



DOMESTIC ABUSE

**A directory of services for
Dartford & Gravesham**

March 2015

Domestic abuse

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Produced by the North Kent Domestic Abuse Forum...

“...working in partnership to keep people of North Kent SAFE”

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Domestic abuse

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ABOUT THIS DIRECTORY

This directory is for anyone affected by domestic abuse, whether it is happening to you or you know someone it is happening to. The directory provides information on services that are available in the Dartford and Gravesham areas for people experiencing domestic abuse. It also provides information on national services.

No one should ever have to live in an abusive relationship. Domestic abuse is wrong and you are not to blame for it happening to you. Making the first step to leave an abusive situation is difficult, but you are not alone when you do this. There is lots of help and support out there to make it possible for you to break the cycle of abuse so that you can get on with your life and no longer live in fear. This booklet will provide you with important information on organisations that can help you. It is also for professionals who may find it useful to refer to in order to signpost clients.

WHAT IS DOMESTIC ABUSE?

Domestic abuse is a pattern of controlling, threatening or violent behaviour between adults who are or have been in a relationship together, or between family members.

Domestic abuse covers a range of situations and victims do not always have visible bruises. Sometimes assaults do not leave marks. As well as physical violence, many abusers carry out verbal threats or emotional abuse, which can be equally harmful. Violence and abuse can be actual or threatened and may include:

- Physical abuse such as slapping, pushing, kicking, punching, or stabbing.
- Sexual abuse such as unwanted touching, forced sex, sexual jokes or demeaning gender remarks.
- Psychological abuse such as destructive criticism, stalking, intimidation, humiliation, pressure tactics, belittling, breaking trust, or isolation.
- Financial or emotional deprivation such as withholding money, not allowing friends to visit or phone calls, keeping a partner from contacting their family or friends, stopping a partner from getting or keeping a job, or social isolation.
- Denial of rights such as denial of medical care or physical freedom.

HOW COMMON IS DOMESTIC ABUSE?

- At least one in four women is affected by domestic abuse at some point in their lives and one in six men are affected.
- One in four lesbian, gay, bisexual or transgender (LGBT) people experience domestic abuse.
- Two women every week in England and Wales are killed by their violent partners or ex-partners.

- Less than one half of all incidents are reported to the police, but they still receive one domestic abuse call every minute.

WHO ARE THE VICTIMS?

Anyone can be a victim. It happens regardless of gender, social group, class, age, race, disability, sexuality or lifestyle. It also happens in all kinds of relationships, whether it is heterosexual or LGBT. The abuse can begin at any time, whether in a new relationship or after many years. It can also happen once every so often or on a regular basis.

If you are in an abusive relationship:

- You are not alone.
- You are not to blame.
- You cannot change your abuser's behaviour.
- Ignoring violence or controlling behaviour is dangerous.
- Break the silence – don't remain isolated.
- There is life after an abusive relationship.

SAFETY PLANNING

There may come a time when you have to leave home in a hurry. It can help if you make some plans. Making a safety plan is a way of feeling more in control, more positive and confident. This is a suggested plan of action that you can add to or change to suit you:

- Keep a list with you at all times of important and emergency telephone numbers you may need in a hurry. For example, your local refuge, police domestic abuse unit, GP, solicitor, the 24 hour freephone National Domestic Violence Unit helpline.
- Try to keep a small amount of money on you at all times. For example, for the phone, bus, train or taxi fares.
- Is there anywhere you can go in an emergency? For example, a neighbour you can trust.
- Find somewhere you can quickly and easily use a phone.
- Have an escape plan in mind and rehearse this.
- Have an extra set of keys cut for your house, flat or car.

If you feel it does not place you in danger:

- Pack an emergency bag you can take with you when you have to leave in a hurry. For example, include clothes, set of keys and money.
- Explain to your children (if they are old enough) that you might have to leave in a hurry. Explain that you will take them with you or arrange for them to join you as soon as possible and discuss the safety plan with them.
- Teach your children to call 999 in an emergency and what they need to say. For example, their full name, address and telephone number.

If you are planning to leave your abuser:

- Leave when your abuser is not around.
- Take all your children with you.
- Take important documents with you. For example, your legal and financial papers, marriage and birth certificates, court orders, national health card, passports, driving licence, child benefit books, address book, bank books, cheque books, credit cards and so on.
- Take any of your personal possessions, which have sentimental value to you. For example, photographs or jewellery.
- Take your favourite toys for your children.
- Take clothing for at least several days.
- Take any medicine you or your children might need.
- If you have pets and are worried they may not be looked after if left behind, try to arrange for someone to care for them. For example, an animal charity may be able to help.
- If you do leave and realise you have forgotten something, you can always arrange for the protection of a police escort so you can return home to collect it.

