

West Berkshire Domestic Abuse Support Services Directory



This document is designed to support professionals working with victims, survivors and perpetrators of domestic abuse to signpost their clients to appropriate services, within West Berkshire and beyond.



Contents

Local

Victims and Survivors

A2Dominion Domestic Abuse Services West Berkshire	5
Domestic Abuse Investigation Unit (Thames Valley Police)	7
The Housing Options Team (West Berkshire Council)	8
Women's Choices West Berkshire (Berkshire Women's Aid)	9
Flag DV	11
Swanswell	12
Trust House	13
Victim's First Hub	14
Thames Valley Independent Sexual Violence Advocacy Service	15
Alana House Building Family Bridges	16

Children and Young People

Home-Start West Berkshire	17
Youth Offending Team (West Berkshire Council)	18
SAFE – Support for Young People Affected by Crime	19
Time to Talk West Berkshire	20

Perpetrators

Positive Relationships Programme	21
Thames Valley Community Rehabilitation Company	22
National Probation Service	23

National Helplines and Resources

Victims and Survivors

National Domestic Violence Helpline	24
National Stalking Helpline	25
Karma Nirvana	26
Muslim Women's Helpline	27
Jewish Women's Aid	28
Iranian and Kurdish Women's Rights Organisation (IKWRO)	29
Rights of Women	30
Southall Black Sisters	31
Men's Advice Line	32
Safeline	33
Galop	34
Forced Marriage Unit	35
FGM Helpline (NSPCC)	36
Action on Elder Abuse Helpline	37
Revenge Porn Helpline	38

Perpetrators

Respect Phonenumber	39
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What we do

A2Dominion Domestic Abuse Services (ADAS) West Berkshire offers emotional and practical support to people experiencing or fleeing domestic abuse in West Berkshire. Our services are client focused, promote independence and provide independent advocacy.

How we can help

- To provide a high quality, confidential service to support both men and women with or without children who are fleeing, at risk of or experiencing domestic abuse.
- To assist clients to develop the skills needed to live independently and to manage their tenancy in order to secure their own permanent accommodation.
- To support clients to access the right services for themselves and their children.
- To empower clients and give them the opportunity to learn and develop in order to increase quality of life and their options for their future.
- To increase the self-esteem and self-image of women and children fleeing domestic abuse.
- To work with other services to ensure the needs of each client are met.
- Group work such as Power to Change, Recovery Toolkit, DAY Programme

ADAS can offer:

- Phone support
- Face to face meetings in a safe environment
- Outreach support and IDVA support
- Refuge followed by up to 13 weeks of resettlement support into the community
- Help to recognise abusive and non-abusive behaviours
- Support accessing other services for victims and their children
- Signposting to other agencies
- Support through the criminal justice system and support to apply for protective orders (e.g. non-molestation order)
- Access to translation services if English is not the client's first language

West Berkshire
Domestic Abuse
Service (A2Dominion)
(continued)



Contact details

Helpline: **0800 731 0055** Monday to Friday 10am-6pm

e-mail: **DAS@a2dominion.co.uk**

In an
emergency: Call **999** or 24-hour national helpline **0808 200 0247**

Thames Valley Police

- Domestic Abuse Investigation Unit



What do we do

An investigative team based at Newbury Police Station, responsible for the investigation of High Risk Domestic Abuse cases and providing safeguarding for Medium Risk and High Risk victims throughout West Berkshire. The team work closely with partner agencies to support the victims' pre and post-trial, providing safety plans and installation of safety measures to safeguard victims.

How to refer to us

Report incidents to **999** (emergency) **101** (non-emergency).
Additionally refer High Risk concerns to MARAC (Multi Agency Risk Assessment Conference)

The Housing Options Team (West Berkshire Council)



What we do

The Housing Options Team provide housing advice and homelessness assistance to residents who are homeless or threatened with homelessness.

How we can help

We can offer support in terms of advising you of your tenancy rights, discussing security measures (Safer Spaces Scheme) and depending on the circumstances, possibly offering emergency short term accommodation and more permanent housing solutions.

Contact details

Anyone seeking a place of safety can approach us directly, we are open daily from 9am-5pm (4.30pm on Fridays) and are based at:

Council Offices

Market Street

Newbury

West Berkshire RG14 5LD

Telephone: **01635 519530**

Women's Choices West Berkshire (Berkshire Women's Aid)



What we do

Women's Choices West Berkshire provided by BWA seeks to improve the lives of women aged 18 and over with multiple and complex needs living in West Berkshire. Our aim is to increase women's resilience and help them to make changes in their lives as well as supporting them to access mainstream services and encouraging them to lead healthy lifestyles.

