

Domestic and Sexual Violence

It's not the only thing that gets broken.
Stop Domestic & Sexual Violence now.



A guide to services in
the Greater Belfast and South Eastern Trust areas.



Belfast and South Eastern Domestic & Sexual Violence Partnerships



Revised Edition March 2016

The Directory of Services has been funded by:



0808 802 1414

Freephone Open 24 Hours
Translation Services

Domestic Violence isn't just about physical abuse. It can involve a whole range of controlling and abusive behaviours including: making threats, undermining and degrading another person, sexual violence and assault.

If you are experiencing abuse there is a way to get help. We know that taking the first step to talk to someone about Domestic & Sexual Violence is difficult. There is someone to listen, to help and support you 24 hours a day on a freephone confidential telephone number – 0808 802 1414. The number is free from landlines and mobiles. Text support is available by texting support to 07797 805 839 and email support is available at 24hrsupport@dvhelpline.org

This number will not be disclosed via 1471 and will not appear on your phone bill.

The agencies in this directory are here to help.

Contents

03 Introduction

06 Recognising Domestic & Sexual Violence

07 Keeping Safe

08 Thinking about getting help?

10 Services

- Age NI
- Barnardo's
- Citizens Advice Bureau
- Education Welfare Service
- Health Services
- Legal Services
- Men's Advisory Project
- Nexus NI
- Northern Ireland Courts and Tribunal Service
- Northern Ireland Housing Executive
- NSPCC
- Police Service Northern Ireland
- Probation Board Northern Ireland
- The Rowan
- Social Services
- Social Security Agency
- Victim Support N.I.
- Women's Aid

33 Other useful telephone numbers

No one should have to live with Domestic & Sexual Violence.

It knows no boundaries and can cross all sections of our community regardless of:

Gender

Age

Ability

Marital Status

Dependants

Political opinion

Race

Wealth

Geography

Sexual orientation

Help is available.

Introduction

What you should know about Domestic Violence

Domestic Violence can involve threats and verbal abuse as much as physical attacks, such as pushing, punching, slapping and choking.

Definition of Domestic Violence and Abuse

Domestic Violence and Abuse is “threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member.”

Stopping Domestic and Sexual Violence and Abuse in Northern Ireland 2016

Any act of Domestic Violence needs to be taken seriously.

Some examples of abusive behaviour include:

- Not being allowed to leave the house or spend time with friends or family
- Constantly being criticised, undermined
- Causing damage to your pets, your possessions or other things you care about
- Threatening to take your children away and/or not allowing you to see them
- Humiliating you in front of family and friends
- Depriving you of food, money or sleep
- Being threatened verbally or sexually
- Being forced to take part in sexual acts that you're not comfortable with
- Denial of contraception

What you should know about Sexual Violence

Sexual Violence can take many forms and includes contact and non-contact sexual activities.

Definition of Sexual Violence and Abuse

Sexual Violence and Abuse is “any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion gender, gender identity, sexual orientation or any form of disability).”

Stopping Domestic and Sexual Violence and Abuse in Northern Ireland 2016

Coercive, exploitative and harmful behaviour includes taking advantage of an individual's incapacity to give informed consent.

Sexual Violence and Abuse can include

- Penetrative sexual activities (vaginal, anal, oral)
- Intentional touching, rubbing or groping
- Being made to perform masturbation on someone
- Indecent exposure
- Stalking
- Grooming (including via the internet)
- Being made to look at/be involved in the production of sexual images and abusive material
- Sexually exploiting a child
- Sexually exploiting an adult for personal, commercial or financial gain
- Sexual threats

Recognising Domestic & Sexual Violence

Sometimes it can be difficult to recognise Domestic & Sexual Violence, especially, when there is no physical attack. Just because you don't have injuries, broken nose or a black eye, doesn't mean you're not being abused.

Here are some other ways Domestic & Sexual Violence can affect lives:

Have you felt:

In fear of your life?

Trapped as if there is no way out?

Like you're going mad?

Too scared to talk to anyone?

Fearful for your children and/or fearful that you may lose them if you leave?

That it's getting worse?

