on: **01293 449 200**

### **Parentline Plus**

Help line **0808 800 2222**  
Text phone **0800 783 6783**

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

Parentline Plus offers a free telephone helpline as well as a website giving support to parents and offering advice and publications.

### **Reunite (for parents of abducted children) 0116 2556234**

[www.reunite.org](http://www.reunite.org)

Reunite offers the parents of abducted children support and advice.

### **The Hideout**

A national website specifically for children and young people affected by Domestic Violence/Abuse.

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

## Education Department

Domestic Violence/Abuse significantly and adversely affects children. It is important for them to keep a routine and use the opportunity of their school to support them in this. Education and schooling can be the last consideration of parent(s) during such times. Children can be keen to remain at home, or concerned about leaving their parent(s). Both parents and children may need support to achieve regular school attendance. Education Welfare Officers are skilled in supporting families experiencing difficulties.

The Education Welfare Service can be contacted directly, for immediate general advice, alternatively if a message is left, the officer for the area will contact parents to give individual support.

**01293 895325**

**01903 839240**

Where a family has relocated to a new area, they may need help in finding and securing a new school place. There are two Admissions teams.

North of the county  
(Crawley, Horsham and Mid-Sussex)

**01293 895318**

South of the county  
(Adur, Arun, Chichester and Worthing)

**01903 839141**

## Family Link Workers

The Family Link workers are an early intervention service working with children between the ages of 5 and 13. Referrals can be made through the school, and they must be for educational issues. The Family Link Workers will work either in the home or in the school.

Jo Duffield 07730 638757

Madeline Pace 07793 268593

Sharon Errington 07793 268592

### **Work Place Policy**

The West Sussex County Council Domestic Violence/Abuse Work Place Policy helps to create a work environment where all employees have the opportunity to seek practical support and advice. The policy assists individual employees and conveys an important public message, that Domestic Violence/Abuse is unacceptable.

The Domestic Violence/Abuse Work Place Policy can be found on the West Sussex County Council website:  
[www.westsussex.gov.uk](http://www.westsussex.gov.uk) / Community Living / making your communities safer/ Domestic Violence/Abuse

Or call the Domestic Violence/Abuse Development Team on 01243 382961.



## General Practitioners and health

The GP (General Practitioner) can be an important source of help and support. They can help in terms of treating any physical injuries that may have been inflicted, recording these injuries (which will assist if a criminal prosecution is undertaken at a future date), and also as a source of information with regard to available services and avenues for help.

Anyone who is experiencing Domestic Violence/Abuse should be encouraged to see a GP at their local practice and tell them about their situation. If the patient feels that the GP does not understand their health needs, they can ask to see another GP or Practice Nurse, or they can register with another practice, if there is one in the area. Help to re-register or with any other aspect of care as a patient, can be obtained from:

### **PALS (Patient Advice and Liaison Service)**

Adur, Arun & Worthing Primary Care Trust

**01903 708498**

Crawley Primary Care Trust

**01293 572140**

Horsham and Chanctonbury Primary Care Trust

**01403 223300**

Mid Sussex Primary Care Trust

**01444 475722**

Western Sussex Primary Care Trust

**01243 534035**

To contact a GP out of normal surgery hours, ask your surgery for the Out of Hours GP Service number, or telephone the surgery where an answer phone will give you the number to call.

**NHS Direct**

**0845 46 47**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**NHS Online (including local services search)**

[www.nhs.uk](http://www.nhs.uk)

### Health Visitors

Health Visitors are responsible for visiting all newborn babies, and for giving advice and support to families with children under five. They are in a unique position to be able to provide support and information to anyone in this situation who is experiencing Domestic Violence/Abuse.

Health Visitors are aware of the importance of giving support to the non-abusing parent, empowering them to support and sustain their relationship with their children.

Health Visitors do not make choices for the person experiencing the abuse, but should provide options to enable the person to clarify and prioritise the issues facing them. They can supply contact numbers for support services such as local drop-in centres, refuges, housing, police etc.

If someone wishes to find out whom their Health Visitor is, they should contact their GP surgery.

### Midwives

The Royal College of Midwives provides guidelines and information to midwives about how to recognise the signs of Domestic Violence/Abuse during pregnancy, and how to offer women advice and support. This information can be found at:

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

### Miscarriage Association

01924 200799

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

The Miscarriage Association offers support and understanding for women who have been through miscarriage and ectopic pregnancies.

### Sussex Counselling

Sussex Counselling is a Sussex wide association of counsellors who produce a directory of qualified counsellors working in Sussex. People looking for a counsellor can obtain a copy of the directory, which also explains what the different types of counselling are, by telephoning the number below or writing to the address below.

The association also provides seminars and workshops on counselling issues and support for members. The association produces quarterly magazine featuring articles, feedback on seminars and advertisements.

**Sussex Counselling**

**01273 732900**

Po Box 308  
Brighton  
East Sussex  
BN2 2AT

[www.sussex-counselling.co.uk](http://www.sussex-counselling.co.uk)

### Gay and Lesbian Support Services

Men and women in same sex relationships suffering Domestic Violence/Abuse and abuse can access help and support from the following sources:

**Broken Rainbow**

**07812 644914**

Broken rainbow offers a 24-hour help line for lesbian, gay, bisexual and transgender people who are experiencing Domestic Violence/Abuse (if possible call during office hours).

**London Lesbian and Gay Switchboard (LLGS)**

**0207 837 7324**

LLGS offers a 24-hour information, referral and support service for gays and lesbians.

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

For additional information:

**Hold tight, tight hold**

Awareness raising about same sex domestic abuse.

[www.lgbt-dv.org](http://www.lgbt-dv.org)

## Help for men perpetrating and experiencing Domestic Violence/ Abuse

**Everyman Project** **0207 263 8884**

The Everyman Project offers a helpline for men who are violent, or concerned about their violence, and anyone affected by their violence (especially the partners of violent men). It also offers counselling, support and advice to male callers, and provides support, advice and referrals to women's organisations to female callers.

**ManKind** **0870 794 4124**

ManKind offers help and advice for male victims of Domestic Violence/Abuse and abuse.  
[www.mankind.org.uk](http://www.mankind.org.uk)

**Respect Phone line** **0845 1228609**

(Mon, Wed, Fri. 10am – 12pm and 2pm – 4pm)

The Respect phonenumber welcomes calls from (ex) partners, friends and relatives who are concerned about a perpetrator and will also give information and advice to frontline workers who come into contact with perpetrators in their work.

**Perpetrators Project**

The IDAP (Integrated Domestic Abuse Programme) programme is available in West Sussex for convicted male perpetrators of Domestic Violence/Abuse. The programme runs for a period of 26 weeks with perpetrators attending the programme on a weekly basis.

