DIRECTORY

OF

SERVICE

FEBRUARY 2013

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Services for Women

Organisation	Description of Service	Internet / Email Address
Dame Project Tel: 01323 635987	The DAME Project (Domestic Abuse, Money and Education will take referrals from domestic abuse support agencies for its telephone money advice service. Agencies who provide services to survivors of domestic abuse who need money and debt advice can contact DAME and refer there client to a professional money adviser who can help them	
Dog Trust – Freedom Project Tel: 0800 298 9199	The dog trust provide a foster care service for dogs belonging to women fleeing domestic violence.	www.dogstrust.org.uk
Forward (The Foundation for Women's Health, Research and Development**)** Suite 2.1 Chandelier House 8 Scrubs Lane London NW10 6RB Tel: 020 8960 4000 Mon to Fri 9.30am to 5.30pm	One of Forward's main functions is to provide help, information and support in relation to **Female Genital Mutilation (FGM)**, not only to girls and women affected by or at risk of FGM but also to professionals and the general public at large. Support includes provision of counselling and referrals for specialist health services, information, materials, training and overall help and advice in relation to the various issues associated with FGM.	www.forwarduk.org.uk
Freedom Programme 07746 667651 01296 437777	Programme for women to help them make sense of what they have experienced and to understand the effects it has on children.	www.freedomprogramme.co.uk
Hertfordshire Domestic Violence Helpline Tel: 08088 088 088 Mon to Fri 10am to 10pm	The Hertfordshire Domestic Violence Helpline is a confidential support and information service, operating from 10am to 8pm, weekdays, offering callers a supportive response and the provision of a range of useful agency contact information, which is relevant to	www.hertssunflower.org.uk hertsdvhelpline@hotmail.co.uk

Organisation	Description of Service	Internet / Email Address
	each particular situation. Their callers are anyone who is affected by domestic violence. Survivors, perpetrators, friends, family and professional agencies. Their numbers will not show on your phone bill.	
Hidden Hurt	Provides information and advice on domestic violence, including national and regional helpline numbers.	www.hiddenhurt.co.uk
National Domestic Violence Helpline Tel: 0808 2000 247 24 Hrs a day	The Freephone 24 hour National Domestic Violence Helpline is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.	www.nationaldomesticviolencehelpline.org.uk
Nia PO Box 58203 London E8 3ST Tel: 0207 683 1270	The NIA Project offers support, advice and information to women suffering from domestic violence. The service provides an advice and information phone line and refuges for women and children who are escaping abuse.	www.niaendingviolence.org.uk info@niaendingviolence.org.uk
Rape Crisis Aylesbury Vale PO Box 268 Aylesbury Buckinghamshire HP22 6SA Tel: 01296 392468	Aylesbury Vale Rape Crisis provides a free service to support women affected by sexual assault, rape or child abuse. The service is for women over sixteen affected by sexual violence. All counsellors are qualified and have received training in supporting women who have experienced abuse.	www.avrc.org.uk support@avrc.org.uk

Organisation	Description of Service	Internet / Email Address
Rape Crisis Wycombe, Chiltern and South Bucks PO Box 1448 Desborough Road High Wycombe Bucks HP11 1GW Tel: 01494 462 222 (Answer machine will tell you when next staffed)	Support information and counselling for female survivors of sexual violence. Face to face counselling; self help group; telephone helpline; referrals. Apart from initial support over the phone they do not offer services to men and people under 16. However, they can direct you to an appropriate service	www.wycomberapecrisis.org.uk info@rapecrisis@virgin.net
Refuge Tel: 0808 2000 247	Refuge offers a range of services which give women and children access to professional support whatever their situation.	www.refuge.org.uk
Rights of Women Advice lines General and Family Law advice: 020 7251 6577 (Open Mon 11am to 1pm, Tues & Weds 2pm to 4pm & 7pm to 9pm, Thurs 7pm to 9pm, Fri 12 noon to 2pm) Sexual Violence Legal Advice Line: 020 7251 8887 (Open Tues 11am to 1pm, Thur 2pm to 4pm)	Provide, offer free legal specialist advice in family law, divorce and relationship breakdown, children and contact issues, domestic violence, discrimination and lesbian parenting. Please note that they are a telephone only helpline and are unable to respond to email enquiries regarding legal advice.	www.rightsofwomen.org.uk info@row.org.uk
Women In Prison Freepost RSLB-UABE-TYRT Women in Prison Unit 10 The Ivories 6 Northampton Street London N1 2HY Freephone Advice Tel: 0800 953 0125	Assist women offenders and ex-offenders with a variety of support issues. They give advice or direct you to other specialist agencies and organisation. They are able to help directly with employment, education and training and access for funding for education courses Their service is for women-only and open to all women offenders and ex-offenders. They work in all 14 women's prisons in England, offering one-to-one support in person or via the post. The service is confidential and any information given by a service user to Women in Prison will not be shared with anyone else, without the woman's permission,	www.womeninprison.org.uk

