directory of domestic violence services
refuge, emergency accommodation and housing services - page 8

LOCAL
24-hour Domestic Violence Helpline
Asian Women’s Refuge: Southampton
Housing Needs, New Forest District Council
Hyde Housing Association
Raglan Housing
Stonham Housing
Swaythling Housing Association
Twytham Housing Association
Western Challenge Housing Association
Women’s Refuge: New Forest Area

NATIONAL
Jewish Women’s Aid
Shelterline

counselling support and advice services - page 12

LOCAL
Age Concern: New Forest East
Age Concern: New Milton Day Centre
Breakout (Lesbian, Gay, Bi-sexual and Transgender youth project): Southampton
Broken Rainbow
CIS’ters (Childhood Incest Survivors)
Citizens Advice Bureau: Bournemouth
Citizens Advice Bureau: Fordingbridge
Citizens Advice Bureau: Lymington
Citizens Advice Bureau: New Milton
Citizens Advice Bureau: Ringwood
Citizens Advice Bureau: Totton
Citizens Advice Bureau: Waterside
Community Crime Investigation Team (CCIT)
Community Mental Health Team
Community Safety Unit: Hampshire Constabulary
Connexions
Dorset Rape Crisis Line
Gay Community Health Service
It’s Your Choice
New Forest Women’s Services for Domestic Violence
Poole Domestic Violence Project
Relate: Bournemouth, Poole and Christchurch
Relate: Solent
Samaritans: Bournemouth and District Branch
Samaritans: Salisbury and District Branch
Samaritans: Southampton and District Branch
Southampton Counselling
Southampton Counselling & Therapy Centre
Southampton Rape Crisis and Sexual Abuse Counselling Service
Splitz
Victim Support Dorset
Victim Support Hampshire and Isle of Wight - South Western District

NATIONAL
Age Concern
ChildLine
MALE (Men’s Advice Line and Enquiries)
Mankind Initiative (for male victims)
Respect Phoneline
Respond Helpline
Samaritans: National
Victim Supportline
Voice UK
services for black and minority ethnic people experiencing domestic violence - page 26

LOCAL
Access to Communication: Southampton
Asian Women's Refuge: Southampton
Citizens Advice Bureau: Bournemouth
Citizens Advice Bureau: Fordingbridge
Citizens Advice Bureau: Lymington
Citizens Advice Bureau: New Milton
Citizens Advice Bureau: Ringwood
Citizens Advice Bureau: Totton
Citizens Advice Bureau: Waterside
Cultural Diversity Advisory Group

NATIONAL
Chinese Information and Advice Centre (CIAC)
Forced Marriage Unit, Foreign & Commonwealth Office
Muslim Women's Helpline
Solace Domestic Violence Service
Southall Black Sisters

police and legal services - page 32

LOCAL
Brook Oliver Solicitors
CAFCASS: Children and Family Court Advisory Support Services
CGM Solicitors (Hythe office)
CGM Solicitors (Southampton office)
Choices Advocacy
Citizens Advice Bureau: Bournemouth
Citizens Advice Bureau: Fordingbridge
Citizens Advice Bureau: Lymington
Citizens Advice Bureau: New Milton
Citizens Advice Bureau: Ringwood
Citizens Advice Bureau: Totton
Citizens Advice Bureau: Waterside
Coffin, Mew & Clover (Southampton office)
Community Crime Investigation Team (CCIT)
Community Safety Unit: Hampshire Constabulary
Dixon Stewart
Ellis Jones
Hampshire Constabulary
Letchers Solicitors
Lyndhurst Magistrates Court Witness Service
Scott Bailey & Co.
Southampton Crown Court Witness Service
Southampton Magistrates Court Witness Service
Trethowans (Salisbury office)
Trethowans (Southampton office)
Vulnerable Witness Service
Winchester Crown Court Witness Service

NATIONAL
Community Legal Service Direct
Divorce Online

children, families and young peoples' services - page 42

LOCAL
Adults' and Childrens' Services (Hythe office)
Adults' and Childrens' Services (Lymington office)
CAFCASS: Children and Family Court Advisory Support Services
Connexions
County Youth Service
Education Welfare Service
Hampshire Family Mediation
NSPCC Hampshire Child Protection Centre: Southampton
S*TAR Project (Southampton Together Against Rape)

NATIONAL
ChildLine
Child Support Agency
NSPCC Child Protection Helpline

medical and health services - page 47

LOCAL
Community Mental Health Team
Emergency Dept: Southampton University Hospitals NHS Trust
Gay Community Health Service
Hythe Hospital and Medical Centre
Lymington Hospital
New Forest Drug and Alcohol Treatment Service
Options - Alcohol and Drugs Information Service
Southampton NHS Walk-in Centre: Bitterne
Southampton NHS Walk-in Centre: Shirley
Safeguarding Children Team
(Hampshire Primary Care Trust)
Southampton Working Women's Project

NATIONAL
ADFAM
FRANK Drugs Helpline
NHS Direct

access/miscellaneous services - page 52

LOCAL
Access to Communication: Southampton
Body Positive Dorset
Central Southern Security Ltd.
Dorcas
Hampshire Deaf Association
Job Centre Plus (Bournemouth and Christchurch)
Job Centre Plus (Southampton)
Ribbons Centre/Charlotte Jackson Trust
SCRATCH (Southampton City and Region Action to Combat Hardship)
Domestic Animals
refuge, emergency accomodation and housing services
LOCAL

24-hour Domestic Violence Helpline

Services provided to people and families experiencing domestic violence: A service for both men and women suffering domestic violence. This is a 24-hour helpline offering independent advice and referrals for refuge accommodation.

Telephone: 01202 547755
Times available: 24 hours

Asian Women's Refuge: Southampton

Services provided to people and families experiencing domestic violence: Refuge accommodation for women and their children who are escaping domestic violence. Priority is given to women with an Asian background although the service is open to women from other ethnicities. Each case will be assessed either by a telephone conversation or face-to-face interview. The refuge does not accept women with severe alcohol, drug or mental health problems.

Address: c/o Stonham Housing Association
30 Oxford Street
Southampton
SO14 3DJ

Telephone: 023 8033 9500

Geographical Area: Southampton and National

Times available: Referrals for the refuge are taken during office hours, 9.00am - 5.00pm Monday to Friday. Outside these times there is an answer machine service.

Referral Policy:
Self-referral
Other agency referral
Referral onto other agencies
Will consider referrals from other ethnicities

Housing Needs, New Forest District Council

Services provided to people and families experiencing domestic violence: Please contact the council for options available.

Address: Appletree Court
Lyndhurst, Hampshire
SO43 7PA

Telephone: 023 8028 5234
Website: www.newforest.gov.uk

Geographical Area: New Forest District

Times available: 8.45am - 5.15pm Monday to Friday

Hyde Housing Association

Services provided to people and families experiencing domestic violence: Emergency moves and transfers.

Address: 63 St Mary Street
Southampton
SO14 1NU

Telephone: 023 8033 7334
Email: hampshire.cst@hyde-housing.co.uk
Website: www.hyde-housing.co.uk

Geographical Area: Hampshire

Times available: 9.00am - 5.00pm Monday to Friday. Outside these times there is an answer machine service.

Referral Policy: Nominations by local authority
Raglan Housing

Telephone: 0845 070 7772
Geographical Area: Various throughout England
Times Available: 9.00am - 5.00pm Monday to Friday
Referral Policy: Dependent upon area/location

Stonham Housing

Services provided to people and families experiencing domestic violence: Can help find refuge accommodation for women and children escaping domestic violence.

Address:
30 Oxford Street
Southampton
SO14 3DJ

Telephone: 023 8033 1593
Fax: 023 8023 4869
Website: www.stonham.org.uk

Geographical Area: Hampshire and the Isle of Wight

Times available: 9.00am - 5.00pm Monday to Friday. Outside these times there is answer machine service

Referral Policy: Self-referral

Swaythling Housing Association

Address:
Collins House
Bishopstoke Road
Eastleigh
SO50 6AD

Telephone: 023 8062 8000
Email: info@swayhs.org.uk
Website: www.swayhs.org.uk

Geographical Area: Hampshire, parts of Dorset, parts of Wiltshire

Times available: Customer Service Centre:
9.00am - 5.00pm Monday to Friday. Outside these times there is an answer machine service

Referral Policy: Nominations by local authority

Twynham Housing Association

Address:
2nd Floor, Dolphin House
Wick Lane
Christchurch
Dorset
BH23 1HX

Telephone: 01202 460460 or 01635 237503 (24-hour emergency helpline for the homeless)
Fax: 01202 479303
Email: info@twynham-housing.co.uk
Website: www.twynham-housing.co.uk

Geographical Area: Christchurch

Times Available: Office:
9.00 - 5.00pm Monday to Friday

Emergency helpline for the homeless:
24 hours

Referral Policy: Nominations by local authority

Western Challenge Housing Association

Address:
Spinnaker House
Grange Road
Christchurch
Dorset
BH23 4GE

Telephone: 01425 283600 (call centre)
01425 283555 (residents’ helpline)
Fax: 01425 283555
Email: call.centre@westernchallenge.co.uk
Website: www.westernchallenge.co.uk

Geographical Area: Andover, Bristol, Cornwall, Devon, Dorset, Portsmouth and Southampton

Times Available: Call centre:
9.00am - 5.00pm

Residents’ helpline:
8.00am - 6.00pm. In the case of an emergency (such as a water leak), residents can also phone the helpline between 6.00pm and 8.00am.

Referral Policy: Nominations by local authority
Women's Refuge: New Forest Area

Services provided to people and families experiencing domestic violence: Temporary, emergency accommodation for women and their children experiencing domestic violence. Outreach service which women can phone for help and advice.

**Telephone:**
Office: 023 8084 1922
Outreach Service - 24 hours: 07921 483688

**Fax:** 023 8084 1922

**Geographical Area:** New Forest area

**Times available:** 9.00am - 4.30pm Monday to Friday. Outside these times there is an answer machine service.

**Outreach service is available 24 hours**

**Referral Policy:**
Self-referral
Other agency referral
Referral onto other agencies

NATIONAL

Jewish Women's Aid

Services provided to people and families experiencing domestic violence: The only refuge in Europe accommodating Jewish women and children’s needs. All refuge facilities and services are Kosher and Shabbat observant.

Outreach services supporting women and children who wish to remain at home or who are moving into independent accommodation. National free helpline (strictly confidential and untraceable).

**Address:**
PO Box 2670
London
N12 9ZE

**Telephone:** Office: 020 8445 8060

**National freephone helpline:** 0800 591 203

Fax: 020 8445 0305
Email: info@jwa.org.uk
Website: www.jwa.org.uk

**Geographical Area:** National

**Times Available:** Office opening hours: 9.00am - 5.00pm Monday to Thursday. Hours vary on Friday due to Shabbat.

**National freephone helpline:** 9.30am - 9.30pm Monday to Thursday (answer phone thereafter, messages picked up daily).

**Referral policy:**
Accept self or agency referrals for the refuge.
Self-referrals for other services.
Normally conduct face-to-face meeting.

