

Domestic Abuse

Plymouth Directory of Support Services

Plymouth
Domestic
Abuse
Partnership



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INTRODUCTION

Domestic abuse is a **complex** problem that requires a range of complex responses. It is **hard to address**, because other adults **rarely witness** the abuse and the survivor is likely to have family, financial and emotional links with the perpetrator.

Most domestic abuse occurs in what should be a safe and supportive relationship and **often in the presence of children**. This is an **extreme violation of trust** and causes **immeasurable pain and suffering to victims and their children**.

Although this directory has been published by the Plymouth Domestic Abuse Partnership it draws on best practice from the Devon domestic abuse partnership (ADVA) who have kindly allowed us to use extracts from their directory

This directory is intended to provide a first point of support for anyone experiencing domestic abuse, or supporting someone who is experiencing domestic abuse. It also gives valuable information to professionals and agency support workers on the specialist services available in Plymouth and nationally, as well as other supports services, which may be of some help.

For further copies of this directory, please contact the Plymouth Domestic Abuse Partnership Manager on 01752 306752, or email morris.watts@plymouth.gov.uk

You can also download this directory by visiting the Plymouth City Council

website: www.plymouth.gov.uk/homepage/domesticabuse

where you can also access other useful information.

For more information regarding domestic abuse and its links to child protection, visit the Plymouth Safeguarding Childrens website on:

www.plymouthscb.org.uk where you can also find information regarding a wide variety of multi agency domestic abuse and child protection training for agency representatives and managers.

For information regarding services in Devon County you should visit the ADVA website:

www.adva.org.uk

where you can also access other useful information, including a wide variety of multi-agency domestic violence training for agency representatives and managers.

HOW TO USE THIS DIRECTORY

We have arranged the information into three sections. The first sets out advice and guidance for agency workers, family and friends and those experiencing domestic abuse.

In section two you will find information about specialist domestic abuse services and in section three other support service that can help with a particular problem. A short description of the services provided by each agency is listed together with contact telephone numbers, website details and email addresses where available.

Inclusion in this directory does not mean that all agencies listed have staff with expert knowledge or training in domestic abuse. For this sort of specialist advice contact one of the agencies listed under 'specialist agencies'.

The directory will be updated every 2 years. If you have details of any agency which you feel should be included or want to amend any of the information, please contact the Plymouth Domestic Abuse Partnership manager.

If a service you are looking for is not listed, you can also try the supporting people website, which provides a national directory of services on: www.spdirectory.org.uk

WHAT IS DOMESTIC ABUSE?

We use the term domestic abuse and not domestic violence because this encompasses all forms of abuse and is not restricted to physical assaults.

Domestic abuse is a pattern of behaviour characterised by the exercise of control and misuse of power and includes any violent or abusive behaviour by a partner, ex partner or close family member.

This abuse can take many forms:

- Physical violence, including assaults;
- Sexual violence including forcing someone to do something against their will
- Emotional or mental abuse
- Threats, intimidation and bullying
- Controlling behaviour and isolating from family and friends
- Financial abuse

Who is affected by domestic abuse?

Domestic abuse affects women, men and children in all sections of society. It is under reported, widespread and has no boundaries, affecting anyone regardless of age, sex, culture, gender or lifestyle. It can also be intergenerational, for example between parent and child, where the child is the abuser.

The impact on a victim can be profound and far-reaching resulting in risk to life and limb and even death. It can also lead to serious mental health issues as well as stress and homelessness.

Domestic abuse is strongly linked to child abuse with the existence of one form of abuse being an indicator of the other. Children living with domestic abuse suffer significant stress, which can be displayed in a number of ways including, bed wetting, poor health, loss of concentration, and poor communication skills.

Children are sometimes used as a tool to coerce partners into reconciliation or in participating in the abuse. The long-term affects are profound leading some children to become the next generation of perpetrators and victims.

Domestic abuse affects women, men and children in all sections of society.

Who are the abusers?

Abusers can be men, women and in some cases children. Statistically however domestic abuse disproportionately affects women with in excess of 90% of cases being perpetrated by men.

Techniques used by abusers can be subtle and include violence and coercion as a means to exercise power and control over the victim. Much of the abuse takes place in private, behind closed doors, and often others, including professionals, regard the abuser as a model person even when confronted with evidence to the contrary.