Organisation	Description of Service	Internet / Email Address
	unless required by law. They are possibly able to visit you in prison, or meet with you in the community or write to you.	
Women's Aid Aylesbury PO Box 85 Aylesbury Buckinghamshire HP21 8WA Tel: 01296 436827	Safe accommodation in Aylesbury and other areas. Support and information. 24-hour emergency service. Help with benefits and housing issues. Support with legal action. Outreach service. Frontline staff trained in Domestic Abuse.	denise@awaid.demon.co.uk
Women's Aid Wycombe PO Box 1477 High Wycombe Bucks HP11 9HP Tel: 01494 461367 Tel: 01494 432000 (via Samaritans) Asian Women's Helpline Tel: 01494 446366	24 hour Helpline – support and information on all issues relating to Domestic Abuse. Emergency, temporary and safe accommodation for women on their own or with children. Resettlement and aftercare. Outreach support. Bi-lingual and cultural support for Asian women living in the community. All workers trained in Domestic Abuse. Access to Interpreter.	wwal@btconnect.com
Women's Aid Milton Keynes PO Box 790 Milton Keynes MK2 3YZ Tel: 0844 375 4307 Mon – Fri 9.00am to 5.00pm	Safe accommodation with support and information for women and children who are subjected to Domestic Abuse. Outreach service. Frontline staff trained in Domestic Abuse.	www.mkweb.co.uk/mkwomensaid info@mk-act.org

Services for Men

Organisation	Description of Services	Internet / Email Address
DVmenUK	DVmenUK seeks to change attitudes to domestic violence against men in the UK and to provide a resource of information for male victims and their friends and families trying to support them.	www.Dvmen.co.uk
Men's Advice Line Tel: 0808 801 0327 (Monday to Friday 10am – 1pm and 2pm – 5pm)	The Men's Advice Line is a helpline for men experiencing domestic violence. They offer support, information and advice. Men can ring free phone number (free from landlines and most mobiles)	www.mensadviceline.org.uk info@mensadviceline.org.uk
Survivors UK Ground Floor 34 Gt James Street London WC1N 3HB Tel: 0845 122 1201 Mon & Tues 7.00am to 9.30pm Thurs 12.00pm to 2.30pm	Provide information, support and counselling for men who have been raped or sexually abused.	www.survivorsuk.org info@survivorsuk.org
Male Refuge Tel: 01753 549865	Male refuge service that can accommodate both single males and fathers fleeing Domestic abuse with their children. This service is open to all male victims regardless of sexuality, race or social class. The male IDVA will work with the victim to help reduce his immediate safety risks and to support him to secure a conviction against his perpetrator (if appropriate and with the victim's consent) through the specialist domestic violence courts. The male IDVA also works with local community groups including local schools to raise awareness of male victims of domestic abuse as there is still a stigma associated with type of abuse.	www.ebwomensaid.org.uk/our-services/help-for-male-victims/ IDVA alan@ebwomensaid.org.uk Outreach ben@ebwomensaid.org.uk

Mankind Initiative Helpline: 01823 334244	The ManKind Initiative is a national charity that provides help and support for male victims of domestic abuse and domestic violence.	www.mankind.org.uk

General Support Services

Organisation	Description of Service	Internet / Email Address
Equality and Human Rights Commission Freepost Equality Advisory Support FPN4431 Helpline: 0808 800 0082 Textphone: 0808 800 0084 Mon to Fri 9am to 8pm Sat 10am to 2pm	Working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society	www.equalityhumanrights.com
Thames Valley Police Bucks Domestic Abuse Unit Police Station Wendover Road Aylesbury Buckinghamshire HP21 7LA Tel: 101 (In an emergency please phone 999)	Co-ordinator of DV cases. Advice / support in relation to prosecution of perpetrator of Domestic Abuse. Advice / information / referrals to other sources of alp, regardless of criminal proceedings. Limited availability of panic alarms for house pending court case, and mobile phones for personal safety / security. Front line staff trained in Domestic Abuse. Access to Interpreter.	www.thamesvalley.police.uk
Victim Support Tel: 0845 3030 900	Free and confidential service offering support, practical help to victims of crime and bereaved families of victims of crime. Frontline staff trained in Domestic Abuse. Access to Interpreter.	www.victimsupport.org.uk

Services for Same Sex Victims

Organisation	Description of Service	Internet / Email Address
Action against Homophobia and Transphobia (AAHT) Tel: 01908 241528	AAHT aims to raise awareness of hate crime against LGBT (Lesbian, Gay, Bisexual and Transgender) people, monitor crime reports to make sure all incidents are dealt with appropriately and look at issues affecting them in the community and address polices within local organisations which discriminated against LGBT people.	www.homophobia.org.uk counselling@galliance.org.uk
Albert Kennedy Trust Tel: 020 7831 6562 (London) 10am to 4.30pm Tel: 0161 228 3308 (Manchester) 10am to 4.30pm	Offers support, advice and information to lesbian, gay and bisexual homeless young people.	www.akt.org.uk contact@akt.org.uk
Broken Rainbow PO Box 38498 London SE16 2WN Tel: 0300 999 5428 (LGBT Helpline) Mon & Thurs 10am – 8pm, Tues & Wed 10am –5pm	A national helpline service for lesbian, gay, bisexual and transgender people who are experiencing domestic violence	www.broken-rainbow.org.uk help@broken-rainbow.org.uk
Lesbian & Gay Switchboard PO Box 7324 London N1 9QS Tel: 0300 330 0630 (Open 10am – 11pm 7days a week)	Aim to provide an information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom.	www.llgs.org.uk

