

Directory of Services in
West Sussex
for People Experiencing
Domestic Violence
2006 - 2008

Directory of Services in West Sussex for people experiencing domestic violence

Foreword

A lot of work is being undertaken across the county of West Sussex to address the issue of domestic violence – 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 Forums and Working Groups who have assisted.

The information contained in this directory has been gathered in December 2005. Every endeavour has been made to ensure accuracy but unfortunately as we are all aware details change, so please inform us of any amendments that will 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 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 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, 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 localities, please see relevant sections.

The vast majority of recorded domestic violence is perpetuated 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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Help line numbers and websites

24-Hour National Help Line **0808 2000247**
(run in partnership with Refuge and Women's Aid)
www.womensaid.org.uk

Shelter **0808 8004444**
National help line 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

Samaritans National Help Line **0845 7909090**
www.samaritans.org.uk

Relate National Help Line **0845 1304010**
www.relate.org.uk

NSPCC 24 Hour Help Line **0800 800500**
National Child Protection 24 hour help line 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

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

Victim Support 24 Hour Help Line **0845 3030900**
www.victimsupport.org

Sussex Police Switch Board **0845 6070999**

* In an emergency dial 999 *

www.sussex.police.uk

Broken Rainbow

0845 2604460

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

www.lgbt-dv.org

Mankind

0870 7944124

(help and advice for male victims of domestic violence)

www.mankind.org.uk

APNA GHAR 24 Hour Help Line

0207 4741547

"Our Home" 24 hour help line 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 (select language required)

Southall Black Sisters

0208 5719595

(advice for black & Asian women)

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

The Hideout

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

www.thehideout.org.uk

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)

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www.citizensadvice.org.uk

Elder Abuse Response Line **0808 8088141**

(Mon – Fri)

www.elderabuse.org.uk

Life Centre **01243 779196**

Supporting survivors of rape and sexual abuse.

Open Thursday and Sunday 7.30pm – 10pm.

Kiran Asian Women's Aid **0208 5581986**

Asian Women's Aid telephone service for Asian women experiencing domestic violence. 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.

Muslim Women's Helpline **0208 9086715**

Open Mon – Fri, 10am – 4pm

0208 9048193

Available on both numbers

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

Throughout this guide we have referred to the abuser in the Male context as statistically it is shown that this is predominately the case (78%). However we recognise that the abuser may also be female.

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.

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- 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 phone 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 hotline or Women's Safety Worker 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.

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- 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.
- Go over your safety plan often with the Safety Worker.

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, leave 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 addresses 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.

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- 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.
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- 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 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 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.
 - Try to restrict your contact and communication with your ex-partner, to have witnesses present when it can't be avoided, and to keep a record of calls, messages and unwanted contact.
 - Go over your safety plan often with the Women's Safety Worker.

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.
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- 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 drop-in.
 - Find a safe way to speak to your abuser – through a friend, contact centre, or solicitor – if you have to.
 - Go over your safety plan often with the Women's Safety Worker.

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 (i.e. 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 Policy, that defines domestic violence as:

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

It also includes family members that are defined as mother, father, son, daughter, brother, sister, grandparents, in-laws, and stepfamily. This definition applies to adults from the age of 18.

The police are responsible for the gathering of evidence to prosecute perpetrators of domestic violence from as many sources as possible. The CPS are responsible for decisions regarding charging of perpetrators of domestic violence. 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 able to assist women with drug, alcohol or serious mental health problems, as they are 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.

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.

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 does prefer to speak to the woman herself, but accepts that in some situations danger precludes this, 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

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.

Brighton Women's Refuge Project

Brighton Women's Refuge project has 12 rooms, 6 of these can accommodate a mother, and up to 2 children and a baby in a cot, 2 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 to Friday 10am to 2pm, except Tuesday 1pm to 5pm. 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**

Havant Women's Refuge

Havant refuge has bed-space for 6 women, and 12 children. They are unable to accommodate women who are wheelchair users, but other disabilities can be discussed at the referral stage. The refuge takes referrals from all agencies.

Women and children can be admitted out of normal office hours, bed-spaces permitting, only if they are from Havant or Chichester.

To admit out of offices hours it is necessary to call police control who know the refuge number, and the police would take the woman, or family to the refuge. The other women in the refuge would help to settle the woman in, or would call out the Refuge Project Worker if necessary. If the refuge is full, but it is an emergency the woman and her children will have to sleep on the sofa in the lounge area.

