



Suffolk County Council

*Guide to Domestic Abuse Services
&
Directory*

2009 - 2010

A Resource for Agencies in Suffolk

SUFFOLK
**community
safety**
PARTNERSHIPS
making our communities safer



break the
pattern
STOP DOMESTIC VIOLENCE

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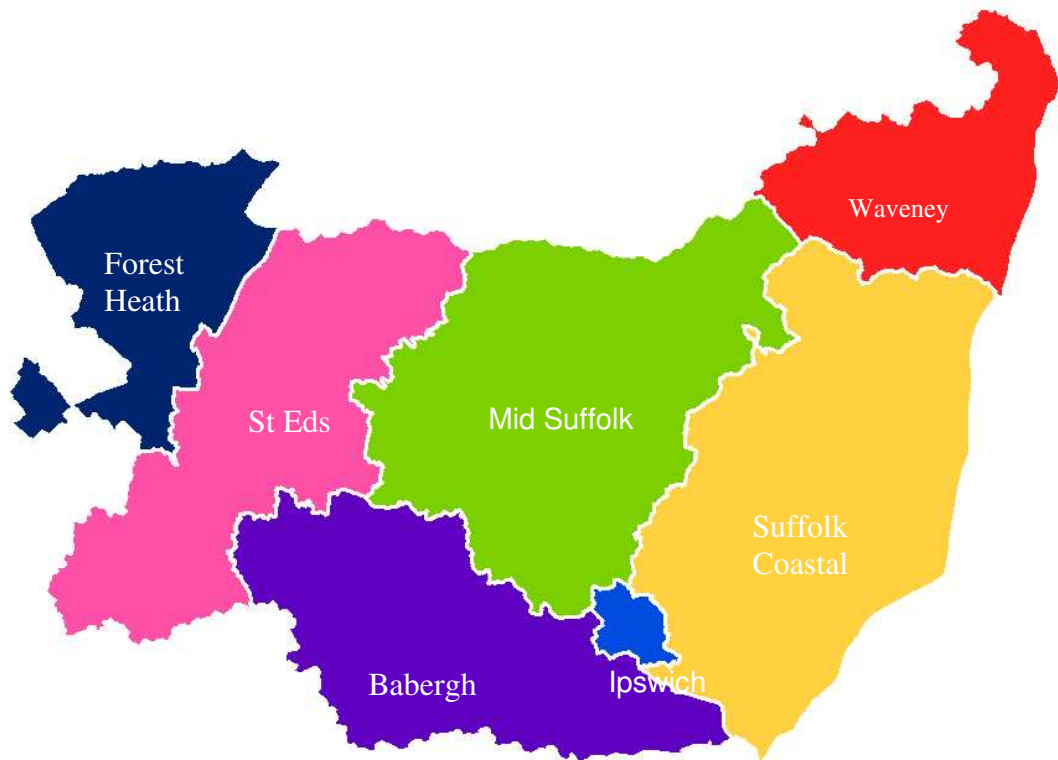
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Introduction

Domestic Abuse is a complex issue affecting many people in Suffolk. The purpose of this resource guide is to provide useful information for partners and agencies in Suffolk to assist them to provide services to those experiencing abuse. The guide demonstrates the range of partner agencies contributing to addressing the causes and effects of domestic abuse in the County.

In Suffolk we are doing all we can to enable agencies to work together effectively, to develop their workforce's skills and knowledge, and to ensure that all partnerships involved in making Suffolk a safe place to live support the delivery of domestic abuse services. We share a collective commitment to work together to combat all forms of domestic abuse and to help make all homes in Suffolk 'fear free zones' and places of safety.



2 Responding to Domestic Abuse in Suffolk

Overview of Strategy and Organisational Response

Strategy and Commitment to Address Domestic Abuse

The multi-agency strategy 2008 – 2011 is focused on providing a framework for working together to address domestic abuse in Suffolk by coordinating the priorities of the Community Safety Partnerships and other lead agencies. The strategy is supported by a delivery plan summarising the scope and range of activities, LAA targets, local delivery plans and outlining the contributions to address domestic abuse from all partners. The overarching aim is to achieve a reduction in domestic abuse and repeat victimisation, and increase the safety of those experiencing violence and abuse through:

- Prevention and Early Intervention
- Protection and Justice
- Support for Victims

County Domestic Violence and Abuse Forum

The County Forum is multi-agency partnership with a wide membership from statutory and voluntary sector organisations in Suffolk. The forum meets quarterly and is committed to tackling both the causes and effects of domestic violence and abuse in Suffolk and to support the work of local forums by promoting communication and best practice. The Forum Chair is the County Councillor responsible for Public Protection, members include representatives from:

Suffolk County Council	Children & Young Peoples Services
Suffolk Police Authority	CAFCASS
Suffolk Constabulary	Suffolk Safeguarding Children Board
Suffolk Probation	Suffolk Adult Safeguarding Board
NHS Suffolk	University Campus Suffolk
Crown Prosecution Service	Victim Support
Community Safety Partnerships	Voluntary Organisations
Women's Aid & Refuge Services	Housing Authorities
Local Forums	Supporting People

Local Domestic Abuse Forums

Local Domestic Abuse Forums provide a focus for local developments and have the lead role in delivering local publicity campaigns and events, delivering ongoing activities to raise awareness with staff, local organisations and communities.

Local Forums have a key role in the delivery of action plans being developed by District and Borough Community Safety Partnerships. Supporting and coordinating their contribution to local issues and services is a continuing priority, aimed at

cohesive development and delivery at a local level and supporting county-wide activities and projects that have an impact locally. (see page 6-7)

2 Responding to Domestic Abuse in Suffolk

Safer Suffolk Partnership Board

The Safer Suffolk Partnership Board is the strategic body responsible for the delivery of the Local Area Agreement targets in respect of safety, coordinating directing and steering the local Community Safety Partnerships and implementing the National Drug and Alcohol Strategies in order to reduce the harm to individuals and communities in Suffolk.

Suffolk County Council Community Safety Unit

Suffolk County Council's Community Safety Unit provides a strategic lead and framework for domestic abuse developments. The Community Safety Unit works in partnership to coordinate the delivery of local actions plans to meet LAA targets and national indicators and to assist local commissioning arrangements.

Community Safety Partnerships

Within Suffolk there are five local Community Safety Partnerships, each aligned to district/borough councils with the exception of Western CSP which formally merged the Mid Suffolk, St Edmundsbury and Forest Heath CSPs on May 1st 2007. Following a strategic assessment led by the Community Safety Unit all local Community Safety Partnerships have agreed domestic abuse as a key priority in a 3 year rolling plan.

In Suffolk the importance of focussing on reducing crime including domestic abuse and antisocial behaviour is recognised, along with wider issues such as reducing the fear of crime and helping vulnerable people live independently, all of which contribute to a happier, safer, more cohesive community. (see page 8)

The Role of Suffolk Safeguarding Boards

The **Suffolk Safeguarding Children Board** has made domestic abuse a priority and in response developed new 'Guidance for dealing with Domestic Violence and Incidents of Domestic Abuse where Children are Members of the Household'. This is implemented for all agencies working with children and young people and extends and compliments 'Working Together to Safeguard Children from Harm'.

The **Suffolk Adult Safeguarding Board** is an inter-agency forum which promotes the protection of vulnerable adults from abusive behaviour and practice. Domestic abuse accounts for a high percentage of the work of Adult Safeguarding.

The Suffolk Strategy for Parenting Support

In Suffolk, **The Children's Trust Partnership** supports the view that positive parenting will provide the best possible outcomes for children and young people. The aim is to ensure all parents, who need support, will be able to benefit from a

range of accessible services. The strategy promotes effective early intervention and understanding between agencies and acknowledges that domestic abuse is an issue that impacts on positive parenting,

2 Responding to Domestic Abuse in Suffolk

Domestic Abuse Forums in Suffolk

All local forums welcome new members, for more information and meeting dates contact Forum Chairs.

