



# **DOMESTIC VIOLENCE AND ABUSE**

**General information, advice and  
where to find help and support in  
Colchester**

**2013**

## CONTENTS

ITEM	PAGE
<b>SECTION 1 - General Information / Advice:</b>	
What is this directory pack about?	1
What do we mean by domestic violence and abuse?	1
Who can be abused?	2
What causes domestic abuse?	2
So why stay?	2
Making plans makes sense	2
Children and domestic abuse	2 – 3
Domestic abuse in the workplace	3
Your health matters	3
Act now... Stop the hurt	3 – 4
Internet safety	4
<b>SECTION 2 - Where to go for help in Colchester:</b>	
Colchester & Tendring Women's Refuge	4
Colchester Borough Council Housing Advice	4
Colchester Night Shelter	5
Colchester Sanctuary Scheme	5
Centre for Rape and Abuse (CARA)	5
Citizens Advice Bureau	5
Essex Police Domestic Abuse & Safeguarding Unit	5
Independent Domestic Violence Advisor Service (IDVA)	5
MARAC (Multi Agency Risk Assessment Conference)	6
Victim Support	6
<b>SECTION 3 - Useful contacts (local &amp; national):</b>	
General contacts	6 – 10

### SECTION 1 - GENERAL INFORMATION / ADVICE

#### WHAT IS THIS DIRECTORY ABOUT...?

This directory is about domestic violence and abuse; what you can do about it and where you can go to get help, advice and support if you, or anyone you know, is experiencing domestic abuse. It is designed for anyone in a violent or abusive relationship, including both women and men. It is also for those agencies and professionals who want to advise and support people experiencing domestic abuse.

#### WHAT DO WE MEAN BY 'DOMESTIC VIOLENCE AND ABUSE'...?

The Government definition of Domestic Violence and Abuse (as of 31 March 2013) is: Any incident, or pattern of incidents, of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been intimate partners or family members\* regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: **Psychological, Physical, Sexual, Financial and Emotional.**

*\* Family members are: mother, father, son, daughter, brother, sister & grandparents; directly related, in-laws or step-family*

**If you or someone you know is being abused remember:**

- **The victim is never to blame for the abuse**
- **Only the abuser can change the abusive behaviour**
- **Ignoring violence is dangerous**
- **There is life after an abusive relationship**
- **DON'T remain isolated – break the silence!**

### **WHO CAN BE ABUSED...?**

Studies show that domestic abuse happens in all social groups and occurs amongst all racial and ethnic groups; having wealth or being well educated doesn't mean that domestic abuse can't happen. Research has repeatedly shown that men against women perpetrate well over 80% of domestic abuse, and we may refer in this directory to women as victims and men as perpetrators. However men are also victims of domestic abuse.

Abuse of vulnerable people does not have to be deliberate, malicious or planned; it sometimes happens when people are trying to do their best, but do not know the right thing to do, and it can be difficult for these groups of people to tell someone about the abuse, or find out where they can get help. Sometimes the person who causes harm does so because of frustration even in the context of caring for the person. Many people find it hard to understand why someone would want to abuse and cause harm to a vulnerable person; however, vulnerable people can often be the perfect target because often they cannot defend themselves, or they may not be able to get away, and they may not be believed if they do tell.

### **WHAT CAUSES DOMESTIC ABUSE...?**

Contrary to the popular view, alcohol, drugs or stress does not cause domestic abuse; alcohol and drugs may make violent behaviour worse, but the responsibility for the abuse always lies with the perpetrator. Victims themselves may blame the abuse on alcohol, drugs or stress because it may be easier to do this than to accept that someone they love could be choosing to hurt them. Domestic abuse is usually a pattern of controlling behaviour, which gets worse over a period of time; the pattern can range from emotional bullying on the one hand to murder on the other. **Ignoring domestic abuse can be deadly.**

### **SO WHY STAY...?**

People stay in abusive relationships for many reasons. Not everyone recognises or "labels" what is happening to them as being domestic abuse. **It is important to note that many people DO leave abusive and violent relationships.**

Contributing factors that may cause an abused person to remain with, or return to, her/his abusive partner can be complex, but may include:

Fear of retaliation or reprisals either from the abuser and his/her friends or family, financial or emotional dependency, isolation, lack of social/family support network, low self-esteem and blaming oneself, social stigma, a lack of acceptance within one's own social sphere, beliefs about marriage i.e. "sticking together through thick and thin", children i.e. if she/he leaves, they lose their parent, home, friends, school life, toys and possessions, caring responsibilities i.e. for relatives or pets and giving up everything she/he may possess/personal belongings.