Abusers will attempt to justify their behaviour as being caused by stress, substance misuse, low self-esteem, unemployment, over work or insecurity. However the real reason is the desire to exercise power and control.

Remember, domestic abuse is a crime.

Good practice guidelines for agency workers

The following contains some basic points you should observe when someone discloses domestic abuse

- If someone tells you about domestic abuse and you can access information to help them, or point them in a direction of someone who can, you could save their life.
- Never assume that the violence is not serious. Some people will minimise their experience or only refer to less serious incidents. Always assume that there is much more information that they may not tell you and that they may be at risk and give them information accordingly, so that if an incident occurs they will know what to do
- Talk to the survivor somewhere in private. Nobody wants to discuss their private life in public so make sure to provide an adequate place to discuss these matters. Never discuss the situation in the presence of their partner as this will put them at risk. If necessary you can invent a reason why you need to see them in a separate room for a while
- Before arranging an interview allow for plenty of time. This is a highly emotional subject and it may be the first time in a long history of abuse that the survivor decides to disclose to you. The client may get upset and may need some space to voice their concerns. Don't rush them, be patient and supportive
- Reassure the survivor that it is not their fault and that there are agencies that can help. The important thing is that they feel supported. If you feel that you are not the best person to provide advice, support the survivor in contacting a specialist agency. Numbers can be found later in this directory
- Have as much information material available as possible before the interview begins
- If the survivor has brought children with them, ask if someone else can look after them. If this is not possible try to provide toys for them to keep them occupied. It is important to remember that the children may be traumatised and may be scared to leave their parent. Do not make anyone feel unwelcome
- Know where to signpost the survivor and with their agreement you can refer to the appropriate agency. It can be helpful to offer to make a phone call with them, or to offer use of your phone

- Provide an interpreter for survivors whose first language is not English or who are hard of hearing. Agencies should consider how they can provide interpreters before the need arises
- Survivors may need to leave home as a matter of urgency. The information given in the following section for survivors will give you details of what they can do in an emergency
- Don't make assumptions or add to the persons story
- If the person or children are in danger you may need to act with or without their consent

MARAC (Multi Agency Risk Assessment Conferences) and risk assessment

MARAC is a multi agency meeting chaired and coordinated by the Police, held fortnightly, where cases of domestic abuse which have been assessed as high risk are reviewed.

Specialist domestic abuse services and the Police are trained in the use of a risk assessment checklist. This checklist provides a consistent tool for those working with adult victims of domestic abuse in order to help identify those who are at high risk of harm and should therefore be referred to a MARAC meeting in order to manage their risk.

If you have any concerns regarding the safety of an adult who has disclosed domestic abuse you should refer to your own organisations policies and procedures if in place. You should also consider speaking with someone from a specialist domestic abuse service, or one of the risk assessors based within the Police Domestic Abuse Investigation Unit.

Remember you are not alone and specialist advice is always available.

Children and young people

Children are often more aware of their parent's problems than the parents think. In the UK at least 750,000 children a year witness domestic violence. Studies have found that children are present or in the next room in 90% of domestic violence incidents.

Contemporary research evidence shows that children experiencing domestic abuse can be negatively affected in every aspect of their functioning, safety, health, school attendance and achievement, economic well-being and emotional

development. Serious case reviews have identified a very high incidence of domestic abuse in cases where there has been death or serious injury of a child.

If you have any concerns about the risk to a child or children as a result of domestic abuse, you should refer to your own agencies child protection policy or contact your local Children's Services, Children's Social Care Department (Advice and Assessment Service) to discuss your worries with a duty social worker or the Police.

For more information regarding safeguarding children and associated procedures visit the Plymouth Safeguarding Childrens Board website www.plymouthscb.org.uk

What if the survivor returns to the abuser?

Some people leave an abusive relationship after one incident; others may take years to make this change in their lives. This does not mean that the violence is less serious!

For many it is difficult to find the strength to leave a violent relationship, as living with abuse means a gradual undermining of their confidence and self-esteem. It is particularly hard if the person they are complaining about is a parent of their child. Many people want the violence to stop but do not want to end the relationship. Others may fear what their partner will do if they leave. We know that statistically the risk of a violent murder increases dramatically at the point of leaving and many violent partners make threats to harm other people or themselves.