Running alongside this programme is a women's support programme, which ensures that the partners, or ex partners of the perpetrators are also supported during the 26 week programme. The women who are part of the support do so on a voluntary basis. If you would like further information on this programme then please contact Jo Millward, 01243 382959 or email [jo.Millward@westsussex.gov.uk](mailto:jo.Millward@westsussex.gov.uk).

### Support Services for victims from ethnic minority groups

**Apna Ghar****0207 474 1547**

24-hour helpline and advice service for women from all Asian backgrounds, offering emotional support, welfare rights information and legal advice. There are 3 telephone counsellors and between them the major Asian languages are spoken.

**Jewish Women's Aid****0800 591 203**

Helpline offers advice, information, listening and referrals. Also runs a refuge for Jewish women and children fleeing Domestic Violence/Abuse.

**Kiran****0208 5581986**

Asian Women's Aid telephone service for Asian women experiencing Domestic Violence/Abuse. Also for women from Turkey, Iran, Moroccan, Malaysia etc. Offers advice on benefits, legal issues, housing, health and immigration. Advice also available in Urdu, Hindi, and Punjabi.

**Muslim Women's help line****0208 908 6715**

Open Monday to Friday, 10am – 4pm

**0208 904 8193****Southall Black Sisters****0208 571 9595**

Offers advice, support and help for black and Asian women.

## General Sources of information

### **Action on Elder Abuse**

**0808 8088141**

Action on Elder Abuse aim to raise awareness about the problem of elder abuse, and its prevention by offering education, research and advice.

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

### **Domestic Violence/Abuse Data**

Domestic Violence/Abuse data is a web page dedicated to providing data and information about Domestic Violence/Abuse as well as highlighting relevant projects. Useful if you want to increase your general understanding of Domestic Violence/Abuse issues.

[www.domesticviolencedata.org](http://www.domesticviolencedata.org)

### **Hidden Hurt – Domestic Abuse forum online**

Web page written by a survivor of Domestic Violence/Abuse providing information and advice to people experiencing Domestic Violence/Abuse.

[www.hiddenhurt.co.uk](http://www.hiddenhurt.co.uk)

### **Home Office**

The Home Office website details general information regarding the government policies and publications on domestic abuse. In particular the 'Love Me, Love Me Not' leaflet that provides advice for people in abusive relationships.

[www.homeoffice.gov.uk/domesticviolence/](http://www.homeoffice.gov.uk/domesticviolence/)

### **Womankind**

Womankind Worldwide is a global campaign designed to highlight the problem of violence against women and the recognition of their rights. Also gives details about their annual event White Ribbon day, which aims to raise awareness about this subject.

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



Produced by WSCC Domestic Violence Development Team - Feb 2006



**ADUR**

**ADUR**  
DISTRICT COUNCIL



Produced by WSCC Domestic Violence Development Team - Feb 2006

## **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

**Lancing** **01903 755585**

**Shoreham** **01273 440329**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Women's Refuge Project - Adur

The Women's Refuge Project in Adur is a floating support service for women affected by Domestic Violence/Abuse. The service offers advice support and information in many areas including; access to emergency accommodation, resettlement, personal safety, access to benefits, health, access to legal advice, support with civil and criminal proceedings, child safety, emotional support as well as signposting to other services. Our community-based service is a safe environment in which women can explore their feelings and the options available to them. The amount of support offered, and the duration of support can be varied to suit individual women's needs. The service is confidential and women will not be judged or forced to take a particular course of action. Women may be allocated a support worker if they wish or should they wish to remain anonymous they may access support and advice through our advice line open daily between 9.30 and 4.30. At present we are unable to provide childcare however, we do have a range of toys and videos available to their children.

In addition to the one to one appointments available we offer a free of charge counselling service as well as group work programmes, drop-in (see drop in section for details) and access to a free acupuncture clinic. If women are unable to come to our community base it may be possible to visit them at home or at another location. We are able to arrange interpreters if necessary and have disabled access to our premises.

To find out more about any of the above services please call our confidential advice line on: **01273 263414**

## Brighton Women's Refuge

Brighton Women's Refuge project has 12 rooms, 6 of these can accommodate a mother, up to 2 children and a baby in a cot. Two rooms can accommodate a mother and up to 7 children, and the other 4 rooms are single rooms.

The refuge has recently opened a mental health unit, which offers 3 single rooms for women with low – medium mental health issues.

To obtain a space in the refuge the admission procedure requires that the women herself is spoken to, so that they can assess her needs. They are only able to admit someone to the refuge during office hours.

Referrals can be made by contacting the information and support line. **01273 622 822**

This is open:

Monday	10am – 2pm
Tuesday	1pm – 5pm
Wednesday – Friday	10am – 2pm

On Saturday and Sunday the line is open from 2pm to 4pm and the number to ring is:

**01273 665 538**

Weekday Office contact number: **01273 623 038**

### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

<b>Adur</b>	<b>01273 263 000</b>
The Civic Centre	
Ham Road	
Shoreham-by-Sea	
BN43 6PR	
Out of office hours ring the Police	0845 60 70 999

### **Housing Benefit**

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – the Social Security Office will give them a form when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Adur**

**01273 263 444**

### Social & Caring Services

Children and Families Services are notified of any Domestic Violence/Abuse incident where the police attend, and it is known that there are children in the household. The risks of harm to the children will be assessed alongside the provision of help and support to the adult victim. This may include liaison with other agencies to find alternative accommodation, or on-going practical and emotional support to any adult or child victim.

In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Adur**

Glebelands  
Middle Road  
Shoreham  
BN43 6GA

**01273 268 800**

## Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

**Adur** **01903 286 000**  
Textphone **01903 286 133**  
Postal districts BN11-15, 41-45, RM13, 20  
Crown House,  
High Street,  
Worthing  
BN11 1NG

Postal districts BN3,41  
Boundary House,  
Boundary Road, **01273 413 771**  
Hove **01273 647 555**  
BN3 7HD

**Crisis Loans** **01243 812552**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:  
[www.dwp.gov.uk](http://www.dwp.gov.uk)



### **Domestic Violence/Abuse Drop-in Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**ADUR** (Information shop)

**01273 263413**

**Thursdays 11:00 – 13:00**

Civic Centre  
Shoreham

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

**Adur**

**01243 382959**

Adur Domestic Violence/Abuse Forum  
Jo Millward  
Partnership Officer (Domestic Violence/Abuse)  
Community Safety  
City Gates  
2-4 Southgate  
Chichester. PO19 8DJ

### Victim Support

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

Victim Support can, with the consent of the victim, arrange for support by the Witness Service at Court, along with pre-trial visits to the Court and discussion around special measures in-line with the new measures in place for vulnerable and intimidated witnesses.