If a woman is admitted at night it must be made clear to her that she may only be there for one night, as the safety of the refuge needs to be ensured, and if she is from the local area this may create difficulties. The refuge staff will take responsibility for finding her another placement the following day, if this is required.

A woman would only be admitted out of hours during the week, not at the weekend, because staff are only on call for residents of the house at this time.

A help line operates on Mondays and Wednesdays between 10am and 12pm. **02392 480 246**

During Office Hours Contact number **02392 483 847**

Domestic Violence Drop-in Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 remain anonymous if they wish.

ADUR

Thursday 11:00 – 13:00
Civic Centre, Shoreham

07947 133027

BOGNOR REGIS

Wednesday 09:30 – 11:30
The Hub, Canada Grove

07773 3370454

BURGESS HILL

Tuesday 12:00 – 14:00
Help Point, 96 Church Walk

01444 247726

CRAWLEY

Monday 13:00 – 15:00
Relate, WRVS, 3 Station Road

07961 022438

CHICHESTER

Monday 13:00 – 15:00
Relate, Theatre Lane

07950 164396

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HAYWARDS HEATH

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

07961 022443

HORSHAM

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

07961 022442

LITTLEHAMPTON

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

07773 370491

WORTHING

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

07906 465624

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. Public funding (formerly legal aid) maybe 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 victims 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 or 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 breech 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 will be able to give advice about where to find a solicitor including local Citizens Advice Bureau, Refuge and Women's Aid. 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

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 web site 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

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 Children's Act (1989) 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. Parental responsibility is given to both parents at birth if they are married. If the parents are unmarried PR will be granted to the mother. The father can acquire these rights either by entering into an agreement with the mother or by a Parental Responsibility order made by a court. PR can also be lost by the power of a court order.

- **Residence orders** state who the child is allowed to live with.
- **Contact orders** states who the child is allowed to visit, stay with or have contact with.
- **Prohibited Steps order** prevents a parent from taking certain steps affecting the child without the consent of the court.
- **Specific Issues order** determines the outcome of a specific issue that may have arisen.

Orders of this kind may be applied for by a parent, guardian or person who is named in a residence order. 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 go and see a GP at the earliest opportunity to get treatment for any injuries, and to 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 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 and 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 and 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

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 from 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 if you are destitute when you apply. The form can be found on the home office website (www.ind.homeoffice.gov.uk) and is entitled **SET (0)**.

Links for websites giving practical and legal information on immigration, asylum, financial support and domestic violence:

- **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 **020 7251 8706**
- **Women's Aid** **0808 2000 247**
www.womensaid.org.uk
- **The Immigration Advisory Service**
www.iasuk.org **020 7967 1200**
- **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.

Child Line

0800 11 11

www.childline.org.uk

Child Line 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

Gingerbread is a support agency for lone parent families and offers the opportunity for parents to contact others 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

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 help lines that are open Monday to Friday from 11am to 7pm.

Bengali

0800 096 7714

Gujarati

0800 096 7715

Hindi

0800 096 7716

Punjabi

0800 096 7717

Urdu

0800 096 7718

English speaking Asian advisor

0800 096 7719

Locally the NSPCC runs a therapeutic recovery programme for children, young people, and their families who have experienced domestic violence. (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

Parentline Plus offers a free telephone help line as well as a web site giving support to parents and offering advice and publications.

Reunite (for parents of abducted children) 0116 2556234

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.

www.thehideout.org.uk

Education Department

Domestic Violence significantly and adversely affects children. It is important for them to keep a routine and use the opportunity of 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
South of the county

01293 895318
01903 839141

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 / Community Living / making your communities safer/ domestic violence

or call the Domestic Violence 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 should be encouraged to see their GP and tell them about their situation. If a patient feels that their GP does not understand their health needs then they are entitled to find a new one. To do so, a list of all the GPs in the area they are living in can be obtained from the following sources.

Patient Services – West Sussex Health Authority
01903 708 400

Local Community Health Council

Local NHS services search online
www.nhs.uk/localnhsservices/

Health Information Service **0800 665 544**

West Sussex Health Authority
www.wsussexhealth.org.uk

NHS Online
www.nhs.uk

NHS Direct **0845 46 47**
www.nhsdirect.nhs.uk

Health Visitors

Health Visitors are responsible for visiting all new-born 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.