Domestic Abuse - be a survivor not a victim!

Babergh Domestic Abuse Forum

Babergh Domestic Abuse Forum brings together local organisations in order to share best practice and improve local services. The forum provides training to local agencies, runs a Befriending service for victims and deliveries the Freedom Programme for Women; these activities are supported by Babergh Community Safety Partnership.

The Forum has produced a training and information DVD that depicts the lives and diversity of domestic abuse survivors. These are real experiences featuring the survivors themselves.

For more information about the DVD and other information visit the website www.domestic-violence-survivors-stories.org.uk

One-to-one help is available for both male and female victims of domestic abuse from the Babergh Befriending Service 07875 644018

For more information about the work of the Forum contact:
Cathy Press (Chair)
Babergh Domestic Abuse Forum
c/o Babergh District Council
Corks Lane, Hadleigh, IP7 6SJ

cathypress1@hotmail.com

West Suffolk Domestic Abuse Forums

St Edmundsbury Domestic Abuse Forum

Helen Lindfield (Chair)
St Edmundsbury Borough Council
Borough Offices
Angel Hill
Bury St Edmunds
IP33 1XB

For more information contact: Helen.Lindfield@stedsbc.gov.uk

Forest Heath Domestic Abuse Forum

Forest Heath District Council
College Heath Road
Mildenhall
IP28 7EY

For more information contact:

Mid Suffolk Domestic Abuse Forum

Mid Suffolk District Council
131 High Street
Needham Market
IP6 8DL

For more information contact:
John.Spitzer@midsuffolk.gov.uk

In Suffolk there is an average of 5,500 incidents of domestic abuse reported the police every year

Ipswich Domestic Abuse Forum

The Ipswich Domestic Violence Forum has recently been re-established supported by the appointment of the Ipswich Domestic Abuse Coordinator employed by the Borough Council. Key priorities include:

- Corporate and community responses to domestic abuse
- Information and education for Young People

- Developing policy
- Disability and Domestic abuse
- Raising awareness and training

For more information about the work of the Forum contact:

Sue Poole (Chair)
Ipswich Domestic Abuse Forum
c/o Ipswich Borough Council,
Grafton House, Russell Road,
Ipswich, IP1 2DE
sue.poole@ipswich.gov.uk

Research indicates 1 in 4 women and 1 in 6 men will experience domestic abuse in their lifetime.

In Suffolk domestic abuse accounts for more than 25% of all violent crime.

Waveney Domestic Abuse Forum

The main aims of Waveney Domestic Abuse Forum are to:

- Improve awareness of domestic violence and abuse with local agencies
- Assist the development of local projects, initiatives and services
- Support the domestic violence work of local agencies
- Provide training for staff from agencies in Waveney
- Raise awareness of domestic violence and abuse in the wider community

The Forum works closely with the Police Victim Care Centre and statutory and voluntary agencies in the area and with Waveney District Council and Waveney Community Safety Partnership to meet domestic violence priorities and the Waveney CSP action plan.

For more information about the work of the Forum contact:

Dreena Black (Chair)
Waveney Domestic Abuse Forum
The Beeches
Quay View Business Park
Lowestoft , NR32 2HD

*Research indicates on average women will experience 35 assaults before reporting to the police.
In Suffolk we acknowledge domestic abuse is significantly under reported*

2 Responding to Domestic Abuse in Suffolk

Community Safety Partnerships *Creating a safer, stronger Suffolk*

The Crime and Disorder Act 1998 recognised that the Police alone are not the sole agency responsible for the reduction of crime and disorder or public safety. Community Safety Partnerships have a statutory duty to work with other local agencies and organisations to develop and implement strategies to tackle crime and disorder including anti-social and other behaviour adversely affecting the local environment, as well as the misuse of drugs in their local areas. Community Safety Partnerships brings together:

- Suffolk County Council
- District / Borough Councils
- Suffolk Police
- NHS Suffolk
- Suffolk Fire and Rescue Service
- Suffolk Probation
- Suffolk Drug and Alcohol Action Team

Community Safety Strategic Assessment

The Strategic Assessment identifies the issues that are most relevant to the local area in terms of crime, disorder, community safety, anti-social behaviour and substance misuse. Data and intelligence from all Community Safety Partners is collected, analysed and informs the key findings and recommendations for prioritisation contained within the assessment.

These key findings and recommendations are considered by the Community Safety Partnership when drafting and revising their rolling three-year plan. In addition the Strategic Assessment must outline the priorities to escalate to the county level. The annual cycle of assessments is intended to compliment and refresh Local Area Agreements. Domestic Abuse is recommended as a priority.

Community Safety Partnership Action Plans

Community Safety Partnership Action Plans take forward the recommendations of the strategic assessment and identify the ways in which the recommendations will be delivered. Although Community Safety Partnerships work to a three-year plan (to ensure it tackles short, medium and long term priorities) the plan will also be revised annually to reflect any new priorities emerging from the strategic assessment. All Community Safety Partnerships In Suffolk have made Domestic Abuse a priority which is reflected in local action plans.

ANTI-SOCIAL BEHAVIOUR CRIMINAL DAMAGE DOMESTIC VIOLENCE DRUGS
RACIAL HARRASSMENT ARSON VEHICLE CRIME ALCOHOL BURGLARY
VIOLENCE IN PUBLIC PLACEROAD TRAFFIC COLLISIONS

2 Responding to Domestic Abuse in Suffolk

Protection and Justice for Victims of Domestic Abuse

Specialist Domestic Violence Courts

Suffolk Criminal Justice Board is supporting the provision of Specialist Domestic Violence Courts in Suffolk. Magistrates and court officials have been specially trained and other measures are in place aimed to reduce the rate of attrition and improve successful prosecutions of perpetrators. Dedicated courts for domestic violence cases are held on one day each week at Ipswich, Lowestoft and St Edmundsbury Magistrates courts.

Independent Domestic Violence Advocacy

The introduction of Specialist Domestic Violence Courts is supported by the development of an effective and accredited trained advocacy service (IDVA) aimed to support and encourage all victims to participate with the prosecution service, reduce attrition and support better outcomes for victims and families. The IDVA service provides dedicated support and works alongside other outreach services provided by Women's Aid, Victim Support Suffolk and other agencies

Multi-agency Risk Assessment Conferencing (MARAC)

Based on a national model the MARAC aims to identify all high risk domestic violence and to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and well-being of victims – adults and any children. Information about the risks faced by victims, the actions needed to ensure their safety and the resources available locally are shared and used to create a risk management plan involving all agencies. The focus is on both adult and young people as victims and coordinates with child protection arrangements.

[More information about the above from: marianne.fellowes@suffolk.pnn.police.uk](mailto:marianne.fellowes@suffolk.pnn.police.uk)

Honour Based Violence, Forced Marriage & Female Genital Mutilation

The use of the term "Honour" or "Izzat" is a word that describes the concept of a family's prestige and reputation within its community. An individual's life can be governed by a code of behaviour based on maintaining the "Izzat" of the family at all times. Honour Based Violence is dominating, aggressive and an extreme form of behaviour and control used by one or several members of a family, extended family and community against an individual, whether it is physical, emotional, sexual, or financial or a combination of these factors. Forcing some-one to marry against his or her will is a civil offence in the UK.

[More information about HBV,FM & FMG from: bal.howard@suffolk.pnn.police.uk](mailto:bal.howard@suffolk.pnn.police.uk)

Perpetrator Intervention Suffolk Probation Area is delivering the National accredited Integrated Domestic Abuse Programme (IDAP) in Lowestoft, Ipswich and Bury St Edmunds. Dedicated Women's safety Workers are employed to provide support to partners or ex partner victims and use safety planning techniques (Tools

for Practitioners) to promote the safety of victims and their families. Suffolk Probation Area also works extensively with individual perpetrators using various models of intervention as laid out in guidance produced by the National Offender Management Service. Outside of Probation other providers supported by Community Safety Partnerships are introducing voluntary Early Intervention Perpetrator Programmes.