**24 hour National help line** **0845 30 30 900**

**Adur** **01903 210 959**

For Sompting and Lancing contact the Worthing office

For Shoreham Town and Beach and east to the boundary

with Hove, contact the Hove office **01273 439 942**

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

### Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

Relate is clear in its message on Domestic Violence/Abuse – it is unacceptable, and should not be tolerated. Where violence is identified as an issue, the priority is to establish safety within the relationship, and create an environment where it is possible to work with the couple.

In cases where this cannot be achieved, where the perpetrator refuses to accept responsibility for their actions, and put an immediate stop to them, Relate puts a support strategy in place. This may involve referring the case to a specialist agency such as Women's Aid, or Social & Caring Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of Domestic Violence/Abuse is one of Relates top priorities, and there are over 400 counsellors who have undertaken specialist training in this area.

Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

Relate can also offer a wide range of courses to improve life skills, "Taking charge of your life" helps people to develop effective assertiveness skills. "New Life, New Challenge" helps people to move forward positively after separation, divorce or the loss of a partner.

**ADUR**

Residents of Adur can use the services of Relate in Brighton  
**01273 697997**

Worthing Relate offer counselling in Shoreham  
**01903 202512**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

#### Adur

Residents of Adur can access either the Worthing or Hove branches.

#### Worthing

**01903 205 555**

To visit in person between the hours of 8am and 10pm:  
2 Lennox Road  
Worthing

#### Hove

**01273 772 277**

To visit in person between the Hours of 10am and 10pm:  
102 Clarendon Road,  
Hove

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

**ARUN**



**A R U N**  
**DISTRICT COUNCIL**

## **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors' appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

**Bognor** **0845 120 3700**

**Littlehampton** **01903 724010**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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



## Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

**Arun**  
Church Street  
Littlehampton  
BN17 5EP

**01903 737500**

Out of office hours ring this number and the Housing Officer will be paged.

### **Housing Benefit**

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – the Social Security Office will give them a form when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Arun**

**01903 737500**

### Social & Caring Services

Children and Families Services are notified of any Domestic Violence/Abuse incident where the police attend, and it is known that there are children in the household. The risks of harm to the children will be assessed alongside the provision of help and support to the adult victim. This may include liaison with other agencies to find alternative accommodation, or on-going practical and emotional support to any adult or child victim.

In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Arun** **01243 852800**  
(covered by 2 offices)  
Elizabeth House  
83 Victoria Drive  
Bognor Regis  
PO21 2TB

44-48 High Street **01903 738900**  
Littlehampton  
BN17 5ED

### Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

#### **Arun**

##### **Job Centre Plus**

Gloucester House,  
High Street,  
Bognor Regis  
PO21 1HH

**01243 846 300**

##### **Job Centre Plus**

33 Church Street,  
Littlehampton, BN17 6NT

**01903 545500**

##### **Crisis Loans**

**01243 812552**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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

### **Domestic Violence/Abuse Drop-in Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

#### **Littlehampton**

**07773 370491**

**Every Monday 12:00 – 2pm**

Dove Lodge  
49 Beach Road,  
Littlehampton

#### **Bognor Regis**

**07773 370454**

**Every Wednesday 9:30 – 11:30am**

The Hub  
Salvation Army  
Canada Grove  
Bognor Regis

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

### **Arun**

Arun Domestic Violence/Abuse Forum  
Madeleine Owens  
Service Manager Child Care  
Elizabeth House  
Bognor Regis

**01243 852834**

## Victim Support

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

Victim Support can, with the consent of the victim, arrange for support by the Witness Service at Court, along with pre-trial visits to the Court and discussion around special measures in-line with the new measures in place for vulnerable and intimidated witnesses.

<b>24 hour National help line</b>	<b>0845 30 30 900</b>
<b>Bognor Regis</b>	<b>01243 829089</b>
<b>Littlehampton and Arundel</b>	<b>01903 731133</b>

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

### **Relate**

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

Relate is clear in its message on Domestic Violence/Abuse – it is unacceptable, and should not be tolerated. Where violence is identified as an issue, the priority is to establish safety within the relationship, and create an environment where it is possible to work with the couple.

In cases where this cannot be achieved, where the perpetrator refuses to accept responsibility for their actions, and put an immediate stop to them, Relate puts a support strategy in place. This may involve referring the case to a specialist agency such as Women's Aid, or Social & Caring Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of Domestic Violence/Abuse is one of Relates top priorities, and there are over 400 counsellors who have undertaken specialist training in this area.

Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

Relate can also offer a wide range of courses to improve life skills, "Taking charge of your life" helps people to develop effective assertiveness skills. "New Life, New Challenge" helps people to move forward positively after separation, divorce or the loss of a partner.



**ARUN**

Chichester Relate offer counselling in Bognor one morning a week.

**01243 788935**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

**Bognor Regis** **01243 826 333**

For residents in Arun the nearest branch is in Bognor:  
13 Argyle Road  
Bognor  
PO21 1DY

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

### **Arun Counselling Centre**

**01903 714417**

Dove Lodge  
49 Beach Road  
Littlehampton  
West Sussex  
BN17 5JG

Arun Counselling Centre aims to provide a sustaining personal relationship in which those with troubles can be helped to find their own solutions. It is not a crisis service like the Samaritans, or advisory like the Citizens Advice Bureau. The counsellors are trained and supervised volunteers.

### **Information Shop for Young People 01243 865533**

75 Little High Street  
Bognor Regis  
West Sussex  
PO21 1RZ

Open Monday – Friday 2.30pm – 5.30pm  
Sexual Health Clinic for young people held on Monday and Wednesday afternoons 3.30pm – 4.30pm.

Centre for young people aged 13 – 25 years offering support, advice and information on a wide range of topics, from employment and education to health, housing and leisure, by offering a range of leaflets and resource information. Counselling service – a team of trained counsellors is available for one-to-one counselling.

### **Number 18 Project**

18 Waterloo Square  
Bognor Regis  
West Sussex

Information Shop **01243 865533**

No 18 Project **01243 863355**

Houses a counselling service, teenage bar and sexual health clinic.

## Arun – Counselling 66

Parklife drop-in bar open Saturday, Monday and Wednesday afternoons between 2.30pm – 5pm and also Monday, Tuesday and Friday evening between 7.30pm – 10pm.