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 GP 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 during pregnancy, and how to offer women advice and support. This information can be found at:

www.rcm.or.uk

Miscarriage Association

01924 200799

www.miscarriageassociation.org.uk

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

Sussex Wide

An 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 above number or writing to the above address.

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

Gay and Lesbian Support Services

Men and women in same sex relationships suffering domestic violence 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 (if possible call during office hours).

London Lesbian and Gay Switchboard 0207 837 7324

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

www.llgs.org.uk

For additional information:

Hold tight, tight hold

Awareness raising about same sex domestic abuse.

www.lgbt-dv.org

Help for men perpetrating and experiencing domestic violence

Everyman Project

0207 263 8884

The Everyman Project offers a help line for men who are violent or concerned about their violence, and anyone affected by their violence (especially the partners of violent men). Offers counselling, support and advice to male callers. 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 and abuse.
www.mankind.org.uk

Respect Phone line

0845 1228609

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

The Respect phone line 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 across West Sussex for convicted male perpetrators of domestic violence. The programme runs for a period of 26 weeks with perpetrators attending the programme on a weekly basis.

Running along side 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 jo.Millward@westsussex.gov.uk.

Support Services for victims from ethnic minority groups

Apna Ghar

0207 474 1547

24-hour help line 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

Help line offers advice, information, listening and referrals. Also runs a refuge for Jewish women and children fleeing domestic violence.

Kiran

0208 5581986

Asian Women's Aid telephone service for Asian women experiencing domestic violence. 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

Domestic Violence Data

DV data is a web page dedicated to providing data and information about domestic violence as well as highlighting relevant projects. Useful if you want to increase your general understanding of domestic violence issues.

www.domesticviolencedata.org

Hidden Hurt – Domestic Abuse forum online

Web page written by a survivor of domestic violence providing information and advice to people experiencing domestic violence.

www.hiddenhurt.co.uk

Home Office

The Home Office web site details general information regarding the government policies and publications on domestic abuse. In particular the 'Loves me, loves me not' leaflet that provides advice for people in abusive relationships.

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

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 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

Brighton Women's Refuge

Brighton Women's Refuge project has 6 rooms, 4 of these can accommodate a mother, and up to 3 children and a baby in a cot, and the other 2 rooms are single rooms.

The refuge is unable to accommodate women who are wheelchair users.

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 to Friday 10am to 2pm, except Tuesday 1pm to 5pm. 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 can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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.

Adur

01273 263 000

The Civic Centre
Ham Road
Shoreham-by-Sea
BN43 6PR

Out of office hours ring the Police.

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 to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

Adur

01273 263 444

Social and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and 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 is in employment, it is advisable for them to contact their local Social Security Office to see if they are eligible for any financial assistance to "top up" their income.

Adur

Textphone

Postal districts BN11-15, 41-45, RM13, 20

Crown House,

High Street,

Worthing

BN11 1NG

01903 286 000

01903 286 133

Postal districts BN3,41

Boundary House,

Boundary Road,

Hove

BN3 7HD

Text phone

01273 413 771

01273 647 555

Crisis Loans

01908 208600

- 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 DWP website:

www.dwp.gov.uk

Domestic Violence Drop-in Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 remain anonymous if they wish.

ADUR

07947 133027

Thursdays 11:00 – 13:00

Civic Centre
Shoreham

Domestic Violence Forums / Action Groups / Implementation Groups.

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence 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, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced domestic violence. The aim of these bodies is to raise awareness on the issue of domestic violence, both within their own agencies and with members of the public, to develop new services for people experiencing domestic violence, 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 Forum
Jo Millward
Partnership Officer (Domestic Violence)
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

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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

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 to 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

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 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

Housing

Any woman experiencing domestic violence can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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 – 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 to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

Arun

01903 737500

Social and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and Caring Services office in your local area:

Arun

(covered by 2 offices)

Elizabeth House
83 Victoria Drive
Bognor Regis
PO21 2TB

01243 852800

44-48 High Street
Littlehampton
BN17 5ED

01903 738900

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 is in employment, it is advisable for them 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

01908 208600

- 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 DWP 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 and 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 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

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Arun

01243 852834

Arun Domestic Violence Forum
Madaleine Owens
Service Manager Child Care
Elizabeth House
Bognor Regis

Victim Support

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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**

Bognor Regis **01243 829089**

Littlehampton and Arundel **01903 731133**

www.victimsupport.org

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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 – Relate 59

ARUN

Chichester Relate offer counselling in Bognor one morning a week.