Local services Advice and support

CITIZENS ADVICE BUREAU

What we do

The Citizens Advice Bureau provides free, independent, confidential and impartial advice to everyone on a range of issues including legal rights, housing rights, welfare benefits and debt counselling.

Web: www.citizensadvice.org.uk

- Contact **DARTFORD CITIZENS ADVICE BUREAU**
Dartford Citizens Advice Bureau, Trinity Resource Centre, High Street, Dartford, Kent DA1 1DE
Tel: 01322 472979

Opening times

A short introductory interview will assist staff in deciding how best to advise you.
Monday, Wednesday and Thursday 9.30am to 12pm for telephone advice (depending on staff availability)

Monday 10am to 4pm and Wednesday & Thursday 10am to 3pm for face-to-face gateway assessments and pre-booked appointments.

Tuesday 9.30am to 4pm for pre-booked appointments only. One Stop Shop 9.30am to 12pm. Closed on Fridays.

- Contact **GRAVESHAM CITIZENS ADVICE BUREAU**
The Gateway, Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU
Tel: 01474 351255 – Admin only. No advice will be given on this number.
01474 878639 – Advice only

Opening times

Please contact the telephone advice service to complete a triage assessment, complete the assessment online at www.graveshamcab.org.uk or collect an assessment form from Meet & Greet at the Civic Centre. Once you have done this you will be contacted within three working days to provide advice or complete a Gateway assessment.

The telephone advice line is open on Monday, Tuesday and Friday between 9.30am and 12noon. Please leave a brief message and an adviser will contact you.

DOMESTIC ABUSE ONE STOP SHOPS

What we do

Domestic Abuse One Stop Shops are a drop in service for anyone affected by domestic abuse who feels that they could benefit from any help or advice. It is a free and confidential service and no appointment is necessary.

You can get advice from various agencies under one roof, such as:

- Dartford Borough Council and Gravesham Borough Council Housing
 - Choices (formerly known as North Kent Women's Aid)
 - Citizens Advice Bureau
 - Solicitor

 - **DARTFORD ONE STOP SHOP**
Every Tuesday from 9.30am to 12pm at Dartford Citizens Advice Bureau, Trinity Resource Centre, High Street, Dartford, Kent, DA1 1DE

 - **GRAVESHAM ONE STOP SHOP**
Every Thursday from 10am to 12pm at Gravesham Citizens Advice Bureau, The ARC, 44 Windmill Street, Gravesend, Kent, DA12 1BA
-

FAMILY MATTERS

What we do

Family Matters is the UK's largest, specialist counselling and helpline service for children and adult survivors of childhood sexual abuse and rape. This is a free service though donations are always welcome.

Counselling Service

Access to the confidential counselling service is through contact with the office. After an initial assessment, you can be seen at a time and place of your choice subject to availability. Therapy is time limited.

Helpline

Helpline support is available on most week days, however there is no service at weekends. If your call is not answered, please leave a message and staff will be in contact as soon as possible.

Contact

13 Wrotham Road, Gravesend, Kent DA1 0PA

Helpline: 01474 537392

Admin: 01474 536661

E-mail: admin@familymatters.org
Web: www.familymattersuk.org

Opening times

Monday to Friday 9am to 5pm

HOME START (NORTH WEST KENT)

What we do

Home Start is a charity that helps families with young children. Our support is free, confidential and non-judgemental. We help to increase the confidence and independence of families by:

- Visiting families in their own homes to offer support, friendship and practical assistance.
- Reassuring parents that their childcare problems are not unusual or unique.
- Encouraging parents' strengths and emotional wellbeing for the ultimate benefit of their children.
- Trying to get the fun back into family life.

Contact

2 Temple Hill Square, Dartford, Kent DA1 5HZ

Tel: 01322 225100

E-mail: homestartnwkent@btconnect.com

Web: www.home-start.org.uk

Opening times

Monday to Friday 9am to 5pm.

KCA (UK)

What we do

KCA young persons' services provide friendly and expert advice and information about drugs and alcohol. You can talk to us if you are aged 10-17 and are concerned about your use of drugs or alcohol and live in Kent. You can contact us by phone, email or in person.

Young People's services

- Advice and information
- Outreach
- Substitute prescribing

Contact

34 Simmonds Road, Canterbury, Kent CT1 3RA

Tel: 01227 456744

E-mail: yps@kca.org.uk

Web: www.kca.org.uk

CRI WEST KENT RECOVERY SERVICE

What we do

The service offers an open access service and a wide range of support for anyone suffering problems around drugs and alcohol. The service is free and confidential. It is available to anyone 18 or over who lives in West Kent.