2 Responding to Domestic Abuse in Suffolk

Suffolk County Council - Domestic Abuse Training 2009-10

Providing training for managers and staff forms an integral part of the County Council's and our partner's collective commitment to work together to address the causes and effects of domestic abuse in Suffolk. Training courses are available in localities across the County and most courses can be delivered in house if requested. The annual programme is based on developing best working practice in domestic abuse work for those in contact with and working with victims / survivors, including children, who need to have a developed level of skills and knowledge to enable them to carry out their roles effectively. This includes:

- Being able to recognise different forms of abuse; understand the nature and dynamics of abusive relationships and adopt safe practices at an appropriate level
- Being able to recognise domestic abuse as a significant factor in the safeguarding of children and adult safeguarding and identify those at risk of harm.
- An awareness of the legislative framework surrounding domestic abuse including the role of specialist domestic violence courts, staff guidance and local services
- Being able to work effectively with others both within their own agency and across organisational boundaries

Training is aimed at providing the building blocks for effective responses at all levels. The core module broadly relates to a wide range of roles and responsibilities. Other levels are intermediate and specialist modules aimed at those with defined and designated roles often working with challenging and complex situations

Level	Course	Duration	
Core	Domestic Violence Awareness	½ day	Multi-agency
Intermediate	Tools for Practitioners (safety planning/risk assessment)	1 day	Multi/single agency
Intermediate	Domestic Abuse and Children	1 day	Multi- agency
Intermediate	KIC Workshop	½ day	Multi- agency
Intermediate	Honour Based Violence & Diverse Community Issues	½ day	Multi- agency
Specialist	MARAC (multi-agency risk assessment conferencing)	½ day	Multi- agency
Specialist	Train the Trainer MARAC Champions	1 day	Multi- agency
Specialist	Freedom Programme: training for facilitators	1-3 days	Multi- agency
Specialist	Psychology of Trauma & Responding to Sexual Violence	½ day	Multi- agency

For information about training contact: Shirley.Osborne@suffolk.gov.uk or visit the web site

<http://www.suffolk.gov.uk/PolicingAndPublicSafety/CommunitySafety/DomesticViolence/TrainingAndDevelopment.htm>

3 Responding to Domestic Abuse Support Services

Police Victim Care Centres

There is a Victim Care Centre in each policing area across the County – Lowestoft, Ipswich and Bury St Edmunds - accommodating the police Child Protection Team and other specialist police services for victims of domestic and other crimes and witnesses

Each centre is well equipped to ensure victims and witnesses have a high level of support and aftercare through the investigation process and to help them cope with the impact of a traumatic crime. Specialist officers work in child abuse investigation and highly trained Victim Care Officers work with victims of rape, sexual assault, domestic abuse and hate crime, this work includes:

- **Sexual Offences** – obtaining evidence by interview, medical examination and subsequent care and support to the victim in conjunction with other agencies.
- **Domestic Abuse** – risk assessment and safety planning, obtaining evidence by interview, providing support and guidance to the victim as well as Area police investigators, there is a particular emphasis on repeat victims
- **Hate Crime** – obtaining evidence by interview, providing support and guidance to the victim as well as Area police investigators.
- **Vulnerable / intimidated witnesses** – as legislation changes more disadvantaged victims and witnesses will be able to access the criminal justice system, particularly through video interviews and other 'special measure' such as protective screens in courts and live-link CCTV.

Victim Care Officers will remain responsible for supporting a victim or witness through the processes involved, providing expertise in both collation of evidence as well as professional aftercare. Specifically with regard to domestic abuse, Victim Care Officers have a key role in working with victims who seek to retract their allegations.

Victim Care Centres and Area Boundaries

The Beeches

(Lowestoft, Beccles & Leiston)

Quay View Business Park

LOWESTOFT NR32 2HD

Tel: 01986 835170

Child Investigation Unit

Tel: 01986 835006

Rowan House

(Bury St Edmunds, Brandon, Mildenhall, Haverhill, Sudbury & Mid Suffolk)

Hillside Business Park

BURY ST EDMUNDS IP32 7EA

Tel: 01284 774006

Child Investigation Unit

Tel: 01284 774006

Conifer House
(Ipswich, Hadleigh, Felixstowe & Woodbridge)
Gamma Terrace, Masterlord Business Park
Ransomes Europark
IPSWICH 1P3 9PX
Tel: 01473 782782
Child Investigation Unit Tel: 01473 782791



Confidential services for victims of crime and witnesses

Practical help and emotional support for victims of crime is available

Even if the crime has not been reported to the police

The Victim Support Witness Service supports witnesses in criminal courts

Appearing in court as a witness can be a worrying experience

Support from Victim Support is available for people expecting to go to the criminal court to give evidence

Victim Support is a registered charity

Services are free and provided by trained volunteers

Call 0845 389 9548

Victim Support is open from 8am to 8pm Monday to Friday

Victim Support welcomes enquiries about training to become a volunteer

3 Responding to Domestic Abuse Support Services

Suffolk 24 hour Helpline 0800 783512 (free phone) offers advice & information

Women's Aid and Refuge Services in Suffolk

Emergency accommodation is provided through 3 women's refuges in Suffolk, located in Bury St. Edmunds, Lowestoft and Ipswich, additional refuge accommodation is available in Diss, Norfolk. Refuge services provide a safe and supportive environment for women and their children where they can recover from the traumatic effects of all types of domestic abuse. All refuges in Suffolk provide emotional and practical support based on empowering women to make safe choices. Staff are highly trained to work with women and children to develop safety plans and support packages based on individual need as well as advising on benefits, debt, housing and other related issues.

Ipswich Women's Aid

Helpline 01473 745111

Ipswich Women's Aid runs refuges in Ipswich with staff available during office hours and out of hours for emergencies. Advice and information on legal, housing and support options is also provided via the Helpline. Services available include:

- 24 hr helpline
- Refuge accommodation, advice and support service
- Children's service
- Resettlement service
- Freedom Programme
- Legal advice surgeries
- Countywide Outreach pilot
- Drop-In Centre opening February 2009

www.ipswichwa.org.uk

Waveney Women's Aid

Helpline 0800 587 7890 (24 hour)

Waveney Womens Aid is located in Lowestoft with staff available providing a range of advice and information. Services available include:

- 24 hr helpline
- Refuge accommodation, advice and support service
- Children's service
- Resettlement service
- Move on accommodation

Bury St Edmunds Women's Refuge & Information

01284 753085

Bury St Edmunds Women's Refuge is located in Bury, staff are available during office hours to respond to telephone enquiries, an answer phone operates out of hours.

Services available include

- Refuge accommodation, advice and support service
- Children's service
- Resettlement service

bse@wacentre.fs.net.co.uk

The Haven Project (Orwell Housing Association) 01379 642300

The Haven Project is located in Diss Norfolk and offers services to women and their children suffering domestic abuse from the surrounding area, including North Suffolk. An answer phone operates when staff are not available to take phone calls. Services available include

- Refuge accommodation, advice and support service

3 Responding to Domestic Abuse Support Services

Group Programmes

FREEDOM a programme for women

What is it?

The FREEDOM programme is a 12 week Course. All programmes are FREE

Who is it for?

The programme is open to any woman who wishes to learn more about the reality of domestic violence and abuse

Where is it?

FREEDOM programme groups are being run across Suffolk, many are taking place in Children's Centre's with crèche facilities. Groups are facilitated by trained practitioners and domestic abuse specialists from the voluntary sector.

What are the aims of the programme ?