### **MAKING PLANS MAKES SENSE...**

If you or someone you know wants to leave a violent or abusive relationship, it helps to make initial plans:

- Always carry with you a list of emergency numbers
- Get an extra set of keys cut for your home and car and leave them somewhere safe, perhaps with a trusted friend or relative
- Keep a set of clothes for you and your children packed and ready and leave them somewhere safe, perhaps with a trusted friend or relative
- Keep documents somewhere safe and ready (birth certificates, benefit books and passports)
- Try to save a small amount of money for bus, train or taxi fares

If there is more time to plan, try to do as much as possible of the following:

- Leave when your partner is not around
- Take all the children with you
- Take all important legal papers and documents
- Take any personal possessions that have sentimental value
- Take any medicines you or your children might need
- Take clothing to last several days
- Arrange for pets to be cared for; a local animal charity may be able to help

### **CHILDREN AND DOMESTIC ABUSE...**

Children react in different ways to growing up in a home with a violent person; they may be affected by the tension or by witnessing arguments and assaults, they may blame themselves or feel insecure, frightened or confused and they may feel helpless or resentful towards their parents or carers.

Even very young children are unlikely not to be affected by violence at home; children as young as two can sense tension, and will be aware of the abused adult's distress. They may overhear conversations, even if you think they are not listening, or they are too young to understand.

These events can be frightening and traumatic to children. In five out of ten cases, where there is violence between adults, children get hurt too. Social Care may be able to help; all information is treated in the strictest confidence and trained, experienced Social Workers can inform and advise you on what happens when a child or children are referred to Social Services. ***It is a myth that Social Care will take children away from their home.*** In the vast majority of cases, they will not take steps to remove children from their home unless the children are in immediate danger.

### **DOMESTIC ABUSE IN THE WORKPLACE...**

Many victims of domestic abuse don't tell their employer because they fear they won't be believed, feel ashamed or fear that they will lose their job. The victim may be in danger at work if the abuser knows where she/he works and is able to gain access. ***Try and find out if there is someone you can talk to at work; perhaps the Human Resources or Occupational Health department, trade union rep or a trusted supervisor or manager.***

If your employer is aware that you are having difficulties at home, she/he is more likely to understand and to offer you support when you need it. Domestic abuse can impact on the work place in a number of ways, potentially affecting employees' work performance, productivities, punctuality, attendance, career choices, job prospects and health and safety. Many workplaces are now developing Domestic Abuse Policies as part of their role in helping to ensure the health, safety and welfare of their employees.

### **YOUR HEALTH MATTERS...**

So look after yourself. A violent relationship will affect you both physically and emotionally; you may feel tired and run down, or depressed and unable to cope. You may feel ashamed of what is happening to you and some people turn to alcohol or drugs to try to get through it. ***Although it is difficult, remember that your health is important.***

Your GP, Practice Nurse, Health Visitor or School Nurse will listen to you and support you. If you are pregnant or have recently given birth, you can talk in confidence to your midwife. Seek medical attention for your injuries from your GP or the Hospital Accident & Emergency Department and ***don't be afraid to tell the truth about what has happened.*** Your confidentiality will be respected, even if you want no action taken against the abuser, it is worth getting the reason for your injuries noted in case you decide to take action at a later date. It is certainly important to ensure that any injuries sustained are treated as soon as possible to avoid the possibility of complications at a later date.

Contraception and sexual health services are available to all regardless of age or sex and are confidential and non-judgemental.

### **ACT NOW - STOP THE HURT...**

Domestic abuse can have lasting effects on the victims and their families, for generations to come; experts have confirmed the devastating effects Domestic abuse can have on children. From January 2005 the definition of "Harm" within the Children Act 1989 was extended to include the "witnessing of ill treatment of another".