Admission guidelines are followed. Require proof of I.D. for refuge. Women can access other services anonymously. May offer emergency overnight accommodation providing assessment criteria is met.

**Additional Information:**
Refuge: limited wheelchair access. Accessible front and main entrance, garden, living room and bedrooms. Adapted shower. Suitable for a partially mobile person.

Shelterline

Services provided to people and families experiencing domestic violence: Shelterline is Britain’s first 24-hour, free national housing helpline. It provides advice to anyone with a housing problem whatever time you need it, wherever you are in Britain.

**Address:**
PO Box 1477
Sheffield
S1 4YQ

**Telephone:** 0808 800 44 44 (freephone)
Minicom (for deaf people): 0808 800 44 44 (freephone)

**Email:** info@shelter.org.uk
**Website:** www.shelter.org.uk

**Geographical Area:** National

**Times Available:** 24 hours, 365 days a year

**Referral Policy:** Self-referral
counselling support and advice services
LOCAL

Age Concern: New Forest East

Services provided to people and families experiencing domestic violence: Information and advice for older people (50+), their relatives and carers.

Address:
Southward House
No. 2 Beaulieu Road
Dibden Purlieu
Southampton
SO45 4PT

Telephone: 023 8084 1199
Fax: 023 8020 7713
Email: ageconcernnfe@btconnect.com

Geographical Area: New Forest East (Fawley, Exbury, Beaulieu, Ashurst, Hythe and Dibden, Marchwood, Totton, Netley Marsh, Copythorne, Bramshaw, Minstead, Lyndhurst)

Times Available: 10.00am - 1.00pm Monday to Friday. Outside these times there is an answer machine service

Age Concern: New Milton Day Centre

Services provided to people and families experiencing domestic violence: Information and advice for older people (50+), their relatives and carers.

Address:
Gore Grange Day Centre
Jowitt Drive
New Milton
BH25 6SB

Telephone: 01425 618761
Fax: 01425 618761

Geographical Area: New Milton

Times Available: 9.00am - 4.30pm Monday to Thursday

Breakout (Lesbian, Gay, Bi-sexual and Transgender youth project): Southampton

Services provided to people and families experiencing domestic violence: Support, advice and information for young people aged 13-25 years old, specifically for all aspects of sexual identity and relationships. Activities, weekly social group 7.00pm - 9.30pm.

Address:
City Youth Services
City Base
100 High Street
Southampton
SO14 2AA

Telephone: 023 8022 3344 or 07860 444673
Email: mary.lukins@southampton.gov.uk
Website: www.breakoutyouth.co.uk

Geographical Area: Southampton city wide

Times Available: 10.00am - 5.00pm Monday to Friday

Referral Policy:
Self-referral: telephone for an appointment, Third party, Referral onto other agencies

Broken Rainbow

Provides support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

Telephone: 08452 60 44 60
Mondays to Fridays 9am - 1pm and 2pm - 5pm Staffed by LGBT people.

Website: www.broken-rainbow.org.uk
CIS'ters (Childhood Incest Survivors)

Services provided to people and families experiencing domestic violence: Support group for adult women who experienced sexual abuse as children. Survivor workshops (i.e. topic-based). Newsletter.

**Address:**
PO Box 119
Eastleigh
Hampshire
SO50 9ZF

**Telephone:** 023 8033 8080 (answer phone)

**Geographical Area:** All group meetings held in Southampton. Accessed by women from all over Hampshire and beyond.

**Times Available:** Group meets twice a month on a Friday evening. Also holds a number of one-day, half-day workshops per year, plus an annual residential weekend.

**Referral Policy:** Self-referral only

Citizens Advice Bureau: Bournemouth

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

**Address:**
The West Wing of the Town Hall
Bourne Avenue
BH2 6DX

**Telephone:** Advice line: 08701 222303
Admin and appointments: 01202 290967

**Email:** admin@bournemouthcab.co.uk (although Bournemouth CAB has a policy of not advising people via e-mail, exceptions will be made where no alternative means of contact is possible)

**Geographical Area:** Case work is restricted to the Bournemouth area.

**Times Available:** Office hours and drop-in:
10.00am - 4.00pm Monday to Friday.

**Referral Policy:**
Self-referral
Third party referral
Referral onto other agencies

Citizens Advice Bureau: Fordingbridge

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

**Address:**
School House
Provost Street
Fordingbridge
SP6 1AY

**Telephone:** 01425 652643
Fax: 01425 652643
Website: www.adviceguide.org.uk

**Geographical Area:** New Forest North

**Times Available:** 10.00am - 12.30pm Monday and Wednesday, 1.30pm - 4.00pm Friday
Appointments available

**Referral Policy:**
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Lymington

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

**Address:**
91-92 High Street
Lymington
Hampshire
SO41 9AP
Citizens Advice Bureau: New Milton

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

Address:
2 Ashley Road
New Milton
Hampshire
BH25 6AS

Telephone: 0870 126 4007
Fax: 01425 629847
Website: www.adviceguide.org.uk

Times Available:
10.00am - 4.00pm Monday
(personal and telephone advice)
10.00am - 1.00pm Tuesday (personal and telephone advice) 1.00pm - 4.00pm Tuesday (telephone advice)
10.00am - 1.00pm Wednesday, Thursday and Friday (personal and telephone advice)

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

---

Citizens Advice Bureau: Ringwood

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

Address:
5 Friday's Court
High Street
Ringwood
BH26 1AB

Telephone: 01425 473330
Fax: 01425 480521
Website: www.adviceguide.org.uk

Geographical Area: New Forest North

Times Available:
10.00am - 4.00pm Monday
3.30pm - 6.30pm Tuesday
10.00am - 12.45pm Wednesday, Thursday and Friday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

---

Citizens Advice Bureau: Totton

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

Address:
91 Junction Road
Totton
Southampton
Hampshire
SO40 3BU

Telephone: 0870 126 4089
Fax: 023 8087 2534
Website: www.adviceguide.org.uk
Geographical Area: New Forest North

Times Available:
10.00am - 2.00pm Monday, Wednesday and Friday
Telephone, write, e-mail or drop-in to make an appointment

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Waterside

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

Address:
The Grove
25 St John’s Street
Hythe
Southampton
Hampshire
SO45 6BZ

Telephone: 0870 126 4089
Email: watersidecab@aol.com
Website: www.adviceguide.org.uk

Times Available: 10.00am - 2.00pm Monday to Friday
Telephone, write, e-mail or drop-in to make an appointment

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Community Mental Health Team

Services provided to people and families experiencing domestic violence: Offering therapies for people with serious mental health issues.

Address:
67-69 Ringwood Road
Totton
Southampton
Hampshire
SO40 8DX

Telephone: 023 8086 8886.
Outside these times there is an answer machine service.
Fax: 023 8066 6981

Geographical Area: New Forest and Waterside area

Times Available:
9.00am - 5.00pm Monday to Thursday
9.00am - 4.30pm Friday

Referral Policy: Referral by doctor only

Community Safety Unit: Hampshire Constabulary

Services provided to people and families experiencing domestic violence: Providing ongoing support to people reporting domestic violence or who are involved in the prosecution of their abusers.

Address:
Eastleigh Police Station
Leigh Road
Eastleigh
SO50 9DG
Connexions

Services provided to people and families experiencing domestic violence: Connexions provides information, advice and guidance to young people (13-19 years old) on a wide range of topics including employment, training, education and personal issues. This service can be accessed from Personal Advisers in schools, colleges and other community settings.

Address:
The Connexions Centre Applemore
Claypits Lane
Dibden
SO45 5TN

Telephone:
Office: 023 8087 7960
Connexions Direct: 0808 001 3219
Send a text to: 07766 413219
Fax: 023 8087 7961
Website: www.connexions-southcentral.com
www.connexions-direct.com

Geographical Area: New Forest

Times Available:
2.00pm - 5.00pm Monday
2.00pm - 8.00pm Tuesday
10.00am - 1.00pm Thursday

Referral Policy: self-referral

Third party such as Personal Adviser, subject to the young person’s consent.

Dorset Rape Crisis Line

Services provided to people and families experiencing domestic violence: A listening service for women who have been raped.

Telephone: 01202 547445
Geographical Area: Dorset

Times Available:
1.00pm - 3.00pm Monday
10.00am - 12.00pm Tuesday
8.00pm - 10.00pm Wednesday, Thursday and Friday
4.00pm - 6.00pm Saturday

Referral Policy: Self-referral

Gay Community Health Service

Services provided to people and families experiencing domestic violence: Offers advocacy, information and advice to gay or bisexual men and women. Also offers sexual health services for men.

Address:
82a Northam Road
Southampton
SO14 0QB

Telephone: 023 8023 5111
Email: info@gchs.org.uk

Geographical Area: Southampton city wide

Times Available: Call for an appointment

Referral Policy:
Self-referral: telephone
Third party
Referral onto other agencies

It's Your Choice

Services provided to people and families experiencing domestic violence: Offers advice, information and counselling to young people aged between 12 and 25 on a broad range of subjects.

Address:
37 Salisbury Road
Totton
Southampton
SO40 3HX
New Forest Women’s Services for Domestic Violence

Services provided to people and families experiencing domestic violence: Outreach service which women can phone for help and advice.

**Telephone:**
- Office: 023 8084 1922
- Outreach Service: 07921 483688

**Times available:**
- 9.00am - 4.30pm Monday to Friday.
- Outside these times there is an answer machine service.
- Outreach service is available 24 hours

**Referral Policy:**
- Self-referral
- Other agency referral
- Referral onto other agencies

Poole Domestic Violence Project

Services provided to people and families experiencing domestic violence: Working with men and women who have suffered domestic violence. Outreach service providing practical and emotional support. There is an advice line and drop-in service although one-to-one meetings are available if preferred. Counselling is offered as well as information on health, benefits, housing solicitors, finance and police. Time and space is given for people to consider and make informed choices. There is a Child Support Worker to give emotional support to children who have suffered domestic violence.

**Telephone:** 01202 748488 (24-hour helpline)

**Times available:** 24 hours

Relate: Bournemouth, Poole and Christchurch

Services provided to people and families experiencing domestic violence: Couple counselling for adults in an adult relationship, including people in same sex relationships. Individual counselling for people with relationship issues, who are in a relationship currently or after a relationship has ended. Family counselling is also available, if appropriate.

**Address:**
1 Stratfield Saye
20-22 Wellington Road
Bournemouth
BH8 8JN

**Telephone:** 01202 311231
**Fax:** 01202 311262
**Email:** relate@btinternet.com
**Website:** www.relate-bournemouth.org.uk

**Geographical Area:** Bournemouth, Poole and Christchurch

**Times Available:**
- 9.00am - 1.00pm and 5.00pm - 9.00pm Monday
- 9.00am - 9.00pm Tuesday and Wednesday
- 1.00pm - 9.00pm Thursday
- Outside these times there is an answer machine service.