- To help women to understand the beliefs held by abusive men and in so doing, recognize which of these beliefs they have shared
- To illustrate the effects of domestic violence on children
- To assist women to recognize potential future abusers
- To help women gain self-esteem & the confidence to improve the quality of their lives
- To introduce women to community resources such as Women's Aid, Police Victim Care Centres, and other local support and national services

For more information and agency or self referral details contact:

<i>Babergh</i>	<i>Ann Scott 01473 826616</i>
<i>Waveney</i>	<i>Maureen Duckworth 0790 6245979</i>
<i>Ipswich</i>	<i>Sue Poole sue.poole@ipswich.go.uk</i>
<i>Ipswich Women's Aid</i>	<i>Jacqui Worbey Jacqui@ipswichwa.co.uk</i>
<i>Haverhill</i>	<i>On Track Centre 01440 760924</i>

Support Groups

One-to-one help is available

For male and female victims of domestic abuse from experienced and trained volunteers in domestic abuse related issues. Call....

Babergh Befriending Service

07875 644018

S	<i>survivors</i>	<i>Weekly support group in Bury St Edmunds</i>
O	<i>of</i>	<i>Contact</i>
D	<i>domestic</i>	
A	<i>abuse</i>	<i>01284 35222</i>

3 Responding to Domestic Abuse Support Services

Home-Start in Suffolk – is a voluntary scheme which offers friendly, flexible support and practical help to families with at least one child under the age of five.

Home-Start Babergh is a local charity offering support, friendship and practical help to parents with young children, delivering a unique service, recruiting and training volunteers who visit families at home, we help give children the best possible start in life. Our qualified Family Group Leader also runs three family groups, meeting each week in Sudbury, Great Cornard and Hadleigh.

Home-Start Babergh supports parents, many with mental health and learning difficulties, as they grow in confidence, help improve self esteem and strengthen their relationships with their children and widen the links with the local community. The majority of referrals we receive are from statutory agencies (Health Visitors, GP's, CMHT's, Midwives, Social Care etc) although families can also self refer.

Home-Start Babergh also offers a much needed and valuable support service to the statutory agencies and our support often empowers families to improve outcomes for themselves, potentially reducing the need for intervention elsewhere.

For more information contact:

Unit 9, Hadleigh Business Centre, Crockatt Road, Hadleigh, IP7 6RH
Tel: 01473 826190 <http://www.home-startbabergh.co.uk>

Home-Start Suffolk Coastal – recognises that bringing up children can be hard and every family needs support sometimes. We are here to help families, for whom life is feeling like an uphill struggle.

Home-Start Suffolk Coastal – is firmly rooted in the heart of the community we serve. In addition to home visiting support we also hold family groups. These groups are an important opportunity for parents to meet each other and form a wider support network. We operate two family groups – one in Leiston and one in Felixstowe.

Home-Start Suffolk Coastal – help families from a wide variety of backgrounds who are looking for support for many different reasons including: postnatal illness, loneliness, relationship problems, poverty, disability, single parenthood, coping with multiple births or several young children.

For more information contact:

Home-Start Suffolk Coastal, Cedar House, Pytches Road, Woodbridge, IP12 1EP
Tel: 01394 389402 E-mail: office@homestartcoastal.co.uk

Home-Start Mid Suffolk - Home-Start Mid Suffolk offers support, practical help and friendship to families with at least one child under 5.

Home-Start Mid Suffolk - Volunteers regularly visit families within their own homes helping to prevent crisis and family breakdown.

Home-Start Mid Suffolk - The scheme runs family groups in Eye and Stowmarket, a twins and multiple births group in Debenham and has monthly dads with children outings.

For more information contact:

Sue Fitch, Home-Start Mid Suffolk, Kerrison, Thorndon, Eye, IP23 7JG

Tel: 01379 678552 <http://www.home-start.org.uk>

4 Directory of Services

DOMESTIC ABUSE FORUMS IN SUFFOLK

Suffolk County Domestic Abuse Forum Chair: Councillor Joanna Spicer Suffolk County Council Endeavour House Russell Road Ipswich IP1 2BX For enquiries please contact Shirley.Osborne@socserv.suffolkcc.gov.uk	
Waveney Domestic Abuse Forum Chair: Dreena Black c/o The Beeches Quay View Business Park Lowestoft NR32 2HD	Mid Suffolk Domestic Abuse Forum Mid Suffolk District Council Offices 131 High Street Needham Market Ipswich IP6 8DL John.Spitzer@midsuffolk.gov.uk
Ipswich Domestic Abuse Forum Chair: Sue Poole Ipswich Borough Council Grafton House 15-17 Russell Road Ipswich IP1 2DE sue.poole@ipswich.gov.uk	St Edmundsbury Domestic Violence Forum Chair: Helen Lindfield St Edmundsbury Borough Council Borough Offices Angel Hill Bury St Edmunds IP33 1XB helen.lindfield@stedsbcc.gov.uk

<p>Babergh Domestic Violence Forum Chair: Cathy Press Babergh District Council Corks Lane Hadleigh IP7 6SJ cathyress1@hotmail.com</p>	<p>Forest Heath Domestic Violence Forum Forest Heath District Council College Heath Road Mildenhall IP28 7EY Lesley-Ann.Keogh@forest-heath.gov.uk</p>
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Organisation	Contact Details	Address
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HELPLINES (DOMESTIC VIOLENCE)

<p>Suffolk Domestic Violence Information Line http://www.breakthepattern.org.uk</p>	<p>0800 783 5121</p>	
<p>National Domestic Violence Helpline (24 hour) Staffed by Women's Aid and Refuge http://www.womensaid.org.uk</p>	<p>0800 200 0247</p>	
<p>Refuge Domestic Violence Helpline (24 hour) http://www.refuge.org.uk</p>	<p>0800 200 0247</p>	
<p>S.O.L.A. Domestic violence helpline for lesbians</p>	<p>0345 90 90 90</p>	
<p>Befriending Service for Female & Male Victims of Domestic Violence (Babergh District)</p>	<p>07875 644018</p>	
<p>Women's Aid Federation of England http://www.womensaid.org.uk</p>	<p>0808 200 0247</p>	

WOMEN'S AID / REFUGE & SPECIALIST SERVICES

Bury St Edmunds Women's Refuge & Information Refuge advice and support http://www.womensaid.org.uk	01284 753085 Answerphone out of hours. bse@wacentre.fs.net.co.uk	
Ipswich Women's Aid http://www.ipswichwa.org.uk	01473 745111 email@ipswichwa.org.uk	Ipswich Women's Aid Westgate House Museum Street Ipswich IP1 1HQ
Waveney Women's Aid Refuge, advice and support http://womensaid.org.uk	0800 587 7890 (24 hour) wwawomensaid@onetel.net	Waveney Women's Aid PO Box 94 Lowestoft NR33 0PY

Organisation	Contact Details	Address
The Haven Project (Orwell Housing Association) Refuge and safe house for women.	01379 642300	PO Box 7 Diss IP22 4WE
Southend Women's Aid Dove Project (drop in centre) Refuge availability service	01702 302333 (24 hour) Dove.reception@Southendwomensaid.co.uk	
Suffolk Community Refugee Team. Provide information and advice on issues of domestic violence in asylum seekers, refugees and migrant communities, (trafficked children, honour based violence and Forced Marriage) and issues of "no recourse to public funds"	07984 602119 Sue Vinter. Named Nurse, Safeguarding Children and Specialist HV, Suffolk Community Refugee Team.	SCRT 70-74 St Helens Street, Ipswich IP4 2LA
Karma Nirvana Is a registered charity, based in Derby which works with Asian men and women offering support for victims and advice and training for professionals on issues of forced marriage or honour based violence. Support is offered to men and women who otherwise face cultural and language barriers.	0800 5999 247 http://www.karmanirvana.org.uk The majority of the team are survivors of forced marriage or honour based violence.	

