

Escape from Domestic Violence

A brief guide to help and support that is available



An independent and accountable tenant-focused organisation
working within the community for the community.

Escape from Domestic Violence

This leaflet is intended as a guide to the services available from other agencies to victims of Domestic Violence.

Abuse and violence can take many forms and the solution may be different in each case. Each organisation can provide different support that is free and confidential.

We are unable to provide specialist support and therefore advise that support by a friend, the family or one of the following agencies is sought.

The Police

In an emergency always call the Police by dialling **999**. The only Police Station with 24 hours' cover within the district is Kendal Police Station which can be contacted by dialling **(01539) 722611**.

You can ask to be seen by a female officer and they can arrange transport, medical aid and a safe place for you to go.

Local Woman's Aid Refuge Service

There is no Woman's Aid Refuge within the District but assistance is available in the surrounding areas. Contact can be made through the National Crisis Line **0808-2000-247** which is available 24 hours a day.

Women's Aid National Domestic Violence Helpline

 **0808-2000-247**

Support, help and information on a national helpline available 10.00 am to 5.00 pm Monday to Thursday, 10.00 am to 3.00 pm Friday. Practical and legal options can be considered and referrals to a local Women's Aid Refuge and advice service. www.womensaid.org.uk

Refuge 24-hour National Crisis Line

 **0808-2000-247**

Information, support and practical help 24 hours a day, 7 days a week, to women experiencing domestic violence. It can refer women and their children to refuges throughout the UK.

Men's Advice Line and Enquiries

 **0808-801-0327**

Information, support and advice to men experiencing domestic violence. Open from 9.00 am to 10.00 pm Monday and Wednesday.

Shelterline

 **0344-515-1945**

Emergency access to refuge services.

Relate

 **01772-717597**

Relationship counselling for non-emergency situations.

Victim Support

☎ 01229-839989

Offers information and support to victims of crime, you can contact Victim Support direct, or ask the Police to contact the local group. The national helpline is open from 9.00 am to 9.00 pm Monday to Friday and 9.00 am to 7.00 pm at other times.

The Samaritans

☎ 0345-90-90-90

24 hour confidential emotional support for anyone in crisis, you can use the national number above or one of the following local numbers: (01229) 825656 or (01539) 741444 or by e-mail: Jo@samaritanas.org

National Child Protection Helpline (NSPCC)

☎ 0800-800-5000

Textphone: 0800-056-0566

A free confidential service for anyone concerned about children at risk. Offers counselling, information and advice. Email: help@nspcc.org.uk

Careline

☎ 01624-817636

A national counselling line for people on any issue including family relationship problems, child abuse, rape and sexual assault, depression and anxiety. Email: TSLcareline@onetel.co.uk

Health Services

In an emergency the Casualty Department of the local hospital will give medical help and support. If your health is suffering due to domestic violence you can consult your Doctor or Health Visitor in strict confidence.

Legal Advice

Under the Family Law Act 1996 many people experiencing domestic violence can obtain a Court Order to either stop the abuse or prevent the abusive person entering your home. Financial assistance may be available to pay for a Solicitor's advice and legal proceedings. You can find out more from the CAB, Women's Aid Group, the Police, a Solicitor or a Court.

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau provides additional advice in these areas and can be contacted at these local offices:-

The Town Hall Annexe, Theatre Street, ULVERSTON

☎ (01229) 585585

(Mon & Thur 11.00 am – 4.00 pm)

(Tues & Fri 10.00 am – 1.00 pm) (Wed Closed)

Blackhall Road, KENDAL

☎ Advice Line: 0870-1264061

☎ Admin Line: (01539) 728892 Fax: (01539) 734294

(Mon & Thur 10.00 am – 4.00 pm Drop In)

Hampsfell Road, GRANGE-OVER-SANDS

☎ (015395) 33100 (Tues & Fri 10.00 am – 3.00 pm)

The Library, Ellerthwaite Road, WINDERMERE

☎ (015394) 46464

(Mon & Fri 10.00 am – 3.00 pm)

(Tues & Thur 10.00 am – 1.00 pm)

Institute House, Yewdale Road, CONISTON

☎ (015394) 41052 (Wed only 10.00 am – 12.00 noon)

Further information

If you require further information please contact a Housing Officer at one of our offices - details at the bottom of this page.

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling **0845 057 0080**.

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电：**0845 057 0080**。

Paskambinę telefonu **0845 057 0080**, galite užsisakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsisakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer **0845 057 0080**.

0845 057 0080'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

আপনি **0845 057 0080** -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Registered office address:

Little Aynam House

Little Aynam

KENDAL

Cumbria LA9 7AH

Tel: (01539) 717 717

Fax: (01539) 717 716

Email: info@southlakeshousing.co.uk

Area office address:

Town Hall

Queen Street

ULVERSTON

Cumbria LA12 7AR

Tel: (01229) 584424

Central Tel:

0845 057 0080



INVESTOR IN PEOPLE

www.southlakeshousing.co.uk



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