Dreading your partner coming home?

Helpless because of all that's happened?

Coping with everyday life, but having the violence and abuse as a constant fear in the back of your mind?

Recognising and understanding Domestic & Sexual Violence is the first step in seeking help.

The priority of anyone living with Domestic & Sexual Violence is to be safe.

Talking to someone about the situation who can help you to consider your options is a way to increase your safety.

The **24 Hour Domestic and Sexual Violence Helpline** and the agencies in this directory can provide you with information and support when you need help. They may be able to help you make a plan that is based on your situation and the risk to you and/or your children.

It is also useful to consider the following points in case you need to leave in a hurry or you decide that it's best to leave your partner.

01	When	To leave	Leave when your partner is not around.
02	What	To take	Personal belongings. Clothing for several days. Important documents e.g. passports, birth certificates, benefit details. Medicine. Children's favourite toys.
03	Where	To go	Stay with a friend or relative. Go to a Women's Aid Refuge. Contact the 24 Hour Domestic and Sexual Violence Helpline for assistance on 0808 802 1414.

Thinking about getting help?

If you, or someone you know, is living with Domestic & Sexual Violence and is seeking help it can be hard to do something about it for lots of reasons:

- If you or the person experiencing Domestic & Sexual Violence doesn't recognise what is happening.
- There is no physical attack.
- The person feels confused and uncertain because the perpetrator continues to tell them that they love them.
- If there are children - worrying if it is better to stay and not disrupt their lives than to go.
- They or others tell you that's what to expect in a relationship.
- The person living with Domestic & Sexual Violence is worried that it is their fault because sometimes they too shout or yell. In healthy relationships people can have conflict and rows with those they love but no-one feels afraid.
- There are other barriers to seeking help such as age, financial concerns, if you have an illness or disability, are from a different culture, speak a different language, or experience other forms of controlling behaviour.
- It's hard to walk away from a relationship where you have trusted the other person and believed they loved you and you love them
- There are all the worries about where to go, what to do, how you will manage, what will people say, will it be safe to leave?

Living with Domestic & Sexual Violence is frightening. It takes courage to speak out and seek help. It can also take time to sort out what you want to do.

Here are ways others can help:

Allow you to talk openly and freely

Believe what you have experienced.

Encourage you to understand it is not your fault.

Help you plan ways to keep yourself safe.

Provide information on a range of options.

Signpost you to other agencies that can help.

Help you with the practical assistance offered by individual organisations.

You do not need to be on your own living with Domestic & Sexual Violence.

The 24 Hour Domestic and Sexual Violence Helpline and other agencies in this directory can signpost you to get the help you need.

My Rights...

I am not to blame for being beaten & abused.

I am not to blame for being raped or sexually assaulted.

I am not the cause of another's violent behaviour.

I do not like it or want it.

Freephone Open 24 Hours
Translation Services

 **0808 802 1414**

The Age NI Advice and Advocacy Service offers free, independent and confidential support to older people, their families and carers by phone or letter.

The Age NI team provides information and advice on a range of issues including:

- Welfare Benefits
- Community Care
- Residential and Nursing Care
- Housing and Health

The Age NI team also provides advocacy support to people experiencing difficulties:

- Negotiating the Health and Social Care System
- Accessing appropriate levels of Community Care
- Dealing with issues relating to Residential and Nursing Care

Contact

A Freephone confidential advice line is available by calling 0808 808 7575 from 8.00am to 7.00pm, 7 days a week, 365 days a year.

Email: advice@ageni.org

Website: www.ageni.org/advice

Barnardo's provides a range of services to families and children including:

- Fostering and adoption services
- Counselling for children affected by abuse or trauma
- Support and accommodation for young people in care/leaving care
- Family support services including BME families
- Family and parent assessment
- Disability services
- Education services
- Hidden harm services

Barnardo's also provide training and consultation in relation to the Regional Domestic Violence Risk Assessment Model.