**Referral Policy:**
- Self-referral
- Other agency referral

**Additional Information:**
We are able to offer counselling to couples, in appropriate circumstances, where violence is a feature of their relationship, if both partners want the violence to end and can commit to working towards that. Counsellors who work with domestic violence issues have undergone additional specific training.
Relate: Solent

Services provided to people and families experiencing domestic violence: Couple counselling for adults in an adult relationship, including people in same sex relationships. Individual counselling for people with relationship issues, who are in a relationship currently or after a relationship has ended. Family counselling is also available, if appropriate.

Address:
3 Kings Park Road
Southampton
SO15 2AT

Telephone: 023 8022 9761
Email: information@relatesolent.fsnet.co.uk
Website: www.relate.org.uk

Geographical Area: Southampton city wide

Times Available: Telephone:
9.30am - 9.00pm Monday to Thursday
9.30am - 1.30pm Friday

Counselling:
Every evening Monday to Thursday and weekday daytimes.

Counselling sessions are also held in Marchwood every Tuesday morning. Please phone for an appointment on the above number.

Referral Policy: Self-referral

Additional Information:
We are able to offer counselling to couples, in appropriate circumstances, where violence is a feature of their relationship, if both partners want the violence to end and can commit to working towards that. Counsellors who work with domestic violence issues have undergone additional specific training.

Samaritans: Bournemouth and District Branch

Services provided to people and families experiencing domestic violence: Confidential, non-judgmental emotional support and listening service for those who are in despair, crisis or feeling suicidal.

Address:
1 Durrant Road
Bournemouth
BH2 6LE

Telephone: 01202 551999
Email: jo@samaritans.org
Website: www.samaritans.org.uk

Geographical Area: Bournemouth and District

Times Available: Telephone Service:
24 hours, 365 days a year
Drop-in: 9.00am - 9.00pm, 365 days a year

Referral Policy: Self-referral

Additional Information:
The Samaritans are there when things get too much. They will listen to how you feel, no matter what the reason is. They will not tell you what to do or tell anyone about your call, or you, unless that is what you want.
You don’t even have to give them your name.
Samaritans volunteers can be any age from 18 years up. They are ordinary people from all lifestyles who are just good listeners.

Samaritans: Salisbury and District Branch

Services provided to people and families experiencing domestic violence: Confidential, non-judgmental emotional support and listening service for those who are in despair, crisis or feeling suicidal.

Address:
42 Milford Street
Salisbury
SP1 2BP

Telephone: 01722 323355
Email: jo@samaritans.org
Website: www.samaritans.org.uk

Geographical Area: Salisbury and District

Times Available:
Telephone Service: 24 hours, 365 days a year
Drop-in: 9.00am - 9.00pm, 365 days a year

Referral Policy: Self-referral
Additional Information:
The Samaritans are there when things get too much. They will listen to how you feel, no matter what the reason is. They will not tell you what to do or tell anyone about your call, or you, unless that is what you want.

You don't even have to give them your name.
Samaritans volunteers can be any age from 18 years up. They are ordinary people from all lifestyles who are just good listeners.

Samaritans: Southampton and District Branch
Services provided to people and families experiencing domestic violence: Confidential, non-judgmental emotional support and listening service for those who are in despair, crisis or feeling suicidal.

Address:
11 College Place
London Road
Southampton
SO15 3FE

Telephone: 023 8063 2888
Email: jo@samaritans.org
Website: www.samaritans.org.uk

Geographical Area: Southampton and District

Times Available:
Telephone Service: 24 hours, 365 days a year
Drop-in: 8.00am - 10.00pm, 365 days a year

Referral Policy:
Self-referral for both telephone and drop-in services

Samaritans volunteers can be any age from 18 years up. They are ordinary people from all lifestyles who are just good listeners.

Southampton Counselling
Services provided to people and families experiencing domestic violence: Aims to help individuals with problems by offering an individual counselling service.

Address:
Union Road
Northam
Southampton
Hampshire
SO14 0PT

Telephone: 023 8063 9966
Email: info@southamptoncounselling.org
Website: www.southamptoncounselling.org

Times Available:
10.00am - 3.00pm Monday to Friday. Outside these times there is an answer machine service

Referral Policy: Third party referral, mostly by GPs

Southampton Counselling & Therapy Centre
Services provided to people and families experiencing domestic violence: Counselling service for both men and women on a wide range of issues.

Address:
PO Box 1263
Southampton
SO14 0XJ

Telephone: 023 8023 3763
Fax: 023 8023 3763
Email: sctc@tesco.net

Geographical Area: Southampton, Winchester, the New Forest, Eastleigh and Romsey

Times Available:
11.30am - 4.30pm Tuesday and Thursday. Outside these hours there is an answer machine service

Third party referrals, although GPs and health professionals normally ask the patients to contact the counselling service themselves.
Southampton Rape Crisis and Sexual Abuse Counselling Service

Services provided to people and families experiencing domestic violence: A range of advice, information and counselling for people, both male and female (over the age of 12) who have been raped or sexually abused at any time in their lives. Telephone helpline and face-to-face counselling available. Third parties can only access the telephone helpline.

There is a group for adult female survivors of child sexual abuse.

From October 2006 there will be a group for mothers of children who have been sexually abused.

Address:
PO Box 1401
Southampton
SO18 9AD

Telephone:
Admin: 023 8063 6312
Helpline: 023 8063 6313
Text Phone: 023 8063 6314
Email: info@sotonrc.org.uk
Website: www.southamptonrapecrisis.org.uk

Geographical Area:
Southampton and central Hampshire

Times Available: Telephone helpline:
7.00pm - 10.00pm Sunday and Monday
10.00am - 1.00pm Tuesday
1.00pm - 4.00pm Thursday
Telephone answer phone at other times; please leave a message to be called back.

Referral Policy:
Self-referral
Third party referral
Referral to other agencies

Additional information:
• A Punjabi- speaking counsellor is available and also a qualified signer.
• The service is also for partners, relatives and friends and anyone who wants to talk about the effects of an unwanted sexual encounter, including sexual assault and sexual harassment.

The service also provides advice, information and if appropriate, counselling to those who are supporting someone around these issues, either through their work or their personal lives.

Splitz

Services provided to people and families experiencing domestic violence: A support service working with families and tackling domestic abuse. They are non-judgmental and listen without prejudice. They also offer specialist support and group initiatives for:

• lone mothers who have experienced domestic violence
• children who have witnessed parental violence
• separated fathers who want to help change inappropriate behaviour patterns

Address:
Splitz Support Service
29 Duke Street
Trowbridge
BA14 8EA

Telephone: 0845 600 1945
Send a text to 07793 190022
Fax: 01225 774405
Email: splitz@splitz.org
Website: www.splitz.org

Geographical Area: Wiltshire

Times Available:
9.00am - 5.00pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy:
Self-referral
Third party referral
Victim Support Dorset

Services provided to people and families experiencing domestic violence: A national charity that offers free, confidential and independent help and support to those who have been victims of crime, irrespective of whether it has been reported to the police.

Address:
Unit 2e, Sunrise Business Park
Blandford Forum
DT11 8ST

Telephone: 01258 453100
Fax: 01258 453239
Email: vsdorset@victimsupport.org.uk

Geographical Area: Dorset

Times Available:
9.00am - 4.30pm.
Outside these hours there is an answer machine service.

Referral Policy:
Self-referral
Other agency referral with victim's consent
Referral onto other agencies

Additional Information:
Trained volunteers are available to offer support and information about options and other organisations that can help. They will listen in a non-judgmental way and respect the client's decision; no matter how many times help is sought. Support can either be on the telephone or face-to-face in a safe location.

• Time to talk about the issues
• Information and advice about options available
• Liaison with other agencies
• Information about the criminal justice system
• Compensation applications
• Advice on personal safety
• Form filling referral to other agencies
• The witness service

Victim Support Hampshire and Isle of Wight - South Western District

Services provided to people and families experiencing domestic violence: A national charity that offers free, confidential and independent help and support to those who have been victims of crime, irrespective of whether it has been reported to the police.

Address:
6 Northlands Road
Southampton
SO15 2LF

Telephone: 023 8023 7348
Fax: 023 8023 4832
Email: vs.southwestern@victimsupport-hiow.org.uk
Website: www.victimsupport.org

Geographical Area: Eastleigh, New Forest, Southampton

Times Available:
10.00am - 4.30pm Monday to Friday.
Outside these hours there is an answering machine service. Appointments by prior arrangement.

Referral Policy:
Self-referral: telephone for an appointment
Other agency referral
Referral onto other agencies

Additional Information:
Trained volunteers are available to offer support and information about options and other organisations that can help. They will listen in a non-judgmental way and respect the client's decision; no matter how many times help is sought. Support can either be on the telephone or face-to-face in a safe location.

• Time to talk about the issues
• Information and advice about options available
• Liaison with other agencies
• Information about the criminal justice system
• Compensation applications
• Advice on personal safety
• Form filling referral to other agencies
• The witness service
**NATIONAL**

**Age Concern**

Services provided to people and families experiencing domestic violence: Information and advice for older people (50+), their relatives and their carers.

**Address:**
Astral House  
1268 London Road  
London  
SW16 4ER  

**Telephone:**
Helpline: 0800 00 99 66  
Office: 020 8765 7200

**Geographical Area:** England

**Times Available:**
Helpline: 8.00am - 7.00pm Monday to Sunday

---

**ChildLine**

Services provided to people and families experiencing domestic violence: ChildLine is the UK's free helpline for children and young people in trouble or danger. It provides a confidential telephone counselling service for any child with any problem, 24 hours a day, every day. It comforts, advises and protects. Where a child is in danger, ChildLine works with other helping agencies to ensure the child's protection.

**Address:**
Freepost 1111  
London  
NR1 0BR

**Telephone:** 0800 11 11  
The Line (for children living away from home): 0800 884444  
Text Phone: 0800 400 222

**Website:** www.childline.org.uk

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm Monday to Thursday

**Referral Policy:**
Open to all professionals working with any man and open to any member of the public via helpline.

**Additional Information:**
Website provides information for victims, perpetrators and professionals and includes articles and research about issues of masculinity, men's violence and men's role in supporting genuine equality.

---

**MALE (Men's Advice Line and Enquiries)**

Services provided to people and families experiencing domestic violence: Emotional and practical advice for men irrespective of sexuality identifying as victims. Signposting for victims and men who want to stop being abusive. Advice and training for professionals. Pro-feminist and male-positive perspective. Works closely with Women's Aid, Refuge, Respect and Broken Rainbow.