Teenagers who are parents and have babies up to 9 months old or are parents to be, are welcome to meet other young parents and share experiences, get support advice or just have a chat on Mondays between 2.30pm – 5pm, Wednesday between 3.30pm – 5.30pm at the Number 18 Project Coffee Bar.

Also operates an information bus, "Information Inc", which is on the road Tuesdays, Wednesday, Thursdays and Fridays, paying weekly visits to Arundel, Littlehampton, Rustington and Yapton, between 2pm and 5pm. The bus is staffed by two information support staff and is equipped with Internet access, mobile phones and a wide range of leaflets on a variety of topics.

# CHICHESTER



## **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors' appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

**Chichester**

**01243 784231**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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

### Chichester Shared House

Chichester Shared House provides safe, temporary emergency accommodation for women and children escaping Domestic Violence/Abuse.

The house can accommodate a total of 6 families, with an adapted family unit for women and/or children with minor disabilities.

One Manager, one full time support worker, two part time support workers and one part time children's support worker provide practical and emotional support to the women living within the house. Additional childcare and youth work is outsourced to local providers as necessary.

Each woman and child will have a named key worker, who will meet with them on a regular basis to develop a plan of support, which is tailored to their individual needs.

Chichester shared house offers advice and support to women weekdays between the hours of 9.00am and 5.00pm.

Office Contact number:

**01243 839376**

### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

#### **Chichester**

Chichester District Council  
East Pallant House  
East Pallant  
Chichester  
PO19 1TY

**01243 785166**

Out of office hours ring

01243 785339



### The “B Safe” Project

The “B Safe” scheme is a project that centres on the individual needs of victims of domestic abuse and race and hate crime in the Chichester District. It helps to enable people to remain in their own homes and feel safe.

This scheme has been created for victims of domestic violence, as they generally feel insecure about remaining in their property especially if incidents took place there. The “B Safe” project aims to provide a package of measures to increase the physical security of the property and to reduce the fear of further offences taking place.

#### Eligibility

The “B Safe” project is not limited to council or housing association tenants and could include anybody who is threatened with homelessness due to domestic abuse or race and hate crime within the Chichester District. Whilst this scheme will endeavour to assist everyone, it is important to note that if the perpetrator is a joint tenant/owner then legal advice may have to be sort first.

#### Possible measures that may be implemented

- Change the locks
- Add locks – including window locks, letter box locks etc
- Smoke detector
- Door and window bars
- Door viewer
- Guidance on safety planning
- Installation of a life line unit which is linked to the Careline Centre

**0845 601 5568**  
**24 hour help line**

### Housing Benefit

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

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It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Chichester**

**01243 534509**

### Social & Caring Services

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In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Chichester**  
(covered by 2 offices)  
1A East Row  
Chichester  
PO19 1PD

**01243 752999**

Whiphill Farmhouse  
Lamberts Lane  
Midhurst  
GU29 9DZ

**Ring Helpdesk**  
**01243 752999**

### Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

#### **Chichester**

Friars House  
52A East Street  
Chichester  
PO19 1JS

**01243 812500**

#### **Crisis Loans**

**01243 812552**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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

### **Domestic Violence/Abuse Drop-In Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**Chichester**

**07950 164396**

**Every Monday 1pm – 3pm**

Relate  
Theatre Lane

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

**Chichester** **01243 752609**  
Chichester Domestic Violence/Abuse Forum  
Clare Potter  
Service Manager Child Care  
1<sup>st</sup> Floor  
1a East Row  
Chichester

### Victim Support

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

Victim Support can, with the consent of the victim, arrange for support by the Witness Service at Court, along with pre-trial visits to the Court and discussion around special measures in-line with the new measures in place for vulnerable and intimidated witnesses.

**24 hour National help line**

**0845 30 30 900**

**Chichester**

**01243 829089**

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

### **Relate**

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

Relate is clear in its message on Domestic Violence/Abuse – it is unacceptable, and should not be tolerated. Where violence is identified as an issue, the priority is to establish safety within the relationship, and create an environment where it is possible to work with the couple.

In cases where this cannot be achieved, where the perpetrator refuses to accept responsibility for their actions, and put an immediate stop to them, Relate puts a support strategy in place. This may involve referring the case to a specialist agency such as Women's Aid, or Social & Caring Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of Domestic Violence/Abuse is one of Relates top priorities, and there are over 400 counsellors who have undertaken specialist training in this area.

Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

Relate can also offer a wide range of courses to improve life skills, "Taking charge of your life" helps people to develop effective assertiveness skills. "New Life, New Challenge" helps people to move forward positively after separation, divorce or the loss of a partner.



**CHICHESTER**

6 Theatre Lane  
Chichester  
PO19 1SR

**01243 788935**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

**Chichester** **01243 826333**

For residents in Chichester the nearest branch is in Bognor:  
13 Argyle Road  
Bognor  
PO21 1DY

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



## Chichester – Counselling 81

Face to face counselling is available, but not to people suffering from severe mental health problems, although the telephone service is available to all.

Also offers art therapy and groups for people who are supporting someone who has been sexually abused, e.g. parents, partners and close friends.

Please telephone the counselling line as above for both services.

Clients must be over the age of 17.

Access for wheelchairs can be arranged and signers are also available. Venue details are given on a 'need to know' basis. People can contact the service from anywhere.

**Information shop for Young People 01243 839 093**  
Chichester Counselling Services Office **01243 789 200**  
Fernleigh Centre  
40 North Street  
Chichester  
West Sussex  
PO19 1LX

[www.ccs-chichester.freemove.co.uk](http://www.ccs-chichester.freemove.co.uk)

A service for adults over 18 who want psychodynamic counselling. Clients may be offered time-limited counselling (up to 12 weeks), or open-ended counselling. The service is offered to people within 20 miles radius of Chichester. Referral by self, GP and/or agencies.

Clients pay what they feel they can responsibly afford towards the cost of their counselling.

## Chichester – Counselling 82

**Options** **01243 784 177**  
**Pregnancy Crisis** Careline **0200 028 228**  
**Counselling Centre**  
St John's Hall  
Chichester  
West Sussex  
PO19 1UR

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

The centre at St John's Street, Chichester was set up to provide help for women who find themselves in a crisis pregnancy by offering free pregnancy testing and time and space to discuss the possible ways forward. Also offers help for those who have had an abortion and need someone to talk to. The centre is open twice a week, between 11.30am – 1.30pm on Tuesdays and 10am – 12 noon on Saturdays. Also offers a loan service for equipment such as cots, baby chairs, car seats, stair gates, play bars etc.