01243 788935

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 to 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

Arun – Counselling 61

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 nor advisory like 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 are 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.

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.

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 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

Women's Refuges

None of the refuges are able to assist women with drug, alcohol or serious mental health problems, as they are insufficiently 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

01243 839376

Chichester Shared House provides safe, temporary emergency accommodation for women and children escaping domestic violence.

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.

Havant Women's Refuge

Havant refuge has bed-space for 6 women, and 12 children. They are unable to accommodate women who are wheelchair users, but other disabilities can be discussed at the referral stage. The refuge takes referrals from all agencies.

Women and children can be admitted out of normal office hours, bed-spaces permitting, only if they are from Havant or Chichester.

To admit out of offices hours it is necessary to call police control who know the refuge number, and the police would take the woman, or family to the refuge. The other women in the refuge would help to settle the woman in, or would call out the Refuge Project Worker if necessary. If the refuge is full, but it is an emergency the woman and her children will have to sleep on the sofa in the lounge area.

If a woman is admitted at night it must be made clear to her that she may only be there for one night, as the safety of the refuge needs to be ensured, and if she is from the local area this may create difficulties. The refuge staff will take responsibility for finding her another placement the following day, if this is required.

A woman would only be admitted out of hours during the week, not at the weekend, because staff are only on call for residents of the house at this time.

A help line operates Monday – Thursday between 9:30am and 5:30pm and Friday between 9:30am and 5pm.

02392 480 246

Housing

Any woman experiencing domestic violence can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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 this type of 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.

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 to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

Chichester

01243 534509

Social and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and 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 is in employment, it is advisable for them to contact their local Social Security Office to see if they are eligible for any financial assistance to “top up” their income.

Chichester

01243 812500

Friars House
52A East Street
Chichester
PO19 1JS

Crisis Loans

01908 208600

- 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 DWP website:

www.dwp.gov.uk

Domestic Violence Drop-In Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 remain anonymous if they wish.

Chichester

07950 164396

Every Monday 1pm – 3pm

Relate

Theatre Lane

Domestic Violence Forums / Action Groups / Implementation Groups.

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence 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, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced domestic violence. The aim of these bodies is to raise awareness on the issue of domestic violence, both within their own agencies and with members of the public, to develop new services for people experiencing domestic violence, 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 Forum
Clare Potter
Service Manager Child Care
1st 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

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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 – Relate 75

CHICHESTER

6 Theatre Lane
Chichester
PO19 1SR

01243 788935

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 to 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

Chichester – Counselling 78

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.freereserve.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. 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 79

**Options
Pregnancy Crisis
Counselling Centre**

St John's Hall
Chichester
West Sussex
PO19 1UR

Careline

**01243 784 177
0200 028 228**

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.

Citizens Advice Bureau – C.A.B.

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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

Housing

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

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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.

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Crawley

01293 438611

Social and Caring Services

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In all cases contact the Social and 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 is in employment, it is advisable for them 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

01908 208600

- 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 DWP website:

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Crawley

07961 022438

Every Monday 1pm – 3pm

Relate

WRVS

3 Station Road

Domestic Violence Forums / Action Groups / Implementation Groups.

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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

01293 895100

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

Victim Support

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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

Relate

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Crawley – Relate 89

CRAWLEY

3 Station Road

Crawley

RH10 1HY

01293 517925

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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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

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 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 92

Residents can stay initially for 3 days, and this can then be extended to a month, as long as the resident signs on at 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 and 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

01293 447 702
Fax 01293 447 703

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 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

Women's Refuges

None of the refuges are able to assist women with drug, alcohol or serious mental health problems, as they are insufficiently 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.

Horsham Women's Refuge Project

The Refuge has bed-space for 7 women and their children. The refuge will accept self-referrals but does prefer to speak to the woman herself, but accepts that in some situations danger precludes this, 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

Housing

Any woman experiencing domestic violence can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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 – 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 to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

Horsham

01403 215100

Social and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and Caring Services office in your local area:

Horsham

(covered by 2 offices)

Talbot House

20-22 East Street

Horsham

RH12 1HL

01403 213100

Chanctonbury Office

24/26 West Street

Storrington

RH20 4EE

Ring Helpdesk

01403 213100

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 is in employment, it is advisable for them 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

01908 208600

- 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 DWP website:

www.dwp.gov.uk

Domestic Violence Drop-In Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 remain anonymous if they wish.