Services for adults:

- Outreach services
 - Opiate substitute prescribing
 - Community alcohol detoxification
 - Key-working
 - Counselling
 - Group work
 - Peer support
 - Family and friends support
 - Criminal justice interventions including Drug Interventions Programme
 - Referral to inpatient detoxification
 - Referral to residential rehab
 - Needle exchange
 - Hepatitis testing and immunisation
-

OASIS COUNSELLING CENTRE

What we do

Oasis Counselling Centre offers free counselling for victims of domestic abuse, and on a variety of other issues, including relationships, anger problems, bereavement, sexual abuse, offenders and ex-offenders, depression, phobia, drug and alcohol abuse, personality disorder, trauma, and pregnancy crisis.

Contact

Cobden House, 43 Spital Street, Dartford, Kent DA1 2DR

Tel: 01322 294430

E-mail: info@oasisdartford.org.uk

Web: www.oasisdartford.org.uk

RELATE NORTH KENT

What we do

Relate North Kent is an independent charity that offers a range of counselling services for the communities of North Kent, including Dartford and Gravesend.

We provide relationship counselling, sex therapy, family counselling, counselling for young people.

Relate's role is to help people build better couple relationships in order to:

- Enhance the quality of couple, parental and family relationships.
- Help relationships and marriages withstand the pressures leading to breakdown.
- Limit the damage which commonly accompanies failing relationships, separation and divorce, and increase the prospect of subsequent relationships succeeding.

We deliver services in the Dartford area at Hubert House, Mallard Close, Temple Hill, Dartford, Kent DA5 1JN. Access to the service is by appointment only, which can be arranged through contacting the administrative centre in Chatham.

Contact

Centre Manager, Relate North Kent, 14 New Road, Chatham, Kent ME4 4QR

Tel: 01634 380038

E-mail: info@relatemnk.co.uk

Web: www.relatemnk.co.uk

RETHINK SAHAYAK

What we do

Rethink is national mental health charity that works to help everyone affected by severe mental illness recover a better quality of life.

At Rethink Sahayak, we deliver support services to the black and minority ethnic (BME) community who use mental health services. We also have an Asian mental health helpline.

Our specific services for victims of domestic abuse include:

- BME counselling service.
- Help in refuge placement.
- Housing issues.
- Women's support group.
- Introduction to the Freedom Programme.
- Mental health helpline.

- Help in contacting solicitors.
- Providing information on benefits.
- Liaison with the police.
- Help with safety planning.

Contact

4 – 5 High Street, Gravesend, Kent DA11 0BQ

Tel: 01474 364837/364498

Helpline: 0808 800 2073 Mental health helpline available Monday and Wednesday 4pm to 7pm and Tuesday and Thursday 12pm to 3pm

E-mail: sahayak@rethink.org

Web: www.rethink.org

Opening times

Monday to Friday 9am to 5pm.

SHELTER ADVICE SERVICES KENT

What we do

Shelter is a national charity that provides free and independent advice and information on housing, debt, welfare benefits and community care issues, including homelessness, disrepair, housing rights and legal issues. We are unable to give telephone advice but we do provide a drop in and outreach service in the Dartford and Gravesham areas.

Contact

12-16 Ordance Street, Chatham, Kent, ME4 6SL

Tel: 0808 800 4444

Web: www.shelter.org.uk

Opening times

Monday to Friday 9am to 5pm.

SUPPORTING PEOPLE

What we do

Supporting People offers free floating support to anyone regardless of whether they are a homeowner, council or housing association tenant, or in privately rented accommodation. It is a free service that provides housing-related support to vulnerable people for short periods of time, hence the term “floating”. The aim is to help people who are in difficulties to remain independent and sort out the difficulties they are having. Floating support is available for single people, couples or those who are part of a family group.

Floating support can provide help to people experiencing domestic abuse. It can help with:

- Managing debts, budgeting and claiming benefits.
- Understanding your housing rights and accessing housing.
- Referral to a refuge.
- Accessing legal advice or a court injunction.
- Living safely at home.
- Talking to the police and other agencies.
- Finding other agencies and local groups that can help.
- Dealing with other agencies.
- Accessing training, education and jobs.

If you need help you can be referred by another agency, such as a women’s refuge, or you can refer yourself by calling the Supporting People Team and asking for an application form.

When the Floating Support team agrees that you qualify for help, you and your support worker will together agree a support plan that details what you want to achieve. The support plan will identify who is responsible for certain actions, how the support will be provided and for how long. The plan will be regularly reviewed and you can involve other people in deciding what you want.

In Kent there are a number of providers who will decide whether or not they can provide you with the appropriate support. The providers in Dartford and Gravesham that offer floating support for people experiencing domestic abuse are West Kent Lifeways and Invicta Telecare.

Contact

Room 4.02 Sessions House, County Hall, Maidstone, Kent, ME14 1XQ

Tel: 03000 41 61 61

E-mail: floatingsupport@kent.gov.uk

Web: www.kent.gov.uk

SURESTART CHILDREN'S CENTRES

What we do

SureStart Children's Centres are places that provide information and offer access to services for families with children aged 0-5 years including childcare and early education options. Our Children's Centres are well placed to provide confidential advice and information to families who are experiencing bullying or violence and signpost to specialist help, either directly or through their close links with Health Visitors and to new arrivals in our communities.

