

THE
ISLE OF WIGHT
DOMESTIC ABUSE
DIRECTORY
OF SERVICES

OCTOBER 2008

Introduction:

This directory has been produced by members of the Isle of Wight Domestic Abuse Forum.

The Role of the Domestic Abuse Forum

Multi-agency partnership approach is required to meet the full range of social, welfare, economic, safety, accommodation, criminal and civil justice needs that individuals living with or escaping domestic abuse have. (Hague, 2000; Humphreys, *et al*, 2001; Home Office, 2003). The Crime and Disorder Act (1998) (CDA) provides legal power to share information (Home Office, 1998).

The Forum has been in existence for in excess of 10 years and is well supported by a number of agencies. Through the forum several initiatives have been instigated including the design and production of a Domestic Abuse Contact Card and funding for multi-agency training in raising awareness of domestic abuse.

Within the Forum structure there are more flexible opportunities for agencies to access funding for a variety of things such as:

- Mobile telephones for Domestic Abuse Co-ordinators
- Funds to pay for emergency accommodation for high risk victims where the refuge has no available places
- Training for paramedics in domestic abuse awareness

The forum provides a regular opportunity for agencies to meet and share information, network with each other and bring the latest information to the attention of all working in the field of domestic abuse. The forum needs to have a sufficient level of recognised authority to be an effective working group for enabling and ensuring action.

The venue is sponsored by the Isle of Wight Council (IWC) and meetings are currently chaired by IWC Child Protection Co-ordinator.

The forum is anticipating that a Domestic Abuse Co-ordinator will be appointed to take forward the development of services and ensure best practice across services. This post will sit within the Local Safeguarding Vulnerable Adults Service.

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National Help and Support

(NB: Please note this is not and exhaustive list.)

SERVICE/ HELPLINE	NUMBER
Police	For the IOW the direct dial number is 01983 538707 Alternatively 0845 045 4545 and ask for I.O.W. Domestic Abuse team In an emergency, dial 999
Hampshire Constabulary	0845 045 45 45
Crimestoppers	0800 555 111
If you suspect that a friend, neighbour or relative may be a victim, and would like to report it anonymously, contact Crimestoppers.	
National 24 hour Domestic Violence Helpline Jointly run by Refuge and Women's Aid	0808 2000 247
Refuge	0808 2000 247
Provide information, support and practical help 24-hours a day to women experiencing domestic violence. Can refer women and children to refuges throughout the UK to enable them to escape domestic abuse. www.refuge.org.uk	
Respect Helpline	0845 122 8609
Phone line for domestic violence perpetrators (people who commit domestic abuse) and (ex) partners, friends and relatives who are concerned about a perpetrator.	
Women's Aid National Helpline (Victim Support)	0845 3030 9000
Confidential advice on legal and practical options available and refer to other support services.	
Everyman A national helpline for men who are violent or are concerned about the effects of their violence. Can provide telephone counselling and advice about local services.	0207 263 8884 (Tuesdays and Thursdays)
Male Victim Helpline	0808 801 0327
The ManKind Initiative	01823 334244
Can offer referrals subject to availability to the few UK refuge spaces for Men (& Children) Also Advice/Training to Statutory and Voluntary Agencies	

Head Office 01823 334244 admin@mankind.org.uk or SE Branch Chairman 01983 898022 leave message on 24Hr Answerphone	
Childline	0800 1111
Free phone line offering counselling and support to children and young people. www.childline.org.uk	
NSPCC Child Protection	0808 8005000
For anyone concerned about a child at risk – offers information, support and counselling.	
Victim Support, Hampshire & Isle of Wight	0845 303 0900
Confidential support for people affected by crime. You do not have to have reported incidents to the police to get support - www.victimsupport-hiow.org.uk	
Shelterline	0808 800 4444
If you're worried about having nowhere to go if you leave an abusive partner. We can provide emergency access to refuge services. www.shelter.org.uk	
Samaritans	0845 7909090
Asian Women's 24-Hour Helpline	0207 4741547
Citizen's Advice	0844 772232
NHS Direct (24 Hour Nurse Advice)	0845 4647
Alcoholics Anonymous	02392 580776
National Drugs Helpline	0800 776600
Gives information and advice to anyone in the UK concerned about drugs. This includes drug users, their families, friends and colleagues.	
Gingerbread	0800 018 4318
Support for lone parent families in England and Wales. www.gingerbread.org.uk	
Hidden Hurt	
Information and advice on domestic abuse, including links to national and regional organisations. www.hiddenhurt.co.uk	
A19	0845 122 8622
Confidential advice for 9-16 year olds living with domestic abuse.	
National Elder Abuse Helpline	0808 808 8141
www.elderabuse.org.uk	

Portsmouth

- Portsmouth Refuge 02392 291034
- Portsmouth Rape Crisis 02392 669511 (Women) 02392 669516 (Men)
- Victim Support 02392 653111
- Social Services 02392 839111
- Early Intervention Project 02392 286000 x 3676

OTHER:

Broken Rainbow

Advice for gay, lesbian, bisexual, transgender people.