**Address:**
6 Victoria Terrace  
Millbay Road  
Plymouth  
PL1 3LP

**Telephone:** 0845 064 6800

**Email:** info@mensadvice-line.org.uk

**Website:** www.mensadvice-line.org.uk

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm Monday to Friday and 9.30am - 8.00pm Saturday and Sunday

**Referral Policy:** Self-referral

**Additional Information:**
ChildLine has now merged with the NSPCC.
Mankind Initiative (for male victims)

Services provided to people and families experiencing domestic violence: Advice and support for male victims of domestic abuse. Can in some cases place people in men’s refuges.

**Address:**
Head Office
Municipal Building
Corporation Street
Taunton
Somerset
TA1 4AQ

**Telephone:** 0870 794 4124
**Website:** www.mankind.org.uk

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm and 7.00pm - 9.00pm Monday to Friday. Outside these times there is an answer machine service.

**Referral Policy:**
Self-referral
Referral onto other agencies

Respect Phoneline

Services provided to people and families experiencing domestic violence: A service for people who are looking for information and advice to help them stop their abusive or violent behaviour towards their partners. We can discuss about abusive behaviours, focusing on the abused partner’s (and children’s) safety. We don’t provide counselling or undertake ongoing phone work. We signpost men to domestic violence perpetrator programmes (where these are available).

A phone interpreting service is available for those who do not speak English.

**Telephone:**
0845 122 8609
Text Phone: 18001 0845 122 8609
**Email:** info@respect.uk.net
**Website:** www.respect.uk.net

**Geographical Area:** England and Wales

**Times Available:**
10.00am - 1.00pm and 2.00pm - 5.00pm
Monday and Friday
10.00am - 1.00pm and 2.00pm - 8.00pm
Tuesday and Wednesday

Respond Helpline

Services provided to people and families experiencing domestic violence: Helpline provides advice, information and counselling support to people with learning disabilities who have experienced significant trauma, especially from sexual and other forms of abuse. This includes domestic violence and its effects.

We also provide services to people with learning difficulties who have had bereavements. We also support the families and carers of people with learning difficulties, as well as professionals.

**Address:**
Third Floor
24-32 Stephenson Way
London
NW1 2HD

**Telephone:** 08088 080700
**Email:** admin@respond.org.uk
**Website:** www.respond.org.uk

**Geographical Area:** UK

**Times Available:**
1.30pm - 5.00pm Monday, Wednesday and Friday
2.00pm - 7.00pm Tuesday and Thursday

**Referral Policy:** The helpline is open to anyone with learning disabilities. However the person has to make contact with the helpline themselves, which can be done by email as well as by telephone.

**Additional Information:**
The Respond helpline is also open to children and young people with learning disabilities.
Samaritans: National

Services provided to people and families experiencing domestic violence: Confidential, non-judgmental emotional support and listening service for those who are in despair, crisis or feeling suicidal.

**Telephone:** 08457 90 90 90
**Email:** jo@samaritans.org
**Website:** www.samaritans.org.uk

**Geographical Area:** National

**Times Available:** Telephone Service: 24 hours, 365 days a year

**Referral Policy:** Self-referral

Victim Supportline

Services provided to people and families experiencing domestic violence: Telephone support, information and advice for anyone who has been affected by crime.

**Address:**
PO Box 11431
London
SW9 6ZH

**Telephone:** 0845 30 30 900 (local rates)
**Email:** supportline@victimsupport.org.uk
**Website:** www.victimsupport.org.uk

**Geographical Area:** National

**Times Available:**
9.00am - 9.00pm Monday to Friday
9.00am - 7.00pm weekends
9.00am - 5.00pm bank holidays

**Referral Policy:**
Self-referral
Other agency referral
Referral onto other agencies

**Additional Information:**
Trained personnel will answer calls and all calls are confidential.

Freephone 24-hour National Domestic Violence Helpline (run in partnership between Women's Aid and Refuge)

Services provided to people and families experiencing domestic violence: Support, information and if possible, places of safety for abused women and children.

**Telephone:** 0808 2000 247
**Email:** helpline@womensaid.org.uk
**Website:** www.womensaid.org.uk

**Geographical Area:** National

**Times Available:** 24 hours

**Referral Policy:** Any

Voice UK

Services provided to people and families experiencing domestic violence: Supporting people with learning disabilities who have experienced crime or abuse, their families, carers and professional workers.

**Address:**
Wyvern House
Railway Terrace
Derby
DE1 2RU

**Telephone:** 01332 295775
**Email:** voice@voiceuk.org.uk
**Website:** www.voiceuk.org.uk

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm Monday to Friday

**Referral Policy:**
Self-referral
Other agency referral
Referral onto other agencies
services for black and minority ethnic people experiencing domestic violence
LOCAL

Access to Communication: Southampton

Services provided to people and families experiencing domestic violence: Not a domestic violence service but able to provide translation and interpreting services to assist access to other services.

Address:  
Fairways House  
Mount Pleasant Road  
Southampton  
SO14 0SP

Telephone:  
023 8024 1300 or 023 8024 1301

Email: angela.wyatt@scpct.nhs.uk  
or camy.bailey@scpct.nhs.uk

Geographical Area:  
Southampton city wide and the New Forest

Times Available:  
8.30am - 4.45pm Monday to Friday

Referral Policy:  Third party

Asian Women's Refuge: Southampton

Services provided to people and families experiencing domestic violence: Refuge accommodation for women and their children who are escaping domestic violence. Priority is given to women with an Asian background although the service is open to women from other ethnicities. Each case will be assessed either by a telephone conversation or face-to-face interview. The refuge does not accept women with severe alcohol, drug or mental health problems.

Address:  
c/o Stonham Housing Association  
30 Oxford Street  
Southampton  
SO14 3Dj

Telephone:  023 8033 9500

Geographical Area:  Southampton and National

Times available:  
Referrals for the refuge are taken during office hours, 9.00am - 5.00pm Monday to Friday. Outside these times there is an answer machine service.

Referral Policy:  
Self-referral  
Other agency referral  
Referral onto other agencies  
Will consider referrals from other ethnicities

Citizens Advice Bureau: Bournemouth

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

Address:  
The West Wing of the Town Hall  
Bourne Avenue  
BH2 6DX

Telephone:  
Advice line: 08701 222303  
Admin and appointments: 01202 290967

Email: admin@bournemouthcab.co.uk (although Bournemouth CAB has a policy of not advising people via e-mail, exceptions will be made where no alternative means of contact is possible)

Geographical Area:  Case work is restricted to the Bournemouth area

Times Available:  
Office hours and drop-in: 10.00am - 4.00pm Monday to Friday.

Referral Policy:  
Self-referral  
Third party referral  
Referral onto other agencies
Citizens Advice Bureau: Fordingbridge

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

Address:
School House
Provost Street
Fordingbridge
SP6 1AY

Telephone: 01425 652643
Fax: 01425 652643
Website: www.adviceguide.org.uk

Geographical Area: New Forest North

Times Available:
10.00am - 12.30pm Monday and Wednesday
1.30pm - 4.00pm Friday
Appointments available

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Lymington

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

Address:
91-92 High Street
Lymington
Hampshire
SO41 9AP

Telephone: 0870 126 4092
Fax: 01590 677868
Website: www.adviceguide.org.uk

Times Available:
10.00am - 4.00pm Monday (personal and telephone advice)
10.00am - 1.00pm Tuesday (personal and telephone advice) 1.00pm - 4.00pm Tuesday (telephone advice)
10.00am - 1.00pm Wednesday, Thursday and Friday (personal and telephone advice)

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: New Milton

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

Address:
2 Ashley Road
New Milton
Hampshire
BH25 6AS

Telephone: 0870 126 4007
Fax: 01425 629847
Website: www.adviceguide.org.uk

Times Available:
10.00am - 12.30pm and 1.30pm - 3.30pm Monday, Tuesday and Thursday
1.30pm - 6.00pm Wednesday
10.00am - 12.30pm Friday and Saturday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies
Citizens Advice Bureau: Ringwood

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

Address:
5 Friday's Court
High Street
Ringwood
BH26 1AB

Telephone: 01425 473330
Fax: 01425 480521
Website: www.adviceguide.org.uk

Geographical Area: New Forest North

Times Available:
10.00am - 4.00pm Monday
3.30pm - 6.30pm Tuesday
10.00am - 12.45pm Wednesday, Thursday and Friday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Totton

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

Address:
91 Junction Road
Totton
Southampton
Hampshire
SO40 3BU

Telephone: 0870 126 4089
Email: watersidecab@aol.com
Website: www.adviceguide.org.uk

Times Available:
10.00am - 2.00pm Monday to Friday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Waterside

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

Address:
The Grove
25 St John's Street
Hythe
Southampton
Hampshire
SO45 6BZ

Telephone: 0870 126 4089
Email: watersidecab@aol.com
Website: www.adviceguide.org.uk

Times Available:
10.00am - 2.00pm Monday to Friday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies
Cultural Diversity Advisory Group

Services provided to people and families experiencing domestic violence: A group concerned with improving the image of ethnic minority groups in the media. A Southampton-based, anti media racism watchdog.

**Address:**
132 Bellemore Road
Southampton
SO15 7RA

**Telephone:** 023 8077 3435

**Email:** anver.jeevanjee@virgin.net

**Geographical Area:** Southampton

**Times Available:** 9.00am - 9.00pm

**Referral Policy:** Self-referral

---

**National**

Chinese Information and Advice Centre (CIAC)

Services provided to people and families experiencing domestic violence: Offers emotional support, safety planning, assistance in finding refuge/temporary accommodation, information and advice on housing, benefits and children issues, outreach support (befriending and interpretation services for appointments with GP, solicitors, police, benefits office etc.). They run awareness campaigns and training workshops for Chinese communities.

**Address:**
104-108 Oxford Street
London
W1D 1LP

**Telephone:** 020 7462 1281

Switchboard: 020 7323 1538

**Email:** yoke@ciac.co.uk

**Geographical Area:** Face-to-face and outreach support in central London

**Times Available:** 10.00am - 6.00pm Monday to Friday

**Referral Policy:**
Self-referral:
Telephone for an appointment
Other agency referral
Referral to other agency

**Additional Information:**
The Women’s Support Project can help women of Chinese origin from any nationalities (e.g. Vietnam, Malaysia etc.). Cantonese and Mandarin-speaking.

---

Forced Marriage Unit, Foreign & Commonwealth Office

Services provided to people and families experiencing domestic violence: If you or someone you know is being forced into a marriage in the UK or abroad, you can contact the Forced Marriage Unit. We will offer you confidential support and information on your rights and the services available to support you. We understand the issues, the family and community pressures and how difficult it is to talk about these situations. We will not contact your family. Asian languages spoken.