Children's Centres offer a variety of services to cater for the needs of our community, including the following:

- Links to childcare provision.
- Encourage and support for parents thinking about training or finding a new job.
- Baby clinics.
- Information and advice about breastfeeding, parenting and speech and language.
- Family support and outreach to parents.
- Drop in play sessions for parents and children.
- Services for children with special needs and disabilities.
- Links with voluntary agencies.
- Links with schools.
- Parenting courses.
- Young parents group.
- Postnatal group.

No appointment is needed - just drop in and ask to speak with someone.

Dartford SureStart

- **SWANSCOMBE CHILDREN'S CENTRE**
Coopers Road, Swanscombe, Kent DA10 0BS
Tel: 03000 41 56 00
E-mail: Swanscombe01@kent.gov.uk

Opening times

Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm

- **TEMPLE HILL CHILDREN'S CENTRE**
Living Well, St Edmunds Road, Dartford, Kent DA1 5ND
Tel: 01322 224536
E-mail: templehillcc@kent.gov.uk

Opening times

Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm

- **KNOCKHALL CHILDREN'S CENTRE**
Abbey Road, Greenhithe, Kent DA9 9HD
Tel: 03000 41 99 00
E-mail: knockhall01@kent.gov.uk
Opening times
Monday to Friday 9am to 5pm

- **BRENT CHILDREN'S CENTRE**
The Roundhouse, Overy Street, Dartford, Kent DA1 1UP
Tel: 03000 42 04 00
E-mail: brenc01@kent.gov.uk

Opening times

Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm

- **DARENTH CHILDREN'S CENTRE**
Green Street Green Road, Dartford, Kent DA2 8DH
Tel: 03000 41 25 67
E-mail: Darenth01@kent.gov.uk

Opening times

Monday to Thursday 8.30am to 4.30pm, Friday 9am to 4.30pm

- **MAYPOLE CHILDREN'S CENTRE**
Franklin Road, Dartford, Kent DA2 7UZ
Tel: 03000 41 10 34
E-mail: maycc01@kent.gov.uk

Opening times

Tuesday to Friday 8.30am to 1pm

- **OAKFIELD CHILDREN'S CENTRE**
Oakfield Lane, Dartford, Kent DA1 2SW
Tel: 03000 41 10 49
E-mail: oakcc01@kent.gov.uk

Opening times

Monday to Friday 8.30am to 4.30pm

Web: www.surestart.gov.uk

Gravesham SureStart Centres

- **NEW BEGINNINGS CHILDREN'S CENTRE**
Cornwell Avenue, Gravesend, Kent DA12 5HS
Tel: 01474 357569
- **NEXT STEPS CHILDREN'S CENTRE**
Cedar Avenue, Gravesend, Kent DA12 5JT
Tel: 01474 364533
- **BRIGHT FUTURES CHILDREN'S CENTRE**
Packham Road, Northfleet, Kent DA11 7JF
Tel: 03000 42 08 95
- **RIVERSIDE CHILDREN'S CENTRE**
Dickens Road, Gravesend, Kent DA12 2JY
Tel: 01474 535301
- **LITTLE PEBBLES CHILDREN'S CENTRE**
Ordance Road, Gravesend, Kent DA12 2RL
Tel: 03000 42 00 07
- **LITTLE GEMS CHILDREN'S CENTRE**
Lawn Road, High Street, Northfleet, Kent DA11 9HB
Tel: 01474 353872

Web: www.surestart.gov.uk

Opening times

Centres are open between 9am and 5pm Monday to Friday.

THE FREEDOM PROGRAMME

What we do

The Freedom Programme is a support group running in both Dartford and Gravesham for women who are experiencing domestic abuse in a current relationship or who have experienced abuse in the past.

The aims of the Freedom Programme are to:

- Help women identify the beliefs of abusive men.
- Help increase women's confidence and self esteem.
- Help women identify the early warning signs of abuse.
- Help improve the lives of participants and their children.
- Introduce women to other agencies that can help such as Women's Aid and the Police Domestic Abuse Unit.

The Freedom Programme runs for 12 weeks three times per year and women can join at any point in the programme. It runs in Dartford and Gravesham and the venues are central and kept secret for safety reasons. It is free and there are a limited number of crèche places available on request.

Contact

Programme Coordinator at Choices (formerly known as North Kent Women's Aid), PO Box 753, Dartford, Kent DA1 1FY

Tel: 07827 933802

E-mail: supportgroups@choicesdaservice.org.uk

Web: www.choicesdaservice.org.uk

THE GRAND

What we do

The Grand is a healthy living centre and provides advice and information on a wide range of health issues for everyone.

