

**Advice and support services directory**

# **Domestic and sexual abuse**



**We're here to help**

**[www.sorrystnotenough.co.uk](http://www.sorrystnotenough.co.uk)**

## **Key contacts**

If someone is in immediate danger call the **Police on 999**

**Harbour Support Services** for domestic abuse support **Tel: 03000 20 25 25**

**The Meadows** for sexual abuse services **Tel: 0191 301 8554**

**First Contact Service** for any safeguarding issues **Tel: 03000 26 79 79**

## **ChildLine**

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**Tel:** 0800 1111

**Web:** [www.childline.org.uk](http://www.childline.org.uk)

ChildLine is a 24 hour private and confidential service for children and young people up to the age of nineteen. ChildLine offer advice about anything from bullying and sexual abuse to emotional abuse, substance misuse or self-harming.

## **Choice Helpline**

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**Tel:** 0800 5 999 365

For advice on honour based violence or forced marriage. Choice helpline is a confidential service covering County Durham and Darlington to give advice and assistance to anyone who has been or may be forced into marriage.

## **Citizens Advice Bureau**

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**Tel:** 03444 111 444

**Web:** [www.greaterdurhamcab.org.uk](http://www.greaterdurhamcab.org.uk)

**Address:** 32 Claypath, Durham,  
County Durham, DH1 1RH

The Citizens Advice Bureau offers information and advice through face-to-face, phone and email services, and online via [adviceguide.org.uk](http://adviceguide.org.uk)

Staff from CAB also give advice at outreach sessions in venues throughout County Durham.

**Service available Monday to Friday  
10am to 4pm**

## **Community Alcohol Service**

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**Tel:** 0191 386 6555

For concerns around levels of alcohol consumption.

The service is available to anyone aged 18 years or over and is concerned around their level of alcohol consumption.

## **Crimestoppers**

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For anonymous reporting of crime. Call anonymously with information about crime, this could include providing information confidentially if you think a friend or relative is a victim of domestic abuse.

## **Durham Tees Valley Probation Trust**

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**Tel:** 01642 230533

For links to offender supervision in the community.

As well as offender supervision in the community, the probation trust also provides a mandated domestic abuse perpetrator programme.



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## **Gay Advice Darlington/Durham**

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**Tel:** 01325 355551  
**Web:** [www.gayadvisedarlington.co.uk](http://www.gayadvisedarlington.co.uk)  
**Email:** [admin@gayadvisedarlington.co.uk](mailto:admin@gayadvisedarlington.co.uk)  
**Address:** The GADD Offices, 9 Duke Street, Darlington, DL3 7RX

For issues affecting those in LGBT communities.

GADD offer free confidential support and advice, training on LGBT issues covering a wide range of subjects, community ran support groups and drop in centre's.

## **Harbour Support Services**

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**Tel:** 03000 20 25 25  
**Web:** [www.myharbour.org.uk](http://www.myharbour.org.uk)  
**Email:** [durham@myharbour.org.uk](mailto:durham@myharbour.org.uk)

For free support for adults and children witnessing or experiencing domestic abuse.

Harbour Support Services are the countywide domestic abuse specialist support service. They provide a range of services including: 1 to 1 support, group programmes and informal drop in sessions, refuges, and also a children and young people's service to help children deal with the effects of witnessing or experiencing abuse.

## **Housing Services**

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For help with housing related issues.

Durham County Council Housing Services offer a range of services providing information and advice on housing issues for the private sector, council tenants, landlords and the homeless.

Housing Solutions can help with securing your property to allow you to stay in your family home should you be a victim of domestic abuse.

Advice and support regarding homelessness can be obtained by contacting Housing Solutions on:

## **Durham, Wear Valley, Sedgefield and The Dales**

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**Tel:** 03000 260 801  
**Email:** [housingsolutions@durham.gov.uk](mailto:housingsolutions@durham.gov.uk)  
**Address:** Durham County Council, Crook Civic Centre, North Terrace, Crook, DL15 9ES

## **Chester-le-Street, Derwentside and East Durham**

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**Tel:** 03000 268 840  
**Email:** [housingsolutions@durham.gov.uk](mailto:housingsolutions@durham.gov.uk)  
**Address:** Shannon House, Mandale Business Park, Belmont Industrial Estate, Durham, DH1 1TH

## **Housing Solutions (out of hours)**

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**Tel:** 01388 722538

Offices are open from 8.30am to 5.00pm, Monday to Thursday, and from 8.30am to 4.30pm on Fridays.

If the offices are closed, please use the out of hours contact number listed above.

## **First Contact Service**

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**Tel:** 03000 26 79 79

**Fax:** 0191 383 5752

**Web:** [scd@durham.gov.uk](mailto:scd@durham.gov.uk)

For child safeguarding issues.

The First Contact Service is a county-wide service that provides the first point of contact for anyone who has a concern about a child or a young person who lives in County Durham. The Team is responsible for contacts, referrals and initial assessments on a county-wide basis.