020 8539 9507

RESPECT

For men worried about their behaviour towards their partners.

0845 122 8609

Shelterline

0808 800 4444

STOP IT NOW!

If you suspect that someone you know is sexually abusing a child or if you are worried about your own thoughts or behaviour towards children.

0808 1000 900

REUNITE

For advice, information and support to parents, guardian and family members who have had or, who fear abduction.

0116 2556 234

Isle of Wight - other useful contacts

Age Concern IOW	01983 525282
Offers Support, Advice and Counselling to Over 50's, 14 Pyle St, Newport, PO30 1JW, www.aciw.org.uk	
Isle of Wight Youth Trust (To age 25)	01983 529569
Free confidential professional counselling service provided by an experienced and qualified team 1 St Johns Place, Newport, Isle of Wight PO30 1LH	

STATUTORY SERVICES

- National Health Service
- Hampshire Police
- Hampshire Probation
- IW Council Services
 - i. Community Services
 - ii. Children and Young People
 - iii. Connexions
 - iv. Housing
 - v. Supporting People
 - vi. Housing and Council Tax Benefit
 - vii. Benefits and DWP

	Summary of Service: NHS - Health Issues
<p>Contact: IOW Primary Care Trust</p> <p>Address: St Mary's Hospital Parkhurst Road Newport Isle of Wight</p> <p>Post Code: PO30 5TG</p> <p>Phone: 01983 524081</p>	<p>Domestic abuse can begin at any stage of a relationship and may continue after the relationship has ended. The abuse need not always be physical but can be as a result of bullying, verbal abuse and humiliation. They may also experience depression, anxiety problems or physical injury.</p> <p>If the person has children, they may also suffer and this can be indicated by a behaviour change in the child, such as bed wetting, nail biting, increased isolation or clinginess, etc.</p> <p>There are many health professionals who can help including:</p> <ul style="list-style-type: none"> ▪ General Practitioner (GP) ▪ Health visitor ▪ Midwife ▪ District nurse ▪ Primary Care Mental Health professional ▪ Children's services ▪ Emergency services <p>For general advice on your health and well being contact Health Promotion:</p> <p>46 Sea Street, Newport, IOW Phone: 01983 814281 also Island Quitters: 01983 814280 Sexual Health: 01983 814285</p> <p>Contact a Midwife via the Maternity Unit, St Mary's Hospital, Newport, Isle of Wight, PO30 5TG. Phone 01983 534392 or 534329.</p>

	Summary of Service: Hampshire Police
<p>Contact:</p> <p>Domestic Abuse Team</p> <p>Phone:</p> <p>01983 538707 (during office hours only)</p> <p>Hampshire Police</p> <p>0845 0454545</p> <p>Website:</p> <p>www.hampshire.police.uk</p> <p>For more details see:</p> <p>www.caada.org.uk</p>	<p>The senior officers and staff of Hampshire Constabulary are committed to tackling domestic abuse wherever it is encountered. This commitment is to act in a firm but fair manner, providing help and support to victims of domestic abuse. It is our intention that offenders are dealt with in an appropriate manner.</p> <p>Domestic abuse on the Isle of Wight (IOW) is managed by the Public Protection Unit which includes the Domestic Abuse Team. The Domestic Abuse Team provides support to victims in liaison with partner agencies.</p> <p>The IOW Police teams are part of the Hampshire Police Service. The officers of the IOW Police have ongoing training on the issues involved in domestic abuse cases. They are encouraged to take a ZERO TOLERANCE approach when dealing with incidents and any violence involved.</p> <p>The principle aims are:</p> <ol style="list-style-type: none"> 1. Victims receive as much help and support from the Police as possible 2. Offenders are dealt with firmly, in order to protect victims 3. Full liaison with the victims, courts, and other agencies is always of paramount importance. <p>The IOW Police are continually striving in partnership with other agencies locally to find ways of dealing with domestic abuse incidents in a sympathetic and positive manner. By providing additional security and peace of mind to victims, this enables them to remain in their own homes. This includes being able to provide personal alarms which are available free of charge and give direct access to the police control room. This aims to ensure a prompt police attendance in an emergency.</p> <p>Multi Agency Risk Assessment Conferencing (MARAC)</p> <p>MARAC was developed to identify victims of domestic abuse who are most at risk of experiencing violence in the future. All domestic abuse referrals via the police will be risk assessed and very high risk cases will be subject to a MARAC. This will reduce the risk of potential victim death / serious harm.</p>