There are many reasons why some people need several attempts to leave a violent relationship before finally doing so or why they may wait many years before taking action against their partner.

If a survivor decides to return to a violent relationship it is important that they continue to get help and support and will not be turned away or embarrassed if they wish to ask for help again. Their return does not mean that they are at fault or that the violence is not serious. There may be too many pressures for them at this point in time and they should receive a helpful and sympathetic response whatever their decision is.

Whatever form it takes, domestic violence is rarely a one-off incident.

Advice for family and friends

Whether you are a family member, friend or colleague at work, if someone comes to you for help, listen and don't try to take control. The following points may be helpful to you:

- Take the person seriously and believe what they say
- Be calm and positive
- Respect their wishes at all times. Ask what they want
- Give them time to discuss their feelings and needs at their own pace
- Stress that they are not responsible for the abuse and that they are not alone
- Find out if they need medical help
- Use this directory to find an organisation that can help
- Do not push them to do anything they are not ready to do. They are probably the best judge of what the best way forward is and what action is safe
- Assist them in making contact with agencies who may be able to help by using this directory
- Help them to keep safe by making a safety plan
- Assure them of your confidentiality. Check whether it is safe to contact them and what the safest way is of keeping in touch
- Do not put yourself in danger by offering to talk to the abuser, or let the abuser see you as a threat to their relationship

Advice to those experiencing domestic abuse

Whatever form it takes, domestic violence is rarely a one-off incident. More usually it's a pattern of abusive behaviour that is used to intimidate, humiliate or frighten victims as a systematic way of maintaining power and control over them.

Nobody has the right to abuse you physically, sexually, emotionally or economically and nothing justifies abusive behaviour. Domestic abuse is a crime and it must stop!

If this is happening to you, you are not alone. 1 in 4 women and an estimated 1 in 6 men experience domestic abuse in their lifetime, regardless of class, ethnicity or sexual orientation. You may feel ashamed, scared, isolated, humiliated, confused, and afraid not to be believed or that the violence gets worse if you report it. You are not to blame! Do not suffer in silence, as there are people who can help.

You may quite easily and quickly decide to ask for help or, may find the process long and painful as you try to make the relationship work and stop the abuse, while struggling against the practical and emotional reasons for staying.

There are laws to protect you from domestic abuse and most organisations, including the police, take domestic abuse very seriously. Many organisations listed in this directory employ people who specialise in dealing with domestic abuse cases, and they will be sympathetic and supportive. They will also help to protect you from further violence.

If you don't tell anyone about the abuse then the chances are it will continue and get worse. By telling someone, a friend, family member or one of the organisations listed in this directory, you will be able to start protecting yourself and your children. Children and young people in your household will greatly be affected by living with domestic abuse and we know through research that children are often at risk of increased emotional and behavioural problems and at risk of experiencing emotional or physical abuse themselves. By telling someone you will also be protecting them.

The following is a checklist if you decide to leave:

- **Children.** Consider whether you should take them with you
- **Money.** If possible, have some money saved in case you need to use a taxi or bus. Take your credit cards, cheques, saving and giro books and current and unpaid bills. If you don't have a mobile phone, find somewhere you can quickly and safely use the phone should you need to.
- Take **important documents** such as your marriage and birth certificate, any court order, passport, benefit and bank books, and health records. Also remember to take the child benefit book and other legal and financial papers you may have.
- **Keys.** Take any keys you have or if there is time have an extra set made of the house, car and office keys before you leave.
- **Emergency addresses and contact numbers.** School, GP, friends and family phone numbers and numbers of relevant domestic abuse agencies.
- Have a **small bag** already packed with an extra set of keys for the house and car should you need to leave in an emergency. You may prefer to leave this with a trusted friend.
- Take essential **medicines** that you and your children need.
- **Toys.** Sometimes it is difficult to carry much but your children may be confused and upset and a special toy or comforter may help them.
- If you later discover that you have left something essential behind, you can always arrange for a police escort so that you can return for it.