<p>No Recourse to Public Funds Network The NRPF network is committed to supporting and working with local authorities, the voluntary sector and central government.</p>	<p>020 7527 7107 nrpf@islington.gov.uk www.islington.gov.uk/nrpfnetwork</p>	<p>NRPF Network c/o Refugee & Migrant Services Islington Council 23-26 St Albans Place London N1 ONX</p>
<p>Zimbabwe Women Resource Centre Offering advice and support for women</p>	<p>01473 231566</p>	<p>19 Tower Street Ipswich IP1 3BE</p>
<p>Southall Black Sisters Asian and African-Caribbean women's helpline including telephone counselling http://southallblacksisters.org.uk</p>	<p>0208 571 9595 Mon-Fri 10am-5pm</p>	
<p>Jewish Women's Aid Advice, support and counselling. Answerphone with emergency number.</p>	<p>0800 591203 Mon-Thurs 9am-9pm http://www.jwa.org.uk</p>	
Organisation	Contact Details	Address
<p>Aanchi Advice & support for Asian women</p>	<p>08454 512547 aanchi.org.uk</p>	
<p>Rights of Women Free legal advice line. Can provide DIY injunction handbook to survivors of domestic violence in various languages. http://www.rightsofwomen.org.uk</p>	<p>0207 251 6577 Tues-Thurs 2pm-4pm and 7pm to 9pm info@row.org.uk</p>	
<p>National Centre for Domestic Violence Specialising in helping victims of domestic violence obtain non-molestation and other orders (injunctions) from court to protect them from further abuse http://www.ncdv.org.uk/</p>	<p>0844 804 4999</p>	<p>Suite 129 456-458 The Strand London WC2R 0DZ</p>
<p>Foreign and Commonwealth Office Advice on Forced Marriages</p>	<p>0207 008 0135 0207 008 0230</p>	<p>King Charles Street London SW1A 2AH</p>
<p>CAADA Access to best practice toolkit Web: www.caada.org.uk</p>	<p>Tel: 01749 812968 Fax: 01749 813623 email: marac@caada.org.uk</p>	

End Violence Against Women	0207 033 1559 www.endviolenceagainstwomen.org.uk	17-25 New Inn Yard London EC2A 3EA
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POLICE, VICTIM CARE CENTRES

Suffolk Police http://www.suffolk.police.uk	01473 613500 In an emergency dial 999	Suffolk Constabulary Police Headquarters Martlesham Heath Ipswich IP5 3QS
Eastern Area Victim Care Centre	01986 835170	
Western Area Victim Care Centre	01284 774007	
Southern Area Victim Care Centre	01473 782782	

Organisation	Contact Details	Address
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VICTIM SUPPORT

Victim Support Suffolk Practical help and emotional support for victims of crime (even if you have not reported it to the police) http://www.victimsupport.org.uk	0845 389 9548 Mon-Fri 8am-8pm	
Victim Support Line http://www.victimsupport.org.uk	0845 30 30 900 Mon-Fri 9am-9pm Weekends 9am-7pm Bank Holidays 9am-5pm supportline@victimsupport.org.uk	

SAMARITANS

Samaritans of Bury St Edmunds and West Suffolk (24 hour) http://www.samaritans.org	08457 90 90 90 jo@samaritans.org	46 Well Street Bury St Edmunds IP33 1EQ
Samaritans of Ipswich and East Suffolk (24 hour) http://www.samaritans.org/howes-to-eastssuffolk	01473 211133 (10am-10pm) 08457 90 90 90 jo@samaritans.org	140 St Helens Street Ipswich IP4 2LE
Samaritans of Lowestoft and Waveney District (24 hour) http://www.samaritans.org	08457 90 90 90 jo@samaritans.org	14 Beach Road Lowestoft NR32 1EA

Organisation	Contact Details	Address
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SUFFOLK COUNTY COUNCIL DOMESTIC ABUSE SERVICES

Community Safety Unit For information about County training, County and local domestic abuse forums, Community Safety Partnerships Policy and staff development, County publications and leaflets	Shirley Osborne Partnership & Training Manager Public Protection 01473 264290 07717 302463 shirley.osborne@suffolk.gov.uk	Endeavour House 8 Russell Road IPSWICH Suffolk IP1 2BX
To apply for a training course and County domestic abuse services support	Debbie Smith Domestic Abuse Administrator Public Protection 01473 264659 debra.smith@suffolk.gov.uk	Endeavour House 8 Russell Road IPSWICH Suffolk IP1 2BX

SUFFOLK CONSTABULARY DOMESTIC ABUSE TEAM

Domestic Abuse Team For information about: Specialist DV Courts IDVA	Marianne Fellowes Projects & IDVA Service Manager & MARAC Chair Protective Services	14 The Square Martlesham IPSWICH IP5 3SL
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MARAC marianne.fellowes@suffolk.pnn.police.uk	01473 782746 07771 593218	
MARAC Administration & PA karen.lolotte@suffolk.pnn.police.uk IDVA Western Area IDVA Waveney & Suffolk Coastal	Karen Lolotte 01473 782752 Tina Hickey 01473 782758 Kathleen Coates as above	
For information about: Honour Based Violence Forced Marriage, BME, Faith & Community Groups bal.howard@suffolk.pnn.police.uk Schools DA project & Freedom Programme julia.dessaur@suffolk.pnn.police.uk IT & MODUS vivian.broughton@suffolk.pnn.police.uk Sexual Assault/Rape SARC tracy.watling@suffolk.pnn.police.uk	Bal Howard 01473 782754 07595 007661 Julia Dessaur 01473 782744 07743 885495 Vivian Broughton 01473 7822757 07595 007659 Tracy Watling 01473 782754 07595 007660	14 The Square Martlesham IPSWICH IP5 3SL

Organisation	Contact Details	Address
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HELPLINES (GENERAL)

National Debtline http://www.nationaldebtline.co.uk	0808 808 4000 Mon-Fri 9am-9pm Sat 9.30am-1pm	Tricorn House 51-53 Hagley Road Edgbaston Birmingham B16 8TP
NORCAS (Ipswich) Drugs and alcohol counselling, advice and support service http://www.norcass.org.uk	01473 259382 lowestoft@norcass.org.uk	41 Lower Brook Street Ipswich IP4 1AQ
NORCAS (Lowestoft) Drugs and alcohol counselling, advice and support service http://www.norcass.org.uk	01502 513444 lowestoft@norcass.org.uk	12 Regent Road Lowestoft NR32 1PA

Suffolk Helpline If you are affected by someone's use of drugs/alcohol	0808 800 1122	41 Lower Brook Street Ipswich IP4 1AQ
Suffolk Gay & Lesbian Helpline http://www.suffolkgayandlesbianhelpline.co.uk	0808 808 2322 support@suffolkgayandlesbianhelpline.co.uk	
Careline Provides confidential crisis telephone counselling to children, young people and adults. http://www.carelineuk.org	0845 122 8622 Mon-Fri 10am-1pm and 7pm-10pm info@carelineuk.org	Careline Cardinal Heenan Centre 326 High Road Ilford IG1 1QP
Reunite A leading UK charity specialising in international parental child abduction http://www.reunite.org/	0116 255 6234	Reunite International Child Abduction Centre PO Box 7124 Leicester LE1 7XX

Organisation	Contact Details	Address
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Childline (24 hour) Helpline for children http://www.childline.org.uk	0800 1111	Childline Freepost NATN1111 London N1 6BR
Child Protection Helpline (NSPCC) If you are worried about a child's safety or welfare or if you need help or advice, ring this helpline http://www.nspcc.org.uk	0808 800 5000 helpline@nspcc.org.uk	NSPCC Weston House 42 Curtain Road London EC2A 3NH

<p>Kidscape Bullying Helpline Provides information for parents on bullying and keeping children safe.</p>	<p>0845 120 5204</p>	
<p>Young Minds Parent Information Services Young Minds works to promote the mental health of children and young people. Parents information service offers information about local and national help and advice regarding concerns about a child's mental health or emotional wellbeing.</p>	<p>0800 018 8445</p>	
<p>Parent line Plus Helpline Help & information for parents, carers, & families, including free 24hour confidential helpline, workshops and leaflets</p>	<p>0808 800 2222</p>	
<p>Anti Bullying Campaign Helpline Offers advice for parents & counselling for children being bullied</p>	<p>020 7378 1446</p>	