	Summary of Service: Probation Service – services in relation to Domestic Abuse.
<p>Local Contact: Probation Service</p> <p>Address: 8 Sea Street Newport Isle of Wight</p> <p>Post Code: PO30 5BN</p> <p>Phone: 01983 523265</p>	<p>The Hampshire Probation Service treats the issues of domestic abuse seriously, and recognises that it comes from an abuse of an unequal power relationship between men and women. Probation practice will actively promote the safety of abused women and their children. Each staff member will treat incidents of abuse within relationships with the same degree of seriousness as similar incidents of abuse that are not domestic in nature.</p> <p>A combination of measures is most likely to prevent re-offending. These include group-work programmes and individual interviews with probation staff. There will be opportunities to address other presenting issues, for example, financial, employment and substance misuse. Public safety is paramount, and to achieve this, the Probation Service works together with other agencies, including, Police, Social Services and those in the voluntary sector.</p> <p>The group-work programme, the Integrated Domestic Abuse Programme (IDAP) is put together by acknowledged experts. It is monitored constantly to ensure that content and delivery reaches the required standard to enable men to change. IDAP is designed to change the attitudes, beliefs and behaviour of men who are considered to be at risk of committing further abuse within relationships. Participants have to be selected with great care and recommendations are made to the courts at the time of sentence, and to prisons before release on licence.</p> <p>The programmes are run by specially trained probation staff. Because attendance is a condition of a court order/licence, the offender must attend and co-operate with the programme for a stipulated period. If they do not, they are returned to Court or if on licence, to custody. Crucial to the IDAP programme is the role of the Women’s safety worker, who offers support to partners and/or ex partners of men attending the programme. Part of their role is to signpost women to other services who can assist in safety planning for them and their children.</p>

	Summary of Service: Community Services
<p>Contact: Community Services IW Council</p> <p>Address: 17 Fairlee Road Newport Isle of Wight</p> <p>Post Code: PO30 2EA</p> <p>Phone: 01983 520600</p>	<p>Community Services includes adult social care, community and housing services and aims to provide a sensitive and responsive approach to victims of domestic abuse. Within our services we have developed the Safeguarding Vulnerable Adults service. We believe that Safeguarding is everyone's business, and everyone in the community has some responsibility. The services all have a responsibility to collectively balance people's rights to freedom and to make choices whilst ensuring that they are safe from harm. As part of our responsibility we ensure that where there are allegations of abuse, the procedures in place are effective and the responses appropriate.</p> <p>The IOW Domestic Abuse Coordinator is part of the Local Safeguarding Vulnerable Adults Service and has a key responsibility for the development and implementation of an effective integrated partnership approach to dealing with domestic abuse which effectively meets identified need.</p> <p>If you are already receiving support from Adult Services, please contact your local Social Services Centre, the contact details for the centres are listed below. If you are enquiring on how to obtain services from Adult Services then please contact the Adult Duty Team, Telephone 01983 823340.</p> <p>Newport Social Services Centre Social Services Centre Newport St Thomas Chambers 147 High Street Newport Isle of Wight PO30 1TY Telephone 01983 823340</p> <p>Cowes Social Services Centre Social Services Centre Cowes J.S. Whites Building Medina Road Cowes Isle of Wight PO31 7EX Telephone: 01983 291144</p> <p>Ryde Social Services Centre Social Services Centre Ryde Ryde Town Hall Lind Street Ryde Isle of Wight PO33 2NQ Telephone 01983 566011</p> <p>Sandown Social Services Centre Social Services Centre Sandown The Barrack Block Broadway Sandown Isle of Wight PO36 9BS Telephone: 01983 408448</p>

	Summary of Service: Children's Services
<p>Contact: IW Council</p> <p>Address: Children Service's Centre Atkinson Drive Newport Isle of Wight</p> <p>Post Code: PO30 2LS</p> <p>Phone: 01983 525790</p>	<p>It is only in the extreme cases that Children's Services have to act to ensure a child's safety. We believe that the best way to protect children is to help protect and support the abused parent.</p> <p>Service Description:</p> <p>The service works very closely in partnership with the Local Safeguarding Childrens Board (LSCB). Children's Services employ a Child Protection Lead Officer who is based at Children's Service Centre, Atkinson Drive, Newport.</p> <p>In the area of domestic abuse it is imperative that Children's Services liaise closely with other agencies, particularly the police.</p> <p>The principle aim of the service is to safeguard children by working together with the parents.</p> <p>Research tells us that 50% of children subject to Child Protection Plans are victims in their own right of domestic abuse.</p> <p>In excess of 80% of domestic abuse environments have children present. Research informs us that in addition to being at risk of physical harm, significant emotional harm impacts on children and the family.</p>