Organisation	Description of Service	Internet / Email Address
Stonewall Housing (Lesbian, Bisexual, Gay and Transgender) 2a Leroy House 436 Essex Road London N1 3QP Advice line: 020 7359 5767	A charity that run a free housing advice service for all lesbian, gay, bisexual and transgender (LGBT) people of all ages. They also provide supported accommodation to LGBT people under 25.	www.stonewallhousing.org info@stonewallhousing.org.uk
Terence Higgins Trust 314 -320 Gray's Inn Road London WC1X 8DP Tel: 0808 802 1221 (Open Mon – Fri 10am – 8pm	THT (Terence Higgins Trust) is a national HIV and Sexual Health Charity. Its helpline, THT Direct, provides emotional support information and advice to anyone living with HIV, affected by HIV or with concerns or questions about sexual health. THT Direct is open Monday to Friday 10am – 8pm.	www.tht.org.uk info@tht.org.uk

Services for Children and Young People

Organisation	Description of Service	Internet / Email Address
Childline Tel: 0800 11 11	Childline is the free confidential helpline for children and young people in the UK offering counselling and support on a wide range of issues including abuse.	www.childline.org.uk
Child Exploitation and Online Protection Centre 33 Vauxhall Bridge Road London SW1V 2WG Tel: 0870 000 3344	Provides an online safety centre providing advice and tips for children and adults of all ages regarding using the internet safely.	www.ceop.gov.uk enquiries@ceop.gsi.gov.uk
Childnet International	Provides safety advice for parents, young people and teacher regarding using the internet safely.	www.childnet-int.org.uk info@childnet.com
Coram Children's Legal Centre **Helplines** Child Law Advice 0808 802 0008 Migrant Children's Legal Advice 0207 636 8505 Child Protection Advice 0207 636 1245	Provides legal advice and representation to children, their parents, cares and professionals throughout the UK.	www.childrenslegalcentre.com
Child Sexual Exploitation Confidential Helpline Tel: 01865 266255	Thames Valley Police and Oxfordshire County Council have opened a confidential helpline for anyone worried about child sexual exploitation to call for help and advice.	
Connexions Direct 14 – 16 Temple Street Aylesbury Bucks HP20 2RQ	Connexions provide information; advice and guidance to young people aged 13 – 19 (up to 25 with learning difficulties or disabilities). Topics include health, relationships, jobs and training, careers, housing, counselling, drugs. Connexions Buckinghamshire	www.connexionsbucks.org.uk Aylesbury@connexionsbucks.org.uk highwycombe@connexionsbucks.org.uk

Organisation	Description of Service	Internet / Email Address
Tel: 0845 217 1366 Thame House Castle Street High Wycombe HP13 6RZ Tel: 0845 217 1368 Buckingham Youth Centre London Road Buckingham MK18 1AT Tel: 0845 217 1366 c/o Way in Centre Sills Yard Chesham HP5 1EP Tel: 0845 217 1368	provides services delivered through a network of Personal Advisers who work in numerous settings including schools, colleges, community setting and drop-in centres in Aylesbury, Wycombe and Chesham etc.	Buckingham@connexionsbucks.org.uk Chesham@connexionsbucks.org.uk
Talk to Frank Tel: 0800 77 66 00 24hr Free Phone Service Text: 82111	Talk to frank offers confidential and advice about illegal drugs. Frank will also provide details of organisations offering practical help and support in your area.	www.talktofrank.com frank@talktofrank.com
The Hideout	The Hideout provides help, information and support for children and young people – whether you're currently living with violence, you've experienced violence in the past or if you know someone else going through it and you're looking for help and information.	www.thehideout.org.uk

Organisation	Description of Service	Internet / Email Address
Housing Interaction Trust 60 High Street Chesham Buckinghamshire HP6 1EP Tel: 01494 792 870	Aims to help 16 –25 year olds who are homeless or at risk of homelessness by finding safe and secure accommodation.	http://users.tinyworld.co.uk/hit/ hit@tinyworld.co.uk
National society for the Prevention of Cruelty to Children (NSPCC) Weston House 42 Curtain Road London EC2A 3NH Tel: 0808 800 5000	A free phone helpline offering counselling and support to children and young people on a wide range of issues including abuse.	www.nspcc.org.uk help@nspcc.org.uk
R-U-Safe, Bucks Young Women's Service	Working with young women under the age of 18 who are being sexually exploited.	www.barnardos.org.uk/rusafebucks rusafe@barnardos.org.uk
Stop It Now 0808 1000 900 Freephone Helpline 9am – 9pm (Mon – Thurs) 9am – 7pm (Fridays)	Provide free confidential helpline and support to adults. If you are unsure or worried about your own thoughts or behaviour towards children, or the behaviour of someone you know, whether they are an adult or a child, our experienced advisors are available to discuss your concerns with you and can offer confidential advice and guidance on an appropriate course of action.	www.stopitnow.org.uk help@stopitnow.org.uk
Way In 60 High Street Sills Yard Chesham Buckinghamshire HP5 1EP Tel: 01494 791 177	Way-In is a free and confidential counselling service for young people aged between 11 and 25 who live in the Chesham and South Bucks area.	www.way-in.org.uk wayinchesham@hotmail.com