PART TWO

24 HOUR HELPLINES

National Women's Aid 0808 2000 247
For women experiencing domestic abuse

NHS Direct 0845 4647
For anyone physically unwell

Samaritans 08457 909090
For emotional support in a crisis

Childline 0800 1111
For children/young people in distress

National Child Protection Helpline 0808 800 5000
For anyone concerned about a child

Parentline 0808 800 2222
For anyone caring for a child

Shelterline 0808 800 4444
National Housing Advice Line

IN AN EMERGENCY DIAL 999

SPECIALIST DOMESTIC ABUSE SERVICES

The following is a list of agencies with specialist knowledge and experience in dealing with domestic abuse. In many ways a referral to one of these agencies will be the best way to help.

Plymouth Domestic Abuse Service

Emotional and practical support for men and women, including safety planning, securing safe accommodation and support through the criminal justice system. Creative support packages through specialist children's worker.

Tel: 01752 252033

Monday - Friday 9.00am - 5.00pm. Answer phone outside of office hours

Email: pdas@sanctuary-housing.co.uk

Police Domestic Abuse Investigation Unit

Dedicated team of domestic abuse investigators together with MARAC coordination and risk assessors.

Investigation Team

Phone the Devon and Cornwall Police non emergency switchboard 101

IN AN EMERGENCY DIAL 999

Victim Support:

Free and confidential information, practical help and emotional support for anyone affected by domestic abuse (whether or not the police are involved)

Tel: 0845 676 10 20

Devon office

Monday - Friday 8.00am - 8.00pm

Tel: 0845 30 30 900

National support-line

Monday - Friday 9.00am - 9.00pm Weekends 9.00am - 7.00pm

Bank holidays 9.00am - 5.00pm

Website: www.victimsupport.org.uk

Email: supportline@victimsupport.org.uk

SPECIALIST DOMESTIC ABUSE SERVICES FOR WOMEN

National Women's Aid Helpline

The helpline provides access to 24-hour emergency refuge accommodation as well as information and advice, including safety planning and translation facilities.

Tel: 0808 2000 247 (24-hour)

Website: www.womensaid.org.uk

Plymouth Women's Refuge

Provides access to safe emergency accommodation

Tel: 01752 562286 (not 24 hour) or 01752 252033

Mon to Fri 9.00am - 5.00pm. Answer phone outside of office hours.

Email: pdas@sanctuary-housing.co.uk

SEEDS Plymouth

A women's forum dedicated to providing a voice for survivors of domestic abuse and increasing understanding of domestic abuse within the city.

Plymouth SEEDS Co-ordinator Kerry Whincup

Tel: 07527 773 265

Email: kerry.whincup@sky.com

SPECIALIST DOMESTIC ABUSE SERVICES FOR MEN

MALE

The Men's Advice Line is a confidential helpline for men who experience violence from their partners or ex-partners. The Men's Advice Line also takes calls from professionals from both the statutory and voluntary sectors.

Tel: 0808 801 0327

Mon Tues and Wed - 10.00am-1.00pm and 2.00pm-5.00pm

Email: info@mensadviceline.org.uk

Website: www.mensadviceline.org.uk

SPECIALIST SERVICES DOMESTIC ABUSE SERVICES FOR BLACK AND MINORITY ETHNIC GROUPS

Chinese Information and Advice Centre-Women's Support Project

Domestic abuse helpline. This project offers support for Chinese women who are victims of domestic abuse.

Tel: 020 7462 1218

53 New Oxford Street, London WC1A 1BL

Email: info@ciac.co.uk

Website: www.ciac.co.uk

Force Marriage Unit - Foreign and Commonwealth Office

This unit gives advice and assistance to people who fear they are going to be forced into a marriage abroad, fear for a friend/relative who has been taken abroad and may be forced into a marriage, people who have been forced into a marriage and do not want to support their spouse's visa application.

Tel: 020 7008 0135 or 020 7008 0230

Mon-Fri, 9.00am-5pm

Tel: 020 7008 1500 Emergency out of hours

Old Admiralty Building, G55, London, SW1 2PA

Email: fmufco.gov.uk

Jewish Women's Aid

Run by Jewish women for Jewish women and their children who have been subjected to domestic abuse.

Tel: 0800 591 1203 (free phone)

Mon, Weds and Thurs 9.30am to 9.30pm

PO Box 2670, London N12 9ZE

Email: info@jwa.org.uk

Website: www.jwa.org.uk

Kiran Asian Women's Aid

Confidential advice for Asian women and their children fleeing abuse.
These services are provided by Asian women.