#### **1. The Law protects victims of Domestic Violence**

The Family Law Act 1996, Protection from Harassment Act 1997 and Domestic Violence, Crime and Victims Act 2004 are all laws designed to provide protection for the victims of domestic abuse. Free advice on how the law can assist is available from many Solicitors and the local Citizens Advice Bureau.

#### **2. Seeking legal advice at an early stage will help**

Don't let fear and ignorance be the reason for the violence to continue. Reliable information will reduce fear; knowing all the options will enable informed choices and action to be taken to stop the abuse. If the situation is urgent, seek legal advice straight away, emergency remedies are often available.

#### **3. Leaving a violent relationship does not necessarily mean leaving home**

Consult a Solicitor; action can be taken to secure the home for the victim and any children. Under the Family Law Act 1996 the Civil Courts have the power to remove a violent member of the family from the home and even to exclude them from the vicinity of the home - breaking such orders will lead to punishment of the perpetrator and protection for the victims.

#### **4. Recording evidence of abuse is simple and effective**

Having evidence could provide the courage and confidence the victim needs to leave an abusive relationship. Where there is evidence, any case before a Court is more likely to succeed. All too often, domestic abuse takes place without independent witnesses and behind closed doors.

The victim fears that they will not be believed and perhaps they also worry that they will be criticised or will find themselves in trouble.

If there has been a history of abuse, evidence of this will help to put the record straight. And it's easy....

- Keep a diary or notebook with dates and times of incidents and what took place.
- Photograph injuries or damage to property, with dates if possible.
- Seek medical advice and be sure the cause of the injuries is recorded.

Speak to Domestic Abuse and Safeguarding Officers at the local Police Station; they can offer advice and information about other organisations that can offer help and support. They can also record matters, even if there are no criminal damages.

### **INTERNET SAFETY...**

For some victims of domestic abuse, it may be important to remember that computers keep records of sites that users have visited, which means that their abuser could become aware that they are seeking help via the internet. Pressing 'delete' after using a website does not necessarily mean that the file has disappeared from your hard drive.

It may be safer and easier for people seeking help via the internet to use a computer away from home such as a trusted friend's house, your workplace (check employers internet policies) or at a public place such as a library. Other safety suggestions if using a computer at home are: to change your password often, do not pick obvious words or numbers for your password and pick a combination of letters and numbers for your password.

## **SECTION 2 - WHERE TO GO FOR HELP IN COLCHESTER**

### **• Colchester & Tendring Women's Refuge**

Colchester and Tendring Women's Refuge offers you confidential help, support and advice; the Refuge staff provide a friendly and knowledgeable service based on practical experience (all staff are female).

The Refuge provides a safe, supportive environment, where you can think about what's best for you at your own pace. Whether your home is rented or owned, whether you are married or live with a partner, help is available.

#### **SUPPORT AT THE REFUGE...**

If you move into the Refuge, a Family Support Worker will show you your accommodation and provide personal support. She will also offer you advice on welfare benefits, housing and legal rights.

#### **OUTREACH SUPPORT...**

If you don't want to come to the Refuge, you can talk to the Outreach Worker on the phone and you can arrange to meet where you feel safe. When you meet, she will listen, believe what you say and offer emotional and practical support. The Outreach Worker can also help you deal with agencies such as Social Services and the Benefits Agency.

#### **FACILITIES FOR YOUR CHILDREN...**

Your children's needs are of equal concern to the Refuge staff; children sometimes witness abuse and violence and coping with your family can be exhausting.

#### **ACCOMMODATION...**

If you need to move urgently, Refuge staff can help find accommodation for most women, with or without children. One of their self-contained flat-lets has also been specially equipped for disabled women.

### **• Colchester Borough Council Housing Advice**

If you or someone you know is homeless or threatened with being homeless due to actual violence or the threat of violence, Colchester Borough Council may be under a legal obligation to help. Enquiries will be made into your claim in a discreet manner, but it is essential that the Council be provided with all the information they need to be able to help you (it is useful to take documents such as birth certificates, child benefit books, income support documents, passports, national insurance numbers, marriage/divorce certificates and driving licence). Sympathetic staff is available to give advice on the options that may be available; help may still be available whether you are a private or Council tenant, an owner-occupier, whether you want to stay in your own home or transfer to another area. You may be married, single or co-habiting and you may be experiencing violence or threats from a partner, ex-partner or family member.