**Address:**
Consular Directorate
Room G55
Old Admiralty Building
The Mall
London
SW1A 2PA

**Telephone:**
020 7008 0151 (9.00am - 5.00pm Monday to Friday)
020 7008 1500 (out of hours emergencies)

**Email:** fmu@fco.gov.uk

**Website:** www.fco.gov.uk/forcedmarriage

**Geographical Area:** Nationwide and UK citizens internationally

**Times Available:**
9.00am - 5.00pm Monday to Friday

Consular Duty Officer available for emergencies out of hours.
Muslim Women's Helpline

Services provided to people and families experiencing domestic violence: Listening helpline offering emotional support, information and advice.

**Telephone:** 020 8904 8193 or 020 8908 6715
**Email:** mwhluk.org@btinternet.com
**Website:** www.mwhl.org

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm Monday to Friday.
Outside these times there is an answer machine service.

**Referral Policy:** Any

Solace Domestic Violence Service

Services provided to people and families experiencing domestic violence: Active listening, advocacy, practical support and advice, signposting and referrals to refuges and supported accommodation, one-to-one or telephone sessions and walk-in facility for women and children.

**Address:**
OSABA Family Centre
23 Victoria Street
Hillfields
Coventry
CV1 5NA

**Telephone:** 024 7622 2988
**Email:** osabafamilycent@btconnect.com
**Website:** www.osaba.co.uk

**Geographical Area:** Coventry and Warwickshire

**Times Available:**
9.30am - 5.30pm Monday to Friday
There is an out of hours service for supported accommodation which can be accessed by calling the above number.

**Referral Policy:** Self-referral
Referrals from all organisations in the UK and Ireland

**Additional Information:**
Our service is tailored to meet the needs of African-Caribbean and African women and children who are in situations of domestic violence. The service is by women for women and the support is offered in a safe and confidential environment. Our Aim is to assist women in crisis to move on positively with their lives free from the fear of abuse. We also offer expert advice to other agencies with regards to issues that are specific to black women in situations of domestic abuse.

Southall Black Sisters

Services provided to people and families experiencing domestic violence: Support and information available for Asian and African-Caribbean women who have experienced domestic violence, forced marriages, abductions and conflict in the family and community.

**Telephone:** 020 8571 9595
**Email:** southallblacksisters@btconnect.com

**Geographical Area:** National

**Times Available:**
10.00am - 4.00pm Monday, Tuesday, Thursday and Friday
Closed all day Wednesday

**Referral Policy:**
Self-referral
Referral onto other agencies

**Additional Information:**
Casework is normally conducted for local cases and one-off advice is offered to those outside the local area.
police and legal services
LOCAL

Brook Oliver Solicitors

Services provided to people and families experiencing domestic violence: Can offer advice and assistance in relation to domestic violence and general family problems. Will accept urgent instructions out of hours on their emergency number. Legal aid work welcome.

Address:
5 Mallard Buildings
Station Road
New Milton

Telephone: 01425 619500
0374 448118 (emergency only)

CAFCASS: Children and Family Court Advisory Support Services

Services provided to people and families experiencing domestic violence: Children and family court welfare service responsible for both Public and Private Law Cases. Acts as a mediator in disputes over children in family proceedings.

Address:
7 Meridians Cross
Ocean Village
Southampton
SO14 3TJ

Telephone: 023 8063 0996
Fax: 023 8023 5597

Geographical Area: Southampton city wide and New Forest

Times Available: Office hours (no drop-ins):
8.30am - 5.00pm Monday to Friday
8.30am - 4.30pm Friday
Duty calls on Tuesday and Thursday

Referral Policy:
Referral through the courts

CGM Solicitors (Hythe office)

Services provided to people and families experiencing domestic violence: Committed to providing a friendly and supportive service and able to deal with emergency injunctions at short notice. Legal Aid Franchise held.

Address:
2a High Street
Hythe
Southampton
Hampshire
SO45 6YW

Telephone: 023 8084 2765
Fax: 023 8084 6732
Email: jsnabaitis@c-g-m.co.uk
Website: www.c-g-m.co.uk

Geographical Area: New Forest

Times Available:
9.00am - 5.15pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy: Any

CGM Solicitors (Southampton office)

Services provided to people and families experiencing domestic violence: Committed to providing a friendly and supportive service and able to deal with emergency injunctions at short notice. Legal Aid Franchise held.

Address:
2-5 College Place
London Road
Southampton
SO15 2UT

Telephone: 023 8063 2733
Fax: 023 8033 0954
Email: paulwaring@c-g-m.co.uk
Website: www.c-g-m.co.uk

Geographical Area: New Forest, Southampton and Waterside

Times Available:
9.00am - 5.15pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy: Any
Choices Advocacy

Services provided to people and families experiencing domestic violence: A group for people with special needs providing advocacy in all situations for example, court, housing, social services etc.

Address:
Croxley House
63 Millbrook Road East
Southampton
S015 1HN

Telephone: 023 8033 7755
Fax: 023 8033 7736
Email: admin@choices-advocacy.org.uk
Website: www.choices-advocacy.org.uk

Geographical Area: Southampton, its southern parishes (such as Eastleigh) and the New Forest

Times Available:
9.00am - 5.00pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy: Any

Citizens Advice Bureau: Bournemouth

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

Address:
The West Wing of the Town Hall
Bourne Avenue
BH2 6DX

Telephone: 01425 652643
Fax: 01425 652643
Website: www.adviceguide.org.uk

Geographical Area: Case work is restricted to the Bournemouth area

Times Available: Office hours and drop-in: 10.00am - 4.00pm Monday to Friday.

Referral Policy:
Self-referral
Third party referral
Referral onto other agencies

Citizens Advice Bureau: Fordingbridge

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

Address:
School House
Provost Street
Fordingbridge
SP6 1AY

Telephone: 01425 652643
Fax: 01425 652643
Website: www.adviceguide.org.uk

Geographical Area: New Forest North

Times Available:
10.00am - 12.30pm Monday and Wednesday
1.30pm - 4.00pm Friday
Appointments available

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies
Citizens Advice Bureau: Lymington

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

Address:
91-92 High Street
Lymington
Hampshire
SO41 9AP

Telephone: 0870 126 4092
Fax: 01590 677868
Website: www.adviceguide.org.uk

Times Available:
10.00am - 12.30pm and 1.30pm - 3.30pm Monday, Tuesday and Thursday
1.30pm - 6.00pm Wednesday
10.00am - 12.30pm Friday and Saturday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: New Milton

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

Address:
2 Ashley Road
New Milton
Hampshire
BH25 6AS

Telephone: 0870 126 4007
Fax: 01425 629847
Website: www.adviceguide.org.uk

Times Available:
10.00am - 4.00pm Monday
(personal and telephone advice)
10.00am - 1.00pm Tuesday
(personal and telephone advice)
1.00pm - 4.00pm Tuesday (telephone advice)
10.00am - 1.00pm Wednesday, Thursday and Friday
(personal and telephone advice)

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies

Citizens Advice Bureau: Ringwood

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

Address:
5 Friday’s Court
High Street
Ringwood
BH26 1AB

Telephone: 01425 473330
Fax: 01425 480521
Website: www.adviceguide.org.uk

Geographical Area: New Forest North

Times Available:
10.00am - 4.00pm Monday
3.30pm - 6.30pm Tuesday
10.00am - 12.45pm Wednesday, Thursday and Friday

Referral Policy:
Self-referral: telephone
Drop-in
Referral onto other agencies
Citizens Advice Bureau: Totton

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

**Address:**
91 Junction Road
Totton
Southampton
Hampshire
SO40 3BU

**Telephone:** 0870 126 4089  
**Fax:** 023 8087 2534  
**Website:** www.adviceguide.org.uk  
**Geographical Area:** New Forest North

**Times Available:**
10.00am - 2.00pm Monday, Wednesday and Friday

**Referral Policy:**
Self-referral: telephone  
Drop-in  
Referral onto other agencies

---

Citizens Advice Bureau: Waterside

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

**Address:**
The Grove
25 St John's Street
Hythe
Southampton
Hampshire
SO45 6BZ

**Telephone:** 0870 126 4089  
**Email:** watersidecab@aol.com  
**Website:** www.adviceguide.org.uk

**Times Available:**
10.00am - 2.00pm Monday to Friday

**Referral Policy:**
Self-referral: telephone  
Drop-in  
Referral onto other agencies

---

Coffin, Mew & Clover  
(Southampton office)

Services provided to people and families experiencing domestic violence: Specialising in matrimonial and domestic violence issues and work relating to children and family members of the children panel. Legal Aid for child care only.

**Address:**
King's Park House
King's Park Road
Southampton
SO15 2UF

**Telephone:** 023 8033 4661  
**Fax:** 023 8033 0956  
**Email:** southampton@coffinmew.co.uk  
**Website:** www.coffinmew.co.uk

**Geographical Area:** Hampshire. Coffin, Mew & Clover has offices located in Southampton, Gosport, Fareham and Portsmouth.

**Times Available:**
8.30am - 5.30pm Monday to Friday. Outside these hours there is an answer machine service.
Community Crime Investigation Team (CCIT)

Services provided to people and families experiencing domestic violence: Dealing with race and hate crime.

**Address:**
Bournemouth Police Divisional HQ
Madeira Road
Bournemouth
BH1 1QO

**Telephone:** 01202 222046
**Fax:** 01202 222580

**Times Available:**
8.00am - 4.00pm.
Outside these times there is an answer machine service.

**IN AN EMERGENCY PLEASE DIAL 999**

Community Safety Unit: Hampshire Constabulary

Services provided to people and families experiencing domestic violence: Providing ongoing support to people reporting domestic violence or who are involved in the prosecution of their abusers.

**Address:**
Eastleigh Police Station
Leigh Road
Eastleigh
SO50 9DG

**Telephone:** 023 8074 5330
**Fax:** 023 8074 5369

**Geographical Area:** Andover, New Forest, Eastleigh, Romsey, Hedge End

**Times Available:**
The team can be accessed during office hours from 8.00am - 5.00pm Monday to Friday.

**Referral Policy:**
By making a report to the police or self-referral

**IN AN EMERGENCY PLEASE DIAL 999**

Dixon Stewart

Services provided to people and families experiencing domestic violence: Offering services in family law including civil injunctions.

**Address:**
72 Station Road
New Milton
BH25 6LF

**Telephone:** 01425 621515
**Fax:** 01425 638324
**Email:** enquiry@dixonstewart.com
**Website:** www.dixonstewart.com

**Times Available:**
9.00am - 5.30pm Monday to Friday.
Outside these times there is an answer machine service.

**Referral Policy:** Any

Ellis Jones

Services provided to people and families experiencing domestic violence: Specialists in Family Law covering divorce, family and children cases. Rapid response to victims of abuse.

**Address:**
302 Charminster Road
Bournemouth
BH8 9RU

**Telephone:** 01202 525333
**Fax:** 01202 636207
**Email:** bournemouth@ellisjones.co.uk
**Website:** www.ellisjones.co.uk

**Geographical Area:**
The New Forest and surrounding areas between Bournemouth and Southampton courts.

**Times Available:**
9.00am - 5.15pm Monday to Friday.
Outside these times there is an answer machine service.

**Referral Policy:**
Self-referral
Third party
**Hampshire Constabulary**

Services provided to people and families experiencing domestic violence: Control room switchboard can connect to required police station.