Tel: 0208 558 1986

PO Box 899, Leytonstone, London E11 1AA

Email: infokiranawa@ukonline.co.uk

Website: www.rdlogo.com/cqp/kawa/index.html

Plymouth and District Racial Equality Council

Although not a specialist domestic abuse service, the Plymouth and District Racial Equality Council has experience of dealing with clients who have been abused and will signpost into appropriate agencies.

Tel: 01752 224555

3rd Floor, Prideaux Court, Palace Street, Plymouth, PL4 8PS

Email: enquiries@plymouthrec.org

Southall Black Sisters

Information, advice and advocacy, practical help, counselling and support to Asian and African-Caribbean women and children experiencing domestic and sexual abuse (including forced marriage and honour crimes).

Tel: 020 8571 9595

Mon, Tues, Thurs, Fri, 10.00 to 4.00pm

21 Avenue Road, Southall, Middlesex UB1 3BL

Website: www.southallblacksisters.org.uk

SPECIALIST DOMESTIC ABUSE SERVICES FOR Lesbian, Gay, Bisexual and Transgender

Broken Rainbow:

Confidential listening, information and signposting service for lesbian, gay, bisexual and transgender people experiencing same sex violence, biphobic and transphobic domestic violence, and their family and friends.

Tel: 08452 604460

PO Box 38498, London, SE16 2WN

Email: mail@broken-rainbow.org.uk

Website: www.broken-rainbow.org.uk

SPECIALIST SERVICES FOR MEN WHO SHOW ABUSIVE BEHAVIOUR TOWARDS THEIR PARTNERS

Respect Phone line

Information and advice line for people who are abusive or/violent towards their partners and want to change. We also receive calls from friends and family of perpetrators of domestic violence and from frontline workers who work directly or indirectly with them.

Tel: 0845 122 8609

1st Floor, Downstream Building, 1 London Bridge, London, SE1 9BG

Email: phoneline@respect.uk.net

Website: www.respect.uk.net

AHIMSA

Ahimsa provides a specialist treatment programme for male perpetrators of domestic abuse alongside a linked support service for the female partners and ex-partners of those men.

Tel: 01752 213535

6 Victoria Place, Millbay Road, Plymouth, PL1 3LP

Email: nicky@ahimsa.org.uk or paul@ahimsa.org.uk

SPECIALIST SUPPORT FOR CHILDREN AND YOUNG PEOPLE

Plymouth Domestic Abuse Service

Creative support packages provided through a team of specialist children's workers.

Tel: 01752 252033

Monday to Friday 9.00am - 5.00pm. Answer phone outside of office hours

Email: pdas@carr-gomm.org.uk

SPECIALIST DOMESTIC ABUSE RELATED LEGAL HELP

Domestic Abuse Advocacy Project

Specialist advocacy project providing free legal advice and representation to people subject to ongoing domestic abuse. Enabling victims/survivors to obtain protection afforded through the county court by way of non molestation order and occupation orders.

Tel: 01752 305408 Office hours

National Centre for Domestic Violence

The service is for anyone experiencing domestic abuse, specialising in helping victims of domestic violence obtain non- molestation and other orders (injunctions) from court.

Suite 129, 456-458

Strand,

London WC2R 0DZ

Tel: 08709 220704 / 08009 70 20 70 (Free phone 24hrs)

Website: www.ncdv.org.uk

PART THREE

OTHER SUPPORT SERVICES

The following is an alphabetical list of other specialist non domestic abuse services which may be able to help.

ALCOHOL and DRUGS

Harbour Drug and Alcohol Services

Specialist structured drug and alcohol treatment. Self referral or referred by GP or other professionals

Tel: 01752 314222

Office hours - Monday to Friday 9.00am - 5.00pm by phone or in person

9/10 Ermington Terrace, Mutley Plain Plymouth

Website: www.harbour.org.uk

Hamoaze House

Offers structured day services to adults, young people, individuals, children and families. Tel: 01752 566100

Opening/contact times: Hamoaze open Monday to Saturday 9.30am to 4.30pm

Email: Office@hamoazehouse.org.uk

Broadreach House

Treatment and support services for men and women whose lives have been adversely affected by alcohol or drugs.