How we can help

We will empower women to manage their emotional and physical health and wellbeing and support them to take control of their own health by making informed lifestyle choices, changing behaviours and developing coping mechanisms.

Women's Choices work with women to develop their own personalised support plans based around their individual needs and risks ensuring the women's views are central to our work. We arrange regular 1:1 meetings with women offering a minimum of 12 weeks of support and we can work with women for up to 12 months including the following:

- Safety
- Finances and housing
- Health
- Wellbeing
- Education Employment and Training

How to refer clients to us

Women must be aged 18 and over and live in West Berkshire. They must also be experiencing three of the following complex needs:

- Homelessness or problems with housing
- Low level offending and re-offending
- Problematic substance misuse
- Mental ill health
- Money/debt management
- Unemployment
- Domestic abuse and/or physical or sexual abuse

Women's Choices West Berkshire (Berkshire Women's Aid) (continued)



Contact details

- Phone: Call our Helpline on **0118 950 4003** asking for Women's Choices. The helpline is staffed Monday to Friday 9am-5pm for referrals/enquiries.
- e-mail: **WomenschoicesWB@bwaid.org.uk**
- Website: **www.berkshirewomensaid.org.uk/bwa-provides-help-domestic-abuse/womens-choices-west-berkshire/**

Flag DV



What we do

Free Legal Advice Group for Domestic Violence (FLAG DV) – Flag DV are developing their services to continue to provide legal advice to people who are experiencing domestic abuse in West Berkshire.

We have successfully obtained grants recently, which will enable us to adapt and mould our service to better meet the needs of our clients. Flag DV are entering an exciting time of innovation in the history of FLAGDV.

Contact details

Website www.flagdv.org.uk/for-clients



What we do

Swanswell are a specialist organisation that provides support and services to adults (over 18) who wish to change their drug and/or alcohol use. They deliver services from their main hub in Newbury and a number of community locations (including GP surgeries) across the West Berkshire area.

How we can help

Swanswell offer a range of services to help address drug and alcohol problems tailored to the needs of each person, including;

- Treatment, including access to substitute prescribing/anti-craving medication and access to community/inpatient detoxification
- Drop-in clinics in Newbury (open from 9am to 7.30pm on Mondays, and until 5pm during the rest of the week)
- One to one support
- Support in a group, including families and carers groups
- Advice on reducing harm, including a needle syringe programme
- Referral for residential rehabilitation
- Healthcare advice and information
- Help to access housing, employment, training and benefits
- Access to sexual health screening and testing
- Putting you in touch with other agencies who may be to help

How to refer clients to us

A referral form can be downloaded from the website.

Contact details

Telephone: **0300 003 7025**
e-mail: **wberksadmin@swanswell.org**
Website: **www.swanswell.org/contact-us**



What we do

Trust House provides a range of support services for people affected by rape and sexual abuse. Trust House is based in Reading and serves the wider Berkshire district.

How we can help

- Helpline
- Therapeutic services - Specialist Counselling for Adults
- Children and Young People Play Therapy and Counselling
- Independent Sexual Violence Advisor (ISVA) Support

How to refer clients to us

Agencies and professionals working with victims/survivors of rape and sexual abuse can refer to us using our referral form, which can be downloaded from the website

Contact details

Helpline: **0118 958 4033**
e-mail: **support@trusthousetreading.org**
Website: **www.trusthousetreading.org**

Victims First Hub



What we do

Victims First provides free emotional and practical support to all victims and witnesses of crime, as well as family members of victims. It is available across the Thames Valley and can provide help regardless of whether or not the crime has been reported to the Police.

How we can help

When you contact us you will be allocated a Victims First Officer who will discuss any emotional or practical needs you may have. You will work together to put in place a support plan which could involve referring you to one of our specialist services for further help.

Contact details

Telephone: **0300 1234 148**
Website: **www.victims-first.org.uk**

Thames Valley Independent Sexual Violence Advocacy service



What we do

The Thames Valley Independent Sexual Violence Advisory service supports anyone living in the Thames Valley area who has experienced, or is at risk of experiencing, sexual assault or rape.

How we can help

Our advisory service offers confidential, non-judgmental and independent support for all those aged 16 or over in the Thames Valley area. Our service is for everyone, regardless of gender, sexuality, how long ago you experienced abuse, or whether or not you want to report your abuse to the police. Our specialist staff will work with you to create a tailor-made support plan to suit your needs.