We have community health workers that are able to signpost victims of domestic abuse to appropriate organisations that can help.

Contact

Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU

Tel: 01474 320123

E-mail: hello@thegrand.org.uk

Web: www.thegrand.org.uk

Local services Health

ACCIDENT AND EMERGENCY

What we do

The Accident and Emergency Department treats people who have suffered a serious injury or accident, or who have developed a sudden illness or medical condition.

Contact

Darent Valley Hospital, Darent Wood Road, Dartford, Kent DA2 8DA

Tel: 01322 428100

Web: www.dvh.nhs.uk

Opening times

24 hours a day 7 days a week.

MINOR INJURIES UNIT

What we do

The Minor Injuries Unit is for non-emergency cases. It is specially designed and equipped to deal with a wide range of minor injuries including minor head injuries, limb problems and wounds.

Contact

Gravesham Community Hospital, Bath Road, Gravesend, Kent DA11 0DG

Tel: 01474 360816

Web: www.dvh.nhs.uk

Opening times

8am to 8pm, every day of the year.

OUT OF HOURS SERVICE - GP

What we do

NHS 111 is free to call from landlines and mobiles and can provide advice on what service will be suitable for you. NHS 111 can also put you in contact with a doctor when your GP practice is closed overnight and at weekends. Just dial 111.

Opening times

Operates 24 hours a day, all year round.

SEXUAL HEALTH CLINIC

What we do

The department of sexual health is located at Gravesham Community Hospital and run by Kent Community Health NHS Trust.

It provides an appointment only system and you will be offered an appointment to be seen within 48 hours if appropriate.

Appointments can be made by telephoning 01474 360833 during opening hours.

Confidentiality is important both to you and the department. No information held within the clinic can be accessed from other areas of the hospital and we will not contact outside agencies (e.g. your GP) without your informed consent.

Contact

Riverside Clinic, Gravesham Community Hospital, Bath Street, Gravesend, Kent DA11 0DG

Tel: 01474 360833

E-mail: srikandam.kumar@kentcht.nhs.uk

Web: www.kentsexualhealth.nhs.uk

Opening times

Appointments and Walk in available. We advise you to call before attending.

Monday to Thursday 8.30am-12pm & 5pm-7.20pm (Appointments)

Monday to Thursday 1.30pm-3.30pm (Walk in)

Friday 8.30am-12pm & 1pm-6.20pm (Appointments)

Saturday 8.30am-12.30pm (Appointments only)

Local services Housing

DARTFORD AND GRAVESHAM BOROUGH COUNCILS

What we do

Both Dartford and Gravesham Borough Councils provide a housing advice service to households experiencing domestic abuse. Services that the Councils provide to assist victims of domestic abuse include:

- Offering ways to help people find accommodation in the private rented sector through its deposit guarantee, rent in advance and private sector leasing schemes.
- A Sanctuary Scheme. This scheme gives additional security measures to victims of domestic abuse or harassment (such as reinforced doors or new locks) so that they can continue to remain living in their own home, where it is safe to do so and their own choice. This is subject to qualifying criteria.
- Arranging management transfer moves for our individual Council and housing association tenants. A management transfer move is a move agreed in exceptional circumstances due to significant issues associated with the tenant's occupation that has resulted in imminent personal risk to the household if they remain. This is subject to qualifying criteria.

In certain circumstances, we may be able to arrange emergency accommodation for households fleeing violence. This may be in the form of temporary accommodation in our respective boroughs, or where appropriate, a refuge placement in another district.

Contact

- **DARTFORD BOROUGH COUNCIL**
Civic Centre, Home Gardens, Dartford, Kent DA1 1DR
Tel: 01322 343114 or 0345 634 1212 (emergency out of hours)
E-mail: housing.advice@dartford.gov.uk
Web: www.dartford.gov.uk/housing

Opening times

Monday to Thursday: 8.45am - 5.15pm

Friday: 8.45am - 4.45pm

Outside of these times, there is an emergency out of hours service.

- **GRAVESHAM BOROUGH COUNCIL**
Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU
Tel: 01474 337759 or 01474 564422 (emergency out of hours)
E-mail: housingneedsteam@gravesham.gov.uk
Web: www.gravesham.gov.uk/housing

Opening times

Monday to Friday 9am – 5pm

Outside of these times, there is an emergency out of hours service.