Organisation	Description of Service	Internet / Email Address
Young Addaction Buckinghamshire Unit G, Merlin Centre, Gatehouse Close Aylesbury HP19 8DP Tel: 01296 331933 (9am to 5pm)	Young Addaction works to ensure that young people in Buckinghamshire receive a confidential and professional treatment service and allocated to the most appropriate worker for their needs.	www.addaction.org.uk Aylesbury@addaction.org.uk
Youth Concern Uptown Coffee Bar Whitehill Lane Aylesbury Buckinghamshire HP19 8FL Tel:01296 431183	The drop-in centre is open Tuesday – Friday 12pm to 6pm (Monday by appointment only). Advice and support is offered to young people aged 13 – 25 on a variety of issues, including accommodation, counselling, employment, training, substance misuse, education and sexual health. Facilities include an IT Suite, Music Studio and Allotment. Hot lunchtime meals are available.	www.youthconcern.org.uk admin@youthconcern.org.uk
Youth Enquiry Service 52 Frogmoor High Wycombe HP13 5DG Tel: 01494 437 373	Provides free and confidential access to counselling, information, support and sexual health advice to 13-25 year olds in the High Wycombe area.	www.youthenquiryservice.org.uk yeswycombe@hotmail.co.uk

Services for Elder Abuse

Organisation	Description of Service	Internet / Email Address
Action on Elder Abuse PO Box 60001 Streatham SW16 9BY Tel: 020 8835 9280 Elder Abuse Helpline Tel: 0808 808 8141	This is a free phone, confidential, helpline for people who are being abused, those who are concerned about abuse of an older person, and those who fear they are at risk of abusing.	www.elderabuse.org.uk enquiries@elderabuse.org.uk
AgeUK (Previously Age Concern) National Helpline Te: 0800 169 6565 **Age Concern Bucks** 145 Meadowcroft Aylesbury Bucks HP19 9HH Tel: 01296 431 911	AgeUK works to improve the quality of life for all older people and can offer help, advice and information on a wide range of subjects including housing, health, welfare benefits, pensions and other problems.	www.ageuk.org.uk (National) www.ageukbucks.org.uk age@ageukbucks.org.uk
Solicitors For The Elderly Conbar House Mead Lane Hertford Herts SG13 7AP Tel: 0844 567 6173	Solicitors for the Elderly is a national association of lawyers, such as solicitors, barristers, and legal executives who are committed to providing and promoting robust, comprehensive and independent legal advice for older people, their family and carers	www.solicitorsfortheelderly.com admin@solicitorsfortheelderly.com

Services for Perpetrators

Organisation	Description of Service	Internet / Email Address
Freshstart Tel: 01908 295739	Freshstart is a Perpetrator programme for men and women who want to change their violent and abusive behaviour to their partners.	freshstart@respect.uk.net
Respect Phoneline Tel: 0808 802 4040 (Monday to Friday 10am- 1pm and 2pm – 5pm	The Respect Phoneline (same cost as a local call if you ring from a landline), is an information and advice line for people who are concerned about their violent /abusive behaviours towards their partner and want to change.	www.respect.uk.net www.respectphoneline.org.uk info@respectphoneline.org.uk

Counselling Services

Organisation	Description of Service	Internet / Email Address
City Counselling Centre 320 Saxon Gate West Central Milton Keynes MK9 2ES Tel: 01908 231 131	Facilities for 17 Counselling / Support organisations. Drop-in / Crisis Counselling. Children's Counselling. Access to Interpreter	www.citycounsellingcentre.org.uk cccmk@btinternet.com
Relate Mid Thames and Buckinghamshire Walton House Walton Street Aylesbury Buckinghamshire HP21 7QQ Tel: 01296 427973 12 Townsend Road Chesham Buckinghamshire HP5 2AA Tel: 01494 791180	Provides couple counselling, psychosexual therapy, training and education, family counselling. Front line staff trained in Domestic Abuse. Specialist training for counsellors in DV.	www.relate.org.uk (national website) www.relateaylesbury.org.uk www.relatechesham.org.uk enquiries@relatemtb.co.uk
Samaritans 149 Station Road Amersham Buckinghamshire HP6 5DJ Tel: 08457 909 090	Provides emotional support by telephone – 24 hours a day, or write or email. Visit 7am to 10pm any day.	www.samaritans.org.uk jo@samaritans.org.uk
Supportline PO Box 2860 Romford Essex	Supportline provides a confidential telephone helpline offering emotional support to any individual on any issue. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of	www.supportline.org.uk info@supportline.org.uk