Contact

Barnardo's Regional Headquarters

542-544 Upper Newtownards Road, Belfast, BT4 3HE

Telephone: 028 9067 2366

Website: www.barnardos.org.uk/what_we_do/who_we_are/in_your_region/northernireland

Citizens Advice Bureau

Citizens Advice is the largest advice charity in Northern Ireland working against poverty and meeting the information and advice needs of some 95,000 people each year across a wide range of advice categories including benefits, debt, consumer, employment and housing issues.

Advice is free, impartial, confidential and independent. The advice is provided by specially trained staff and volunteers; advice is available to anyone regardless of race, gender, disability, sexual orientation age or nationality.

How can I get advice?

- By arranging to see an adviser face to face
- By visiting www.citizensadvice.co.uk and making an email enquiry
- By ringing your local office and getting advice over the phone
- By visiting an outreach centre close to where you live

Website: www.citizensadvice.co.uk to find your nearest centre

Education Welfare Service

In the event of a family experiencing disruption due to Domestic Violence, the Education Authority through the Education Welfare Service will support the parent and child/young person by:

- Assisting with applications for benefits such as, uniform grants, transport bus passes etc. if appropriate
- Assisting with school placement where a child has moved to a new region
- Assisting with referrals to Education Support Services e.g. Education Psychology, Special Education Needs etc. if schooling has been affected
- Assisting with applications for alternative Education Provision, if appropriate, e.g. Home Tuition, EOTAS, Hospital School
- Assisting in seeking appropriate advice and support if the child's schooling is affected by events

Contact

Education Authority Headquarters

Forestview, Purdy's Lane, Belfast BT8 7AR. T: 028 9069 4964
F: 028 9063 4979 E: info@eani.org.uk Web: www.eani.org.uk

The Education Welfare Service (Belfast Region)

Education Authority Belfast Region
40 Academy Street, Belfast BT1 2NQ. Tel: 028 90564000

The Education Welfare Service (South Eastern Region)

Grahamsbridge Road, Dundonald, Belfast BT16 2HS. Tel: 028 90566200

Health Services

Health Professionals are often a first point of contact for victims and their children who frequently require a wide range of health services. Victims may need to consult with their doctor or health visitor or need emergency treatment in hospital as a result of Domestic & Sexual Violence. Pregnancy and following the birth of a baby is also a high risk time for victims as violence often gets worse during this period.

Doctors, Nurses, Midwives and Health Visitors can provide:

- Appropriate Treatment and Care
- Support and Information
- Safety Planning Advice
- Referral to Specialist Services

Community Nurses and Health Visitors are usually based at your local clinic, health centre or doctor's surgery.

Emergency out of hours Doctor:

Belfast:	028 9079 6220
	028 9074 4447
Down & Lisburn:	028 9260 2204
North Down & Ards:	028 9182 2344

Local Hospitals:

Belfast City Hospital:	028 9032 9241
Downe Hospital:	028 4461 3311
Lagan Valley Hospital:	028 9266 5141
Mater Hospital:	028 9074 1211
Royal Victoria Hospital:	028 9024 0503
Ulster Hospital and Ards Community Hospital:	028 9048 4511

IN AN EMERGENCY DIAL 999 AND ASK FOR AMBULANCE

Solicitors who deal with Domestic Violence can discuss legal protection for yourself and your children.

They can help and advise regarding:

- Your legal rights
- Court Orders – Non Molestation Orders
- Going to Court
- Residence and Contact for Children
- Divorce/Separation

If you decide to take legal action to protect yourself or your family from Domestic Violence, you may qualify for legal aid.

For further information visit www.dojni.gov.uk

Further information on your legal options is available at <http://belfastdvp.co.uk/themainevent/wp-content/uploads/LEGAL-REMEDIES-AT-A-GLANCE.pdf>

Contact

The Law Society can provide a list of solicitors in your area. You should check with the solicitor that they have experience dealing with family law matters.

Law Society House, 96 Victoria Street, Belfast, BT1 3GN

Telephone: 028 9023 1614

Email: info@lawsoc-ni.org

Website: www.lawsoc-ni.org

Men's Advisory Project

Many men who are abused by a current or former partner find it difficult to get support. It can be hard for men to acknowledge the abuse and talk about their experiences.

