

Domestic violence is a crime.
In an emergency dial 999.



Published 07/06

The poster features a background image of a woman with long blonde hair covering her face in distress, with a hand gripping her shoulder. At the top, three council logos are displayed: Mole Valley District Council, Tandridge District Council, and Reigate & Banstead Borough Council. The main text is centered at the bottom.

Domestic abuse

East Surrey Contact Directory

Introduction

Domestic abuse comes in many forms. In the home, or from an ex-partner.

It can happen to anyone, regardless of class, age, race, sexuality, religion, disability or ethnic group.

It can include psychological, emotional, financial, sexual and physical abuse. Just because it doesn't show doesn't mean it doesn't matter.

The first step you need to take to stop the abuse is to recognise that you are being abused and that you do not deserve it.

Domestic violence is a crime - in an emergency dial 999.

There are local and national agencies which can help support and advise you.

You may want some information, just want someone else to know, or need to escape to somewhere safe.

This directory aims to give you contact details for local and national organisations which will be able to give you help, advice and support.

- ◆ **Rights of Women** (Sexual violence legal advice)
Tel: 020 7251 8887, Textphone: 020 7490 2562, www.rightsofwomen.org.uk. Rights of Women runs a sexual violence advice line and also provides free legal advice for women. Leaflets can be downloaded from their site, including ones about sexual violence and harassment. Monday 11am-1pm, Tuesday 10am-12noon.
- ◆ **Shelterline**
Tel: 0808 800 4444, www.shelter.org.uk. Free housing advice helpline.
- ◆ **Southall Black Sisters**
Tel: 020 8571 9595, Monday to Friday 10am-5pm, www.southallblacksisters.org.uk. A service which meet the needs of black (Asian & African Caribbean) women.
- ◆ **Stonewall Housing**
Tel: 0207 359 5767, www.stonewallhousing.org Housing advice for gay men and lesbians including those experiencing domestic abuse and hate crime.
- ◆ **The National Child Protection Helpline (NSPCC)**
Tel: 0800 800500, www.nspcc.org.uk. A free, confidential service for anyone concerned about children at risk, including children themselves. The service offers counselling, information and advice.
- ◆ **The Samaritans**
Tel: 08457 909090, www.samaritans.org.uk. This nationwide charity provides 24-hour confidential emotional support for anyone in crisis.
- ◆ **Womens Aid**
Tel. 0808 2000 247, www.womensaid.org.uk, Women's Aid website for children and young people www.thehideout.org.uk.

National agencies and helplines

◆ Broken Rainbow Helpline

Tel: 08452 604 460 from 9am-1pm and 2pm-5pm Monday-Friday, www.broken-rainbow.org.uk. A reporting and referral service for lesbian, gay, bisexual and transgender people experiencing domestic abuse.

◆ Careline

Tel: 0208 514 1177, www.carelineuk.org. A national, confidential counselling line for children, young people and adults on any issue including family, marital & relationship problems, child abuse, rape & sexual assault, depression and anxiety.

◆ Childline

0800 1111, www.childline.org.uk. A free helpline for children and young people in the UK to talk about any problem.

◆ Jewish Women's Aid

Tel: 0800 591203 freephone helpline available Monday, Wednesday & Thursday 9.30am-9.30pm. An organisation run by Jewish women for Jewish women and their children who have been subjected to domestic abuse.

◆ Mankind Initiative National Help Line

Tel: 0870 794 4124, www.mankind.org.uk. Help and support to male victims of domestic abuse.

◆ Muslim Women's Helpline

Tel: 020 8904 8193 or 020 8908 6715, 10am-4pm Monday to Friday. Aims to provide any Muslim female in a crisis with free, confidential listening service and referrals to Islamic consultants, plus practical help and information where required.

◆ National 24 hour Domestic Violence helpline

Tel: 0808 2000 247, www.refuge.org.uk. Fully trained female helpline support staff will discuss the available options for women and children experiencing domestic abuse and if appropriate, refer callers on to refuges and other sources of help and information.

Local council help and contacts

Your local council may be able to help you through one of the schemes available. Help offered such as somewhere to stay will depend on your circumstances, including immigration status.

Some of the options available are:

◆ **Sanctuary Scheme** - offering a range of individually tailored security improvements enabling victims to stay safely in their own homes.

◆ **Surrey Mobility Scheme** - helping existing tenants of social landlords transfer to alternative accommodation within Surrey.