Organisation	Description of Service	Internet / Email Address
RM7 1JA Helpline: 01708 765 200	abuse.	
Wycombe Counselling Service 260 Desborough Road High Wycombe Buckinghamshire HP11 2QR Tel: 01494 463 364	A general counselling service to adults on a one-to-one basis and also counselling for children age 4 – 12.	wcs@bucksmind.org.uk

Disability Services

Organisation	Description of Service	Email / Internet Address
Ann Craft Trust Tel: 0115 915 5400 (Mon – Thurs 9am – 5.00pm, Fri 9am – 4.00pm	Provide specialist advice on both general and specific issues relating to the protection of vulnerable adults and children with learning disabilities who may be at risk from abuse. They also provide advice and information to parents and carers who may have concerns about someone that they are supporting.	www.anncrafttrust.org ann-craft-trust@nottingham.ac.uk
Choice Hackney Defoe Block Ground Floor 50 Hoxton Street London N1 6LP Tel: 020 7613 3206	Provides advocacy and independent living services to disabled people in London, aged 16 and over. It is run by, and for, disabled people and supports disabled people to live independently and make choices about their own lives.	www.choiceinhackney.org info@choiceinhackney.org
Disability Action Islington 90 – 92 Upper Street London N1 0NP Tel: 020 7226 0137 SMS/Text: 07949 577 347	Advocacy service for disabled people. They run a range of free information, advice and practical support services to local people including: disability information line, information drop in service, fact sheets, personal advisor project and information sessions.	www.daii.org disabilityaction@daii.org
Disability Law Service 39-45 Cavell Street London E1 2BP Tel: 020 7791 9800 Minicom: 020 7791 9801	The Disability Law Service (DLS) is run by and for disabled people as an independent national charity. It is funded to offer free advice in the following specific areas of law: Consumer, Community Care, Disability Discrimination, Education, Employment and Welfare Benefits.	www.dls.org.uk advice@dls.org.uk

Organisation	Description of Service	Email / Internet Address
Respond Helpline currently closed	Provides a range of services to both victims and perpetrators of sexual abuse who have learning difficulties and to those who have been affected by other trauma.	www.respond.org.uk admin@respond.org.uk
Royal National Institute of Blind People (RNIB) Tel: 0303 123 9999	Offers immediate expert and confidential services to people who are blind or partially sighted.	www.rnib.org.uk helpline@rnib.org.uk
Action on Hearing Loss (Previously RNID) Tel: 0808 808 0123 (freephone) Textphone: 0808 808 9000 (freephone)	Information Line offers free confidential and impartial information on a number of subjects including communication, employment, equipment, legislation, benefits as well as many issues relating to deafness and hearing loss.	www.actiononhearingloss.org.uk information@hearingloss.org.uk
Scope 6 Market Road London N7 9PW Tel: 0808 800 3333	Offers support and advice for people with cerebral palsy. There main services focus on the four areas where disabled people face the greatest inequality: early years, education, independent living and work.	www.scope.org.uk response@scope.org.uk
Sense 101 Pentonville Road London N1 9LG Tel: 0845 127 0066 Text Phone: 0845 127 0066 Fax: 0845 127 0061	National organisation working and supporting people who are deafblind. This service is open to deafblind people, their families, professionals working with deafblind people and anyone who has a general enquiry about Sense or any aspect of deafblindness. Individuals who are looking for support or services will be put in touch with the appropriate Sense regional office. We answer enquiries by telephone, textphone, email and letter.	www.sense.org.uk info@sense.org.uk

Drug & Alcohol Services

Organisation	Description of Service	Internet / Email Address
Alcohol Concern **Tel:** 0207 566 9800 National Drinkline: 0800 917 8282	National agency on alcohol misuse; work to reduce the incidence and costs of alcohol-related harm and to increase the range and quality of services available to people with alcohol related problems.	www.alcoholconcern.org.uk
Specialist Community Addictions Service Gemini House Bierton Road Aylesbury Buckinghamshire Tel: 01296 565 100 The Valley Centre Gordon Road High Wycombe Buckinghamshire Tel: 01296 565 674	Can offer treatment, access to detox. Substitute prescribing. Referrals are only by GPs, Community Mental Health Teams (CMHTs), and allied health professionals.	Currently there is no internet / email service for this provider.
Turning Point **Tel: 020 7481 7600**	Social care organisation working with individuals and their communities across England and Wales in the areas of drug and alcohol misuse, mental health and learning difficulties	www.turning-point.co.uk info@turning-point.co.uk
Young Addaction Buckinghamshire Unit G Merlin Centre Gatehouse Close Aylesbury Buckinghamshire HP19 8DP Tel; 01296 331933	Helping young people and families to address their issues surrounding substance misuse.	www.addaction.org.uk aylesbury@addaction.org.uk