The organisation owns and manages three separate residential centres and a non residential day service

■ Broadreach Tel: 01752 790000

■ Closereach Tel: 01752 348348

■ Longreach Tel: 01752 788699

■ Ocean Quay Tel: 01752 500003

Opening/Contact times 9.00am - 5.00pm

Email: enquiry@broadreach-house.org.uk

Website: www.broadreach-house.org.uk

Trevi House Limited

Provides rehabilitation and parental assessment for mothers with drug or alcohol dependency issues, together with their children, in a residential setting in the city of Plymouth, Devon.

Tel: 01752 255758

Fax: 01752 275917

Trevi House
2-6 Endsleigh Gardens
Plymouth, Devon PL4 6DR

Email: office@trevihouse.org

Website: www.treviproject.org

BENEFITS

Jobcentre Plus

Advice for anyone with a benefits query including:

- New claims
- Existing claims
- Access to social fund crisis loans
- Queries regarding national insurance numbers.

New Claims Tel: 0800 055 6688

Crisis loans Tel: 0800 0234 888

Existing claims Tel: 0845 6093 6095

National Ins numbers Tel: 0845 600 0643

Jobcentre Plus (Plymouth) Breakwater Road
Plymouth PL9 8BL

Website: www.jobcentreplus.gov.uk/JCP/index.html

Citizens Advice Bureau

Anyone requiring specialist advice regarding Social Security, benefits, employment and debts. Tel: 08448 269 717

2nd Floor, Cobourg House, 32 Mayflower Street Plymouth, Devon PL1 1QX

Email: advice@plymouthcab.org.uk

Website: www.plymouthcab.org.uk

HM Revenue and Customs

For advice regarding Tax Credit and Child Benefit

Tax Credit: Tel: 0845 300 3900

Child benefit: Tel: 0845 302 1444

Website: www.hmrc.gov.uk

Housing benefit

Please see under housing and homelessness.

CHILDREN AND FAMILIES

Plymouth City Council Advice and Assessment:

Child abuse takes many forms including physical abuse, sexual abuse, emotional abuse and neglect. If you are worried about the welfare of a child or children then please contact the Advice and Assessment Service to discuss your worries with a duty social worker.

Tel: 01752 308600

Advice and Assessment Service, Children's Services

Plymouth City Council Plymouth PL1 2AA

Email: adviceandassessment@plymouth.gov.uk

Child and Adolescent Mental Health Service

Mental health services for children and young people, day services, community mental health teams and consultancy for professionals supporting a child or young person with mental health problems.

Tel: 01752 272347

Fax: 01752 272361

Monday to Friday 9.00am - 5.00pm.

Referrals are accepted from any professional who work with children and young people.

YWCA

Offers a range of services for girls and women aged 11 to 30 from across Plymouth who may be experiencing social and economic exclusion, have low self esteem, are unemployed, have difficulties with basic skills, difficulties with relationships, suffer or have suffered abuse and/or violence.

Tel: 01752 671080 or 07917839489

YWCA, Alfred Street, The Hoe, Plymouth, PL1 2RP

Website: www.ywca.org.uk

Email: caroline.storer@ywca.org.uk

Email: kelly.davidson@ywca.org.uk

Connexions Plymouth

Advice guidance and practical help for ages 13 - 19yrs

Tel: 01752 207700

10-12 Union St, Plymouth, Devon, PL1 2SR

Opening hours: Monday - Thursday 9.30am - 4.30pm; Fri 10.30am - 4.30pm

Local Connexions Centres: Drop in hours Monday - Thursday 9.30am - 4.30pm;
Friday 10.30am-4.30pm

Email: plymouth@connexions-cd.org.uk

Website: www.connexions-cd.org.uk

The Junction Plymouth

Free, friendly and confidential sexual health service for 13-25 year olds.

Referrals to other services.

Also available through Nurse or Doctor:

- Emergency Contraception
- Contraception and Advice

Junction: Tel: 01752 206626

Opening Times:

Monday 10.00am - 6.00pm

Tuesday 12.30pm - 5.00pm

Wednesday 12.30pm - 5.00pm

Thursday 12.30pm - 5.00pm

Friday 12.30pm - 5.00pm

Saturday 10.30pm - 4.00pm

The Zone Plymouth

Offers a wide range of information, advice, counselling and other personal support services for young people aged between 13 and 25.