Housing staff can supply you with certain advice, but it may be appropriate to seek specialist advice from a solicitor, or obtain free advice from the Citizen's Advice Bureau. In some cases, the Council may be able to take action to protect tenants who are being abused, threatened or harassed.

- **Colchester Night Shelter**

Colchester Night Shelter is a direct access provision, which offers up to 28 nights to homeless people including those who might need emergency help following domestic abuse. Washing and laundry facilities, telephones and e-mail access, as well as meals are provided. Help with re-settlement and support with emotional needs is also available.

- **Colchester Sanctuary Scheme**

The purpose of a Sanctuary Scheme is to provide a victim centred initiative which aims to make it possible for victims of domestic abuse to remain safer in their home, should they wish to do so. The scheme enhances a person's property with physical security measures which helps them to feel safe; for a full installation, the main feature being the creation of a "sanctuary room" which has an internal door replaced with a solid core door and reversing to open outwards, acting as an additional barrier. Additional security can also be provided as necessary as well as a mobile phone in some cases (dedicated to emergency calls only).

The Colchester Sanctuary Scheme *may* be an option for any high risk, repeat victim of domestic abuse living in Colchester Borough, who wish to remain in their own home, and is not limited to Council or Housing Association tenants; it includes any person who is threatened with homelessness due to domestic abuse. The Sanctuary Scheme is a long term solution to improving the victim's quality of life; therefore every Sanctuary Scheme installation is tailored to accommodate the needs and circumstances of the individuals involved.

- **Centre for Rape and Abuse (CARA)**

Colchester CARA is a confidential support service run by women for women and young people who have been raped, sexually abused or assaulted. Where appropriate, and when available, they offer face-to-face counselling and out-of-hours telephone counselling. They also offer an advocacy service and accompany women to the police, to court, to the GUM clinic, or to other services, when requested.

- **Citizens Advice Bureau (CAB)**

CAB listen, won't tell you what to do, but give you the information you need to make up your own mind. They give advice and information about all subjects, including such issues as housing, family law, child support agency and benefits. They also offer some specialist services. They will tell NO-ONE you have contacted them unless you say it is okay to do so. All services are free, impartial, independent and confidential.

- **Essex Police Domestic Abuse & Safeguarding Team**

IN AN EMERGENCY, ALWAYS DIAL 999! However, Domestic Abuse Units are specialist units set up to provide advice, discuss what has happened to you and are available to talk to you in confidence. The Domestic Abuse Safeguarding Officers will deal with all reported incidents sensitively and professionally. Those responsible for domestic abuse will, where appropriate, be arrested, and officers will take positive action to protect victims from further abuse. The Officers work closely with other local agencies such as Women's Aid, Victim Support and Colchester Council Housing, to ensure victims get the support needed. Incidents of domestic violence can be reported by victims themselves or by someone on their behalf. The first priority is to ensure the safety and wellbeing of the victim and any children involved. Victims are spoken to separately from the person responsible for the abuse; firm and positive action will be taken against the abuser and, if necessary, a safe place to stay can be arranged for the victim and any children.

- **Independent Domestic Violence Advisor Service (IDVA)**

IDVAs are trained specialists who provide a service to victims who are at high risk of harm from intimate partners, ex-partners or family members, with the aim of securing their safety and the safety of their children. Serving as a victim's primary point of contact, IDVAs normally work with their clients from the point of crisis, to assess the level of risk, discuss the range of suitable options and develop safety plans. IDVAs will represent their clients at the Multi Agency Risk Assessment Conference (MARAC) and help implement safety plans which will include actions from the MARAC as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations. In Essex the IDVAs work with high risk victims that are going through the criminal justice system and referrals are received from the police.

- **Multi Agency Risk Assessment Conference (MARAC)**

MARAC is a victim focused process in which the needs of the victims in domestic abuse cases and the risks posed by the perpetrator are considered in a multi-agency forum and a joint safety plan is constructed around the individual.