	Summary of Service: Connexions
<p>Local Contact:</p> <p>Address: 29 High Street Newport Isle of Wight</p> <p>Post Code: PO30 1SS</p> <p>Phone: 01983 525 927</p> <p>Website: www.connexions-isleofwight.org</p>	<p>From the website:</p> <p>Connexions is for you if you are 13-19, living in England and want advice on getting to where you want to be in life. It also provides support up to the age of 25 for young people who have learning difficulties or disabilities (or both).</p> <p>Connexions is a modern public service and young people are actively involved in its design and delivery.</p> <p>The service is managed locally by the Isle of Wight Council.</p> <p>Personal Advisers Connexions Personal Advisers (PA's) work with all young people.</p> <p>They can give you information, advice and practical help with all sorts of things that might be affecting you at school, college, work or in your personal or family life.</p> <p>They can also refer you to specialist support if it is needed. You can find PA's in schools, the college and the information centre in Newport.</p> <p>Connexions want to make sure every young person has a positive and enjoyable life. To make sure they do this they are working around five main priorities:</p> <ul style="list-style-type: none"> • Be healthy • Be safe • Enjoy and achieve • Make a positive contribution • Achieve economic wellbeing

	Summary of Service: Housing
<p>Contact: Housing Services</p> <p>Address: 7 High Street Newport Isle of Wight</p> <p>Post Code: PO30 1SS</p> <p>Phone: 01983 823040</p>	<p>Applying to the Council</p> <p>If you cannot stay in your home or have already left because of domestic abuse or the risk of domestic abuse from someone you are or have lived with, then you can apply as homeless to the Council. The Council may help with finding somewhere for you to stay, but any assistance offered with accommodation is only likely to be bed and breakfast in a privately run guest house or hotel in the first instance.</p> <p>If the Council can help with finding somewhere for you to stay it would normally arrange for you to move away from the area that you were living in for your own safety. If you have children or other dependent relatives who were living with you, the council would arrange for them to be accommodated with you.</p> <p>If you are homeless through domestic abuse you are entitled to apply to any council regardless of whether you have a local connection with the area. If you have dependant children, or are pregnant, over 60 years, have a disability or are vulnerable for a special reason, (such as having experienced domestic abuse) and the Council accepts your application as homeless they will have a duty to provide you with accommodation for up to two years. In order to be permanently re-housed you will need to apply to the Councils Statutory Housing Register. The Council does not own any of its own housing, but nominates people from the register to housing association vacancies.</p> <p>It is important to get housing advice as early as possible, preferably before you give up your own home if you can.</p> <p>The Council's Homelessness Section can be contacted during usual office hours. Outside office hours, a homelessness Duty Officer can be contacted in an emergency via the Council's Wightcare Service (01983 821105).</p>

	Summary of Service: Supporting People
<p>Contact: Supporting People Team</p> <p>Address: Unit G, Innovation Centre, St Cross Business Park, Monks Brook, Newport, Isle of Wight</p> <p>Post Code: PO30 5WB</p> <p>Phone: 01983 550477</p> <p>E mail: supportingpeople@iow.gov.uk</p> <p>Website: www.iwight.com/supportingpeople</p>	<p>Supporting People is a government programme that gives money to housing related-support services, to help you live independently in your community. If you are escaping domestic abuse you could be entitled to housing related support.</p> <p>Support Can Include:</p> <ul style="list-style-type: none"> ▪ Help with budgeting & applying for benefits ▪ Help with dealing with landlords and neighbours ▪ Learning domestic and social skills ▪ Advice on personal safety & security in your home ▪ Help with resettlement ▪ Organising getting professional help <p>Support <u>Does Not</u> Include:</p> <ul style="list-style-type: none"> ▪ Doing your shopping for you ▪ Doing your cleaning ▪ Personal care <p>How can you get housing related support? You should talk to your care manager, social worker, mental health worker, probation officer or housing officer and they will carry out an assessment. For IW Women's Refuge ONLY people can self-refer.</p> <p>If you are not in contact with one of these workers contact the Supporting People Team on 01983 550477 who will help you further.</p>