Tel: 01752 206626

14-16 Union Street Derry's Cross Plymouth PL1 2SR

Email: enquiries@thezoneplymouth.co.uk

Childline

For children/young people in distress

Tel: 0800 1111

National Child Protection Helpline

For anyone concerned about a child

Tel: 0808 800 5000

Parentline

For anyone caring for a child

Tel: 0808 800 2222

EMOTIONAL SUPPORT AND COUNSELLING

Relate Plymouth

Professional relationship counselling

Tel: 01752 213131

Email: plymouthrelate@blueyonder.co.uk

Samaritans

For emotional support in a crisis

Tel: 08457 909090

HEALTH SERVICES

Sexual Assault Referral Centre

Crisis and pre-trial support and long-term therapy for men and women who have experienced sexual violence within a domestic violent relationship.

24-hour access for emergency forensic facilities i.e. in the event of a rape or serious sexual assault.

Tel: 01752 220400 Monday - Friday 9.00am - 5.00pm or 08458 121212

Website: www.twelvescompany.co.uk

Email: admin@twelvescompany.co.uk

Derriford Hospital Accident and Emergency Department

Staff at A&E have received domestic abuse training and will deal with any suspected incidents of abuse sensitively and will do their best to provide triage in private.

Tel: 0845 155 8155 (24 hour)

Derriford Hospital Sexual Health Clinic

Tel: 01752 43 11 24 Monday - Friday: 8.30am - 11.30am and 1.30pm - 4.30pm

■ Wednesday: Female-only clinic 4pm - 6pm

■ Thursday: Male-only clinic 4.00pm - 6.00pm

NHS Direct

For anyone physically unwell. Tel: 0845 4647

HOUSING AND HOMELESSNESS

Housing Advice Service Plymouth City Council:

Plymouth City Council's Housing Advice Service is a free and confidential specialist service available to any Plymouth resident with a housing problem.

Tel: 01752 305496 Monday to Friday 8.30am to 5.30pm

Housing Advice Service, Ground Floor Civic Centre PL1 2AA

Email: housingadvice@plymouth.gov.uk

Website: www.plymouth.gov.uk

Shelterline

National housing advice line

Tel: 0808 800 4444

LEGAL ADVICE

The Community Legal Service (CLS):

Network of Legal Services Commission funded advice providers. This civil legal aid scheme helps people to protect their rights.

Tel: 0845 345 4345. Monday - Friday 9.00am - 6.30pm.

Website: www.communitylegaladvice.org.uk

Devon Law Centre

Specialist advice in Community Care, Education, Housing and Immigration Law.

Tel: 01752 519794

Website: www.devonlawcentre.org.uk

OLDER PEOPLE

Action on Elder Abuse

National freephone helpline for anyone concerned about the abuse of elder people.

Tel: 0808 808 8141

Email: enquiries@elderabuse.org.uk

Website: www.elderabuse.org.uk

Age Concern Plymouth

Tel: 01752 665424

Fax: 01752 224100

Plymouth Age Concern Centre

Elspeth Sitters House

Hoegate Street, Plymouth PL1 2JB

Email: barbara.duffy@plymouthageconcern.org.uk

Website: www.plymouthageconcern.org.uk

Care Direct Devon

Information and advice for adults who have physical or sensory disabilities, citizens over the age of 60 and their carers

Tel: 0800 444 000 Mon to Fri 8.00am - 6.00pm

Website: www.devon.gov.uk/caredirect

PARENT SUPPORT

Plymouth Parent Partnership

Parent Support Advisers (PSAs) are based within individual schools and can offer advice and support to all parents on any aspect of their life.

Although the PSAs are based in schools the work they carry out is parent led and the service they offer is impartial and confidential.

Tel: 01752 258933

Plymouth Parent Partnership, Old Treasury Building
Catherine Street, Plymouth PL1 2AD

Email: parentpartnership@plymouth.gov.uk

Website: www.parentpartnership@plymouth.gov.uk

Parents Apart

Provides parents and children with support when finding separation difficult.

- Money matters
- Help children cope with change
- Keeping children in touch with parents
- Emotional support
- Legal advice

Tel: 0800 783 4259 or 01752 300700

Routeways Centre Ltd

41/43 Chapel Street, Mount Wise, Plymouth PL1 4DU

Email: info@routeways.org.uk

Website: www.routeways.org.uk

Notes