Organisation	Contact Details	Address
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<p>Drinkline</p> <ul style="list-style-type: none"> • Information and self-help materials • Help to callers worried about their own drinking • Support to the family and friends of people who are drinking • Advice to callers on where to go for help 	<p>0800 917 8282 Mon-Fri 9am-11pm</p>	
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<p>Al-Anon A worldwide community resource for families and friends of problem drinkers</p> <p>http://www.al-anonuk.org.uk</p>	<p>0207 403 0888 10am – 10pm 7 days</p> <p>enquiries@al-anonuk.org.uk</p>	<p>61 Great Dover Street London SE1 4YF</p>
<p>Men's Advice Line Advice and support for men in abusive relationships</p> <p>http://www.mensadvice.org.uk</p>	<p>0808 801 0327</p> <p>info@mensadvice.org.uk</p>	<p>Men's Advice Line 1st Floor Downstream Building 1 London Bridge London SE1 9BG</p>
<p>Men's Aid Helpline Practical advice and support to men who have been abused</p> <p>http://www.mensaid.com</p>	<p>0871 223 9986 7 days 8am-8pm</p> <p>help@mensaid.com</p>	<p>Men's Aid Head Office 57 Cornwall Grove Bletchley Milton Keynes MK3 7HX</p>
<p>Broken Rainbow Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence</p> <p>http://www.broken-rainbow.org.uk</p>	<p>0845 260 4460 Mon 2pm-8pm Wed 10am-1pm Thu 2pm-8pm</p>	
<p>Respond For families, carers and professionals working with people with learning disabilities who have been sexually abused</p>	<p>0845 606 1503 Mon-Fri 1.30pm-5pm</p>	

Organisation	Contact Details	Address
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<p>Respect The UK membership association for domestic violence perpetrator programmes and associated support services. Key focus is on increasing the safety of those experiencing domestic violence through promoting effective interventions with perpetrators.</p> <p>http://www.respect.uk.net/</p>	<p>0845 122 8609 Mon-Tue-Wed- Fri 10am-1pm and 2pm-5pm</p> <p>info@respect.uk.net</p>	<p>Respect 1st Floor Downstream Building 1 London Bridge London SE1 9BG</p>
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Message Home http://www.missingpeople.org.uk/contact/	0800 700740 messagehome@missingpeople.org.uk	Missing People 284 Upper Richmond Road West London SW14 7JE
Malicious Calls Helpline http://www.bt.com	0800 666700	
Call Prevention Agency http://www.callpreventionregistry.co.uk	0870 143 0707 Mon-Fri 9.30am-5.30pm info@callpreventionregistry.co.uk	

Organisation	Contact Details	Address
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COUNSELLING, ADVICE & SUPPORT

Children in Divorce & Separation Service Counselling children and young people up to 18 years whose parents have divorced/separated	01473 232009	3 Dogs Head Street Ipswich IP4 1AE
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<p>Kernos Centre Providing counselling and support services to people with emotional and psychological difficulties from a wide variety of causes http://www.kernos.org</p>	<p>01787 882 883 admin@kernos.org</p>	<p>32-34 Friars Street Sudbury CO10 2AG</p>
<p>Ormiston Young People's Service (Newmarket) Helps young people aged between 5 to 16 years and their families, who are experiencing difficult times in their lives http://www.ormiston.org/</p>	<p>01638 600075 newmarketyoungpeople@ormiston.org</p>	<p>Ormiston Centre 68 Mill Hill Newmarket Suffolk CB8 0JB</p>
<p>Mpower Supporting male survivors of sexual abuse http://www.male-rape.org.uk</p>	<p>0808 808 4321 Thurs 8pm-10pm Answerphone at other times support@seva-org.uk</p>	<p>SeVa 14 Thorpe Road Norwich NR1 1RY</p>
<p>One Voice Travellers Limited ... Is a community based group of women, young people and children within East Anglia who work to reduce violence from our community (particularly domestic violence) in a sustainable and cohesive way</p>	<p>07790 801422 Or 07790 803176</p>	<p>PO Box 9635 Sudbury Suffolk CO10 8WW</p>
<p>The Suzy Lamplugh Trust Provides information and advice on personal safety. The Trust's mission is to create a safer society and enable everyone to live safer lives</p>	<p>020 8876 0305</p>	

Organisation	Contact Details	Address
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<p>The Salvation Army http://www1.salvationarmy.org.uk</p>	<p>01603 724400 anglia@salvationarmy.org.uk</p>	<p>Anglia Division 2 Barton Way Norwich NR1 1DL</p>
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Waveney Rape & Abuse Centre	01502 585707 Tues 10am-12noon Thurs 7pm-9pm	
Waveney Women's Health Information Centre	01502 561816 Mon-Sat 10am-1pm Answer phone at other times wwhich@wwhich.fsnet.co.uk	21 Milton Road East Lowestoft NR32 1NT
Waveney Counselling Service	01502 516957	5 The Green Lowestoft NR33 9AZ

SUPPORT SERVICES FOR CHILDREN & FAMILIES

Suffolk County Council Children's Centres & Parent Support Advisors

Beccles Children's Centre	01502 718750	Castle Hill Beccles NR34 7BQ
Bury Family Centre	01284 352635	16 Fornham Road Bury St Edmunds IP32 6AH
Carousel Children's Centre	01284 748355	St Olaves Road Bury St. Edmunds IP32 6RW

Organisation	Contact Details	Address
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High Suffolk Children's Centre Parent Support Advisor	01728 860430 Steve Fisk	Gracechurch Street Debenham IP14 6BL
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The Oaks Children's Centre Parent Support Advisors	01394 694750 Kay Witchalls Jan Aburrow-Newman	Grange Road Felixstowe IP11 2LA
Sea Breeze Children's Centre	01394 279809	26 Beach Station Road Felixstowe IP11 2EY
Brett River Children's Centre Parent Support Advisor	01473 820187 Gill Black	Hadleigh Health Centre First Floor Market Place Hadleigh IP7 5DN
Cartwheels Children's Centre	01440 763761	Greenfields Way Haverhill CB9 8LU
On Track Children's Centre	01440 760924	Strasbourg Square Haverhill CB9 0HR
The Tree House Children's Centre Parent Support Advisor	01473 322055 Gilly Francis	251 Clapgate Lane Ipswich IP3 0RH
The Hawthorn Children's Centre	01473 260882	Hawthorne Drive Ipswich IP2 0QY

Organisation	Contact Details	Address
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Highfield Children's Centre	01473 742534	Chesterfield Drive Ipswich IP1 6PW
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Hillside Children's Centre	07894 886154	Maidenhall Approach, Ipswich IP2 8NY
Meredith Children's Centre	01473 242181	Meredith Road Ipswich IP1 6ED
Quayside Children's Centre	01473 253398	New College Suffolk Ipswich Suffolk IP4 1LT
Ravenswood Community Children's Centre	01473 322055	103 Hening Avenue Ipswich IP3 9QJ
Wellington Children's Centre Parent Support Advisor	01473 284060 Elena Davy	Chevallier Street Ipswich IP1 2PB
The Willows Children's Centre Parent Support Advisor	01473 602150 Pauline Roberts	Magdalene Close Ipswich IP2 9UX
The Wooden House Children's Centre Parent Support Advisors	01473 323870 Lud Buckle Bernadette Stephenson	Lanark Road Ipswich IP4 3EJ

Organisation	Contact Details	Address
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Leiston Children's Centre	01728 833129	King George's Ave Leiston IP16 4JQ
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The Ark Children's Centre	01502 574154	Water Lane Lowestoft NR32 2NH
Kirkley Children's Centre	01502 532740	Kirkley Street Lowestoft NR33 0LU
Riverside Children's Centre	01502 526610	Haverstaff Road Waveney Drive Lowestoft NR33 0TQ
Roman Hill Children's Centre	01502 574154	Love Road Lowestoft NR32 2NY
Uplands Children's Centre	01502 532740	Ashburnham way Lowestoft NR33 8LJ
Village Rise Children's Centre	01502 574154	Blyford Road Lowestoft NR32 2NY
Lark Children's Centre	01638 582 820	Recreation Way Mildenhall IP28 7HG
Foley House Children's Centre	01638 565533	52, Wellington Street Newmarket CB8 0HY