◆ **Private rented accommodation** - help with finding alternative accommodation. This may include assistance with some of the costs involved, such as security deposits and bonds.

◆ **Making a homeless application** - you have the right to make an application to any council as homeless. However, the relevant criteria does need to be satisfied, before a council has a duty to find you somewhere to live.

Information is also available regarding legal issues such as injunctions, occupation orders and exclusion orders, as well as referrals to agencies who can assist in obtaining them.

Use the details below to contact your local council.

Mole Valley District Council

Opening hours: Monday-Friday 8.30am-5pm. Contact a housing advisor on 01306 870614/879213/879210, www.molevalley.gov.uk

Reigate & Banstead Borough Council

Opening hours: Monday to Thursday 8.45am until 5pm, Friday 8.45am until 4.45pm. Contact a housing options officer on 01737 276790, www.reigate-banstead.gov.uk

Tandridge District Council

Opening hours: Monday-Thursday 8.30am until 5pm, Friday 8.30am until 4.30pm. Contact a homelessness prevention officer on 01883 73281 or 7322824, e-mail: homelessness@tandridge.gov.uk, www.tandridge.gov.uk

Legal advice and help

The following local solicitors all offer specialist help with Family Law and may offer help with legal aid funding.

- ◆ Dollman & Pritchard, Caterham. Tel: 01883 347823.
- ◆ Hooper Holt & Co, Redhill. Tel: 01737 761111.
- ◆ Surrey Law Centre. Tel: 01483 215000.
- ◆ Goodhand & Forsyth, Redhill. Tel: 01737 773533.
- ◆ Mahany & Co, Horley. Tel: 01293 772888.
- ◆ Owen & Co, Redhill. Tel: 01737 760036.
- ◆ David Cowan Solicitors, Dorking. Tel: 01306 886622.
- ◆ Sheppersons, Horley. Tel: 01293 772424.

Local support and advice organisations

◆ Citizen Advice Bureaux

For free, confidential, impartial and independent advice.

Leatherhead Tel: 01372 375522. Telephones are staffed Monday to Thursday 10am- 4pm, Friday 10am-1pm, Saturday 10am-11.30am and Thursday 5pm-7pm.

Dorking Tel: 01306 876805. Telephones are staffed Monday-Friday 10am-12 noon and 1pm-3.30pm and Wednesday 3pm-6.30pm.

Reigate & Banstead Tel: 0870 1264072. Telephones are staffed Monday, Tuesday, Thursday and Friday 10am-1pm and Tuesday 4pm-7pm.

Banstead Tel: 0870 126 4009. Telephones are staffed Monday, Tuesday, Thursday & Friday 1.30pm-3.30pm and Wednesday 10.30am-3.30pm.

Oxted Tel: 01883 715525. Telephones are staffed Monday, Tuesday, Thursday 10am- 4pm, Wednesday 10am-1pm and Friday 1pm-4pm, e-mail: oxted.cab@dial.pipex.com

Caterham Tel: 01883 344777. Telephones are staffed Monday, Tuesday and Thursday 10am-4pm and Wednesday 2-6pm, e-mail: bureau@caterhamcab.cabnet.org.uk

◆ East Surrey Domestic Violence Outreach Service

Tel: 01737 771350. Covering Reigate and Banstead, Mole Valley and Tandridge. Offering advice, support and information to all survivors and victims of domestic abuse.

◆ London Centre for Domestic Violence

Tel: 08709 220704, www.lcdv.co.uk Specialising in helping victims of domestic violence obtain non molestation orders (injunctions) from the court to protect them from further abuse.

◆ Social Services

South East Surrey assessment team. Tel: 01737 737377.
Emergency Duty Team (Out of hours) Tel: 01483 517898.

◆ Surrey Domestic Violence Helpline

Tel: 01483 776822. A 24 hour confidential service offering listening support, information and access to services.

◆ Surrey Police

Tel: 0845 125 2222. East Surrey Police Domestic Violence Unit.
Tel. 01883 316201

◆ Victim Support Surrey

Tel: 0845 3030 900, www.victimsupport.org. Victim Support provides free and confidential support to help people affected by crime deal with their experience, whether or not the crime is reported.

- *East Surrey.* Tel: 01737 766323

- *Epsom & District.* Tel: 01372 743650

- *Mole Valley.* Tel: 01306 875866