

Helpful Links for Domestic Abuse

In an emergency

If you are in immediate danger, call 999 and ask for the police.

If you can't speak and are calling on a mobile press 55 to have your call transferred to the police. If you can't speak and have called from a landline, the operator will still connect you with the police.

Did you know you can text 999 if you're unable to make a phone call? You'll need to register your phone first by texting 'Register' to 999 - don't leave it until you need it, that's too late. Set up emergency SMS now. More details at <https://www.relayuk.bt.com/how-to-use-relay-uk/contact-999-using-relay-uk.html>.

Police Non-Emergency

Call 101 for a non-emergency inquiry.

Help to apply for injunctions

DV Assist

Assistance to apply for Non-Molestation Orders, Prohibited Steps Orders & Occupation Orders. Can help clients find quotes for solicitors, help obtain legal aid or assist in applying directly to the courts as a litigant in person. Open to men and women.

Website: www.dvassist.org.uk

Phone Number: 03000 040375

Email: support@dvassist.org.uk

CourtNav

Online tool designed to help you if you are completing an application for a non-molestation and/or occupation orders (injunction) to get legal protection in England or Wales. CourtNav will ask you a series of questions and your answers complete the relevant court forms. If you're applying for an injunction they will also quickly establish if you are eligible for legal aid. Open to men and women.

Website: <https://www.courtnav.org.uk/>

Phone Number: 020 3475 4373 (only for women)

Email: courtnav@rcjadvice.org.uk

Specialist Domestic Abuse Support Services

Norfolk Integrated Domestic Abuse Service (NIDAS)

Domestic abuse support service for those assessed to be at high or medium risk of harm. Trained specialist staff (IDVA – Independent Domestic Violence Advisors) will support people (16+ female and males) to identify and support each person around their needs and risks. NIDAS also offers support for children and young people (5-18 if their parent/care giver is/or has been supported by an IDVA), access to recovery programmes, dedicated court support, coordinated multi-agency support, sanctuary scheme offer for those assessed to be a high risk of harm (safety measures to make a home safer).

Website: <https://nidasnorfolk.co.uk/> (including how to make referrals)

Phone Numbers: For calls- 0300 561 0555 For Text- 07860 063464

Email: referrals@nidasnorfolk.co.uk

Open weekdays 9:00 AM to 6:30 PM and weekends 9:00 AM to 3:00 PM

Out of hours number- 0808 2000 247 (this is the number of the National Domestic Abuse helpline)

Leeway

Specialist domestic abuse support in Norfolk and Suffolk providing services to any adult or child experiencing abuse.

Website: <https://www.leewaysupport.org/>

Phone Number: 0300 561 0077

Email: adviceandsupport@leewaynwa.org.uk

Open Monday, Wednesday & Friday 10:00 AM to 12:00 PM, Tuesday & Thursday 2:00 PM to 4:00 PM

Daisy Programme

Supports adults living with or who have experienced domestic abuse. They provide courses and groups as well as recovery programmes. Breaking the chain of abuse in Breckland.

Website: <https://www.daisyprogramme.org.uk/>

Phone Number: 01953 880903 Open Monday to Friday 9:30 AM to 4:30 PM

Pandora Project

Offers advice, support and information to women and children affected by domestic abuse. The service is free and confidential and provides support to help people to safely move forward. Serving North and West Norfolk.

Website: <https://www.pandoraproject.org.uk/>

Confidential online chat service open Monday to Friday 1:00 PM to 3:00 PM

Dawn's New Horizon

Supports male and female victims of domestic abuse, providing information and support over the phone, online and face to face. Serving Broadland district.

Website: www.dawnsnewhorizon.org.uk

Phone Number: 07854 044680 (9am-5pm 7 days a week)

Victim Support

Free and confidential support for women and men, no matter how long ago the abuse took place. Also runs a 10-week online iMatter programme to help female victims of domestic abuse move on in their recovery journey

Website: www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse

Phone number: 08 08 16 89 111

Norfolk and Suffolk Victim Care

Free, confidential support services specifically designed to help victims and witnesses of crime (whether or not it's been reported to the police).