Ethnic Minority Services

Organisation	Description of Service	Internet / Email Address
Asian Women's Helpline Tel: 01494 446 366	Bi-lingual and cultural support for Asian women living in the community. Front line staff trained in Domestic Violence.	
Asylum Welcome Unit 7, Newtec Place Magdalen Road Oxford OX4 1RE Tel: 01865 722 082	The charity's objectives are to provide charitable assistance for the relief of poverty, sickness and distress and for educational purposes, for the benefit of asylum seekers, refugees and those who are or have been or may be detained by the immigration authorities, principally for those living in or having a connection with Oxfordshire or detained at Campsfield House.	www.asylum-welcome.org office@asylum-welcome.org a.w-visiting@asylum-welcome.org (for any detention related queries)
Black Women's Rape Action Group & Women Against Rape Crossroads Women's Centre 25 Wolsey Mews London NW5 2DX Tel: 020 7482 2496 Mon – Fri 1.30pm to 4pm	Both organisations' are based on self-help and provide support, legal information and advocacy. We campaign for justice and protection for all women and girls, including asylum seekers, who have suffered sexual, domestic and/or racist violence.	www.womenagainstrape.net Black Women's Rape Action Project bwrap@rapeaction.net Women Against Rape war@womenagainstrape.net
Immigration Advice Service Tel: 0844 887 0111	Provides free and confidential legal advice and representation tailored to each clients needs on immigration of asylum.	www.iasservices.org.uk info@iasservices.org.uk
Jewish Women's Aid Helpline: 0808 801 0500 Monday – Thursday 9.30am – 9.30pm	A counselling and outreach service, which helps Jewish women and their children, escape domestic violence.	www.jwa.org.uk info@jwa.org.uk

Organisation	Description of Service	Internet / Email Address
Kinara P.O. Box 1203 Slough SL3 8YH Tel: 0800 923 2852	Refuge accommodation for Asian women fleeing violence. Advice, advocacy and support and help with obtaining court orders. Frontline staff trained in Domestic Violence.	Currently there is no internet / email service for this provider.
Newham Asian Women's Project 661 Barking Road Plaistow London E13 9EX Tel: 0208 472 0528	Newham Asian Women's Project is a specialist domestic violence service, offering help and advice in the following areas: counselling support, advice service, training, services to address sexual abuse and exploitation.	www.nawp.org info@nawp.org
No Recourse to Public Funds (NRPF) Asylum and Refuge Service London Borough of Islington 299 Hornsey Road London N1 1XR Tel: 020 7527 7121	The NRPF team provides advice and information to all destitute people from abroad who are subject to NRPF and who request a service. The team (NRPF Network) provide advice and information to other local authorities and agencies.	www.islington.gov.uk nrpf@islington.gov.uk
Refuge Legal Centre Tel: 020 7780 3200	Free legal service to asylum seekers and refugees in the United Kingdom	www.refugee-legal-centre.org.uk
Solace Women's Aid Tel: 0808 802 5565	Providing refuge accommodation, advice and information for women and their children escaping domestic abuse.	www.solacewomensaid.org advice@solacewomensaid.org
Southall Black Sisters 21 Avenue Road Southall Middlesex UB1 3BL Tel: 020 8571 0800	Southall Black sisters provide information, advice, advocacy, practical help, counselling and support to women and children experiencing domestic and sexual violence. Their holistic services aims to help them escape violence and abuse and deal with a range of inter-related problems.	www.southallblacksisters.org.uk

Organisation	Description of Service	Internet / Email Address
British Red Cross Refugee Services Stony Stratford Centre Stony Stratford Milton Keynes MK11 1ED Tel: 01908 578 343	The Red Cross supports refugees in a wide number of ways, from providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.	www.redcross.org.uk grutland@redcross.org.uk

Family Services

Organisation	Description of Services	Internet / Email Address
Barnardo's Tanners Lane Barkingside Ilford Essex IG6 1QG Tel: 020 8550 8822	Helps children, young people and their families to overcome the most severe disadvantages, problems like abuse, homeless-ness and poverty	www.barnardos.org.uk info@barnardos.org.uk
Carers Bucks (Aylesbury Vale) Ardenham Court, Oxford road Aylesbury Buckinghamshire HP19 8HT Tel: 0300 777 2722	Provides information, advice, support and training for those who are looking after a friend or family member due to illness, frailty or disability. See website for list of local support	www.carersbucks.org info@caresbucks.org
Carers Milton Keynes 375 Midsummer Boulevard Central Milton Keynes MK9 3HP Tel: 01908 231 703	Provides information and impartial advice on a wide range of issues relevant to carers and those they care for. The can check that you are receiving all the benefits that you are entitled to and give information on taking a break. See website for list of local support	www.carersmiltonkeynes.org mail@carersmiltonkeynes.org
Family Line PO Box 402 Leatherhead Surrey KT22 2GH Helpline: 0808 800 5678	Confidential freephone helpline offering support to anyone with family concerns or worries.	www.familyline.org.uk help@familyline.org.uk