The purpose of MARAC is to share relevant information to increase the safety, health and well being of victims – adults and their children; determine whether the perpetrator poses a significant risk to any particular individual or to the general community; construct jointly and implement a risk management plan that provides professional support to all those at risk and that reduces the risk of harm; reduce repeat victimisation; improve agency accountability; and improve support for staff involved in high risk domestic abuse cases. The aim is to protect the highest risk victims and their children.

DASH (Domestic Abuse, Stalking, harassment and Honour based violence) 2009 risk assessment model provides a national, accredited risk assessment process which can be used by any agency. The purpose is to give a consistent and practical tool to practitioners working with victims of domestic abuse to help them identify those who are at high risk of harm and whose cases should be referred to a MARAC meeting, in order to manage the risk.

- **Victim Support**

Victim Support is the independent, national charity, which helps people cope with crime. Trained volunteers contact people after a crime to offer free, confidential support and information. The Police and other organisations refer people to Victim Support, or victims just contact them directly to ask for help.

They can offer someone to talk to in confidence, support for anyone, regardless of gender, sexual orientation, race or religion, information on Police and court procedures, liaison with other organisations on behalf of victims, information on compensation and insurance matters, contact with other sources of help, volunteers to accompany victims to the Police Station and to Court and support for witnesses attending Magistrate and Crown Courts.

**PLEASE REFER TO SECTION 3 BELOW FOR USEFUL CONTACT DETAILS**

**SECTION 3 – USEFUL CONTACTS (LOCAL & NATIONAL)**

ORGANISATION	CONTACT DETAILS
<b>Action on Elder Abuse</b> <i>A national organisation that aims to prevent the abuse of older people</i>	Helpline 0808 808 8141 www.elderabuse.org.uk
<b>Age UK</b> <i>Age Concern and Help The Aged have joined forces to become Age UK</i>	0800 169 6565 Globe House, 6 George Street, Colchester, CO1 1TP www.ageuk.co.uk
<b>Alcoholics Anonymous</b> <i>For anyone worried about their drinking</i>	0845 769 7555 www.alcoholics-anonymous.org.uk
<b>AskSAL (Safeguarding Adults Line)</b> <i>Offering information and advice about the abuse and the safety of the more vulnerable adults (aged 18+) in Essex</i>	08452 66 66 63
<b>Asylum Aid</b> <i>Expert legal representation for people who need refugee protection</i>	0207 354 9264 Telephone Advice Service (Tuesdays 1.00pm – 4.00pm) www.asylumaid.org.uk
<b>Army Welfare Service (AWS)</b> <i>To help serving married and single personnel and families with any personal or family difficulties that arise</i>	01980 615975 or 0800 032 6443 To identify AWS team in your area, e-mail: LF-AWS-Welfareinformationservice@mod.uk www.army.mod.uk/welfare-support
<b>Broken Rainbow</b> <i>Support for lesbian, gay, bisexual and transgender</i>	0300 999 5428 (Mon, Weds & Thurs - times vary)