CHOICES (FORMERLY KNOWN AS NORTH KENT WOMEN'S AID)

What we do

The charity's core aim is to provide temporary emergency supported accommodation to families fleeing domestic abuse, and practical and emotional support by specialist trained workers to victims of domestic abuse in the community. In addition, Choices also provide several other services, most of which are free (though training may be charged):

- Support to high risk victims of domestic abuse by specialist trained Independent Domestic Violence Advisors (IDVAs)
- DV Outreach for male/female victims of domestic abuse
- Healthy relationships programme delivered to schools ("Loves Me, Loves Me Not")
- Group work in schools and "one-to-ones" with adolescent girls (11-15 yrs) who are at risk of exploitation and abuse ("Positive programme")
- Group work in schools and "one-to-ones" with young children (5-13 yrs) who have been affected by domestic abuse ("All About Me programme")
- One Stop Shops (drop-in service domestic abuse advice with access to legal/housing advice)
- Support programmes (Freedom, DAY and Recovery Toolkit – support/domestic abuse awareness group for victims of domestic abuse)
- Signposting male victims of domestic abuse to refuge accommodation
- Signposting for perpetrators of domestic abuse
- Hostel accommodation for single young people aged 16-25 years

Contact

40 Chastilian Road, Dartford, Kent DA1 3JJ

Tel: 01322 280686

Helpline: 0800 917 9948

E-mail: admin@choicesdaservice.org.uk

Web: www.choicesdaservice.org.uk

Opening times

Monday to Friday 9am to 4.30pm

PORCHLIGHT

What we do

Porchlight is a Kent wide charity supporting vulnerable and homeless people. In Dartford and Gravesham we work one to one with rough sleepers, people in unsuitable temporary accommodation and those facing eviction to find long term housing solutions with ongoing support.

Our Kent Outreach Service helps individuals through street outreach, weekly drop-in sessions and a free phone helpline number.

The Primary Care Community Link Service works alongside your GP practice. It is there to help you find a way through problems you are facing by building your confidence, helping you to feel more included in your community and help you to address any issues that may be affecting your housing or ability to live as independently as you would like.

Support is completely free and can last for up to eight weeks. The service is open to adults (18+) living in Kent who feel that their circumstances have affected their mental health and wellbeing.

Support and advice is provided in a range of areas including:

- Money
- Housing
- Education, training and volunteering
- Community involvement
- Health
- Drugs & alcohol
- Confidence

Contact

Freephone helpline: 0800 567 7699

You can also use this number if you are concerned about someone in emergency housing need.

For the latest information on the service call the freephone number or visit www.porchlight.org.uk

Registered charity no. 267116.

Local services Kent Police

KENT POLICE DOMESTIC ABUSE UNIT

What we do

The Domestic Abuse Unit's first priority is to make sure that you and any children are safe. If you have been injured, it is important you are examined by a doctor. We can arrange medical help for you and a safe place for you (and any children) to go.

Domestic abuse officers

Wherever you live in Kent, there is a domestic abuse officer who can help. They are experienced in providing advice and guidance and can provide help at a time and a place convenient for you.

Protection

Firm action will be taken against anyone abusing you to make sure you and any children are protected. We will make an arrest when an offence has been committed or suspected. We will take your wishes into account when we decide what to do with the suspect.

Guidance

We will talk you through all the procedures so that you know what you are being asked and why.

We will make sure you know what will be expected of you if there is to be a full investigation and take you through all the likely procedures.

Contact

In you are in immediate danger or it is an emergency always dial 999. If it is not an emergency call 101.

North Kent Police Station, Thames Way, Northfleet, Kent DA11 8BD

Tel: 01474 366350

E-mail: ppu.cst.northfleet@kent.pnn.police.uk

Web: www.kent.police.uk

Office hours

Monday to Friday 8am to 4pm

Local services Perpetrator programme

COMMUNITY DOMESTIC ABUSE PROGRAMME (CDAP)

What we do

A solicitor can advise you about what you can do, and the best legal choices for your situation.

We help men who feel their behaviour towards their partner has been, or still is, abusive. CDAP challenges that behaviour and shows how it affects partners or ex-partners and any children that may be involved. The programme supports perpetrators to make the changes needed to develop respectful, non-abusive relationships so that they are safe around their partner and any children.

The programme is free and lasts for 27 weeks. Sessions are held once a week and last for 2½ hours. There are nine modules in the programme. Each module has three sessions, making 27 sessions in total.

The criteria for the programme are that the perpetrator must:

- Acknowledge their abusive behaviour
- Accept their behaviour is a problem
- Accept responsibility for ending abusive behaviour towards the (ex) partner
- Agree to the conditions of attendance

Any woman whose partner or ex-partner is attending the programme are also offered separate and confidential support during the programme.

Contact

Programme Manager – Penny Hennessey

Kent CDAP, PO Box 274, Hythe CT21 9BD

Tel: 07596 228891

E-mail: kentcdap@gmail.com

Local services Legal help

SOLICITORS

What a solicitor can do for you

A solicitor can advise you about what you can do, and the best legal choices for your situation.

Legal aid can help those who cannot afford legal advice, as long as certain conditions are met. Legal aid can assist with family mediation, representation in court, or at a tribunal. To find out more about whether you would be eligible, visit www.justice.gov.uk/legal-aid.