The number is answered 24 hours a day as your local police station may not be.

There is a Domestic Violence Co-ordinator at every police station.

**Telephone:** 0845 045 45 45  
**Minicom:** 023 8074 5500  
**Email:** postmaster@hampshire.pnn.police.uk  
**Website:** www.hampshire.police.uk  
**Geographical Area:** Hampshire  
**Times Available:** 24 hours, 365 days a year  
**Referral Policy:** Self-referral  
**IN AN EMERGENCY PLEASE DIAL 999**

---

**Letchers Solicitors**

Services provided to people and families experiencing domestic violence: An experienced Family Law Team consisting of Michael Stocken and Shirley Pask who are available at short notice to undertake emergency action in relation to domestic violence problems that arise and also in relation to matters that affect children. The firm is able to provide 24-hour telephone advice and has a Legal Aid Franchise.

**Address:**  
24 Market Place  
Ringwood  
BH24 1BS  
**Telephone:** 01425 471424  
**Fax:** 01425 470917  
**Email:** mail@letchers.co.uk  
**Website:** www.letchers.co.uk  
**Geographical Area:** Dorset, Hampshire and south Wiltshire  
**Times Available:** 9.00am - 5.00pm Monday to Friday  
**By appointment**

---

**Lyndhurst Magistrates’ Court Witness Service**

Services provided to people and families experiencing domestic violence: Providing support, advice and information for witnesses or victims of crime who are going through the court procedure.

**Address:**  
Pikes Hill  
Lyndhurst  
Southampton  
Hampshire  
SO43 7AY  
**Telephone:** 023 8022 8120  
**Fax:** 023 8022 8120  
**Email:**  
lyndhurst.witnessservice@victimsupport-hiow.org.uk  
or ws.southwestern@victimsupport-hiow.org.uk  
**Geographical Area:** Any area committing a trial to Lyndhurst Magistrates Court  
**Times Available:** 9.00am - 4.30pm Monday to Friday  
**Referral Policy:** The Witness Service receives its referrals for prosecution witnesses from the Crown Prosecution Service and Witness Care Unit, Police. It welcomes self-referrals from anyone called to give evidence, or from other agencies i.e. women’s refuge.
Scott Bailey & Co.

Services provided to people and families experiencing domestic violence: Specialists in work relating to children and families and domestic abuse issues. Will provide a rapid response to domestic violence matters. Can give legal and financial advice.

Contacts:
Mrs Suzanne Sutherland
Mr Dinshaw Printer
Miss Sarah Unsworth

Address:
63 High Street
Lymington
SO41 9ZT

Telephone: 01590 676933
Fax: 01590 679663
Email: law@scottbailey.co.uk
Website: www.scottbailey.co.uk

Geographical Area:
Dorset, Hampshire and the Isle of Wight, although will consider anyone from the South.

Times Available:
7.00am - 6.00pm Monday to Friday
Outside these times there is an answer machine service.

Referral Policy: Self-referral

Southampton Crown Court Witness Service

Services provided to people and families experiencing domestic violence: Providing support, advice and information for witnesses or victims of crime who are going through the court procedure.

Address:
The Courts of Justice
Combined Courts Centre
London Road
Southampton
Hampshire
SO17 1EY

Telephone: 023 8022 8120
Fax: 023 8022 8120
Email: ws.southwestern@victimsupport-hiow.org.uk

Geographical Area: Any area committing a trial to Southampton Magistrates Court which includes youth court.

Times Available: 9.00am - 4.30pm Monday to Friday

Referral Policy: The Witness Service receives its referrals for prosecution witnesses from the Crown Prosecution Service and Witness Care Unit, Police. It welcomes self-referrals from anyone called to give evidence or from other agencies i.e. women’s refuge.

Southampton Magistrates Court Witness Service

Services provided to people and families experiencing domestic violence: Providing support, advice and information for witnesses or victims of crime who are going through the court procedure.

Address:
100 The Avenue
Southampton
Hampshire
SO17 1EY

Telephone: 023 8022 8120
Fax: 023 8022 8120
Email: ws.southwestern@victimsupport-hiow.org.uk

Geographical Area: Any area committing a trial to Southampton Crown Court

Times Available: 9.00am - 4.30pm Monday to Friday

Referral Policy: The Witness Service receives its referrals for prosecution witnesses from the Crown Prosecution Service and Witness Care Unit, Police. It welcomes self-referrals from anyone called to give evidence or from other agencies i.e. women’s refuge.
Trethowans (Salisbury office)
Services provided to people and families experiencing domestic violence: Specialising in matrimonial cases and domestic violence issues.

Address:
College Chambers
49 New Street
Salisbury
Wiltshire
SP1 2LY

Telephone: 01722 412512
Fax: 01722 411079
Website: www.trethowans.com

Geographical Area: Unspecified

Times Available:
9.00am - 5.00pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy:
Self-referral
Third party

Trethowans (Southampton office)
Services provided to people and families experiencing domestic violence: Specialising in matrimonial cases and domestic violence issues.

Address:
The Director General's House
Rockstone Place
Southampton
SO15 2EP

Telephone: 023 8032 1000
Fax: 023 8032 1003
Email: info@trethowans.com

Geographical Area: Southampton and the New Forest

Times Available:
9.00am - 5.00pm Monday to Friday.
Outside these times there is an answer machine service.

Referral Policy:
Self-referral
Third party referrals such as police
Other agency referral

Vulnerable Witness Service
Services provided to people and families experiencing domestic violence: Providing support, advice and information for witnesses or victims of crime who are going through the court procedure. It is an enhanced service for vulnerable witnesses for Hampshire, offering home visits.

Address:
The Witness Care Unit
Portsmouth Crown Court
Crown House
Winston Churchill Avenue
Portsmouth
Hampshire
PO1 2PJ

Telephone: 023 9285 5370
Fax: 023 9285 6248
Email: vulnerablewitness@victimsupport-hiow.org.uk

Geographical Area: Hampshire

Times Available:
10.00am - 4.00pm Monday to Friday

Referral Policy:
Self-referral
Third party referrals such as police
Other agency referral
Winchester Crown Court Witness Service

Services provided to people and families experiencing domestic violence: Providing support, advice and information for witnesses or victims of crime who are going through the court procedure and friends and family.

Address:
Crown Court
Winchester
SO23 9EL

Telephone: 01962 879591
Fax: 01962 864351
Email: winchester.witnessservice@victimsupport-hiow.org.uk

Geographical Area: Anyone who is attending a trial at Winchester Crown Court

Times Available:
9.00am - 5.00pm Monday to Friday
Outside these times there is an answer machine service.

Referral Policy:
Self-referral: telephone for an appointment
Other agency referral

NATIONAL

Community Legal Service Direct

Services provided to people and families experiencing domestic violence: Free legal information leaflet about domestic violence, abuse and harassment. The leaflet tells you about your legal rights if you are suffering any sort of abuse in your home from other members of your family and how to get practical help to protect you and your children. Also covers what the police can do, court orders and how to help someone who is being abused. Also, find a high quality local legal adviser or solicitor in our Legal Adviser Directory.

Telephone: 0845 345 4345
Website: www.clsdirect.org.uk

Geographical Area: England and Wales

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

Divorce Online

Services provided to people and families experiencing domestic violence: Useful site listing help available under the law; what action the police can take; information about what might happen next; going to court; likely sentences and what if the offender keeps pestering or threatening the victim or their family.

Address:
Third Floor, Alexander House
19 Fleming Way
Swindon
Wiltshire
SN2 2NG

Telephone: 0800 458 4128
Email: support@divorce-online.co.uk
Website: www.divorce-online.co.uk

Geographical Area: National

Times Available:
8.30am - 5.15pm Monday to Thursday
9.00am - 4.30pm Friday
children, families and young peoples' services
LOCAL

Adults and Children's Services (Hythe office)
Services provided to people and families experiencing domestic violence: Care management

Address:
West Shore House
West Street
Hythe
SO45 6AA

Telephone: 023 8084 6953
Text phone: 023 8084 8990
Email: ssd.hythe@hants.gov.uk
Website: www.hants.gov.uk

Times Available:
8.30am - 5.30pm Monday to Thursday
8.30am - 4.30pm Friday
Outside these times there is an answer machine service

Referral Policy:
Self-referral
Third party referral

Adults and Children's Services (Lymington office)
Services provided to people and families experiencing domestic violence: Care management

Address:
Avenue Road
Lymington
SO41 9YB

Telephone: 01590 625000
Text phone: 01590 625129
Email: ssd.lymington@hants.gov.uk
Website: www.hants.gov.uk

Times Available:
8.30am - 5.00pm Monday to Thursday
8.30am - 4.30pm Friday
Outside these times there is an answer machine service.

Referral Policy:
Self-referral
Third party referral

CAFCASS: Children and Family Court Advisory Support Services
Services provided to people and families experiencing domestic violence: Children and family court welfare service responsible for both Public and Private Law Cases. Acts as a mediator in disputes over children in family proceedings.

Address:
7 Meridians Cross
Ocean Village
Southampton
SO14 3TJ

Telephone: 023 8063 0996
Fax: 023 8023 5597

Geographical Area:
Southampton city wide and New Forest

Times Available:
Office hours (no drop-ins):
8.30am - 5.00pm Monday to Friday
8.30am - 4.30pm Friday
Duty calls on Tuesday and Thursday

Referral Policy: Referral through the courts

Connexions
Services provided to people and families experiencing domestic violence: Connexions provides information, advice and guidance to young people (13-19 years old) on a wide range of topics including employment, training, education and personal issues. This service can be accessed from Personal Advisers in schools, colleges and other community settings.

Address:
The Connexions Centre Applemore
Claypits Lane
Dibden
SO45 5TN
Telephone: 023 8087 7960  
Connexions Direct: 0808 001 3219  
Send a text to: 07766 413219  
Fax: 023 8087 7961  
Website: www.connexions-southcentral.com  
www.connexions-direct.com  
Geographical Area: New Forest  

Times Available:  
2.00pm - 5.00pm Monday  
2.00pm - 8.00pm Tuesday  
10.00am - 1.00pm Thursday  

Referral Policy:  
Self-referral  
Third party such as Personal Adviser, subject to the young person's consent  

County Youth Service  
Services provided to people and families experiencing domestic violence: County Youth Service is a part of the Children Services Department. It offers a universal, generic service for young people aged 11-25 with particular focus on the 13-19 age group. Can help young people access a range of educational opportunities. Youth workers are not trained counsellors, but can listen and respond.  

Address:  
Totton Youth Centre  
Testwood Lane  
Totton  
Southampton  
SO40 3ZW  
Telephone: 023 8086 6203  
Fax: 023 8042 8588  
Website: www.youth.hants.gov.uk  
Geographical Area: New Forest  
Times Available: Various. There is an answer machine service.  