<i>(LGBT) people experiencing domestic violence</i>	www.broken-rainbow.org.uk
<b>Centre for Action on Rape and Abuse (CARA)</b> <i>A confidential and non-judgemental support service for women, children and young people living in north or mid Essex who have experienced rape, sexual abuse or assault.</i>	01206 769795 24 hour answer phone www.caraessex.org.uk
<b>Children's Legal Centre (clc)</b> <i>A unique, independent national charity concerned with law and policy affecting children and young people</i>	01206 877910 University of Essex Wivenhoe Park, Colchester, CO4 3SQ E-mail: clc@essex.ac.uk www.childrenslegalcentre.com
<b>ChildLine</b> <i>A free helpline for children / young people in the UK.</i>	0800 1111 www.childline.org.uk
<b>Citizens Advice Bureau</b> <i>Free, independent, confidential and impartial advice to everyone on their rights and responsibilities</i>	08444 77 08 08 Blackburn House, Ground Floor, 32 Crouch Street, Colchester, CO3 3HH www.citizensadvice.org.uk
<b>Colchester and Tendring Women's Refuge</b> <i>Providing emergency accommodation, advice, outreach services and help for women suffering domestic violence, and their children.</i>	01206 500585 (24 hour line) Outreach Services 01206 867120 www.colchester-refuge.org.uk
<b>Colchester Borough Council Housing Advice</b> <i>Offering advice on the housing options that may be available, whether you are a private tenant, Council tenant or an owner-occupier</i>	01206 282569 Housing Triage - Angel Court, High Street, Colchester, CO1 1ZG (Mon – Fri, 9am – 5pm) housing.options@colchester.gov.uk customerservicecentre@colchester.gov.uk www.colchester.gov.uk
<b>Colchester Cornerstone</b> <i>A multi-agency health and welfare project in the centre of Colchester offering information, advice and support</i>	01206 574256 5/7 Sir Isaacs Walk, Colchester, CO1 1JJ
<b>Colchester General Hospital A &amp; E (Accident &amp; Emergency Services)</b>	01206 747474 Turner Road, Colchester, Essex, CO4 5JR www.nhs.uk
<b>Colchester Jobcentre Plus</b> <i>Providing a wide range of information and services, like benefits, loans and grants and help with finding a job</i>	0800 055 6688 or 0845 6043719 Greytown House, 138, High St, Colchester, CO1 1YJ www.jobcentreplus.gov.uk
<b>Colchester Mind</b> <i>Working to improve the lives of people from all sectors of society experiencing mental health problems</i>	01206 579080 St Marys House, 7 Church Walk, Colchester, CO1 1NS enquiries@colchestermind.org www.colchestermind.org
<b>Colchester NHS Walk-in Centre (North East Essex PCT)</b> <i>Providing non-emergency treatment</i>	01206 314015 Turner Road, Colchester, Essex, CO4 5JR www.nhs.uk Open 7 days a week from 7am-10pm
<b>Colchester Night Shelter</b> <i>A registered charity which has been helping homeless people since 1984</i>	01206 549885 39-41 Alexandra Road, Colchester, CO3 3DF pernille.petersen@colchesternightshelter.org.uk www.colchesternightshelter.org.uk
<b>Colchester Sanctuary Scheme</b> <i>A victim centred initiative which aims to make it possible for victims of domestic abuse to remain safer in their home, should they wish to do so</i>	01206 500585 or 01206 282978 (Coordinators) www.colchester.gov.uk
<b>Colchester Youth Enquiry Service (Y.E.S)</b> <i>A charity that helps support young people between the ages of 11 and 25</i>	01206 710771 (Mon – Fri, 9am – 5pm) 9 Trinity Street (the big pink building), Colchester, CO1 1JN