The Men's Advisory Project provides confidential counselling, information, research and referral services for men experiencing domestic abuse or the pressures of a breakdown in a relationship. MAP can provide you with information about organisations that can help you, as well as providing you with the support of one of our counsellors.

 **Contact details:**

Men's Advisory Project

Floor 5

Glendinning House

6 Murray Street

Belfast

BT1 6DN

Phone Belfast: +44 (0) 2890 241 929

Phone Foyle: +44 (0) 2871 160 001

E: info@mapni.co.uk

W: www.mapni.co.uk

Nexus NI offer counselling and support to survivors of sexual abuse, victims of sexual violence including those who have experienced rape and sexual assault.

They provide a professional counselling service helping people 13 years + to survive sexual violence. Counselling is available in 27 centres across Northern Ireland including Belfast, Derry / Londonderry and Enniskillen.

Contact Details

Contact your local office by phone:

- Belfast 028 9032 6803
- Derry/Londonderry 028 7126 0566
- Enniskillen 028 6632 0046

Email address: Contact us by email info@nexusni.org to receive more information.

Website: Contact us on the secure contact form available at <http://www.nexusni.org/>

Northern Ireland Courts and Tribunal Service (NICTS)

The Northern Ireland Courts and Tribunals Service is an Agency within the Department of Justice and is responsible for managing and supporting the operation of courts and tribunals.

NICTS works closely with Victim Support and NSPCC to support witnesses attending criminal courts and with Women's Aid for women involved in Domestic Violence cases in the family courts. With prior arrangement you can come to the court before a court date so you are familiar with the layout. A separate, safe waiting place will be available for witnesses waiting to give evidence NICTS takes intimidation on court premises seriously.

NICTS can also provide information on court fees.

Contact

Laganside Courts

Oxford Street, Belfast BT1 3LL. Phone: 030 0200 7812

Email: csmlaganside@courtsni.gov.uk,

Email: BelfastFamily&Domestic@courtsni.gov.uk

Downpatrick Court Office

The Courthouse, English Street, Downpatrick BT30 6AB

Phone: 030 0200 7812

E-mail: downpatrickcourthouse@courtsni.gov.uk

Northern Ireland Courts and Tribunal Service (NICTS)

Lisburn Court Office

The Courthouse, Railway Street, Lisburn BT28 1XR

Phone: 030 0200 7812

E-Mail: lisburncourthouse@courtsni.gov.uk

Newtownards Court Office

The Courthouse, Regent Street, Newtownards BT23 4LP

Phone: 030 0200 7812

E-Mail: newtownardscourthouse@courtsni.gov.uk

Northern Ireland Housing Executive

The Housing Executive has a statutory duty to assist individuals and families who are homeless or threatened with homelessness. The level of help can range from advice and assistance to providing temporary or permanent accommodation. People threatened with homelessness including those affected by any form of Domestic Violence should seek help at their local or Area Housing Executive Office (details on NIHE website). We also work with the local health trusts who provide an out of hours service for nights and weekends ensuring there is 24/7 assistance all year round for those in need.

The Housing Executive recognises that accommodation alone is not enough and through the Supporting People programme funds a number of non-accommodation floating support services including some who specialise in providing support to those affected by Domestic Violence.

We also work in partnership with a number of agencies to coordinate and target resources effectively to deal with domestic abuse. Some examples are as follows:

NIHE is a key agency in The Multi-Agency Risk Assessment Conference (MARAC) which aims to share information, risk manage cases and improve agency accountability supporting staff involved in high risk domestic abuse cases.

Sanctuary Scheme

The Northern Ireland Housing Executive operates The Sanctuary Scheme throughout Northern Ireland. The primary objective of the scheme is to keep families safe from Domestic Violence and prevent homelessness by providing professionally installed security measures to a designated room in NIHE properties.

Locations for all NIHE offices are on the website and they can be contacted during business hours using the telephone numbers listed below

Contact

Email: info@nihe.gov.uk

Website: www.nihe.gov.uk

Business Hours Telephone: 03448 920 900

After Hours Homeless Service 028 950 49999

After Hours Emergency

Repair Service 03448 920901

Domestic Abuse Recovering Together (DART) service

NSPCC offers the Domestic Abuse Recovering Together programme, aimed at working with mothers and children who have experienced Domestic Abuse. The programme provides a safe and friendly environment for children and their families to talk about their experiences.