Contact details

Telephone: **0800 221 8186**

Our Freephone telephone service is open Monday to Friday 9am-5:30pm . If you are unable to reach us, please leave a message and let us know when would be a safe time to call you back

Website: **www.refugesexualviolenceservice.org.uk**

Alana House Building Family Bridges



What we do

Building Family Bridges is a partnership led by the Workers' Educational Association. The aim of the project is to break down barriers and enable families to access education, training and employment. We will work in a diverse partnership to enable people to learn and engage with their community.

How to refer clients to us

The eligibility for women to access this support requires them to:

- Be seeking education, training or employment
- Currently not be in work
- Have the right to work in the UK
- Have at least one identified support need under the Governments Troubled Families Programme (this can include Families affected by Domestic Abuse)

Please download the referral form available on the website:

<http://pactcharity.org/community-projects/alana-house/referrals>

Contact details

Telephone: **0118 9217640**
e-mail: **alana.house@pactcharity.org**
Website: **www.alanahouse.org**

Home-Start West Berkshire



What we do

Home-Start is a voluntary organisation committed to promoting the welfare of families with at least one child under 5 years of age. Trained volunteers offer regular support, friendship and practical help to families under stress in their own homes to prevent family crisis and breakdown.

How to refer clients to us

For each referral made a Referral Form should be completed, this can be downloaded from the website. Please note, before sending in a referral form families must be consulted, informed of the content of the referral form and show their agreement by signing the form. Families can also self-refer.

Contact details

Telephone: **01635 760 310**
e-mail: **office@home-startwb.org.uk**
Website: **www.home-startwestberks.org.uk**

Youth Offending Team (West Berkshire Council)



What we do

The Youth Offending Team (YOT) is made up of social workers, education workers, a police officer, health worker, probation, restorative justice and youth workers. The team involves people from these different agencies to help access the services young people need to help turn them away from crime. **The Youth Offending Team work with young people following a referral from the police or courts following the commission of a criminal offence.**

The YOT:

- Works with young people who have received an out of court disposal from police, or who have been to court for an offence, and the court has ordered them to work with the YOT
- Provides reports for the court to advise on what services are available, to assist in decisions about sentencing for young people
- Provides services to parents to help them to respond to any difficulties their children have
- Work with victims of youth crime, offering advice and information, and an opportunity for the effect of the offence on them to be made known to the young person, either directly or indirectly

Contact details

Telephone: **01635 553600**
e-mail: **yot@westberks.gov.uk**

SAFE – Support for Young People Affected by Crime



What we do

SAFE! has been established to provide support to young people between the ages of 8 and 25 years old in the Thames Valley who have been hurt by a crime or bullying. We also provide information, advice and resources to young people, parents and professionals across the UK about support in their local area.

How we can help

If you are 8 to 25 years old, live in the Thames Valley and have been hurt by crime, SAFE! can offer you support. We believe that you have a right to feel safe at home, in school, work or college, in your street and in town.

We will work with you to help you get your confidence back if you have:

- Been bullied at school
- Been sexually abused or assaulted
- Witnessed domestic violence
- Been mugged, or physically assaulted
- Been abused by cyber crime
- Or been a victim of any other crime.

We offer one-to-one sessions with a professional worker. You can choose where you feel most comfortable meeting your SAFE! worker; it could be at home, or somewhere like your school, college, youth or community centre. Your SAFE! worker will help you develop ways of coping for times when you don't feel safe.

How to refer clients to us

Information for referrers and a referral form can be downloaded from the website. Families can also self-refer.

Contact details

Telephone: **0800 1337938**
Website: **www.safeproject.org.uk**

Time to Talk West Berkshire



What we do

Our aim as a charity is to promote the mental health and emotional wellbeing of young people aged 11-25 in West Berkshire. Time to Talk West Berkshire provides free confidential counselling services to young people in need aged 11 to 25. We also work very closely with relevant local organisations and signpost people to other services, information and support where appropriate.

Contact details

Telephone: **01635 760331**

(In an emergency please call Common Point of Entry –Mental Health Crisis Service Berkshire: **0300 365 0300**,
West Berkshire Children’s Services: **01635 503090**)

e-mail: **office@t2twb.org**

Positive Relationships Programme (PRP)

What we do

PRP is a twelve-session group work programme designed to support group members who have evidenced aggression within their intimate partner relationships. PRP is an educational, strength-based programme that supports individuals who want to find healthier, safer solutions to relationship-based problems and conflict.