Organisation	Contact Details	Address
Reydon and Southwold Children's Centre	01502 724726	The Firs Jermyns Road Reydon IP18 6QB

Meadow Children's Centre	01728 652110	Seaman Avenue Saxmundham IP17 1DZ
Acorns Children's Centre	01449 776062	Violet Hill House Violet Hill Road Stowmarket IP14 1NL
Cornfields Children's Centre	01787 315190	Head Lane Great Cornard Sudbury CO10 0JU
Phoenix Children's Centre	01787 888666	Tudor Road Sudbury CO10 6NP
Jigsaw Children's Centre	01359 232967	Thurston Library Thurston Community College Thurston IP31 3PB
Rendlesham Children's Centre	01394 462191	c/o Rendlesham Primary School Sycamore Drive Rendlesham Woodbridge IP12 2GF

Parent Support Advisors in Schools

Priory School Bury St Edmunds	Theresa Sanders	07595 088152
Bungay Primary School Bungay	<u>Chrissie Batters</u>	07595 088147

Organisation	Contact Details	Address
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Riverside Middle School Forest Heath	Sue Garwood	07595 088150
Burton End School Haverhill	Kathy Lambdon	07595 088149
Leiston Primary School	Leanne Hazelwood	07595 088146
Elmtree Primary School South Lowestoft	Jacqui Healey Jacqui.healey@cyp.suffolkcc.gov.uk	
Northfield St Nicholas Primary School North Lowestoft	Catherine Riley Sharon Tacon Sharon.tacon@cyp.suffolkcc.gov.uk	07595 088145
Stowmarket Middle School Stowmarket	Leanne Buss	07595 088154
Bacton Primary School Stowmarket	Lynn Everest	07595 088151
All Saints Middle School Sudbury	Hollie Fortey	07595 088153
Thurston Community College Thurston	Frances McGinn	07595 088148

Organisation	Contact Details	Address
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Voluntary Organisations Supporting Children and Families

Ormiston Children & Families Trust	01473 724549	Robert Milne Family Centre 333 Felixstowe Road Ipswich IP3 9BU
Ormiston Children & Families Trust	01638 600075 newmarketyoungpeople@ormiston.org	68 Mill Hill Newmarket CB9 0JB
Families Need Fathers Information, advice and support services for parents on how to do the best for their children	0870 607 496 Mon-Fri 6pm-10pm fnf@fnf.org.uk	134 Curtain Road London EC2A 3AR
Home-Start Mid Suffolk Support to parents who are struggling to cope http://www.home-start.org.uk	01379 678552	Kerrison Thorndon Eye IP23 7JG
Home-Start Babergh Support to parents who are struggling to cope http://www.home-startbabergh.org.uk	01473 826190	Unit 9, Hadleigh Business Centre Crockatt Road Hadleigh IP7 6RH
Home-Start Coastal Support to parents who are struggling to cope http://www.homestartcoastal.org.uk	01394 389402 office@homestartcoastal.co.uk	Cedar House Pytches Road Woodbridge IP12 1EP
Sure Start Whitton & Central Ipswich http://www.whittonandcentralipswich.surestart.org/	01473 284062	The Wellington Children's Centre 52 Chevallier Street Ipswich IP1 2PB
Sure Start North Lowestoft Help to improve the wellbeing and life opportunities of young children http://www.surestartlowestoft.org/	01502 574154	45 Milton Road East Lowestoft NR32 1NV
NSPCC	01473 212576	34 Berners Street Ipswich IP1 3LU
Organisation	Contact Details	Address

CITIZENS ADVICE BUREAUS

Beccles Citizens Advice Bureau http://www.nacab.org.uk	01502 717715	12 New Market Beccles NR34 9HB
Brandon Citizens Advice Bureau http://www.nacab.org.uk	01842 811511	11 High Street Brandon IP27 0AQ
Bury St Edmunds Citizens Advice Bureau http://www.burystedmundscab.ik.com/	01284 753675 Mon-Fri 9.30am-2pm (drop in and appointments) 2pm-4pm (telephone advice) Thursday evenings 4.30pm-6.30pm (drop in initial assessment interviews)	The Risbygate Centre 90 Risbygate Street Bury St Edmunds Suffolk IP33 3AA
Felixstowe & District Citizens Advice Bureau http://www.felixstowecab.org.uk/	01394 275958 Mon 10am-1pm and 3.30pm-6.30pm Tues 10am-4pm Weds 10am-1pm Thurs 10am-4pm Fri 10am-1pm	2-6 Orwell Road Felixstowe IP11 7HD
Haverhill Citizens Advice Bureau http://www.nacab.org.uk	01440 704012 Drop in advice times Mon 11am-2pm Tues 11am-3pm Weds by appointment only Thurs 11am-3pm Fri 11am-2pm Telephone advice times Mon 9.30am-11am Tues 9.30am-11am Thurs 9.30am-11am Fri 9.30am-11am	Centre for Voluntary Agencies Lower Downs Slade Haverhill CB9 9HB
Ipswich & District Citizens Advice Bureau http://www.ipswichcab.org.uk/	01473 219777 Mon 9.30am-4pm Tues 9.30am-4pm Weds 9.30am-12noon Thurs 9.30am-4pm Fri 9.30am-4pm Sat 10am-12noon (except Bank Holiday weekends)	19 Tower Street Ipswich IP1 3BE

Organisation	Contact Details	Address
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Leiston Citizens Advice Bureau http://www.leistoncab.org.uk/	01728 832193 Mon 10am-1.30pm Tues 10am-2.30pm Thurs 10am-2.30pm Fri 10am-1.30pm	14 Colonial House Station Road Leiston IP16 4JD
Lowestoft Citizens Advice Bureau http://www.nacab.org.uk	01502 565875 01502 518510	The Advice Centre 36 Gordon Road Lowestoft NR31 1NL
Mildenhall Citizens Advice Bureau http://www.nacab.org.uk	01638 712094	Willow House 40 St Andrews Street Mildenhall IP28 7HB
Newmarket Citizens Advice Bureau http://www.nacab.org.uk	01638 665999	Foley Gate Wellington Street Newmarket CB8 0HY
Mid Suffolk Citizens Advice Bureau http://www.nacab.org.uk	01449 676060 01449 676280 Drop in advice times Mon 9.30am-3.30pm Tues 9.30am-3.30pm Thurs 9.30am-6.30pm Fri 9.30am-12.30pm Telephone advice times Mon 9.30am-3.30pm Tues 9.30am-3.30pm Weds 9.30am-3.30pm Thurs 9.30am-6.30pm Fri 9.30am-12.30pm	5 Milton Road South Stowmarket IP14 1EZ

Organisation	Contact Details	Address
Sudbury & District Citizens Advice Bureau	01787 374671 Drop in advice times Mon 10am-1pm	Belle Vue Newton Road Sudbury

http://www.sudburycab.org.uk	Tues 10am-1pm Thurs 10am-1pm Telephone advice times Mon 10am-3pm Tues 10am-3pm Thurs 10am-3pm Fri 10am-3pm	CO10 2RG
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RELATE

Relate (Bury St Edmunds) http://www.relate.org.uk	01284 767305	9 Short Brackland Bury St Edmunds IP33 1EL
Relate (Ipswich) http://www.relate.org.uk	01473 254118	6 Neale Street Ipswich IP1 3JB
Relate (Lowestoft) http://www.relate.org.uk	01502 519839	88 Alexandra Road Lowestoft NR32 1PL