Produced by WSCC Domestic Violence Development Team - Feb 2006

**CRAWLEY**



Produced by WSCC Domestic Violence Development Team - Feb 2006

### **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

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**Crawley**

**0870 1264087**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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



### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

**Crawley**

Crawley Borough Council  
The Town Hall  
The Boulevard  
Crawley  
RH10 1UZ

**01293 438607**

Out of office hours ring

**01293 551636**

### **Housing Benefit**

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – they will be given a form by the Social Security Office when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Crawley**

**01293 438611**

### **Social & Caring Services**

Children and Families Services are notified of any Domestic Violence/Abuse incident where the police attend, and it is known that there are children in the household. The risks of harm to the children will be assessed alongside the provision of help and support to the adult victim. This may include liaison with other agencies to find alternative accommodation, or on-going practical and emotional support to any adult or child victim.

In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Crawley**  
Centenary House  
Woodfield Road  
Crawley  
RH10 2GN

**01293 895100**

### Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

#### **Crawley**

5 The Boulevard  
Crawley  
RH10 1UP

**01293 655600**

#### **Crisis Loans**

**01483 442428**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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

### **Domestic Violence/Abuse Drop-In Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**Crawley**

**07961 022438**

**Every Monday 1pm – 3pm**

Relate  
WRVS  
3 Station Road

### **Crawley Website**

The Crawley Domestic Violence Implementation Team has developed an information based website at: [www.domesticviolencecrawley.org](http://www.domesticviolencecrawley.org). The site provides valuable assistance to victims of domestic violence and professionals working in the field. The website provides national statistics, local and national helpline numbers offering assistance in the Crawley locality to those fleeing domestic violence/abuse.

### **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

#### **Crawley**

Crawley DV Action Group  
Tricia Cunningham  
Service Manager Child Care  
Centenary House  
Woodfield Road  
Crawley  
RH10 2GN

**01293 895100**

### **Victim Support**

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

Victim Support can, with the consent of the victim, arrange for support by the Witness Service at Court, along with pre-trial visits to the Court and discussion around special measures in-line with the new measures in place for vulnerable and intimidated witnesses.

**24 hour National help line**

**0845 30 30 900**

**Crawley**

**01293 613010**

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

### **Relate**

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

Relate is clear in its message on Domestic Violence/Abuse – it is unacceptable, and should not be tolerated. Where violence is identified as an issue, the priority is to establish safety within the relationship, and create an environment where it is possible to work with the couple.

In cases where this cannot be achieved, where the perpetrator refuses to accept responsibility for their actions, and put an immediate stop to them, Relate puts a support strategy in place. This may involve referring the case to a specialist agency such as Women's Aid, or Social & Caring Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of Domestic Violence/Abuse is one of Relates top priorities, and there are over 400 counsellors who have undertaken specialist training in this area.

Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

Relate can also offer a wide range of courses to improve life skills, "Taking charge of your life" helps people to develop effective assertiveness skills. "New Life, New Challenge" helps people to move forward positively after separation, divorce or the loss of a partner.



## Crawley – Relate 92

### **CRAWLEY**

3 Station Road  
Crawley  
RH10 1HY

**01293 517925**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

**Crawley** **01293 515151**

For residents in Crawley the nearest branch is in Horsham. Crawley residents please ring and you will be connected directly to the Horsham office.

To visit in person see the address below for Horsham. Please ring before visiting.

Horsham **01403 276276**  
21 Denne Road  
Horsham  
RH12 1JE

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

### Crawley Open House

Crawley Open House is a hostel for street homeless people. It is a direct access hostel, which means that as long as they have a bed free they will take someone in – there is no need for a referral to have been made by an agency, or for references to be taken up about the person. Women and men who are fleeing Domestic Violence/Abuse can be accommodated here, if they have a bed space.

The Open House is also able to assist residents who may have problems which have contributed to, or have been brought on by their homelessness such as alcohol and substance misuse problems, mental health issues, discharge from hospital or release from other institutions.

Excluded groups are convicted arsonists, and some schedule one offenders (but in some circumstances they may consider people in these 2 groups), and some ex-residents who have been excluded for violence, serious harassment or drug dealing.

The hostel is open 24 hours a day 365 days of the year, and they accept anyone over the age of 18. Residents are also allowed to keep their pets with them. The longest time a room will be held for is the time it will take for a person to get to them from where they are calling from – they will not reserve rooms.

The accommodation consists of 7 double rooms and 10 single rooms. Residents will normally go into a double room on arrival, and will move into a single one, if requested, when one becomes available.

The hostel has a range of facilities including a laundry room, computer room, medical centre, TV room, and also offers an advice service. Residents are provided with breakfast, afternoon tea, and an evening meal.

## Crawley – Open House 95

Residents can stay initially for 3 days. This can then be extended to a month, as long as the resident signs on at the relevant agencies to allow the rent to be paid. Project staff work closely with them to find out what support they will need to find appropriate accommodation. They have strong links with statutory and voluntary organisations such as Crawley Borough Council, Social & Caring Services, health, Crawley College etc. A Resettlement team ensures that when residents move into their own accommodation they have regular visits over a period of time to ensure they are settling in.

Some residents may return to the hostel as long as 3 months have passed since their last stay.

Crawley Open House also has a **Day Centre** for anyone who is experiencing the effects of homelessness, unemployment, loneliness, discrimination or social exclusion. It is open from **10am to 2pm every weekday** (including Bank Holidays), and during some weekends.

Snacks and meals are available in the Day Centre, and users of the service can obtain advice on benefits, help with form filling, general advice, IT training and use the telephone and photocopier, amongst other services available.

The address of the Open House Project is:  
Riverside House,  
Stephenson Way,  
Three Bridges,  
Crawley,  
RH10 1TN

[COHPO@hotmail.com](mailto:COHPO@hotmail.com)

**01293 447 702**  
Fax 01293 447 703

### Crawley

**North Downs Counselling Service      01293 521594**

65 Three Bridges Road  
Crawley  
West Sussex  
RH10 1JJ

Offers counselling for depression, HIV/Aids, anxiety, anorexia/bulimia, bereavement, adolescence, marital, crisis, co-dependency, inner-child work, stress, sexual abuse, panic attacks, low self-esteem, suicidal feelings, redundancy, menopause, pregnancy and abortion, post traumatic stress.

For people aged 15 and over in West Sussex, Surrey, West Kent.

Can self-refer, or be referred by others.

**The Harbour      01293 452 905**



Produced by WSCC Domestic Violence Development Team - Feb 2006

# **HORSHAM**



**Horsham  
District  
Council**

### **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors' appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

**Horsham**

**0870 1264080**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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



## Horsham Women's Refuge Project

The refuge has bed-space for 7 women and their children. The refuge will accept self-referrals, but do prefer to speak to the women themselves. They do accept that in some situations danger precludes this and they will accept referrals from any agencies.