Website: www.nsvictimcare.org

Victim Support 24 Hour Line: 0808 168 9111

Phone Number: 0300 303 3706 Open Monday to Friday 8:00 AM to 5:00 PM

Help for Women

Finding Legal Options for Women Survivors (FLOWS)

Legal support service which helps women gain protective injunctions against an abuser. Offers immediate danger help.

Website: www.flows.org.uk

Phone Number: 0203 745 7707 Open weekdays

Refuge

Runs 24-hour National Domestic Abuse Helpline which can give information on your rights, and options for next steps including specialist refuge accommodation. Online live chat also available 3-10pm Monday - Friday. BSL interpreting available.

Website: www.nationaldahelpline.org.uk

Phone Number: 0808 2000 247

There is also a website chatbot you can speak to

Women's Aid

Support from specialist workers via live chat and email, giving each woman space to explore options and support for her and her children.

Website: www.womensaid.org.uk

Live chat: Weekdays 8:00 AM to 6:00 PM and weekends 10:00AM to 6:00 PM

Feathers Futures

A place for women from the Great Yarmouth area to come and make friends, socialise, learn new skills and receive support. Runs the 12-week Domestic Abuse Recovery Toolkit Course.

Website: www.feathersfutures.org

Phone Number: 01493 268222

Help for Men

Respect Men's Advice Line

Confidential helpline for men experiencing domestic abuse and access to help, support, resources and legal advice. Helps men of every sexuality and in every kind of relationship.

Website www.mensadvice.org.uk

Phone Number: 0808 8010327

ManKind Initiative

Confidential helpline for male victims of domestic abuse as well as their friends, family, neighbours, work colleagues and employers. A listening service which provides emotional support, practical information and signposting.

Website www.mankind.org.uk

Phone Number: 0182 3334244 Open weekdays 10:00 AM to 4:00 PM

National Male Survivor Helpline and Online Support Service

A dedicated service for men and boys (and anyone who identifies as male) affected by sexual violence and those who support them.

Website: www.safeline.org.uk

Phone Number: 0808 800 5005, **Text:** 07860 065187

Email: support@safeline.org.uk, or [Livechat](#)

Help for Families

Childline

Free and confidential service relating to all questions about safeguarding and helping children affected by abuse.

Website: www.childline.org.uk

Phone Number: 0800 1111

Spurgeons

Great resources and articles for parents regarding bullying, self-harm, stress and wellbeing, partner/parent in prison and financial advice.

Website: www.spurgeons.org

For Baby's Sake

A programme that works with the whole family to address the pain and trauma of abuse and break the cycle for the children. Support for families with children 0-1001 days old.

Website: www.forbabysake.org.uk

Phone Number: 01438 873420

Help for Mothers

Match Mothers

Charity that offers non-judgmental support and information to mothers apart from their children for any reason.

Website: www.matchmothers.org

Phone Number: 0800 689 4104 Open 9:30 AM to 1:00 PM and 7:00 PM to 9:30 PM

Only Mums

Supports women who are struggling to make the best decisions for their family during separation and divorce. Wide range of information, advice articles and videos.

Website: www.onlymums.org

Help for Fathers

Only Dads

Supports men who are struggling to make the best decisions for their family during separation and divorce. Wide range of information, advice articles and videos.

Website: www.onlydads.org

Norfolk County Council Dads Matter

Courses for fathers: whether dad is living with his children or apart, it focuses on the importance of his role in their upbringing. Welcomes not just biological fathers but also any significant male role model in a child's life. Course dates and locations throughout Norfolk.

Website: www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/dads-matter/

Dads Unlimited

Supporting the wellbeing of fathers through family separation with one-to-one mentoring, helping to achieve a positive relationship with their children, reducing parental conflict and improving co-parenting relationships.

Website: www.dadsunltd.org.uk

Phone Number: 01233 680150

Menscraft

Offers various programmes for Norfolk men who would like support with their parenting, eg DadsOnside, Caring Dads, Learner Dads.

Website: <https://menscraft.org.uk/>

Phone Number: 0800 208 8382

Help with pets

Dogs Trust

If you are fleeing domestic abuse, they can find your dog a loving foster home where they'll be cared for by a dedicated volunteer. They will keep you updated on how they're doing, until you're settled and ready to have them back.