Organisation	Description of Services	Internet / Email Address
Gingerbread / One Parent Family Helpline: 0808 802 0925	Provides help and advice on a wide range of issues, including debt, benefits, employment, education and childcare to lone parents.	www.gingerbread.org.uk
Missing People Freefone: 116 000 Text: 116000	Works with young runaways, missing and unidentified people, their families and others who care for them through providing a national 24 hour helpline for people who are missing someone, a confidential helpline for runaways and a message home service for missing people wishing to contact home.	www.missingpeople.org.uk info@missingpeople.org.uk messagehome@missingpeople.org.uk 116000@missingpeople.org.uk
Family Lives Tel: 0808 800 2222 (24 hour confidential helpline)	Family Lives can give advice, information and support on any aspect of parenting and family life.	www.familylives.org.uk
Tulip Group Tel: 0151 637 6363	Supports parents who have experienced violence at the hands of their children.	tulipgroup@hotmail.com

Forced Marriage / Honour Based Violence

Organisation	Description of Service	Internet / Email Address
Ashiana Network Greater London House 547 – 541 High Road London E11 4PB Tel: 020 8539 0427	Provides temporary, safe supportive housing for South Asian, Turkish and Iranian women between the ages of 16 –30 who are experiencing domestic violence or who are at risk of forced marriage.	www.ashiana.org.uk info@ashiana.org.uk
Forced Marriage Unit Tel: 020 7008 0151	Dedicated to preventing British nationals being forced into marriage within the UK and overseas and can provide advice and sign posting for practitioners.	www.fco.gov.uk/forcedmarriage fmuoutreach@fco.gov.uk
Iranian & Kurdish Women's Rights Organisation Tel: 0207 920 6460 Tel: 07846 275 246 (Kurdish/Arabic/Turkish) Tel: 07849 310 157 (Farsi/Dari/Turkish)	Provide advice, support, advocacy and referral in Arabic, Kurdish and Farsi to help women, girls and men living in Britain escape the danger of 'honour' killing, forced marriage and domestic violence.	www.ikwro.org.uk
Karma Nirvana Tel: 0800 5999 247 Honour Network Helpline for emotional and practical support. Open from 9.30am to 9.00pm. This is a free phone number and not traceable on calls from Landlines	Asians women and men's project which aims to promote emotional and physical health through confidential support and befriending services including GPs and Primary health Care teams.	www.karmanirvana.org.uk

Health Services

Organisation	Description of Service	Internet / Email Address
Bucks Primary Care Trust (PCT) High Wycombe Rapid House 40 Oxford Road High Wycombe Buckinghamshire HP11 2EE Tel: 01494 552 200	Provides a wide range of services with regards to health. Front line staff trained in Domestic Violence. Access to Interpreter.	www.buckspct.nhs.uk pals@buckspct.nhs.uk
Maternity Unit Stoke Mandeville Hospital Mandeville Road Aylesbury Buckinghamshire HP21 8AL Tel: 01296 315 000	Full maternity care for pregnant women, pre-natal, intra-partum and post natal. Domestic Violence policy in place. Front line staff trained in domestic violence. Access to Interpreter.	
Maternity Unity Wycombe Hospital Queen Alexandra Road High Wycombe Buckinghamshire HP112 2TT Tel: 01494 526 161	Full maternity care for pregnant women. Front line staff trained in domestic violence. Access to interpreter.	
Mental Health Services Unit 5 The Valley Centre Gordon Road High Wycombe Buckinghamshire HP13 6EQ Tel: 01296 565295	Mental helps services for persons aged 65 years and over. Front line staff trained in Domestic Violence. Access to Interpreter.	Currently there is no internet / email service for this provider.

Organisation	Description of Service	Internet / Email Address
Mind PO Box 277 Manchester M60 3XN Tel: 0300 123 3393	Mind provides help and information for people experiencing mental distress, campaigns for better services and challenges discrimination.	www.mind.org.uk info@mind.org.uk
National Health Service Direct (NHS) Tel: 0845 4647	NHS Direct is a confidential 24-hour advice line and heath information service.	www.nhsdirect.nhs.uk
Saneline Tel: 0845 767 8000	Provides a national out of hour's telephone helpline offering emotional support and information for people affected by mental health problems.	www.sane.org.uk

Housing Services

Organisation	Description of Service	Internet / Email Address
Bucks Connection Floating Support Team Claydon House, Suite 14 1 Edison Road Rabans Lane Aylesbury HP19 8TE Tel: 01296 484322	Floating Support offers flexible specialist support and enables vulnerable adults who are experiencing housing difficulties to get advice and support from one central contact point.	www.connectionfs.org bucksenquiries@connectionfs.org
Aylesbury Vale District Council 66 High Street Aylesbury Buckinghamshire HP20 1SD Tel: 01296 585168	Provides housing needs advice and assistance with emergency accommodation for women fleeing domestic violence.	www.aylesburyvaledc.gov.uk housingneeds@aylesburyvaledc.gov.uk
Chiltern District Council Housing Division King George V Road Amersham Buckinghamshire HP6 5AW Tel: 01494 732 200	This agency can offer free advice on housing issues.	www.chiltern.gov.uk housingandcommunity@chiltern.gov.uk
South Bucks District Council Capswood Oxford Road, Denham UB9 4LH Tel: 01895 837 200	Housing / Homelessness advice service is provided by Paradigm Housing Group – 0300 303 1010.	www.southbucks.gov.uk housing@southbucks.gov.uk