SUFFOLK COUNTY COUNCIL SERVICES

Access / referral to services Children & Young Peoples Services – Ensuring that children and young people stay safe Adult & Community Services	08456 023 023 (8am-6.45pm) 01473 299669 (out of hours Emergency Duty Service) customer.first@socserv.suffolkcc.org.uk	Customer First Customer Service Direct PO Box 771 Needham Market Ipswich IP6 8WB
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Organisation	Contact Details	Address
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Safeguarding Adults at Risk of Abuse	01473 264515 07736 507009	Bill Nicol Head of Adult Safeguarding Services Suffolk County Council Endeavour House 8 Russell Road Ipswich IP1 2BX
Safeguarding Adults at Risk of Abuse (Ipswich)	07920 466320	Paula Youell Adult Safeguarding Manager Conifer House VCC West Road Ransomes Euro Park Ipswich IP3 9PX
Safeguarding Adults at Risk of Abuse (Lowestoft)	07717 302241	Seb Smith Adult Safeguarding Manager The Beeches VCC 8 Quay View Business Park Lowestoft NR32 2HD
Safeguarding Adults at Risk of Abuse (Bury St Edmunds)		Adult Safeguarding Manager Rowan House Hillside Business Park Bury St Edmunds IP32 7EA
Supporting People in Suffolk	01473 581830	Hilary Anderson Supporting People Officer St Edmund House Rope Walk Ipswich IP4 1LZ

Organisation	Contact Details	Address
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HEALTH SERVICES

Accident & Emergency Dept West Suffolk Hospital	01284 713400 01284 713412	Hardwick Lane Bury St Edmunds IP33 2QZ
Sexual Health Dept West Suffolk Hospital	01284 713000	Hardwick Lane Bury St Edmunds IP33 2QZ
Felixstowe Community Hospital Minor injuries	01394 458820 comms@suffolkpct.nhs.uk	Constable Rd Felixstowe IP11 7HJ
Accident & Emergency Dept James Paget Hospital	01493 452452	Lowestoft Road Gorleston Great Yarmouth NR31 6LA
Accident & Emergency Dept The Ipswich Hospital	01473 702034	Heath Road Ipswich IP4 5PD
Riverside Clinic A Minor Injuries Unit in Ipswich offering an alternative to hospital A&E	01473 299621 Daily 8am-10pm	2 Landseer Road Ipswich Suffolk IP3 0AZ
Sexual Health Dept Ipswich Hospital	01473 711011	Heath Road Ipswich IP4 5PD

Organisation	Contact Details	Address
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HOUSING SERVICES

Forest Heath District Council	01638 719345 Out of hours emergency number 01284 766050	College Heath Road Mildenhall Bury St Edmunds IP28 7EY
St Edmundsbury Borough Council	01284 763233 Out of hours emergency number 01284 763252 stedmundsbury@stedsbc.gov.uk	Housing Department St Edmundsbury House Western Way Bury St Edmunds IP33 3YS
Babergh District Council	01473 825757 Out of hours emergency number 01508 531218 housing@babergh.gov.uk	Council Offices Corks Lane Hadleigh IP7 6SJ
Ipswich Borough Homes	01473 433239 Out of hours emergency number 01473 433444	Ipswich Borough Council Grafton House 15-17 Russell Road Ipswich IP1 2DE
Mid Suffolk District Council	01449 720711	Council Offices 131 High Street Needham Market Ipswich IP6 8DL
Waveney District Council	01502 523143 info@waveney.gov.uk	Town Hall High Street Lowestoft NR32 1HS
Suffolk Coastal District Council (Housing Options Team) Emergency shelter for homeless people	01394 444237 Out of hours 07771 816545 homelessness@suffolkcoastal.gov.uk	Council Offices Melton Hill Woodbridge IP12 1AU

Organisation	Contact Details	Address
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<p>Suffolk Coastal District Council (Housing Advice and Prevention Team) Housing advice for Partners in a relationship breakdown http://www.suffolkcoastal.gov.uk</p>	<p>01394 444613</p>	<p>Council Offices Melton Hill Woodbridge IP12 1AU</p>
<p>Supporting People in Suffolk</p>	<p>01473 581830</p>	<p>Hilary Anderson Supporting People Officer St Edmund House Rope Walk Ipswich IP4 1LZ</p>
<p>CHAG Coastal Housing Action Group</p>	<p>01394 388130 01394 276115</p>	<p>11 Market Hill Woodbridge Suffolk IP12 4LP 91 Undercliff Road West Felixstowe Suffolk IP11 2AF</p>
<p>CARA - Central Access & Referral Agency CARA is the gateway for accessing housing related floating support in Suffolk. Housing related support is a short term service for people who are either homeless or have difficulty managing their accommodation and have housing related support needs</p>	<p>CARA / SNAP Tel: 01473 742690 Fax: 01473 740261 Texphone: 07796 578113 Email cara@carasnap.org</p>	<p>CARA / SNAP Sudbury House, Dencora Business Park White House Road, Ipswich Suffolk IP4 1LZ</p>
<p>SNAP – Support & Advice Project SNAP is conjoined with CARA and is a partnership of 6 organisations united by a common set of values:</p> <ul style="list-style-type: none"> • Respect • Integrity • Honesty • Trust 	<p>Web Page www.carasnap.org www.snappartnership.org</p>	
<p>Shelterline (24 hour) Emergency access to refuge service or issues about homelessness and housing http://www.shelter.org.uk</p>	<p>0808 800 4444</p>	

Organisation	Contact Details	Address
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PROBATION SERVICE

West Suffolk Probation Centre http://www.suffolkprobation.gov.uk	01284 716600	Dettingen Way Bury St Edmunds IP33 3TY
Suffolk Probation Area Head Office (including Ipswich field team) http://www.suffolkprobation.gov.uk	01473 408130 information@suffolkprobation.gov.uk	Peninsular House 11-13 Lower Brook Street Ipswich IP4 1AQ
North Suffolk Probation Centre http://www.suffolkprobation.gov.uk	01502 501800	203 Whapload Road Lowestoft NR32 1UL

COURTS AND COURT SERVICES

Children & Family Court Advisory Service (CAFCASS)	Tel: 01473 236128 Fax: 01473 254193	4 – 6 Merchants Court 74 Foundation Street Ipswich IP4 1BN
Court Liaison Team	01473 408893	
Crown Prosecution Service http://www.cps.gov.uk	01473 282100	

Organisation	Contact Details	Address
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ARMED FORCES

<p>Wattisham Airfield 1 Regiment (Unit Welfare Office)</p>	<p>05241 842443 Daily 8.30am-4.30pm</p> <p>Out of hours 05241 842586</p>	
<p>Wattisham Airfield 3 Regiment (Unit Welfare Office)</p>	<p>01449 728321 Out of hour answerphone</p> <p>24 hour emergency number 07880 701540</p> <p><u>Aac3regt@aol.com</u></p>	
<p>Wattisham Airfield 4 Regiment (Unit Welfare Office)</p>	<p>01449 728280</p>	
<p>Wattisham Airfield 9 Regiment (Unit Welfare Office)</p>	<p>01423 321617 Mon-Fri 8.30am-4.30pm</p> <p><u>Welfare9aac@aol.com</u></p>	
<p>Army Welfare Support Service</p> <p><u>http://www.army.mod.uk/welfare-support/family/default.aspx</u></p>	<p>01722 436569</p> <p><u>awis@hqland.army.mod.uk</u></p>	<p>Army Welfare Information Service HQ Land Forces Louisburg Block Erskine Barracks Wilton, Salisbury SP2 0AG</p>
<p>The Family Advocacy Team ... is a community resource that advocates for healthy families, servicing all military members and eligible beneficiaries on Lakenheath and Mildenhall . They provide crisis intervention, counseling and educational services in an effort to prevent family violence.</p>	<p>Open from 7:30 a.m. to 4:30 p.m., Monday to Friday.</p> <p>For more information call, 01638-528070, out of hours emergency tel 01638 524226 or email</p>	<p>Family Advocacy is located in the RAF Lakenheath Hospital Annex.</p>