The refuge has disabled facilities and is able to admit women with mobility problems.

Currently women can only be admitted Monday to Friday during the hours of 9am to 9pm, and weekends from 10am to 4pm.

**01403 254 691**

A help-line service is available on Monday, Wednesday and Friday between 10am and 12pm. The telephone number for this service is

**01403 750499**

There are 3 project workers who provide an outreach service from Horsham Women's Refuge. They cover Crawley, Horsham and Mid-Sussex, meeting clients in a safe place, and offering help and support in whatever is needed. Referrals are taken from agencies and the helpline.

### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

#### **Horsham**

Horsham District Council  
Park House  
North Street  
Horsham  
RH12 1RL

**01403 215210**

Out of office hours ring

01403 215100

### **Housing Benefit**

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – the Social Security Office will give them a form when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Horsham**

**01403 215100**

## Social & Caring Services

Children and Families Services are notified of any Domestic Violence/Abuse incident where the police attend, and it is known that there are children in the household. The risks of harm to the children will be assessed alongside the provision of help and support to the adult victim. This may include liaison with other agencies to find alternative accommodation, or on-going practical and emotional support to any adult or child victim.

In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Horsham** **01403 213100**  
(covered by 2 offices)  
Talbot House  
20-22 East Street  
Horsham  
RH12 1HL

Chanctonbury Office **Ring Helpdesk**  
24/26 West Street **01403 213100**  
Storrington  
RH20 4EE

## Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

**Horsham** **01293 655600**  
Covered by Crawley Office

**Crawley** **01293 655600**  
5 The Boulevard  
Crawley  
RH10 1UP

**Crisis Loans** **01483 442428**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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

### **Domestic Violence/Abuse Drop-In Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**Horsham**

**07961 022442**

**Every Thursday 12pm – 2pm**

Relate  
Cemetery Lodge  
Denne Road

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the implementation group as listed below.

**Horsham** **01243 382960**  
Horsham Domestic Violence/Abuse Implementation Group

Guy Pace  
Partnership Officer (Domestic Violence/Abuse)  
Community Safety Unit  
City Gates  
2-4 Southgate  
Chichester  
PO19 8DJ

### **Victim Support**

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

Victim Support can, with the consent of the victim, arrange for support by the Witness Service at Court, along with pre-trial visits to the Court and discussion around special measures in-line with the new measures in place for vulnerable and intimidated witnesses.

**24 hour National help line**

**0845 30 30 900**

**Horsham**

**01403 750450**

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



### Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

Relate is clear in its message on Domestic Violence/Abuse – it is unacceptable, and should not be tolerated. Where violence is identified as an issue, the priority is to establish safety within the relationship, and create an environment where it is possible to work with the couple.

In cases where this cannot be achieved, where the perpetrator refuses to accept responsibility for their actions, and put an immediate stop to them, Relate puts a support strategy in place. This may involve referring the case to a specialist agency such as Women's Aid, or Social & Caring Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of Domestic Violence/Abuse is one of Relate's top priorities, and there are over 400 counsellors who have undertaken specialist training in this area.

Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

Relate can also offer a wide range of courses to improve life skills, "Taking charge of your life" helps people to develop effective assertiveness skills. "New Life, New Challenge" helps people to move forward positively after separation, divorce or the loss of a partner.

**Horsham**

Cemetery Lodge  
Denne Road  
Horsham  
RH12 1JF

**01403 266454**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

**Horsham** **01403 276276**

To visit in person between the hours of 9am to 9pm the address is:

21 Denne Road  
Horsham  
RH12 1JE

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

### Horsham

**Horsham Counselling service**                      **01403 217 900**

**Information Shop for Young People**    **01403 270 345**

16 East Street  
Horsham  
West Sussex  
RH12 1HL  
info-shop@btclick.com

Free, confidential information and advice for young people for young people aged 13-25, on housing, benefits, legal rights, health, unemployment etc. General counselling is also available, along with help with CVs, job applications, Internet access, pregnancy testing and sexual health service with support and counselling.

Information Shop Advocacy Service also provides an advocacy service for young people living in the Horsham area who have difficulty in getting their voice heard. The Information Shop is open Monday to Saturday 12.15pm-5pm.

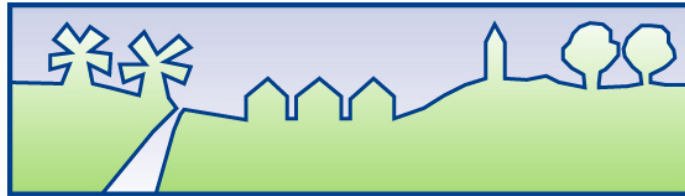
**Oasis Crisis Pregnancy Centre**                      **01403 272723**

Glynde Place  
Off Middle Street  
Horsham  
West Sussex

Oasis offers crisis pregnancy counselling for women and their partners facing an unplanned pregnancy. The counselling service is free of charge and is completely confidential and non-directional. Post abortion counselling is also available.

Practical support services include free pregnancy testing, free baby clothes and equipment, emotional support and emergency accommodation. For opening hours and to make an appointment, please phone above number.

**MID-SUSSEX**



**MID SUSSEX**  
**DISTRICT COUNCIL**

## **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors' appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

**Haywards Heath**

**0870 1264054**

**Burgess Hill**

**01444 241252**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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

### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

**Mid-Sussex**

Mid-Sussex District Council  
Oaklands Road  
Haywards Heath  
RH16 1SS

**01444 458166**

Out of office hours ring

**01444 257298**

### **Housing Benefit**

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – the Social Security Office will give them a form when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Mid-Sussex**

**A-J 01444 477561**

**K-Z 01444 477580**



## Social & Caring Services

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In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Mid-Sussex** **01444 446100**  
(covered by 2 offices)  
Oaklands  
Oaklands Road  
Haywards Heath  
RH16 1SU

East Grinstead Office **Ring Helpdesk**  
4 Orchard Way **01444 446100**  
East Grinstead  
RH19 1AS

### Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him/her to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

#### **Mid-Sussex**

2<sup>nd</sup> Floor  
Kingsley House  
Boltro Road  
Haywards Heath  
RH16 1BP

**01444 338022**

#### **Crisis Loans**

**01483 442428**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**Burgess Hill** **01444 247726**  
**Every Tuesday 12pm – 2pm**  
Help Point  
96 Church Walk

**Haywards Heath** **07961 022443**  
**Every Tuesday 12:30 – 2:30pm**  
The Yews  
55 Boltro Road

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

**Mid-Sussex** **01444 446100**  
Mid-Sussex Domestic Violence/Abuse Forum  
Sue Paterson  
Service Manager Child Care  
Oaklands  
Oaklands Road  
Haywards Heath  
RH16 1SU

### **Victim Support**

Victim Support is a national charity set up to provide emotional support and practical guidance to victims of crime to help them to overcome the emotional stress and material consequences of crime.