Organisation	Description of Service	Internet / Email Address
Wycombe District Council Queen Victoria Road High Wycombe Buckinghamshire HP11 1BB Tel: 01494 421 212	Provides housing and homelessness advice along with information about agencies that can help. Frontline staff trained in DV. Access to interpreter.	www.wycombe.gov.uk homelessness@wycombe.gov.uk
Padstones Reedham House 2 Britwell Road Burnham SL1 8AG Tel: 01628 660472	Offers safe accommodation to young homeless people at risk aged 16 – 20 in the Buckinghamshire area. Padstones are also able to accept emergency referrals for young people fleeing domestic abuse.	www.padstones.org.uk info@padstones.org.uk
By Post **Paradigm Housing Group** 1 Glory Park Wooburn Green Bucks HP10 0DF Walk In **Paradigm Housing** 1 White Hill Chesham Bucks HP5 1AB Open: Monday to Friday 9.00am – 5.30pm Tel: 0300 303 1010 Mon to Fri 8am to 7pm	Registered Social Landlord providing housing in Bucks and the surrounding areas including the homelessness, housing advice and housing register services for Chiltern and South Bucks District Councils.	www.paradigmhousing.co.uk enquiries@paradigmhousing.co.uk

Organisation	Description of Service	Internet / Email Address
Shelter Housing Advice Helpline Tel: 0808 800 4444 (Some mobile phone networks may charge for calls to this number) Mon to Fri 8am to 8pm Sat & Sun 8am to 5pm	Provides a free housing advice helpline with trained housing advisers who can provide immediate and practical assistance, tell you your rights, offer advice and guidance, suggests specialist or local support services to help you longer term.	www.shelter.org.uk info@shelter.org.uk

Legal Services

Organisation	Description of Service	Internet / Email Address
Citizens Advice Bureau (CAB)	Free and independent advice and information services on all family, housing, employment, benefit matters, etc. Front line staff trained in DV.	www.citizensadvice.org.uk www.adviceguide.org.uk
Aylesbury & District 2 Pebble Lane Aylesbury Buckinghamshire HP20 2JH Tel: 0844 245 1289		www.aylesburydistrictcab.org.uk
Buckingham & Winslow Wheeldon House Market Hill Buckingham MK18 1JX Tel: 0844 245 1289		
Chiltern Townsend House Townsend Road Chesham HP5 2AA Tel: 0844 245 1289		www.chilterncab.org.uk
High Wycombe & District 8 Eastern Street High Wycombe Buckinghamshire HP11 1NJ Tel: 0844 245 1289		www.highwycombecab.org.uK

Organisation	Description of Service	Internet / Email Address
National Centre for Domestic Violence Tel: 0844 8044 999 24 hours / 365 days a year Tel: 0800 9 70 20 70 24 hour emergency free phone Text "NCDV" to 60777 and they will call you	Provide fast, free legal advice to victims of domestic violence regardless of their financial status, and including people with no recourse to public funds.	www.ncdv.org.uk
People's Voices 1 King George V Road Amersham Buckinghamshire HP6 5TT Tel: 0845 241 0986	People's Voices provides independent, advocacy to anyone who needs support in speaking up.	www.peoplesvoices.org.uk support@peoplesvoices.org.uk

Social Services

Organisations	Description of Service	Internet / Email Address
Careline Tel: 0800 137 915	This is a confidential freephone number which people can call (anonymously if they wish) if they suspect that a vulnerable adult or child is being harmed. Careline is staffed from 9.00am – 5.30pm Monday to Thursday and 9.00am – 5.00pm on Fridays. At all other times the answer phone is on and messages are retrieved at 9.00am the following day, or Monday morning following the weekend. In case of emergency after 5.30pm and at weekends, the Careline answer phone also gives the caller the number for the Emergency Duty Team – 01494 675 802.	www.buckscc.gov.uk
Family Centre Castlefield The Centre Rutland Avenue High Wycombe Bucks HP12 3LL Tel: 01494 475 475	Provides a contact centre, which works with children and their families offering support in parenting skills, child protection and setting up meetings between clients.	castlefieldchildrenscentre@bucksc.gov.uk
Family Centre Desborough Road West Richardson Street High Wycombe Buckinghamshire HP11 2SB Tel: 01494 445 964	Concerns with childcare and parenting of babies or young children 0 –12 years. Able to offer venue for referred clients seeking additional support from women's aid. Some staff have undertaken Domestic Violence Training. May be asked to assess impact of Domestic Violence has upon children.	Currently there is no internet / email service for this provider.

Organisations	Description of Service	Internet / Email Address
Buckinghamshire Social Services Bucks County Council Aylesbury Buckinghamshire HP20 1UA Tel: 0845 3708 090	Provide a wide range of support services to children, families and carers and protect vulnerable people.	www.buckscc.gov.uk customerservices@buckscc.gov.uk

Disclaimer

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