Services include:

- Group work for children who have lived with Domestic Abuse
- Group work for mothers who have lived with Domestic Abuse and whose children are availing of a service for children
- Individual work with children and young people who are experiencing social and emotional problems due to their experiences of living with Domestic Abuse

Contact

Domestic Abuse Recovering Together

NSPCC Belfast

Telephone: 028 20 441650

Website: www.nspcc.org.uk

NSPCC Helpline: 0808 800 5000

The Police will protect, help and support anybody who is suffering Domestic & Sexual Violence and Abuse.

This Includes:

- Fully investigating any incident that has occurred and taking action against the perpetrator, if there is sufficient evidence.
- Protecting victims and their children from immediate or further harm.
- Providing information in relation to legal and criminal proceedings and police procedure.
- Providing information on local domestic abuse support agencies that can give emotional and practical assistance.

There are dedicated Domestic Abuse Officers in your local area.

Belfast Public Protection Unit (Belfast, Castlereagh & Dundonald)
South Eastern Public Protection Unit (Lisburn, Down, Ards & North Down)
Northern Trust Public Protection Unit (Antrim, Newtownabbey, Carrickfergus)

Contact

Telephone: 101 **ask to speak to the local Domestic Abuse Officer**

Website: www.psni.police.uk

In an emergency dial 999

Probation Board Northern Ireland

The Probation Board for Northern Ireland (PBNI) recognises Domestic Violence as a serious offence that should be viewed in the same light as any other serious act of violence against the person. The primary aim in working with perpetrators of Domestic Violence is to protect the safety of victims and children and to change the behaviour of perpetrators. Every intervention and decision in this work is made with this in mind.

Building Better Relationships Programme (BBR)

PBNI delivers this accredited programme for male perpetrators of domestic abuse and also provides support to the partners and ex-partners of men attending the programme. The programme also aims to provide known victims and current partners of men undertaking BBR with information, and to support safety planning.

The BBR Programme is for court mandated referrals which are made by Probation Officers following appropriate assessment.

The programme is delivered over 29 group and individual sessions and runs in close collaboration with other agencies such as PSNI, HSCTs and Women's Aid.

Victim Information Scheme

This scheme seeks to ensure that victims receive information about what it means when someone is sentenced to an order which requires supervision by the probation board. Working closely with other Criminal Justice and victim organisations PBNI provide information and services to victims of crime at various stages of the Criminal Justice process.

Contact

PBNI Headquarters

80-90 North Street, Belfast, BT1 1LD

Telephone: 028 9026 2400

Email: info@pbni.gsi.gov.uk

Intensive Supervision Unit,

Alderwood House, Purdysburn Road, Belfast, BT8 7SL

Telephone: 028 9064 4953

Email: admin.alderwood@pbni.gsi.gov.uk

Victims Unit

Unit 4, Wallace Studios, 27 Wallace Avenue, Lisburn

Telephone: 028 9267 4211 / 0300 123 3269

Email: victimsunit@pbni.org.uk

15 Castle Street, Newtownards

County Down, BT23 7PA

Telephone: 028 9181 7778

Email: admin.newtownards@pbni.gsi.gov.uk

Website: www.pbni.org.uk

The Rowan

The Rowan is the Sexual Assault Referral Centre serving the whole of Northern Ireland. The centre is located on the Antrim Area Hospital site and provides a coordinated range of support and services to victims of sexual crime both recent events and non-recent, irrespective of their age, gender, ability, sexual orientation, geographical location.

Services include:

- Emotional support for victims and significant others;
- Forensic Medical Examinations with trained Forensic Medical Physicians who are experienced in the field of sexual offence examinations of adults and children;
- Risk assessment of: pregnancy, HIV / HepB / other STIs, vulnerability, self-harm, and safeguarding;
- Immediate access to Post Exposure Prophylaxis for Sexual Exposure (PEPSE) (which must be administered within 72hrs post-assault to reduce likelihood of contracting HIV) and emergency contraception, if required;
- Signposting and/or referral onto specialised counselling services and/or other support services;
- Follow-up support: telephone and face-to-face contact;
- Opportunity for adult victims to store forensic samples for < 7 years pending a report to police;
- Support in meeting with a specially trained police officer in the area of child sexual abuse or rape to discuss options and engagement with the criminal justice system.