	Summary of Service: Housing and Council Tax Benefit
<p>Address: Isle of Wight Council Offices, Broadway, Sandown Isle of Wight</p> <p>Post Code: PO36 9EA</p> <p>Phone: 01983 823950</p> <p>E mail: Housing.benefit@iow.gov.uk</p> <p>Website: http://www.iow.gov.uk</p> <p>search under 'Benefits'</p>	<p>The Revenues Service Division is responsible for administering claims for housing / council tax benefit. Central government regulations lay down how entitlement to any of these benefits must be assessed.</p> <p>Housing Benefit can help meet a person's rental liability. There are some changes to the Housing Benefit scheme which take effect from 7 April 2008, when Local Housing Allowance rules will apply.</p> <p>Entitlement to Housing Benefit will normally only be considered on a person's Main home. However, there are circumstances when a person may receive assistance on two homes at the same time. The situation must be deemed unavoidable and the applicant must have moved in to the new home.</p> <p>Council tax benefit can help reduce a person's council tax liability. There are two types of assistance: Main council tax benefit, which is based on the income, state benefits, and any savings that you and your partner have if you are responsible for Council Tax. Second adult rebate, which is available to Council Tax payers who do not have a partner or paying lodger, who share their home with someone on a low income. You cannot receive both benefits at the same time; therefore you will be awarded whichever is the higher.</p> <p>You are unlikely to be entitled to housing / council tax benefit where you or your partner has savings over £16,000, unless you receive Pension Credit (guarantee element).</p> <p>Benefit is normally paid from Monday following the date a claim is treated as being received.</p> <p>The details above are very basic. There are many variations to the regulations. More comprehensive information is available from the Revenues Service Division.</p>

	Summary of Service: The Department for Work and Pensions (DWP) - Benefits
<p>Address: Broadlands House Staplers House Newport Isle of Wight</p> <p>Post Code: PO30 2HX</p> <p>Phone: 01983 273000</p> <p>Website: http://www.dwp.gov.uk</p>	<p>From the website.</p> <p>The Department for Work and Pensions is here to promote opportunity and independence for all through modern, customer-focused services.</p> <p>We help people to achieve their potential through employment, so that they are able to provide for their children and to work and save for secure retirement.</p> <p>Our main customer groups are:</p> <ul style="list-style-type: none"> ▪ children ▪ people of working age ▪ pensioners ▪ disabled people and their carers. <p>We design and monitor our strategies through two client groups for:</p> <ul style="list-style-type: none"> ▪ Working Age and Children ▪ Pensions and Disability. <p>Our businesses:</p> <p>Jobcentre Plus - Provides an integrated service to people of working age. It offers help to people looking to move into work and support for people who can't. Jobcentre Plus also provides a range of services to help employers fill their vacancies quickly.</p> <p>For more information visit: www.jobcentreplus.gov.uk</p> <p>The Pension Service – Is a dedicated service for current and future pensioners. It provides state financial support to over 11 million pensioners delivered at a national and local level and in partnership with other organisations. It also helps people to plan and provide for retirement.</p> <p>For more information visit: www.thepensionservice.gov.uk</p> <p>Child Support Agency - is responsible for running the child support system. It assesses, collects and pays Child Support Maintenance, ensuring that children whose parents do not live together are</p>

<p>For more information visit: www.dwp.gov.uk/debtmanagement</p>	<p>financially supported.</p> <p>For more information visit: www.csa.gov.uk</p> <p>Disability and Carers Service - support disabled people and their carers, whether or not they work. It is responsible for delivering Attendance Allowance, Disability Living Allowance and Carer's Allowance.</p> <p>For more information visit: www.dwp.gov.uk/dcs</p> <p>The Health and Safety Commission and Health and Safety Executive - Protect people's health and safety by ensuring risks at work are properly controlled.</p> <p>For more information visit: www.hse.gov.uk</p> <p>The Rent Service - Provides a rental valuation service for housing benefit purposes, fair rent valuation for landlords and tenants, and advice to customers within the public and private sectors on these issues.</p> <p>For more information visit: www.therentservice.gov.uk</p> <p>Debt Management - Provides a debt management service to the Department, from overpayment calculation through to recovery of debt.</p>
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DOMESTIC ABUSE SPECIFIC SERVICES

- Women's Refuge
- Hampton Trust
- Men's Advice Line

	Service Summary: Women's Refuge
<p>Island Women's Refuge</p> <p>Address: PO Box 5 Sandown IW PO37 6HG</p> <p>Phone: 01983 825981</p>	<p>Island Women's Refuge offers emergency accommodation and ongoing support to women and their dependant children experiencing emotional, physical, sexual or economic abuse. IWR is registered charity (Charity number 1108138) and a Company limited by guarantee (Company number 05217945). The refuge is a communal safe house – women who stay in it contribute to its running.</p> <p>The refuge address is confidential so that it is difficult for a partner to find a woman that has left home. The refuge has partial disabled access.</p> <p>The refuge can find mainland refuge for women and children but are unable to fund travel. If a woman has children she is taking with her it may be possible for Social Services to provide a travel warrant under Section 17 of the Children's Act. The legislation says that if someone is fleeing domestic abuse they do not need a local connection with an area to make a homelessness application.</p> <p>You can contact us by ringing our public telephone number.</p>
<p>Island Women's Refuge – Outreach and Domestic Abuse Services</p> <p>Address: PO Box 5 Sandown IW PO37 6HG</p> <p>Phone: 01983 825981</p>	<p>IWR has a 24hour crisis line providing information and support to women experiencing domestic abuse. Domestic abuse is experienced by women of all ages, all classes, all races, and all religious faiths. It affects women both with and without children. If you want to find out more about your choices and would like to talk about what is happening within a violent or controlling relationship, we can help you - quickly and confidentially.</p> <p>You don't have to move to a refuge to get help. We can provide advice on housing, legal matters and benefits and support you with these issues and many more via our Outreach Services.</p> <p>The Freedom Programme is a weekly group programme aimed at women who have experience of an unequal relationship. It's aims are:</p> <ul style="list-style-type: none"> • To help women understand the beliefs held by abusive men