	<p>info@colchesteryes.org.uk www.colchesteryes.org.uk</p>
<p><b>Community Legal Advice (CLA)</b> <i>A free and confidential advice service in England and Wales paid for by legal aid</i></p>	<p>0845 345 4 345 (Mon – Fri, 9am - 8pm &amp; Sat 9am - 12.30 pm) Text 'legalaid' and your name to 80010</p>
<p><b>Essex Change</b> <i>A domestic abuse prevention programme and associated women's support service. The programme is for men who want to stop abusive behaviour towards women. Sessions are run weekly in Colchester, Harlow, Basildon and Chelmsford</i></p>	<p>0845 372 7701 01245 258680 ext 223 admin@essexchange.org www.essexchange.org</p>
<p><b>Essex Police Domestic Abuse &amp; Safeguarding Team</b> <i>Specialist units set up to provide advice and deal with all reported incidents sensitively and professionally</i></p>	<p>01206 717834 or 101 (non emergency number) Text line 07624 800101 Colchester Police Station, 10 Southway, Colchester, CO3 3BU www.essex.police.uk</p>
<p><b>Essex Social Care Direct</b> <i>Safeguarding Adults</i></p>	<p>0845 603 7630 SocialCareDirect@essexcc.gov.uk Essex House, 200 The Crescent, Colchester Business Park, Colchester, CO4 9YQ</p>
<p><b>Essex Social Services</b> <i>Children or adults at risk of abuse or neglect</i></p>	<p>0845 603 7634 0845 606 1212 (out of hours) www.essex.gov.uk</p>
<p><b>Everyman Project</b> <i>Aiming to help men to change their angry, violent or abusive behaviour (also including <b>Partner Support project</b> for the partners or ex-partners of the men who have been accepted for the counselling programme)</i></p>	<p>0207 263 8884 everymanproject@btopenworld.com www.everymanproject.co.uk Partner Support 0207 263 8894 partnersupport@everymanproject.co.uk</p>
<p><b>EYPDAS</b> <i>Essex Young People's Drug and Alcohol Service (EYPDAS) works across Essex, supporting young people up to age 19, and their families, who are affected by drugs and alcohol, whether it's their own use or someone else's</i></p>	<p>01245 493311 114 Springfield Road: Chelmsford, CM2 6LF www.childrenssociety.org.uk</p>
<p><b>Family Lives</b> <i>A charity that which helps parents deal with the changes that are a constant part of family life</i></p>	<p>0808 800 2222 www.familylives.org.uk</p>
<p><b>Forced Marriage Helpline (Karma Nirvana)</b> <i>Karma Nirvana is a registered Charity that supports victims and survivors of forced marriage and honour based abuse</i></p>	<p>0800 5999 247 (9am - 9pm, 7 days a week, 365 days per year) www.karmanirvana.org.uk</p>
<p><b>Forced Marriage Unit (FMU)</b> <i>FMU is dedicated both to preventing British nationals being forced into marriage overseas and to assisting anyone in the UK faced with the prospect of being forced into a marriage</i></p>	<p>020 7008 0151 www.fco.gov.uk</p>
<p><b>Get Connected</b> <i>Free confidential help for children and young people under 25</i></p>	<p>0808 808 4994 Text 80849 (Mon – Fri, 7pm – 11pm) www.getconnected.org.uk</p>
<p><b>Home-Start Colchester</b> <i>Offering help and support to parents with a child / children under 5</i></p>	<p>01206 865349 2 Thomas Court, East Street, Colchester, CO1 2TR www.homestartcolchester.org.uk</p>
<p><b>Independent Domestic Violence Advisor Service (IDVA)</b> <i>IDVAs are trained specialists who provide a service to victims who are at high risk of harm from intimate</i></p>	<p>01277 357559 sophie.bartlett@victimsupport.org.uk</p>

<i>partners, ex-partners or family members.</i>	
<b>ManKind</b> <i>A national charity that provides help and support for male victims of domestic abuse and domestic violence</i>	01823 334244 <a href="http://www.mankind.org.uk">www.mankind.org.uk</a>
<b>MARAC (Multi Agency Risk Assessment Conference)</b> <i>MARAC is a victim focused process in which the needs of the victims in domestic abuse cases and the risks posed by the perpetrator are considered in a multi-agency forum and a joint safety plan is constructed around the individual</i>	MARAC updates and enquiries 01245 452921 <a href="mailto:MARACESSEX@essex.pnn.police.uk">MARACESSEX@essex.pnn.police.uk</a>  DASH <a href="http://www.dashriskchecklist.co.uk">www.dashriskchecklist.co.uk</a> <a href="http://www.caada.org.uk">www.caada.org.uk</a>
<b>Men's Advice Line</b> <i>Support for male victims of domestic abuse</i>	0808 801 0327 <a href="mailto:info@mensadvice.org.uk">info@mensadvice.org.uk</a> <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a>
<b>MOSAC (Mothers of Sexually Abused Children Support Group)</b> <i>A voluntary organisation supporting all non abusing parents and carers whose children have been sexually abused.</i>	Helpline 0800 980 1958 <a href="http://www.mosac.org.uk">www.mosac.org.uk</a>
<b>National Centre for Domestic Violence (NCDV)</b> <i>The NCDV provides a free, fast emergency service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation</i>	0844 8044 999 Text 'NCDV' to 60777 for a call-back <a href="http://www.ncdv.org.uk">www.ncdv.org.uk</a>
<b>National Domestic Violence Helpline</b> <i>Run in partnership between Women's Aid &amp; Refuge</i>	<b>0808 2000 247</b> 24 hour free phone helpline
<b>NHS Direct</b> <i>The national health line, providing expert health advice, information and reassurance, available 24 hours a day, 365 days a year</i>	0845 4647 <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
<b>National Youth Helpline</b> (formally Connexions) <i>A free, confidential listening service for those aged 13-19</i>	080 800 13 2 19
<b>NSPCC Children Protection National Helpline</b>	0800 800 5000 (24 hour free phone)
<b>Open Road</b> <i>A registered charity that provides support for anyone affected by drugs and alcohol</i>	0844 499 1323 or 0844 507 0040 5a Queen Street, Colchester, CO1 2PG <a href="http://www.openroad.org.uk">www.openroad.org.uk</a>
<b>Outhouse East</b> (formally Colchester Gay Switchboard) <i>Offering support and information to the lesbian, gay, bisexual and trans people of Essex</i>	Office 01206 871394 or 0845 122 23 88 19 East Hill, Colchester, CO1 2QX <a href="http://www.theouthouse.org.uk">www.theouthouse.org.uk</a>
<b>Respect Phone-Line</b> <i>A confidential helpline for domestic abuse perpetrators (male, female, in heterosexual or same-sex relationships), offering information and advice to stop the abuse and change abusive behaviors</i>	0808 802 4040 (Mon – Fri, 10am -1pm & 2pm - 5pm) <a href="mailto:info@respectphoneline.org.uk">info@respectphoneline.org.uk</a> <a href="http://www.respectphoneline.org.uk">www.respectphoneline.org.uk</a>
<b>Rights of Women</b> <i>Telephone legal advice service for women, offering advice and information on sexual violence, harassment and domestic abuse</i>	Family Law Advice Line: 020 7251 6577 Criminal Law & Sexual Violence Advice Line: 020 7251 8887 <a href="http://www.rightsofwwomen.org.uk">www.rightsofwwomen.org.uk</a>
<b>Samaritans</b> <i>Confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, 24 hours a day</i>	08457 90 90 90 (open 24 hours)
<b>SANELINE</b> <i>A UK mental health charity working to improve quality of life for anyone affected by mental illness</i>	0845 767 8000 <a href="http://www.sane.org.uk">www.sane.org.uk</a>