## **Mankind**

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**Tel:** 01823 334 244

**Web:** [www.mankind.org.uk/](http://www.mankind.org.uk/)

National support line for male victims of domestic abuse.

A national male only helpline which provides support for male victims of domestic abuse.

**Service available: Monday-Friday  
10am-4pm and 7pm-9pm.**

## **The Meadows Sexual Assault Referral Centre**

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**Tel:** 0191 301 8554

**Web:** [www.themeadowsdurham.org.uk](http://www.themeadowsdurham.org.uk)

For free confidential support for victims of sexual assault.

**Monday - Friday between the hours of 9.00 am - 3.30 pm (An answer machine is available to leave a message outside these hours).**

The Meadows Sexual Assault Referral Centre aims to provide a sensitive and comprehensive service to residents of County Durham and Darlington who have experienced rape or sexual assault.

## **MIND**

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**Tel:** 0191 388 3411

**Address:** 27 The Close East, South Pelaw, Chester-le-Street, DH2 2EY

**Email:** [clsmind@btconnect.com](mailto:clsmind@btconnect.com)

**Web:** [www.clsmind.co.uk](http://www.clsmind.co.uk)

Chester le Street and Durham City Mind provides a wide range of mental health services to, not only the community of Chester le Street and Durham City, but also to wider communities in County Durham.

They offer support from their base in Chester le Street and via outreach in community centres in the area.



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## **National Domestic Violence Freephone helpline**

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**Tel:** 0808 2000 247

The Freephone, 24-hour confidential National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

## **NHS Services**

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**Tel:** 999 for emergency attention.

**Tel:** 111 when you need medical help fast, but it isn't a 999 emergency.

NHS professionals can provide help and support to those affected by domestic abuse and other issues.

Services in Durham include:

- Alcohol & Substance Misuse Services
- Community Nursing
- Contraceptive and Sexual Health Services
- Dentists
- GP services
- Health Visiting
- Mental Health Services
- Pharmacies
- School Nursing

## **Rape and Sexual Abuse Crisis Centre (RASACC)**

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**Tel:** 01325 369933

**Email:** rsacc.dton@virgin.net

**Web:** www.rsacc-thecentre.org.uk

The Rape and Sexual Abuse Counselling Centre (Darlington and County Durham) is a womens only charity. Services include free face-to-face counselling, telephone support, information and advice for women and young girls aged 13 and over who have been raped, sexually abused or have suffered domestic abuse at any time in their life. RASACC also offer external training on a variety of topics relating to the damaging consequences of rape, sexual abuse and domestic abuse.

## **Respect Phonenumber**

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**Tel:** 0808 802 4040

Confidential information and advice to help perpetrators stop their violence and change their abusive behaviours; provides information for domestic violence perpetrator programmes.

Open: **Monday - Friday 9am-5pm**

## **Samaritans**

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**Tel:** 08457 90 90 90

**Email:** jo@samaritans.org

**Address:** Samaritan House, 26 Sutton Street, Durham, DH1 1BW

Provides help for people in distress or those feeling suicidal.

People in distress or feeling suicidal who feel they have no-one to turn to can telephone 24 hours a day, or write to or visit Samaritan House.

## **Social Care Direct**

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**Tel:** 03000 26 79 79

**Textphone:** 01429 884124

**Text:** 07786 027280

**Email:** [scd@durham.gov.uk](mailto:scd@durham.gov.uk)

For adult safeguarding issues. First Contact Service is a county-wide service that provides the first point of contact for anyone who has a concern about a vulnerable adult who lives in County Durham. The team is responsible for contacts, referrals and initial assessments on a county-wide basis.

**Service available: 8.30am - 5.00pm  
Monday to Thursday; 8.30am - 4.30pm  
Friday Out of hours EMERGENCY only:  
0845 8 50 50 10**

## **Victim Support**

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**Tel:** 0845 277 0977

**Web:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

For emotional and practical help to victims of crime and those around them who have been affected.

Victim Support is the independent national charity, which helps people cope with crime. Trained volunteers help provide emotional and practical help to victims, their friends and families who have been affected by crime and witnesses attending court. People can be referred by the police or can make direct contact themselves to ask for help.

## **Welfare Rights**

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**Tel:** 03000 268 968

**Email:** [welfarerights@durham.gov.uk](mailto:welfarerights@durham.gov.uk)

For advice and information on benefits and tax credits.

## **Women's Aid**

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**Tel:** 0808 2000 247

**Email:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

24 hour national Domestic Abuse Helpline.

National charity working to end domestic violence against women and children.

We support a network of over 500 domestic and sexual violence services across the UK.

## **Women's refuge**

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A women's refuge provides emergency temporary accommodation and support services to women and children who are affected by domestic abuse and homelessness.

**Stone Meadow House, Stanley** Telephone: 0120 728 2193

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## **Harbour Refuge Peterlee**

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Telephone: 0191 586 8890

## **Wear Valley Women's Aid, Bishop Auckland**

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**Tel:** 0191 586 8890

## **Durham Women's Refuge, Durham City**

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**Tel:** 0191 386 5951



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