Website: www.dogstrustfreedom.org.uk/get-support-for-your-dog/overview

Phone Number: 0808 196 6240

Cats Protection

Free and confidential fostering service for cats whose families are fleeing domestic abuse so they can rest assured their cat will be taken care of until they can be safely reunited.

Website: <https://www.cats.org.uk/what-we-do/cp-lifeline>

Phone Number: 0300 012 0283

LGBTQ+

LGBTQ+ Project

Mental health and well-being support for LGBTQ+ individuals. Personalised and compassionate support in Norfolk and Waveney, delivered by those with genuine lived experience to reduce isolation, empower individuals, and inspire positive change.

Website: <https://lgbtqproject.org.uk/>

Phone Number: 01603 219299 Open Monday to Friday, 9am – 5pm

Galop

Helplines available to anyone in the United Kingdom in the LGBTQ+ community who has experienced domestic abuse or a hate crime.

Website: www.galop.org.uk

Phone Number: Domestic Abuse Helpline 0800 999 5428; Hate Crime Helpline 020 7704 2040

Sexual Abuse

The Harbour Centre

Free support and practical help if you have been raped or sexually assaulted (including penetration) either recently or in the past. Specialist staff help you make informed decisions about what you want to do next.

Website: www.theharbourcentre.co.uk

Phone Number: 01603 276381 (open 24/7)

Sue Lambert Trust

Providing a kind, safe, non-judgmental, and supportive range of services for people who have experienced sexual abuse, sexual assault or sexual violence.

Website: <https://www.suelamberttrust.org/>

Phone Number: 01603 622406

Daisy Programme - Rowan Project

Specialist counselling support for people aged 16 years and over who have been victims of sexual abuse or child sexual abuse, living in Breckland.

Website: www.daisyprogramme.org.uk/sacounselling

Phone Number: 01953 878488

Economic Abuse

Surviving Economic Abuse

Raises awareness and campaigns for improved support for victim-survivors of economic abuse. Information to support people to take steps towards safety and begin to regain control of their finances.

Website: www.survivingeconomicabuse.org

Phone Number: Financial Support Helpline- 0808 1968845

Open Monday to Friday 9:00 AM to 1:00 PM and 2:00 PM to 5:00 PM

HSBC Financial Independence

Help for people experiencing financial abuse to regain financial independence by opening a bank account (including option to request a sort code that cannot be traced to a particular

bank branch). All HSBC branches have a Safe Space offering somewhere private to call a domestic abuse helpline or support service.

Website: www.hsbc.co.uk/opportunity/financial-independence

Phone Number: 03457 404 404 Chat available through the app when logged into online banking.

TSB Supporting You

TSB offers Safe Spaces in their branches in Norwich, Aylsham and Kings Lynn. TSB will also help domestic abuse victims gain financial freedom by safely opening a bank account without standard documentation, and they have an Emergency Flee Fund of £50-£500 to help people escape an abusive relationship.

Website: www.tsb.co.uk/supporting-you-domestic-or-financial-abuse

Elder Abuse

Hourglass

Information and support for older people or anyone concerned about an older person who is at risk of, experiencing or recovering from any form of abuse or neglect.

Website: www.wearehourglass.org

Phone Number: 0808 808 8141 24hrs

Free Text Number: 07860 052906

Online Chat is also available on their website

Honour Based Abuse

Karma Nirvana

Providing help to those who are experiencing honour-based abuse including: pressure to marry, fear based on shame, fear of being disowned, trying to leave the home, and more.

Website: www.karmanirvana.org.uk/get-help/helpline

Phone Number: 0800 5999 247 Open Monday - Friday 9:00 AM to 5:00 PM

Gypsy, Roma and Traveller Abuse

One Voice 4 Travelers

Support for members of the Gypsy, Traveller and Roma communities who are in conditions of need, hardship, or distress caused by or associated with violence.

Website: www.onevoice4travellers.co.uk

Phone Number: 01945 430724

The Traveller Movement

Informational guides and resources for members of the Gypsy Roma and Traveller community and extra signposting.