Contact

- The Rowan operates a booking system to ensure individuals' needs are met. Anyone requiring a service should phone: 0800 389 4424. Support is available 24/7.

For further information visit our website: www.therowan.net

Social Services provide a range of services including:

Support & Guidance

Can assist you in assessing your needs and protection planning for you and your children.

Liaison with other agencies

Can contact other agencies on your behalf e.g. Women's Aid, Housing Executive, Schools, GP's.

Family Support

Can include day care, after schools activities, family centres, home - based support workers and other services as required.

Counselling for children and adolescents

Available through Family Centres, Child and Family Clinics, Adolescent Team and locally based social workers.

Court Work

Advice and support in dealing with court applications, including the provision of reports if required.

Adult Protection Service

Deals with concerns in relation to possible abuse, exploitation and neglect of adults at risk.

Contact

Children's Social Work Service - Gateway

Belfast HSC Trust:

Telephone: 028 9050 7000

South Eastern HSC Trust:

Telephone: 0300 1000 300

Regional Emergency Social Work Service: (All through the night, at weekends and over Bank Holidays).

Telephone: 028 9504 9999

Adult Social Work Services:

Belfast HSC Trust Care and Protection Team

Telephone: 028 9504 1744

South Eastern HSC Trust

Telephone: 028 9250 1227

Social Security Agency

Services include;

- Payment of Social Security Benefits
- Income Support
- Jobseekers allowance
- Social Fund – Loans and Grants
- Information and advice

If there is a breakdown in relationships as a result of Domestic Violence, help may be available from the Social Fund by way of a Community Care Grant, Budgeting Loan or a Crisis Loan for certain items i.e. furniture, bedding, clothing etc. This depends on circumstances. A Lone Parent Advisory service is also available.

Contact

Andersonstown Jobs & Benefits Office:

Kennedy Centre, 580a Falls Rd Belfast BT11 9AB Telephone: 0800 022 4250

Ballynahinch Social Security Office:

18 Crossgar Road, Ballynahinch BT24 8XP Telephone: 0800 022 4250

Bangor Social Security Office:

110 Hamilton Road, Bangor BT20 4LS Telephone: 0800 022 4250

Downpatrick Social Security Office:

9-11 Mount Crescent Downpatrick BT30 6AU Telephone: 0800 022 4250

Falls Jobs and Benefits Office

19 Falls Road, Belfast BT12 4PH Telephone: 0800 022 4250

Hollywood Road Jobs and Benefits Office

106 -108 Hollywood Road, Belfast, BT4 1JU Telephone: 0800 022 4250

Contact

Knockbreda Jobs and Benefits Office
Upper Knockbreda Rd. Belfast BT8 6SX Telephone: 0800 022 4250

Lisburn Jobs & Benefit Office:
71 Bow Street, Lisburn BT28 1BJ Telephone: 0800 022 4250

Newcastle Social Security Office:
31 Valentia Place, Newcastle BT33 0EJ Telephone: 0800 022 4250

Newtownards Social Security Office:
East Street, Newtownards BT23 3EL Telephone: 0800 022 4250

Shaftesbury Jobs and Benefits Office:
Conor Buildings, 107 -111 Great Victoria Street BT2 7AG Telephone: 0800 022 4250

Shankill Jobs and Benefits Office:
15-25 Snugville Street Belfast BT13 1PP Telephone; 0800 022 4250

Website: www.dsdni.gov.uk
Social Security Benefit Enquiry Line Freephone 0800 022 4250
Social Security Crisis Loans Claim Line Freephone 0800 028 8822

Victim Support

Victim Support offers a free and confidential service supporting people affected by crime.

Services include:

Help for Victims - Staff and volunteers offer emotional support, information and practical help to people who have suffered from any type of crime.