Solicitors that offer free, low cost help (if eligible) locally

- **THOMAS BOYD WHYTE**
302 The Broadway, Bexleyheath, Kent
Tel: 020 8303 7755
E-mail: sf@tbw.uk.com
Web: www.tbw.uk.com
- **NEVES SCOTT**
Ground Floor, Instone House, Instone Road, Dartford, Kent DA1 2AG
Tel: 01322 277732
E-mail: admin@neves-scott.co.uk
Web: www.neves-scott.com
Open Monday to Friday from 9am to 1pm and 2pm to 5pm.
Specialises in debt, employment, housing and family law.
- **ROBIN MURRAY & CO**
Haslemere, 4 Summerhill Road, Dartford, Kent DA1 2LP
Tel: 01322 228898
E-mail: swanley.enquiries@robinmurrayandco.com
Web: www.robinmurrayandco.com
Appointment only.
Specialises in criminal law.
- **TG BAYNES**
Baynes House, Market Street, Dartford, Kent DA1 1DB
Tel: 01322 295555
E-mail: info@tgbaynes.com
Web: www.tgbaynes.com

Open Monday to Friday 9am to 5.30pm.
Specialises in family law.

Solicitors that offer free, low cost help (if eligible) in Gravesend

- **FS LAW**
27 Milton Road, Gravesend, Kent DA12 2RF
Tel: 01474 533338
E-mail: farrukh@fslaw.co.uk
Web: www.fslaw.co.uk
Open Monday to Friday 9am to 5.30pm and weekend appointments.
Specialises in criminal law
- **HATTEN WYATT**
51-54 Windmill Street, Gravesend, Kent DA12 1BD
Tel: 01474 351199
Email: advice@hatten-wyatt.com
Web: www.hatten-wyatt.com
Open Monday to Friday 9am to 5.30pm
Specialises in criminal, family, personal and injury law
- **PATRICK LAWRENCE**
4-5 Railway Place, Gravesend, Kent DA12 1AP
Tel: 01474 356441
E-mail: pwl@patlaw.co.uk
Web: www.patlaw.co.uk
Open Monday to Friday 9am to 5.30pm
Specialises in family law
- **STANTONS**
24 Wrotham Road, Gravesend, Kent DA11 0PA
Tel: 01474 579940
Web: www.stanlaw.co.uk
Open Monday to Friday 9am to 5pm
Specialises in family law
- **VYMAN SOLICITORS**
26 Harmer Street, Gravesend, Kent DA12 2AX
Tel: 01474 537270
E-mail: info@vyman.co.uk
Web: www.vyman.co.uk
Open Monday to Friday 9am to 5pm
Specialises in criminal law

VICTIM SUPPORT AND WITNESS SERVICE

What we do

Victim Support

Victim Support in Kent helps local residents cope with the effects of crime. We do this by providing confidential support and information to victims of crime and to witnesses attending local criminal courts.

Our services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

Our trained volunteers offer:

- Someone to talk to in confidence.
- Information on police and court procedures.
- Help in dealing with other organisations.
- Information about compensation and insurance.
- Links to other sources of help.

Witness Service

Many witnesses feel worried about going to court, regardless of whether or not they were the victim of the crime. Victim Support runs the Witness Service in every criminal court in England and Wales to give free and independent information and support to witnesses, victims, their families and friends when they go to court. You can obtain help from the Witness Service at Dartford Magistrates Court, 1b Highfield Road, Dartford, Kent DA1 2JH. Tel: 01322 292218.

Like the rest of Victim Support, the Witness Service is free and independent of the police or courts.

Contact

- **VICTIM SUPPORT**

Compass House, Tufton Street, Ashford, Kent TN23 1BT

Tel: 0300 303 0156

E-mail: vs.kent@victimsupport.org.uk

Web: www.victimsupport.org.uk

- **WITNESS SERVICE**

Dartford Magistrates Court, 1b Highfield Road, Dartford, Kent DA1 2JH

Tel: 01322 292218

07535 751141

Local services Social care

CHILDREN'S SOCIAL SERVICES

What we do

If your children are living in a violent situation, they are considered as 'Children in Need' under the Children's Act 1989. Kent County Council Children's Services have a duty to support families with children in need and to ensure that children are safe from harm.

The Children's Service can carry out an assessment and find the most suitable help and support. This could be through facilitating access to a place of safety for a parent and child/children through the provision of a travel warrant; or through arranging counselling, therapy or advice and support in approaching other agencies that can help; or through giving you information about child minders, playgroups, nurseries and self-help groups.

Your problems may be of a very personal nature, and any information you give will always be treated in the strictest of confidence. If you are unable to contact us yourself, you can always ask someone else to do it for you. You can also have a friend or relative with you whenever you talk to staff.

Contact

County Duty Team

Tel: 03000 41 11 11 (including Dartford and Gravesham) 8.30am to 5pm.