How we can help

PRP addresses the following key areas:

- Increasing self- and other-awareness
- Self-efficacy and self esteem
- Emotion regulation
- Alcohol awareness
- Social problem solving skills training
- Goal and solution identification
- Resources, skills and tools to resolve social problems and aggression within intimate relationships

Eligibility guidance

- Repeat offending against the same or multiple victims
- Standard or Medium Risk
- Victim is supportive of the PRP and engages with specialist support services
- Priority given to cases where there is a child within the family or household

Contact details

Telephone: **01869 328500**
e-mail: **Pppreferrals@thamesvalley.pnn.police.uk**

Community Rehabilitation Company (TV-CRC)

Thames Valley
Community Rehabilitation Company
An MTCnovo company



Responsible for management of medium and low risk offenders sentenced to community orders, serving custodial sentences and being released into the community.

What we do

Manage Community Sentences, deliver offending behaviour programmes, manage post custody licences.

Contact details

Telephone: **01635 43535**

National Probation Service



Responsible for management of high risk offenders sentenced to community orders, serving custodial sentences and being released into the community.

What we do

Manage Community Sentences, deliver offending behaviour programmes, manage post custody licences.

Contact details

Telephone: **0300 047 6325**

National Domestic Violence Helpline



What we do

The 24hr freephone National Domestic Violence Helpline (run in partnership between Women's Aid and Refuge) is available on **0808 2000 247** 24 hours a day, 7 days a week.

The helpline is answered by fully trained female support workers and volunteers, who will answer your call in confidence. All calls to the domestic violence helpline are free from mobiles and landlines. We can support survivors of domestic abuse, friends and families, and professionals who are in contact with domestic violence survivors.

Contact details

Helpline: **0808 2000 247**

e-mail: **helpline@womensaid.org.uk** - If you are unable to call you can also receive support from the Helpline workers via email. We will respond to your email within 5 working days.

Website: **www.nationaldomesticviolencehelpline.org.uk**

National Stalking Helpline



What we do

The National Stalking Helpline is run by Suzy Lamplugh Trust and specialises in providing information and advice to victims of stalking and harassment as well as their family and friends.

How we can help

We can help you by giving you information and guidance on topics including:

- The law in relation to stalking and harassment in the United Kingdom
- Reporting stalking or harassment
- Effective gathering of evidence
- Ensuring your personal safety and that of your friends and family
- Practical steps to reduce the risk

Contact details

Helpline: **0808 802 0300** - The Helpline is open 9.30am-4pm weekdays except Wednesdays when it is open 1-4pm.

e-mail: **info@stalkinghelpline.org**

Website: **www.suzylamplugh.org**

What we do

Karma Nirvana is an award-winning British human rights charity supporting victims of honour-based abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, we support and work with all victims. We run a national helpline offering direct support and guidance to victims and professionals.

How we can help

Our call handlers are highly experienced and trained. They understand the complexities surrounding honour based abuse. The helpline team are there to listen and offer non-judgemental emotional support. They can give immediate practical guidance and discuss various options available.

If there is a risk to a caller's safety, we will assist in sourcing safe, temporary accommodation. Where necessary we can signpost to appropriate services to meet your needs, such as obtaining a divorce, getting an injunction or improving security and safety.

Our call handlers are able to advocate to agencies where they do not fully understand the risks posed to victims of Honour Based Abuse and Forced Marriage.

Contact details

Helpline: **0800 5999 247** - Monday to Friday: 9am-5pm

If you are in immediate danger call 999

Website: **www.karmanirvana.org.uk**

Muslim Women's Helpline



What we do

The MWN Helpline has been set up by, and is operated by, the Muslim Women's Network UK (MWNUK). MWNUK is a network of women to share knowledge, connect the voices, and promote the needs of diverse Muslim women. The MWNUK gathers evidence about the experiences of Muslim women and girls on key issues affecting them and uses the information to improve their rights through advocacy and campaigning.

How we can help

The overall goal of the helpline is to provide a national specialist faith and culturally sensitive service that is confidential and non-judgmental, which offers information, support, guidance and referrals to Asian and Muslim women and girls from diverse ethnic / faith backgrounds who are suffering from or at risk of abuse or facing problems on a range of issues.

Contact details

Helpline: **0800 999 5786** - Monday to Friday 10am-4pm
Text: **07415 206 936** (during operating hours)
e-mail: **info@mwnhelpline.co.uk**
Website: **www.mwnhelpline.co.uk**



What we do

Jewish Women's Aid is a specialist organisation in the UK supporting Jewish women affected by domestic violence and abuse.