Victim Support is committed to providing a comprehensive service to all victims and in particular, to those who are, or who have, experienced domestic abuse. Their caseworkers are specifically selected and trained to work within this crime category and will offer one-off or on-going support, in the first instance by telephone. Visits will be made by prior appointment and consultation with the victim. This support is not reliant upon a Police prosecution.

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**24 hour National help line**

**0845 30 30 900**

**Weald**

**01342 317139**

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

### **Relate**

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples that are married or living together. People in same sex relationships, or those who are single, divorced or widowed can also use the services.

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Relate West Sussex actively supports the Domestic Violence/Abuse forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence/Abuse Drop-In Centres.

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## Mid Sussex – Relate 119

### **Mid-Sussex**

**01273 697997**

The Brighton Office covers up as far as Haywards Heath  
58 Preston Road  
Brighton  
BN1 4QF

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

### **Samaritans**

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

The Samaritans operates a policy that states that they should never judge, advise, condone or condemn callers. They recognise the courage it takes to share painful feelings, emotions and despair with another person. Every call is treated in total confidence.

In some towns there is a Samaritans office, and many of these welcome callers in person within certain hours. **It is always advisable to ring first to check that someone will be available to speak face to face.**

National Helpline number is **08457 90 90 90**

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



## Mid-Sussex

### **Haven Pregnancy Counselling Centre 01444 233 333**

54A Church Road  
Burgess Hill  
West Sussex  
RH15 9AE

Centre offering private and confidential counselling, free pregnancy tests, practical support both during and after pregnancy, and post abortion counselling.

Open Monday 3pm – 5pm, Friday 1pm – 3pm, when you can telephone or drop in to make an appointment.

### **Mid Sussex Counselling Centre 01273 565 618**

PO Box 1664  
Hassocks  
West Sussex  
BN6 9WG

[www.phys-sussex.org.uk](http://www.phys-sussex.org.uk)

Offers individual psychodynamic counselling in the Mid-Sussex areas. For further details, or to make an appointment, please call.



Produced by WSCC Domestic Violence Development Team - Feb 2006

WORTHING



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### **Citizens Advice Bureau – C.A.B.**

The C.A.B. are an independent service that provides free, impartial and confidential advice to anyone, regardless of race, gender, creed, sexuality or disability.

They are able to provide advice on welfare benefits, housing issues, debt restructuring, amongst other issues. They can also provide support by accompanying people to court hearings, solicitors' appointments, and Social & Caring Services Child Protection case conferences. Your local C.A.B. should be able to give details of solicitors in the area who specialise in family law issues.

#### **Worthing**

Administration and appointments

**01903 232116**

**01903 532662**

Further information can also be found on the National Association of Citizens Advice Bureau's web site.

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

### Worthing Refuge

Worthing refuge has 5 bedrooms, providing bed-space for 5 women, and 10 children. They are unable to accommodate women who are wheelchair users, but other disabilities can be discussed at the referral stage.

The refuge will accept self-referrals, and referrals from agencies. Referrers should use either the helpline number, or the admin number. Currently women can only be admitted to the refuge on weekdays between the hours of 9.30am and 4.30pm.

Worthing Women's Refuge offer advice and support to women weekdays between the hours of 10.30am and 4.30pm on their helpline number: **01903 231 939**

Weekday Office Contact number: **01903 219 994**

There are 2 project workers who provide an outreach service from Worthing Women's Refuge. They cover Worthing and surrounding areas including Lancing, Southwick, Bognor and Littlehampton. Project workers meet clients in a safe place, and offer help and support in whatever is needed. Referrals are taken from agencies and the helpline.

### Housing

Any woman experiencing Domestic Violence/Abuse can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing Domestic Violence/Abuse need to contact a housing/homelessness department, because there are currently no refuges for men in West Sussex. Local authority housing/homelessness departments have specific duties to people fleeing Domestic Violence/Abuse under the Homelessness Act 2002.

If the person cannot, or does not want to go to a refuge, and is under the threat of further violence in their immediate area, they can approach any local authority, which could have a duty to provide interim accommodation. They do not have to have lived in their area, or have a formal connection with them. The accommodation must be suitable (Section 210 of Housing Act 1996).

Almost all councils have a 24-hour duty officer who can arrange accommodation out of normal office hours. In most cases, if required, the council will arrange for the person to stay in this temporary accommodation whilst they look at their application for housing.

If immediate help is needed and the person does not know where or who to contact, they should approach the local police station, who will have numbers for the duty homelessness officer.

<b>Worthing</b>	<b>01903 221134</b>
Worthing Borough Council	<b>01903 221128</b>
Portland House	
Richmond Road	
Out of office hours ring	01903 239999

### Housing Benefit

People on low incomes are able to claim housing benefit if they cannot afford to pay their rent. An application can be made for Housing Benefit even if the person is working - it is not just for people receiving benefits from Social Security. It is worth putting in a claim because even if Housing Benefit will not pay the full amount they may help to pay part of the rent.

If someone is in receipt of Income Support or Job Seekers Allowance, they will receive Housing Benefit – the Social Security Office will give them a form when they make their claim for benefit. Alternatively application forms can be picked up at their local council office.

It is advisable for someone fleeing Domestic Violence/Abuse to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

**Worthing**

**01903 239999**

### **Social & Caring Services**

Children and Families Services are notified of any Domestic Violence/Abuse incident where the police attend, and it is known that there are children in the household. The risks of harm to the children will be assessed alongside the provision of help and support to the adult victim. This may include liaison with other agencies to find alternative accommodation, or on-going practical and emotional support to any adult or child victim.

In situations where there are no children the adult victim maybe deemed a vulnerable person due to being elderly, or as a result of a mental health problem, learning disability, or physical disability. In such cases, Social & Caring Services will also assess the needs of the individual, and provide services where it is deemed appropriate, and/or where the individual will agree to receive them.

In all cases contact the Social & Caring Services office in your local area:

**Worthing**  
Centenary House  
Durrington Lane  
Worthing  
BN13 2QB

**01903 839100**



### Job Centre Plus

Social Security Offices are responsible for the delivery of Social Security Benefits. Local offices can give advice on the eligibility conditions for the receipt of benefit, advise on the most appropriate benefit to claim, dependant on the individuals circumstances, and issue the relevant claim forms. They are also responsible for the administration of the Social Fund, and again can give advice on community care grants, budgeting loans, and crisis loans.