Outside office hours, call 03000 41 91 91

Web: www.kent.gov.uk

Local services

Other useful local contacts

- **KENT HATE INCIDENT REPORTING LINE**
To report hate crime.
Tel: 0800 328 9162
- **KENT LESBIAN LINE**
Helpline open Thursday 7.30pm to 10pm.
Tel: 01622 763573
- **THE DOVE PROJECT**
Helpline that offers telephone support, advice and refuge accommodation availability details. Open 11am to 3pm
Tel: 01702 300006

National services

AANCHAL WOMEN'S AID

Provides help and support to Asian women affected by domestic abuse.

Tel: 0845 451 2547 (24 hours)

BROKEN RAINBOW

Referrals, active listening, information, signposting and safety planning for lesbian, gay, bisexual and transgender (LGBT) victims of domestic abuse.

Tel: 0300 999 5428 or 0800 999 5428

Web: www.broken-rainbow.org.uk

BT MALICIOUS CALLS BUREAU

To report persistent nuisance calls with BT.

Tel: 0800 661 441

Web: www.bt.com/app/answers/detail

CHILDLINE

Helpline for children in trouble or danger.

Tel: 0800 11 11

Web: www.childline.org.uk

LEGAL AID

Offers advice on eligibility for free legal aid.

Web: www.justice.gov.uk/legal-aid

CRIMESTOPPERS

Telephone line to call anonymously with information about crime.

Tel: 0800 555 111

Web: www.crimestoppers-uk.org

CRISIS

National charity for single homeless people.

Tel: 0844 251 0111

Web: www.crisis.org.uk

CROWN PROSECUTION SERVICE

Considers the evidence that the Police collects about a case and decides whether or not to prosecute the alleged perpetrator of domestic abuse.

Tel: 01227 866000 (CPS Canterbury office)

Web: www.cps.gov.uk

ELDER ABUSE RESPONSE HELPLINE

Helpline providing advice on elder abuse.

Tel: 0808 808 8141

Web: www.elderabuse.org.uk

FORCED MARRIAGE UNIT

Confidential advice and information about forced marriages.

Tel: 020 7008 0151

Web: www.fco.gov.uk

KARMA NIRVANA

Supports victims of forced marriage and honour-based violence.

Tel: 0800 5 999 247

Web: www.karmanirvana.org.uk

MANKIND

Advice and support helpline for men in abusive relationships.

Tel: 01823 334244

Web: www.mankind.org.uk

MEN'S ADVICE LINE

Advice and support helpline for men in abusive relationships.

Tel: 0800 801 0327

Web: www.mensadvice.org.uk

NATIONAL CENTRE FOR DOMESTIC VIOLENCE

Free legal advice and representation to victims of domestic abuse.

Tel: 0844 8044 999

Web: www.ncdv.org.uk

NATIONAL DOMESTIC VIOLENCE HELPLINE (24 HOURS)

Helpline for women experiencing domestic abuse. Helps women find spaces in refuges.

Tel: 0808 2000 247

Web: www.nationaldomesticviolencehelpline.org.uk

NHS 111

NHS 111 provides 24 hr health advice.

Tel: 111

Web: www.nhs.uk

NSPCC HELPLINE

Offers help, advice, guidance, support, or can take action on your behalf if you have concerns about a child who is either being abused or at risk of abuse.

Tel: 0808 800 5000

Web: www.nspcc.org.uk

RESPECT

Information and advice to offenders, as well as families.

Tel: 0808 802 4040

Web: www.respect.uk.net

RIGHTS OF WOMEN

Confidential free legal advice line for women, run by women solicitors and barristers.

Tel: 020 7251 6577

Web: www.rightsofwomen.org.uk

SHELTERLINE

Free housing advice helpline.

Tel: 0808 800 4444

Web: www.shelter.org.uk

SAMARITANS

24 hour confidential non-judgemental emotional support helpline.

Tel: 08457 90 90 90

Web: www.samaritans.org.uk

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This booklet has been supported by
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All the information in this directory was correct at the time of publishing.

If you notice any out of date details or have comments or suggestions for the next edition, please e-mail housingpolicy@dartford.gov.uk or phone 01322 343625.

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ਪੰਜਾਬੀ Punjabi	தமிழ் Tamil	Polski Polish	česky Czech	简体中文 Mandarin	Français French
01322 343610	01322 343611	01322 343612	01322 343613	01322 343614	01322 343615

If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, audio tape and large print versions of this document are available upon request.

Tel: 01322 343434

Fax: 01322 343432

Email: customer.services@dartford.gov.uk

Calls are welcome via NGT

HC 07032016 01

Dartford Borough Council

Civic Centre

Home Gardens

Dartford

Kent DA1 1DR

www.dartford.gov.uk/housing

DARTFORD
BOROUGH COUNCIL