<b>Shelter</b> <i>The Housing &amp; Homeless Charity</i>	0808 800 4444 <a href="http://england.shelter.org.uk/">http://england.shelter.org.uk/</a>
<b>Support-Line</b> <i>Telephone Helpline providing confidential emotional support to Children, Young Adults and Adults on many issue including domestic abuse</i>	01708 765200 info@supportline.org.uk www.supportline.org.uk
<b>Survivors UK</b> <i>Helpline for male victims of rape or sexual abuse</i>	0845 122 1201 info@survivorsuk.org www.survivorsuk.org
<b>TaCMEP (Tendring and Colchester Minority Ethnic Partnership)</b> <i>Supporting black and minority ethnic people who live in the Colchester and Tendring areas</i>	01206 769789 and 01206 500471 Winsleys House, High Street, Colchester, CO1 1UG info@tacmep.org.uk www.tacmep.org.uk
<b>The Hideout</b> <i>A website to help and advise children and young people to understand domestic abuse</i>	www.thehideout.org.uk
<b>This Is Abuse</b> <i>A website with information about teenage relationship abuse</i>	<a href="http://thisisabuse.direct.gov.uk/">http://thisisabuse.direct.gov.uk/</a>
<b>Victim Support</b> <i>Help and support for anyone who has been a victim of crime (also includes <b>Witness Service</b>, offering help and support for those going to court)</i>	0845 30 30 900 (Support Line) 0845 456 5995 (Essex Victim Care Team) supportline@victimsupport.org.uk www.victimsupport.org.uk
<b>Women's Aid</b> <i>The key national charity working to end domestic abuse against women and children</i>	<b>0808 2000 247 (24 hour free helpline)</b> www.womensaid.org.uk
<b>Young Minds</b> <i>A UK charity committed to improving the emotional wellbeing and mental health of children and young people</i>	0207 089 5050 ymenquiries@youngminds.org.uk www.youngminds.org.uk

This directory has been produced by Sonia Carr on behalf of:

**COLCHESTER BOROUGH COUNCIL, COLCHESTER COMMUNITY SAFETY PARTNERSHIP (CSP) & COLCHESTER DOMESTIC ABUSE FORUM (CDAF)**

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