Even if someone fleeing Domestic Violence/Abuse is in employment, it is advisable for him or her to contact their local Social Security Office to see if they are eligible for any financial assistance to “top up” their income.

#### **Worthing**

Crown House  
High Street  
Worthing  
BN11 1NG

**01903 286000**

#### **Crisis Loans**

**01243 812552**

- Help in an emergency or disaster
- You do not need to be getting any benefits
- Interest-free loan you have to pay back

To apply for a crisis loan, call 01908 208600, alternatively you can get forms from the Department for Work and Pensions website:

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

## Worthing – Drop In Centres 128

### **Domestic Violence/Abuse Drop-In Centres**

There are currently 9 Domestic Violence/Abuse Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing Domestic Violence/Abuse, or who has left an abusive relationship. At the drop-ins, information can be provided with regard to housing, benefits, legal matters, finding a place in a refuge, seeking a prosecution, and/or receiving support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social & Caring Services, and Housing. Representatives are able to answer queries, or will assist the person to make contact with the agency most appropriate to their enquiry. The drop-in centres can be used as many times as needed, and visitors can remain anonymous if they wish.

**Worthing** **07906 465624**  
**Every Wednesday 9:30am – 11:30am**  
Welcome In  
Crescent Road

There is also a support group which runs in Worthing for female victims of Domestic Violence/Abuse.

**Every Wednesday 1pm – 3pm**  
Welcome In  
Crescent Road

## **Domestic Violence/Abuse Forums / Action Groups / Implementation Groups.**

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence/Abuse Forum, Action Group or Implementation Group.

The membership of the forums / action groups / implementation groups is drawn from a broad spectrum of both statutory and voluntary agencies, and professional groups, e.g. Women's Aid, housing, police, Community Safety Unit, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced Domestic Violence/Abuse. The aim of these bodies is to raise awareness on the issue of Domestic Violence/Abuse, both within their own agencies and with members of the public, to develop new services for people experiencing Domestic Violence/Abuse, as well as improving existing services.

If you wish to know more about the work of these groups, or feel that you have something to offer and are interested in becoming a member, please contact the chair of the forum as listed below.

**Worthing** **01903 221130**  
Worthing Domestic Violence/Abuse Forum  
Amanda Lowes  
Housing Services Manager  
Housing Services  
Portland House  
Richmond Road  
Worthing  
BN11 1HH

### **Victim Support**

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**24 hour National help line**

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**Worthing**

**01903 210959**

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

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## Worthing – Relate 132

**Worthing**

47 South Street  
Parring  
Worthing  
BN14 7LU

**01903 202512**

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

### Samaritans

Any person of any age, with any problem, if it is important to them, can telephone the Samaritans at any hour, day or night. Volunteers will be there to give support for as long as it takes.

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National Help line number is **08457 90 90 90**

**Worthing** **01903 205555**

To visit in person between the hours of 8am and 10pm:  
2 Lennox Road  
Worthing

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

### Worthing

#### **The Acorn Pregnancy Counselling Centre**

19a Broadwater Road

**01903 823893**

Worthing

West Sussex

BN14 8AD

[info@acornpcc.org.uk](mailto:info@acornpcc.org.uk)

Telephone for opening times or to make an appointment.

Acorn is a registered charity offering free pregnancy testing, counselling and practical support during and after pregnancy. Can also provide help with finding accommodation, help with family difficulties and someone to be a 'good neighbour'. For women who decide upon an abortion, Acorn can help with post abortion counselling.

#### **Information Shop for Young People 01903 210315**

3-4 Colonnade House

High Street

Worthing

BN11 1NZ

[Worthing.youth.information.shop@westsussex.gov.uk](mailto:Worthing.youth.information.shop@westsussex.gov.uk)

Drop in centre for all young people aged 13 to 25, providing free and friendly information, advice and support on a wide range of issues. Help is also available with letter writing, form filling and CV's.

Open Tuesdays, Wednesdays and Fridays 1pm-4pm and Thursdays 1pm-5pm.

Shower and laundry facility free of charge to young people aged 16 to 30 who are homeless, or in temporary accommodation.



## Worthing – Counselling 135

Drop-in coffee bar open on Saturday between 12noon-6pm, providing good value food and a social meeting place for young people between 13 to 25 years. Thursday evening coffee bar open for young people between 7pm-10pm. The Citizens Advice Bureau holds outreach sessions at the Information Shop on Thursdays between 1pm-4pm.

The Chichester Diocesan Association for Family Support Work hold free and confidential advice sessions for lone parents at the Information Shop between 10am-1pm on Tuesday.

Confidential and free sexual health service for all young people aged 13 to 25 years, offering free pregnancy testing, sexual health advice and information and safer sex packs. Open Tuesday to Friday 1pm-4pm.

Free counselling service for young people aged 13-25 on Tuesday, Thursdays and Fridays 1pm-4pm.

Interact Detached Youth Project is based here (01903 216464) The project focuses mainly on 14-19 year olds and involves outreach workers working in Worthing Town centre Thursday to Saturday 8pm-1am.

## Worthing – Counselling 136

### **Offington Counselling Service**

**01903 212275**

Offington Park Methodist Church  
South Farm Rd  
Worthing  
West Sussex

Offers counselling for personal, marital and family problems. Also provides the 1-2-1 Youth Counselling Service for young people aged 14-18 years. Covers Sussex. People can self-refer or be referred by others.

Workers are trained and have a Diploma in Counselling. Most counsellors also have other qualifications and all are supervised.

Abides by the British Association of Counselling Code of Ethics.

There is a cost but negotiable to the means of the client.

Independent charity, open to all.

Phone line open Tuesday and Friday 4.15pm – 6pm, Monday and Thursday 4.15pm – 9.30pm and Wednesdays 1pm – 3pm. An 8-week waiting list is in operation for this service. It may be possible for counselling to take place in an accessible room, depending in the time of day of the appointment.

### **Disclaimer**

This directory has been compiled on the basis of information given by the agencies included, and no warranties are given to the accuracy of that information. The directory is not to be considered in any way to be a recommendation, or endorsement of their services.

The West Sussex Domestic Violence/Abuse Development Team does not guarantee the standard or quality of, nor accept any responsibility for any work undertaken by these agencies.

Any dispute between a service user and an agency or organisation is a matter to be resolved between them.

### **Translation**

This directory can be translated into different languages on request, however a charge will be made. For further details, please contact Sonia Knight, 01243 382962, [sonia.knight@westsussex.gov.uk](mailto:sonia.knight@westsussex.gov.uk).