Education Welfare Service  
Services provided to people and families experiencing domestic violence: Provides a social work service to children’s families and schools. Promotes the safeguarding and welfare of children and their regular school attendance.  

Address:  
New Forest Local Office  
Winsor Road  
Bartley  
Southampton  
SO40 2HR  
Telephone: 023 8081 2113  
Fax: 023 8081 4737  
Email: www.hants.gov.uk  
Geographical Area: New Forest  

Times Available:  
Duty Officer is available 9.00am - 1.00pm Monday to Friday. Outside these times there is an answer machine service.  

Hampshire Family Mediation  
Services provided to people and families experiencing domestic violence: A mediation service for families facing conflict, especially when issues arise as a result of parental separation or divorce.  

Address:  
58D Northern Road  
Cosham  
Portsmouth  
Hants  
PO6 3DT  
Telephone: 023 9243 3388  
Fax: 023 9243 3358  
Email: admin@hantsfamilymediation.org.uk  
Geographical Area: Basingstoke, Cosham, Eastleigh, Isle of Wight, Southampton and Winchester.  
Although the New Forest is not featured above, people living in the New Forest can access services in Southampton.
NSPCC Hampshire Child Protection Centre: Southampton

Services provided to people and families experiencing domestic violence: We work with children and young people up to 18 years who have been abused. This may include: sexual abuse, physical abuse, emotional abuse, neglect and being subjected to situations where domestic violence has been occurring.

Address:
21 The Avenue  
Southampton  
SO17 1XL  
Telephone: 023 8024 8180  
Website: www.nspcc.org.uk

Geographical Area: Children and young people using our services have to live within the boundaries of Hampshire County Council.

Times Available:  
9.00am - 5.00pm Monday to Friday  
Outside these times there is an answer machine service.

Referral Policy:
Self-referral  
Third party

S*TAR Project (Southampton Together Against Rape)

Services provided to people and families experiencing domestic violence: The S*TAR Project is an education and outreach project from Southampton Rape Crisis and Sexual Abuse Counselling Service. They provide workshops in schools and youth groups raising awareness with young people about the issues of rape and sexual abuse.

They also provide training for professionals working with young people.

Address:  
PO Box 1401  
Southampton  
SO18 9AD

Telephone: 023 8063 6315  
Text Phone: 023 8063 6314  
Email: info@sotonrc.org.uk  
Website: www.starproject.org.uk

Geographical Area:  
Southampton city and surrounding area

Times Available:  
9.30am - 5.00pm Monday to Friday  
Outside these times there is an answer machine service.

Additional Information:  
The S*TAR Project works with young people with the counselling back-up of Southampton Rape Crisis and Sexual Abuse Counselling Service. For details of the counselling service please see the entry for Southampton Rape Crisis and Sexual Abuse Counselling Service.
NATIONAL

ChildLine

Services provided to people and families experiencing domestic violence: ChildLine is the UK’s free helpline for children and young people in trouble or danger. It provides a confidential telephone counselling service for any child with any problem, 24 hours a day, every day. It comforts, advises and protects. Where a child is in danger, ChildLine works with other helping agencies to ensure the child’s protection.

Address:
Freepost 1111
London
NR1 0BR

Telephone: 0800 11 11
The Line (for children living away from home): 0800 884444
Text Phone: 0800 400 222
Website: www.childline.org.uk

Geographical Area: National

Times Available:
Telephone: 24 hours, 365 days a year
Text phone: 9.00am - 9.00pm weekdays and 9.30am - 8.00pm weekends
The Line:
3.30pm - 9.30pm Monday to Friday and 9.30am - 8.00pm Saturday and Sunday

Referral Policy: Self-referral
Additional Information:
ChildLine has now merged with the NSPCC.

Child Support Agency

Telephone: 08457 133133

Geographical Area: National

Times Available:
8.00am - 8.00pm Monday to Friday
9.00am - 5.00pm Saturday

NSPCC Child Protection Helpline

Services provided to people and families experiencing domestic violence: Helpline for anyone concerned about the welfare of a child

Telephone: 0808 800 50 00
Email: helpline@nspcc.org.uk

Geographical Area: National

Times Available: 24 hours

Referral Policy:
Self-referral
Third party

Additional Information:
The NSPCC Child Protection Helpline is a 24-hour service which covers England, Wales and Northern Ireland. The majority of calls are from adults concerned about the welfare of a child, with a smaller proportion coming from children themselves. About 13% of calls received relate to children at serious risk of harm and these result in referrals to the appropriate child protection agencies for further investigation.

The Helpline receives a wide range of general requests for information, advice and counselling. Common issues include children’s behavioural difficulties, contact and residence problems, child protection proceedings and adults who have been abused as children. We help callers by identifying what actions they can take to deal with problems they might be experiencing, as well as by providing information about local advice and support groups.

All calls to the Helpline are confidential, except in the situation where the child is at risk and can be identified by information given.
medical and health services
**LOCAL**

**Community Mental Health Team**

Services provided to people and families experiencing domestic violence: Offering therapies for people with serious mental health issues.

**Address:**
67-69 Ringwood Road
Totton
Southampton
Hampshire
SO40 8DX

**Telephone:** 023 8086 8886.
Outside these times there is an answer machine service.

**Fax:** 023 8066 6981

**Geographical Area:** New Forest and Waterside area

**Times Available:**
9.00am - 5.00pm Monday to Thursday
9.00am - 4.30pm Friday

**Referral Policy:**
Referral by doctor only

**Emergency Dept:**
Southampton University Hospitals NHS Trust

**Services provided to people and families experiencing domestic violence:**
Emergency healthcare

**Address:**
Southampton General Hospital
Tremona Road
Southampton
Hampshire
SO16 6YD

**Telephone:** 023 8079 6220
**Website:** www.suht.nhs.uk

**Geographical Area:** Southampton City and surrounding area

**Times Available:** 24 hours, 365 days a year

**Referral Policy:**
Self-referral by attending
Third party by GP or other health professional

**Additional Information:**
For midwifery services telephone 023 8079 6002

**Gay Community Health Service**

Services provided to people and families experiencing domestic violence: Offers advocacy, information and advice to gay or bisexual men and women. Also offers sexual health services for men.

**Address:**
82a Northam Road
Southampton
SO14 0QB

**Telephone:** 023 8023 5111
**Email:** info@gchs.org.uk

**Geographical Area:** Southampton city wide

**Times Available:** Call for an appointment

**Referral Policy:**
Self-referral: telephone
Third party
Referral onto other agencies

**Hythe Hospital and Medical Centre**

**Address:**
Beaulieu Road
Hythe
Southampton
Hampshire

**Telephone:** 023 8084 6046

**Lymington Hospital**

**Telephone:** 01590 677011

**New Forest Drug and Alcohol Treatment Service**

Services provided to people and families experiencing domestic violence: A community service which is part of the Hampshire Partnership NHS Trust working with people who are physically dependent. They are primarily a treatment service offering specialist prescribing, care management, detox referrals and some counselling.

**Address:**
Oak Tree House
Gooseberry Lane
Off Christchurch Road
Ringwood
BH24 1DN
**Options - Alcohol and Drugs Information Service**

Services provided to people and families experiencing domestic violence: Alcohol and drugs counselling and information service offering group meetings and one-to-one counselling. Gambling counselling also available.

**Address:**
21 New Street
Lymington
SO41 9BH

**Telephone:** 01590 677300
**Freephone helpline:** 0800 0184 309
**Fax:** 01590 676748
**Email:** lymington@optionscounselling.co.uk

**Geographical Area:** New Forest

Some counselling sessions are also available at locations other than Lymington

**Times Available:** Office hours:
- 1.30pm - 6.00pm Monday
- 9.30am - 4.00pm Tuesday
- 9.30am - 4.30pm Wednesday
- 1.30pm - 8.00pm Thursday
- 9.30am - 12.30pm Friday

Outside these times there is an answer machine service

Drop-in: 1.30pm - 3.30pm Wednesday

**Referral Policy:**
Self-referral
Third party referral with individual’s consent

**Additional Information:**
A multi-cultural community based alcohol and drug counselling and information service.

Who is it for:
- anyone concerned about their drinking and/or drug use
- anyone concerned about a loved one, family member/relative or friend’s drinking and/or drug use
- anyone who wants to know about the effects of alcohol and/or drug use

**Southampton NHS Walk-In Centre: Bitterne**

Services provided to people and families experiencing domestic violence: NHS walk-in centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses.

No appointment is needed and assessments are carried out by experienced NHS nurses who provide a skilled, safe and caring service. NHS walk-in centres are open and available to anyone who can normally access NHS services.

**Address:**
Bitterne Health Centre
Commercial Street
Bitterne
Southampton
SO18 6BT

**Telephone:** 023 8042 6356
**Email:** ann.clay@southampton-wic.nhs.uk
**Website:** www.nhsdirect.nhs.uk

**Geographical Area:** Southampton and surrounding area

**Times Available:** 7.00am - 10.00pm Monday to Sunday

**Referral Policy:** Self-referral by attending walk-in centre
Southampton NHS Walk-In Centre: Shirley

Services provided to people and families experiencing domestic violence: NHS walk-in centres offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses.

No appointment is needed and assessments are carried out by experienced NHS nurses who provide a skilled, safe and caring service. NHS walk-in centres are open and available to anyone who can normally access NHS services.

**Address:**
1a Howard's Grove
Shirley
Southampton
SO15 5PR

**Telephone:** 023 8079 0000
**Email:** ann.clay@southampton-wic.nhs.uk
**Website:** www.nhsdirect.nhs.uk

**Geographical Area:** Southampton City and surrounding area

**Times Available:** 7.00am - 10.00pm Monday to Sunday

**Referral Policy:** Self-referral by attending walk-in centre

Southampton Working Women’s Project

Services provided to people and families experiencing domestic violence: Confidential, non-judgmental support and specialist sexual health service for women sex workers.

**Address:**
Dept. of GU Medicine
Royal South Hants Hospital
Britons Terrace
Southampton
Hants
SO14 0YG

**Telephone:** 023 8063 1112
**Email:** wwp@btopenworld.com

**Geographical Area:**
Southampton and South West Hampshire

**Times Available:** Outreach service operates from: 8.30pm - 10.30pm Monday, Tuesday and Thursday Office is open from 9.30am - 5.30pm Out of hours clinic on Tuesday from 5.00pm - 7.00pm

**Referral Policy:**
Self-referral
Third party referral

Safeguarding Children Team (Hampshire Primary Care Trust)

Services provided to people and families experiencing domestic violence: Primarily based in health offering services to children and families in the community.