Horsham

07961 022442

Every Thursday 12pm – 2pm

Relate

Cemetery Lodge

Denne Road

Domestic Violence Forums / Action Groups / Implementation Groups.

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence 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, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced domestic violence. The aim of these bodies is to raise awareness on the issue of domestic violence, both within their own agencies and with members of the public, to develop new services for people experiencing domestic violence, 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 Implementation Group

Guy Pace

Partnership Officer (Domestic Violence)

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

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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

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 to 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

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 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

Housing

Any woman experiencing domestic violence can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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 – 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 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 and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and Caring Services office in your local area:

Mid-Sussex

(covered by 2 offices)

Oaklands

Oaklands Road

Haywards Heath

RH16 1SU

01444 446100

East Grinstead Office

4 Orchard Way

East Grinstead

RH19 1AS

Ring Helpdesk

01444 446100

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 is in employment, it is advisable for them to contact their local Social Security Office to see if they are eligible for any financial assistance to “top up” their income.

Mid-Sussex

2nd Floor
Kingsley House
Boltro Road
Haywards Heath
RH16 1BP

01444 338022

Crisis Loans

01908 208600

- 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 DWP website:

www.dwp.gov.uk

Domestic Violence Drop-In Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 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 Forums / Action Groups / Implementation Groups.

Each of the 7 districts and boroughs in West Sussex has either a Domestic Violence 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, Victim Support, solicitors, Benefits Agency, religious and faith groups, health, probation and education, and from people who have themselves experienced domestic violence. The aim of these bodies is to raise awareness on the issue of domestic violence, both within their own agencies and with members of the public, to develop new services for people experiencing domestic violence, 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 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.

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

Weald

01342 317139

www.victimsupport.org

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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.

Mid-Sussex**01273 697997**

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

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 to 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

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

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

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 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

Women's Refuges

None of the refuges are able to assist women with drug, alcohol or serious mental health problems, as they are insufficiently 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.

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**

Housing

Any woman experiencing domestic violence can get emergency housing from either a refuge, or a local authority (council) housing/homelessness department. Men fleeing violence need to contact a housing/homelessness department, because there are currently no refuges for men. Local authority housing/homelessness departments have specific duties to people fleeing domestic violence 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 has 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.

Worthing

Worthing Borough Council
Portland House
Richmond Road

01903 221124
01903 221125
01903 221129
01903 221135

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 – 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 to make enquiries at their local Social Security Office to see if they are eligible for financial assistance.

Worthing

01903 239999

Social and Caring Services

Children and Families Services are notified of any domestic violence 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 and 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 and 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 is in employment, it is advisable for them to contact their local Social Security Office to see if they are eligible for any financial assistance to “top up” their income.

Worthing

01903 286000

Crown House
High Street
Worthing
BN11 1NG

Crisis Loans

01908 208600

- 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 DWP website:

www.dwp.gov.uk

Worthing – Drop In Centres 125

Domestic Violence Drop-In Centres

There are currently 9 Domestic Violence Drop-in Centres in West Sussex, which provide information and support to anyone, male or female, who is experiencing domestic violence, 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 receive support.

The drop-in centres are staffed by a variety of different agencies such as Solicitors, Victim Support, Women's Aid, Police, Social and 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 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.

Every Wednesday 1pm – 3pm

Welcome In
Crescent Road

Domestic Violence Forums / Action Groups / Implementation Groups.

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

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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 Forum
Amanda Lowes
Housing Services Manager
Housing Services
Portland House
Richmond Road
Worthing
BN11 1HH

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

Worthing

01903 210959

www.victimsupport.org

Relate

Relate is Britain's largest couple counselling agency. Relate services are not just available to couples who 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 – 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 Services. Relate can however offer support and guidance to the victim by providing individual relationship counselling.

Breaking the circle of domestic violence 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 forums, and the offices in Crawley, Horsham and Chichester are used as the base for the Domestic Violence 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.

Worthing – Relate 129

Worthing

47 South Street

Parring

Worthing

BN14 7LU

01903 202512

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 to 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 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

Worthing

The Acorn Pregnancy Counselling Centre

19a Broadwater Road

01903 823893

Worthing

West Sussex

BN14 8AD

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 alongside as 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

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 132

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 133

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 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 Development Team do 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.