	<ul style="list-style-type: none"> • To recognise which of these beliefs are propped up by the society we live in • To explore the effects of domestic abuse on children • To have a better understanding about healthy relationships • To help women feel better about themselves and build confidence to improve the quality of their lives <p>This is an informal friendly group and a crèche is available. There is no need for an agency referral to this group. Phone 01983 825981 for information.</p>
<p>Men for Change – An awareness raising programme</p> <p>Phone: 07722927354</p>	<p>This programme is aimed at men who recognise they may use some abusive behaviours and would like to be able to change their behaviour.</p> <p>The sessions explore the alternatives and choices around abusive and violent actions and look at the impact of such behaviour on children.</p>

	Summary of Service: Hampton Trust
<p>Local Contact: Isle Of Wight</p> <p>Address: 1 Ferry Road East Cowes Isle of Wight</p> <p>Post Code: PO32 6RA</p> <p>Phone: 01983 209684</p> <p>Fax : 01983 209683</p> <p>WEBSITE:</p>	<p>Domestic violence and abuse is a serious issue that has serious consequences for the families affected by it. Awareness has never been greater concerning the extent, severity and potential damage that results from living with domestic violence. Thousands of children live in fear in the supposed 'safety' of their own home, either by witnessing or experiencing the violence. We know from increasing research in this field that domestic violence and abuse has no boundaries. Domestic violence and abuse is a hidden crime and we all have the responsibility to challenge it. The Hampton Trust provides a range of services from support for adults and children who have been exposed to abuse, to programmes for perpetrators of violence aimed at changing attitudes and behavior. Please feel free to contact us if you would like to refer someone to our project or if you would like help yourself or for a member of your family/friends. We work across all the age ranges including work with older people who are exposed to abuse in their own families, with children who have committed violent acts, or who have experienced abusive behavior, as well as with individual adults and families.</p> <p>www.hamptontrust.org.uk</p>

	Summary of Service: Men's Advice Line
<p>Taken from the website at:</p> <p>www.mensadvice.org.uk</p> <p>Phone:</p> <p>Freephone number 0808 801 0327 (free from landlines & most mobile phones):</p> <p>Monday, Tuesday and Wednesday</p> <p>10am-1pm and 2pm-5pm</p> <p>You can leave a message when the lines are closed or busy and we will get back to you as soon as we can</p> <p>E mail:</p> <p>info@mensadvice.org.uk</p> <p>The Men's Advice Line is managed by Respect, a registered charity(Charity number 1083968)</p>	<p>The Men's Advice Line is a confidential helpline for men who experience violence from their partners or ex-partners. We help men by:</p> <ul style="list-style-type: none"> ▪ Giving them a chance to talk about their experiences ▪ Providing emotional support ▪ Offering practical advice ▪ Sign-posting to specialist services providing housing, legal, mental health, child contact and parenting advice ▪ Listening to men in a non-judgmental way <p>The Men's Advice Line also takes calls from professionals from both the statutory and voluntary sectors. We provide information and advice about:</p> <ul style="list-style-type: none"> ▪ Best practice when working with male victims of domestic violence ▪ Service provision for male victims of domestic violence ▪ Provision of resources ▪ Provision of training <p>Our approach is informed by research and led by practice.</p> <p>Our policies are available on the website.</p> <p>The Men's Advice Line collaborates with and sign-posts to other domestic violence helplines:</p> <p>The Respect Phone Line 0845 122 8609 for people who are abusive to their partners and want to stop.</p>