Website: www.travellermovement.org.uk

Phone Number: 020 7607 2002

Stalking

Suzy Lamplugh Trust

Working to reduce the risk and prevalence of abuse, aggression, and violence - with a specific focus on stalking and harassment. Runs the National Stalking Helpline

Website: <https://www.suzylamplugh.org/>

Phone Number: 0808 802 0300

Open 09:30 - 20:00, Monday & Wednesday and 09:30 - 16:00, Tuesday, Thursday, Friday

Paladin Service

Expert stalking advocacy support for victims and links for self-referral and help. Focuses on FOUR: Fixated, Obsessive, Unwanted, and Repeated behaviours.

Website: www.paladinservice.co.uk

Phone Number: 02038 664107

Healthy Healing and Mental Health Support

The Freedom Programme

Free 12 week courses for men and women to help victims make sense of what happened to them. In Norfolk this is provided by the Norwich Early Childhood and Family Service for families with children 0-5 years – email them on ecfs-families@actionforchildren.org.uk. Online courses available in multiple languages through the following website.

Website: www.freedomprogramme.co.uk

iMatter Programme

for women aged 16 and over who have been, or are currently, victims of domestic abuse, to help them move on in their recovery journey.

Website: The iMatter Programme - Victim Support

Safeline

Help for people affected by sexual violence, including One to One specialist counselling and therapies with trained experts.

Website: <https://safeline.org.uk/>

Phone Number: 01926 402498 or email onlinecounselling@safeline.org.uk

REST

Online and virtual support for anyone over the age of 18 facing mental health problems. Norwich daytime community wellbeing hub open 7 days per week, 10:00 – 17.30. Drop in for support, information or just to enjoy our community café at 71 Bethel Street, Norwich NR2 1N. Also offers crisis response via referral from NHS 111 or a mental health worker.

Website: www.restnorwich.co.uk

Phone Number: 0300 330 5488, select option 1, or email rictriage@norfolkandwaveneymind.org.uk

Qwell

Free, safe and anonymous mental wellbeing support for adults across the UK. Online messaging, booked and drop-in chat sessions, therapeutic resources, personal development, and many other tools available.

Website: www.qwell.io

If you are experiencing poor mental health because of abuse, do not hesitate to speak to your GP.

Apps For Personal Safety and Collecting Evidence

Hollie Guard

Free to Download. If you are in trouble, a simple shake or tap will activate the app and immediately notify chosen contacts, pinpoint your location, and start sending audio and video evidence directly to those contacts.

Website: <https://hollieguard.com/>

Bright Sky

Helps spot the signs of abuse and provides resources including a UK-wide directory of specialist domestic abuse support services with contact details. Available in 5 languages:

English, Urdu, Punjabi, Polish and Welsh. The app is disguised as a weather app and provides a space to log incidents of abuse.

Website: www.hestia.org/brightsky

Free to Download

Kulpa

Free app which you can use to securely store legally admissible evidence – you can then share it with the police or a lawyer at a later date. Data is stored on the cloud and you can delete the app from your phone after use.

Website: www.kulpacloud.com

Help for people who are worried about their own behaviour

Respect Phonenumber

Help for domestic violence perpetrators. A friendly Helpline Advisor will listen to you without judgement and give you honest advice.

Website: www.respectphonenumber.org.uk

Phone Number: 0808 8024040

Open Monday to Thursday 10:00 AM to 8:00 PM, Friday 10:00 AM to 5:00 PM

The Change Project

Provides counselling to promote wellbeing by enabling people to have healthy relationships in families, between individuals, and in the community. Also delivers domestic violence perpetrator programmes for men, women, and those within same sex relationships, who want to stop being abusive towards intimate partners

Website: www.thechange-project.org

Phone Number: 0845 372 7701 Text Number: 07872 541982

Email: tcp@thechangeportfolio.org

Help outside Norfolk

Directory And Book Service (DABS)

Lists over 650 services, groups and organisations in the UK & Ireland that specialise in areas of abuse and sexual violence. There are services for children and young people, those with disabilities, learning disabilities and for those working with perpetrators.

Website: <https://www.dabspathfinder.co.uk/>

NCLS is not responsible for any advice or information you may be given from an individual, company or organisation you might approach as a result of any signposting or referral by NCLS.

Please contact us if you would like this guide in another language.

If you find that any of this information is incorrect or out of date, please let us know.

Norfolk Community Law Service

14 Prince of Wales Road, Norwich, NR1 1LB

Tel 01603 496623

E-mail info@ncls.co.uk

Web www.ncls.co.uk