**Telephone:** 023 8090 2597

**Geographical Area:** New Forest

**Times Available:** 9.00am - 5.00pm Monday to Friday. Outside these times there is an answer machine service.

**Referral Policy:** Mostly third party referral, although some self-referral

NATIONAL

ADFAM

Services provided to people and families experiencing domestic violence: Confidential support and information for friends and family of drug users.

**Address:**
25 Corsham Street
London N1 6DR

**Telephone:** 020 7553 7640
**Fax:** 020 7253 7991
**Email:** admin@adfam.org.uk
**Website:** www.adfam.org.uk

**Geographical Area:** National

**Times Available:** 9.00am - 5.00pm Monday to Friday

**Referral Policy:**
Self-referral
Referral onto other agencies
FRANK Drugs Helpline

Services provided to people and families experiencing domestic violence: Gives information and advice including details of local treatment services to anyone in England and Wales concerned about drugs. This includes drug users, their families, friends and people who work with them.

**Telephone:** 0800 776 600  
**Text Phone:** 0800 917 8765  
**Website:** www.talktofrank.com  

**Geographical Area:** National  
**Times Available:** 24 hours, 365 days a year  

**Referral Policy:**  
Self-referral  
Other agency referral  
Referral onto other agencies  

**Additional Information:**  
FRANK is the national drugs information service supported by the Department of Health, the Home Office and the Department for Education and Skills.

FRANK offers friendly, confidential advice on drugs, 24 hours a day throughout the year on 0800 776 600 or online at www.talktofrank.com. Calls are free from a landline. If you are deaf or hard of hearing you can also text phone FRANK on 0800 917 8765.

A provider of literature about drugs.

NHS Direct

Services provided to people and families experiencing domestic violence: NHS Direct is a 24-hour advice and health information service, providing confidential information that can be accessed through the telephone, internet or digital TV. You should contact NHS Direct if you are concerned about:

- what to do if you or your family are feeling ill;  
- particular health conditions.

or would like to find out more information on where to access/find:

- local healthcare services such as doctors, dentists or late night opening pharmacies;  
- self-help and support organisations.

**Telephone:** 0845 46 47  
**Website:** www.nhsdirect.nhs.uk  

**Geographical Area:** National  
**Times Available:** 24 hours, 365 days a year  

**Referral Policy:** Self-referral  

**Additional Information:**  
NHS Direct can provide confidential interpreters, in many languages, within minutes of your call. All you need to do is state in English the language you would prefer to use.
LOCAL

Access to Communication: Southampton

Services provided to people and families experiencing domestic violence: Not a domestic violence service but able to provide translation and interpreting services to assist access to other services.

Address:
Fairways House
Mount Pleasant Road
Southampton
SO14 0SP

Telephone: 023 8024 1300 or 023 8024 1301
Email: angela.wyatt@scpct.nhs.uk
or camy.bailey@scpct.nhs.uk

Geographical Area:
Southampton city wide and the New Forest

Times Available: 8.30am - 4.45pm Monday to Friday

Referral Policy: Third party

Body Positive Dorset

Services provided to people and families experiencing domestic violence: Open drop-in centre offering information and support for people living with or affected by HIV/AIDS, their family and carers.

Address:
Princess Diana House
24 Lawn Park Road
Bournemouth
BH1 1JL

Telephone: 01202 297386
01202 311166 (24-hour helpline)
Fax: 01202 290385
Email: mail@bodypositivedorset.org
Website: www.hiv-aids.org.uk

Geographical Area: Bournemouth and Dorset

Times Available: 1.00pm - 7.30pm Monday to Thursday
10.00am - 4.00pm Friday

Referral Policy:
Third party

Central Southern Security Ltd.

Services provided:
For all your security needs, intruder alarms/locks/safes/CCTV/access control

Address:
22 Station Street
Lymington
Hampshire
SO41 3BA

Telephone: 01590 677366
Fax: 01590 678024

Geographical Area: New Forest

Times Available: 24 hours

Dorcas

Services provided to people and families experiencing domestic violence: A charitable organisation that collects furniture from those who don’t need it, stores it and then passes it on to those who do. Low-cost furniture.

Address:
Unit 8
Milton Business Centre
Wick Drive
Off Gore Road
New Milton
BH25 6RH

Telephone: 01425 627318
Fax: 01425 627318
Email: info@dorcasnewforest.co.uk
Website: www.dorcasnewforest.co.uk

Geographical Area: New Forest: central and west

Times Available: 9.00am - 5.00pm Monday to Thursday

Referral Policy:
Mostly self-referral by those who have no or low income and are able to prove that they are receiving benefits and credit.

Some third party referrals
Hampshire Deaf Association
Services provided to people and families experiencing domestic violence: Offers sign language interpreters, communicators and lip speakers as well as a consultancy service and a support service.

Address:
1 & 2 Carlton Commerce Centre
Dukes Road
Southampton
SO14 0SQ

Telephone:
023 8051 6516 (general)
023 8051 6500 (interpreting service)

Text phone:
023 8051 6518 (general)
023 8051 6502 (interpreting service)

Fax:
023 8051 6517 (general)
023 80516501 (interpreting service)

Email: enquiries@deafhampshire.org
Website: www.deafhampshire.org

Geographical Area:
Hampshire, Isle of Wight and Channel Islands

Times Available:
9.00am - 5.00pm Monday to Friday. Outside these times there is an answer phone service.

Referral Policy:
Self-referral
Third party
Referral onto other agencies

Job Centre Plus (Southampton)
Services provided to people and families experiencing domestic violence: Help and advice for people seeking employment, including personal advisers for lone parents.

Address:
St Cross House
18 Bernard Street
Southampton
SO14 2HP

Telephone: 023 8071 3600
0800 731 9091 (for information and advice on crisis loans)

Website: www.jobcentreplus.gov.uk

Geographical Area:
Southampton and the New Forest

Times Available:
Job Centre: 9.00am - 5.00pm Monday to Friday
Switchboard: 9.00am - 4.30pm Monday to Thursday
10.00am - 4.30pm Friday

Ribbons Centre/Charlotte Jackson Trust
Services provided to people and families experiencing domestic violence: Information and support for people living with or affected by HIV/AIDS, their family and carers.

Address:
PO Box 201
Southampton
SO14 3RZ

01202 446216 (for advice and information on crisis loans, appointments)

Website: www.jobcentreplus.gov.uk

Geographical Area: Bournemouth and Christchurch

Times Available:
9.00am - 4.30pm Monday to Friday.
Outside these hours there is an answer machine service.

Referral Policy:
Self-referral
Some third party such as refuges

Job Centre Plus (Bournemouth and Christchurch)
Services provided to people and families experiencing domestic violence: Crisis loans

Address:
20-28 Cotlands Road
Bournemouth
BH1 3RS

Telephone: 01202 446000 (switchboard)
Telephone: 023 8022 5511
Email: info@ribbons-centre.co.uk
Website: www.ribbons-centre.co.uk

Geographical Area: Southern Hampshire

Times Available:
Drop-in: Closed Monday
3.00pm - 9.00pm Tuesday
Wednesday by appointment
11.00 - 3.00pm and 6.00pm - 9.00pm Thursday
Friday by appointment

Referral Policy:
Self-referral
Third party referral such as healthcare professionals

SCRATCH (Southampton City and Region Action to Combat Hardship)

Services provided to people and families experiencing domestic violence: Basics Bank - emergency food and clothing
Removals (a fee will be charged for this service in the Waterside area)
Choices - second-hand furniture shop based in Thornhill.
Please contact office for further details of current project provision.

Address:
Brooklands Courtyard
First Avenue
Millbrook
Southampton
SO15 0LJ

Telephone: 023 8077 3132
Email: scm2scratch@tiscali.co.uk
Website: www.scratchcharity.co.uk

Geographical Area:
Eastleigh, Romsey, Southampton, Waterside and Winchester

Times Available: 9.30am - 4.30pm Monday to Friday

Referral Policy: All clients MUST be referred by recognised agencies. NO direct access.
Domestic Animals
**RSPCA ARC Animal Centre**
Services provided: For boarding small animals in an emergency.

**Address:**
174-176 Ranvilles Lane
Stubbington
 Fareham
Hampshire
PO14 3EZ

**Telephone:** 01329 667541
0870 55 55 999 (24-hour national cruelty and advice line)

**Website:** www.rspca.org.uk

**RSPCA Ashley Heath Animal Centre**

**Address:**
Horton Road
Ashley Heath
Ringwood
Hampshire
BH24 2ET

**Telephone:** 01425 473896
0870 55 55 999 (24-hour national cruelty and advice line)

**Website:** www.rspca.org.uk

**Blue Cross**
Services provided: Animal adoption Centre. It cares for cats, dogs, guinea pigs and rabbits.

**Address:**
Bubb Lane
West End
Southampton
SO30 2HL

**Telephone:** 023 8069 2894
**Fax:** 023 8069 5477
**Website:** www.bluecross.org.uk

**Dogs Trust**
Services provided: Non-destruction re-homing service for dogs.

**Address:**
45 Amesbury Road
Newton Tony
Salisbury
SP4 0HW

**Telephone:** 01980 629634
**Website:** www.dogstrust.org.uk

**Times available:** 12.00pm - 4.00pm
Closed Wednesdays

**Home Minders**

**Address:**
3 Somerly View
Ringwood
Hampshire
BH24 1BP

**Telephone:** 01425 472729

**NFDC Dog Warden Service**
Services provided: The Dog Warden Service promotes responsible dog ownership within the New Forest District. The service deals with the symptoms of irresponsible dog ownership:

- straying dogs
- aggressive dogs
- dog fouling
- noisy dogs

**Address:**
New Forest District Council
Appletree Court
Lyndhurst
Hampshire
SO43 7PA

**Telephone:** 023 8028 5131
**Minicom:** 023 8028 8028
**Fax:** 023 8028 5127
**Website:** www.nfdc.gov.uk
PDSA

Address:
40-42 Mount Pleasant Road
Northam
Southampton
SO14 0EG

Telephone: 023 8069 2894
Website: www.pdsa.org.uk

ORGANISATIONS THAT DEAL WITH HORSES

Bransby Home of Rest for Horses

Services provided: Safe, permanent refuge for horses, ponies, donkeys and mules.

Address:
Bransby
Saxilby
Lincoln
LN1 2PH

Telephone: 01427 788464
Fax: 01427 787657
Email: mail@bransbyhorses.co.uk
Website: www.bransbyhorses.co.uk

Redwings Horse Sanctuary

Services provided: Safe, secure home for horses, ponies, donkeys and mules.

Address:
Head Office
Hapton
Norwich
NR15 1SP

Telephone: 01508 481000
Fax: 0870 458 1947
Email: info@redwings.co.uk
Website: www.redwings.org.uk

International League for the Protection of Horses

Services provided: Welfare rescue service for horses in need.

Address:
Anne Colvin House
Snetterton
Norwich
Norfolk
NR16 2LR

Telephone: 01953 498682
Fax: 0870 904 1927
Website: www.ilph.org