LOCAL SUPPORT SERVICES

- Citizens Advice Bureau
- Jigsaw
- Relate
- Samaritans

	Summary of Service: Citizens Advice Bureau
<p data-bbox="140 315 373 398">Citizen's Advice Bureau</p> <p data-bbox="140 459 276 495">Contact:</p> <p data-bbox="140 602 392 831">Address: Exchange House St Cross Lane Newport Isle of Wight</p> <p data-bbox="140 983 316 1019">Post Code:</p> <p data-bbox="140 1079 298 1115">PO30 5BZ</p> <p data-bbox="140 1176 360 1258">Phone: 0845 120 2959</p>	<p data-bbox="443 268 1437 398">The Citizen's Advice Bureau can offer free, confidential, impartial, independent advice and information on a wide range of subjects, including Benefits and Housing.</p> <p data-bbox="443 459 735 495">Working Together:</p> <p data-bbox="443 555 1437 781">Together we can work with you to sort out any debt worries and claim all the benefits you may be entitled to. We can advise on legal matters, and help with housing problems, or deal with consumer issues. We can answer questions about immigration, and we have a lot of experience on family and personal matters also.</p> <p data-bbox="443 842 762 878">Strictly Confidential:</p> <p data-bbox="443 938 1437 1068">Whatever you tell us is dealt with in the strictest confidence. Our advice is given professionally by fully trained voluntary and paid staff. Every Bureau uses a national information system.</p> <p data-bbox="443 1128 671 1164">Practical Help:</p> <p data-bbox="443 1225 1437 1402">As well as giving information and advice we give practical help, for instance filling in forms. We can also put you in touch with organisations who may be able to help you, e.g. Refuge, Solicitors, etc.</p> <p data-bbox="443 1462 628 1498">Contact Us:</p> <p data-bbox="443 1559 1437 1688">We have outreaches all over the Island as well as the main Newport Office. Contact the Newport office to find out the locations and availability. Most do not require appointments.</p>

	Summary of Service: Jigsaw
<p>Address:</p> <p>Grafton House 5 Grafton Street Sandown IOW</p> <p>Post Code: PO36 8JJ</p> <p>Phone: 01983 400123</p> <p>E mail: johnnellison_5@hotmail.com</p>	<p>Jigsaw provides support, advice and counselling for sexual abuse victims.</p> <p>We offer guidance on how to approach the Police and we will, if need be act as an Appropriate Adult for your support through this process.</p> <p>We do charge a reduced fee for 1-1 counselling although we will discuss this with you if you are concerned about the costs.</p>

	Summary of Service: RELATE
<p>Local Contact:</p> <p>Address: 137 Carisbrooke Road, Newport, Isle of Wight</p> <p>Post Code: PO30 2DD</p> <p>Phone: 01983 524402</p> <p>Website: www.relate.org.uk</p>	<p>Relate; the relationship people - We're here to help you find the answers.</p> <p>Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through the website.</p> <p>Relate can help families, parents and young people in their family life.</p> <p>Services for families include family counselling, courses for parents and books for you and your children. Relate can support you and your children through a divorce or separation with counselling, mediation and counselling for young people whose parents are divorcing.</p>

	Summary of Service: Samaritans
<p>Local Contact:</p> <p>Address: 14 East Street, Newport, Isle of Wight</p> <p>Post Code: PO30 1JL</p> <p>Phone: (08457) 90 90 90</p> <p>Website: www.samaritans.org</p>	<p>The Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.</p> <p>Whatever you're going through, whether it's big or small, don't bottle it up. We are here for you if you're worried about something, feel upset or confused, or just want to talk to someone.</p> <p>We offer our service by telephone, email, letter and face to face in most of our branches.</p>

DOMESTIC ABUSE AND THE LAW

- The Role of the Courts
- Solicitors
- Victim Support and Witness Service

	Summary of Service: The Role of the courts
	<p>There are several types of court which deal with incidents of domestic abuse:</p> <p>Magistrates’ Court or Crown Court: If a person makes a complaint of domestic abuse to the police the alleged perpetrator may be charged with a criminal offence and will be required to attend the Magistrates’ Court. He/she may come to court in custody or may be given conditions of bail to ensure he/she turns up in court, prevent him/her committing further offences or interfering with witnesses. Depending upon the seriousness of the case it may then be dealt with in the Magistrates’ Court or be committed to the Crown Court which deals with more serious cases.</p> <p>If the alleged perpetrator pleads not guilty the ‘victim’ may be asked to attend court as a witness. Special measures e.g. giving evidence behind a screen or over a TV link may be available to assist the victim to give evidence and you should ask the police officer in your case and the Witness Care Unit about this. If the alleged perpetrator is found guilty then he/she will be sentenced to a criminal penalty ranging from a conditional discharge to imprisonment.</p> <p>Family Proceedings Court or County Court: Victims of domestic abuse may apply to either of these courts for a non-molestation order or an occupation order</p> <ol style="list-style-type: none"> a. A non-molestation order prohibits the alleged perpetrator from molesting you (and any child if relevant). It can last indefinitely or the court may fix a specific period. If the alleged perpetrator does not keep to the terms of the order he/she can be charged with a criminal offence and brought before the Magistrates’ Court. b. An occupation order allows the victim to stay in or return to your home and requires the alleged perpetrator to leave and excludes him/her from a specific area around the house. The court may attach a power of arrest to this order which means that if the alleged perpetrator does not keep to the terms of the order he/she can be arrested and brought back to court <p>An application for either of these orders can be made without letting the alleged perpetrator know that the victim is applying.</p>