Help for Witnesses - The Witness Service offers emotional support and practical information to people going to court. This can include offering witnesses a chance to visit the court before giving evidence, explaining court procedures, accompanying a victim or witness into the courtroom, and offering the opportunity to talk over the case when it has ended. The Witness Service is free and confidential and is available to prosecution witnesses over the age of 18.

Criminal injuries compensation service

Victim Support can explain the process and assist with making an application.

Contact

Victim Support:

Annsgate House, 70 - 74 Ann Street, Belfast, BT1 4EH

Telephone: 028 9024 3133

Email: info@victimsupportni.org.uk

Victim Support line 0808 1689 111

Women's Aid provides a range of services and support to women, children and young people who experience domestic violence.

Belfast and Lisburn Women's Aid

Services include;

- 24 hour helpline
- 24 hour crisis accommodation (2 refuges in Belfast and 1 in Lisburn)
- Outreach/Floating Support
- Support through the legal process
- Training
- Prevention Programmes in schools and youth groups
- Counselling
- Children and Young People's Groups and Support
- Self-development Programmes
- Older Women's Project
- One Stop Shop
- Volunteer Opportunities

Contact

Telephone (Mon – Thurs 9am – 5.30pm & Friday 9am – 5pm): 028 9066 6049

24 hour refuge accommodation Telephone: 0808 802 1414

Email: admin@belfastwomensaid.org.uk

Website: www.belfastwomensaid.org.uk

Women's Aid

North Down and Ards Women's Aid

Services include;

- 24 hour helpline
- 24 hour crisis accommodation (1 refuge in North Down)
- Outreach/Floating Support
- Support through the legal process
- Prevention Programmes in schools and youth groups
- Self-development Programmes
- Children and Young People's Groups and Support
- Training
- Volunteer Opportunities

Contact

Bangor Advice Centre and refuge accommodation enquiries

(Mon Fri 9am – 5pm) Telephone:

028 9127 3196

24 hour refuge accommodation

Telephone: 0808 802 1414

Email: info@ndawomensaid.org

Website: www.ndawomensaid.org

You can also contact Women's Aid by ringing the 24 Hour Domestic & Sexual Violence Helpline

Useful numbers

Broken Rainbow	0300 9995428
Cara Friend	0808 8000 390 (Tues, Wed, Thurs 6-9pm)
Childline	0800 1111
Children's Law Centre	028 9024 5704
Chalky Freephone	0808 808 5678 (9-5pm weekdays)
Chinese Welfare Association	028 9028 8277
Children in N.Ireland	028 9040 1290
Cruse Bereavement Care	Belfast 028 9043 4600
	North Down & Ards 028 9127 2444
Disability Action	028 9029 7880
Family Planning Association	0845 122 8687
Gingerbread NI Freephone	0808 808 8090
Homestart	028 9046 0772
Life Line Freephone	0808 8088000
Men's Advisory Project (MAP)	028 9024 1929

Useful numbers

Bryson Intercultural	028 9031 5744
Nexus	028 9032 6803
N.I. Council for Ethnic Minorities	028 9023 8645
N.I. Legal Services Commission	028 9040 8888
Parents Advice Centre Freephone	0808 801 0722
Praxis	028 9023 4555
Rainbow Project (LBGT)	028 9031 9030
Relate	028 9032 3454
Samaritans:	Helpline 116 123
	Bangor Office 028 9146 4646
	Belfast Office 028 9066 4422
Save the Children	028 9043 1123
Simon Community	0800 171 2222 (24 hour)
Wave Trauma Centre	028 9077 992

The 24 hour Domestic & Sexual Violence helpline is open to anyone affected by Domestic & Sexual Violence, male or female.

 0808 802 1414


A language line for non-English speaking callers and Textphone for hearing-impaired people are also available.



The Partnerships bring together agencies, organisations, groups and individuals who share a common interest and purpose in improving services and support for all victims of domestic and sexual violence.

Revised Edition 2016

 **0808 802 1414** Freephone Open 24 Hours
Translation Services

 0808 802 1414

Freephone | Open 24 Hours | Translation Services