	Summary of Service: The Role of Solicitors
	<p>Solicitors are available in all major towns on the Island to advise you on your rights and what legal action you can take if you are the victim of domestic abuse.</p> <p>All solicitors offer Legal Aid to those whose income and savings are below the maximum limits set by the Government.</p> <p>The Courts can make Court Orders (called injunctions) to cover two areas relevant to the incidence/s of domestic abuse:</p> <ol style="list-style-type: none"> 1. an injunction to forbid a person from assaulting or harassing you 2. an injunction to require a person to leave your house and / or not to return to the house in future. <p>In any case where injury has been caused the Courts can impose a 'power of arrest', which will allow the Police to immediately arrest and hold in custody a person who does not obey an injunction.</p> <p>In other cases, an injunction can still be enforced by the Courts and the person can be fined or sent to prison in serious cases.</p> <p>The solicitors' role is to advise at all times about domestic problems that arise. This can also involve applying for Courts to help protect children where problems occur between couples.</p>

	Summary of Service: Victim Support and Witness Service
<p>Local Contact:</p> <p>Address:</p> <p>Quay House The Riverside Centre Newport Isle of Wight</p> <p>Post Code: PO30 2QR</p> <p>Phone: 01983 530530</p> <p>Victim Supportline 0845 30 30 900</p> <p>E mail:</p> <p>hiow.vssoutheast@ victimsupport.org.uk</p>	<p>Victim Support is the national independent charity for people affected by crime – victims and witnesses, their families and friends – and we’re here in your community. Our trained staff and volunteers offer free and confidential information, support and practical help.</p> <p>Referrals are accepted directly from victims of domestic abuse or with consent from the police or any other sources.</p> <p>It is their policy that they work in partnership with other agencies to assist people who have been the victims of domestic abuse.</p> <p>Victim Support has specifically trained volunteers to offer practical help and emotional support to enable victims of domestic abuse to regain control of their lives.</p> <p>Criminal Injuries Compensation:</p> <p>All victims of domestic abuse can apply for Criminal Injuries Compensation. To qualify certain conditions need to be met.</p> <p>The incident must be reported in person to the police without undue delay.</p> <p>The victim must have stopped living in the same household at the time of the application was made and be unlikely to live with them again.</p> <p>If the victim and offender were living as members of the same family at the time of the assault, the award will be withheld unless the person responsible has been prosecuted, except where there are good reasons why a prosecution has not been brought.</p> <p>Victims can sue for compensation for assault or battery. They can contact a sympathetic solicitor, familiar with the law regarding domestic abuse and who is prepared to act quickly on their behalf. Victim Support provides a free and confidential service and can assist in all Criminal Injuries Compensation claims</p> <p>From the website:</p>

<p>Witnesses</p> <p>Phone: 01983 533688</p> <p>Email: hiow.wssoutheast@victimsupport.org.uk</p>	<p>Everyone reacts differently to their experience of crime or attending court and, for some, being a victim of crime can lead to all kinds of problems.</p> <p>In addition to coping with the experience there are often many practical matters to attend to. And if a case is investigated by the police or goes to court, worries about dealing with the procedures and processes of the criminal justice system.</p> <p>Use our website to find out more about:</p> <ul style="list-style-type: none"> • the effect of crime and how to reduce these • dealing with practical matters after a crime - for example, compensation, insurance and housing • how the criminal justice system works - for example, reporting a crime, court proceedings and what happens after sentencing. <p>Victim Support Hampshire & Isle of Wight's volunteers and staff are available to provide emotional and practical support and information to anyone affected by crime. If you would like to use our services, please contact your nearest community office or court.</p> <p>Help for witnesses</p> <p>Many witnesses feel worried about going to court, regardless of whether or not they were the victim of the crime. Victim Support runs the Witness Service in every criminal court in England and Wales to give information and support to witnesses, victims, their families and friends when they go to court.</p> <p>We help:</p> <ul style="list-style-type: none"> • witnesses who are called to give evidence, including defence witnesses • victims of crime and their families and friends attending court for any reason • children as well as adults. <p>Witness Service staff and volunteers can give you:</p>
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- someone to talk to in confidence
- a chance to see the court beforehand and learn about court procedures
- a quiet place to wait
- someone to go with you into the court room when giving evidence
- practical help (for example with expense forms)
- easier access to people who can answer specific questions about the case (the Witness Service cannot discuss evidence or offer legal advice)
- a chance to talk over the case when it has ended and to get more help or information.

Like the rest of Victim Support, the Witness Service is free and independent of the police or courts. You can contact your local Witness Service directly.