JWA has three core aims:

- Support and empower women and girls who are experiencing sexual and domestic violence and abuse in their intimate relationships.
- Increase awareness, education and understanding in order to prevent violence against women and girls in the Jewish community.
- Provide client-centered support for women and children, by women.

Contact details

Helpline: **0808 801 0500**
The JWA helpline is operated by trained Jewish women from 9.30am-9.30pm on Monday, Tuesday, Wednesday and Thursday.

Website: **www.jwa.org.uk**

Iranian and Kurdish Women's Rights Organisation (IKWRO)



What we do

IKWRO's mission is to protect Middle Eastern and Afghan women and girls who are at risk of 'honour' based violence, forced marriage, child marriage, female genital mutilation and domestic violence and to promote their rights. IKWRO helps Middle Eastern and Afghan women and girls who are living in the UK. We speak Farsi, Kurdish, Arabic, Dari, Pashto, Turkish, and English.

How we can help

We give advice on issues including "Honour" Based Violence, Forced Marriage, Child Marriage, Female Genital Mutilation, Domestic Violence, separation and divorce, child custody, housing and benefits. We don't tell women what to do or judge them. We explain the options and help them to make decisions.

Contact details

Helpline: **0207 920 6460** (Monday to Friday 9.30am-5.30pm)
For out-of-hours emergencies call
Kurdish / Arabic/English: **07846 275246**
Farsi / Dari / English: **07846 310157**
If you are in immediate danger dial **999**

Website: **<http://ikwro.org.uk>**

Rights of Women

– Helping women through the law



What we do

We are a women's charity working in a number of ways to help women through the law. Our vital services aim to provide women with the legal advice and information they need to understand and use the law and their legal rights. We also work to improve the law for women and increase women's access to justice. Our free telephone advice lines are available to women throughout England and Wales.

Contact details

Helpline:

Family Law: **020 7251 6577**

Monday to Thursday 7pm-9pm, Friday 12pm-2pm

Criminal Law: **020 7251 8887** Tuesday 11am-1pm

Immigration and

Asylum Law: **020 7490 7689**

Monday 10am-4pm, Thursday 10am-4pm

Website: **<http://rightsofwomen.org.uk>**

Southall Black Sisters



What we do

Southall Black Sisters, a not-for-profit, secular and inclusive organisation, was established in 1979 to meet the needs of Black (Asian and African-Caribbean) women. Our aims are to highlight and challenge all forms of gender related violence against women, empower them to gain more control over their lives; live without fear of violence and assert their human rights to justice, equality and freedom.

We take enquiries from across the UK and if necessary refer to relevant local agencies. We provide advice in several community languages, especially South Asian languages.

Contact details

Helpline: **0208 571 0800** Monday, Wednesday, Friday 9:30am-4:30pm
General
Inquiries: **0208 571 9595** Monday to Friday 9am-5pm
Website: **www.southallblacksisters.org.uk**

Men's Advice Line



What we do

Confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). We help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help.

Contact details

Helpline: **0808 801 0327** - Monday to Friday 9am-5pm
e-mail: **info@mensadviceline.org.uk**
Website: **www.mensadviceline.org.uk**

What we do

Safeline is a specialised charity working to prevent sexual abuse and to support those affected in their recovery.

We offer three types of service available to people living in England and Wales:

- **National Male Helpline and Online Support available to males.** You can contact us at a time convenient for you for free emotional support, information and signposting.
- **National Male Telephone and Online Counselling** for males aged 18 years and over. Counselling is provided by professional qualified counsellors who abide by British Association of Counselling and Psychotherapy ethical code of practice.
- **National Online support for females** - you can contact us at a time convenient for you for free emotional support, information and signposting.

Contact details

National Male Helpline: **0808 800 5005**

Dedicated service for men affected by rape or sexual abuse

Young People's Helpline: **0808 800 5007**

For under 18's affected by rape, sexual abuse or at risk of sexual exploitation.

Online support:

SMS Text message: text **0786 002 7573**

(texts are charged at your standard rate)

e-mail: **support@safeline.org.uk**

Website: **www.safeline.org.uk/what-we-do/helpline-and-online-support-service/**

Our opening times:

Monday: 10am-4pm

Tuesday: 8am-8pm

Wednesday: 10am-4pm

Thursday: 8am-8pm

Friday: 10am-4pm

Saturday: 10am-12 noon



What we do

Galop is the LGBT+ anti-violence charity, making life safe, just and fair for LGBT+ people. Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. We also support lesbian, gay, bisexual, trans and queer people who have had problems with the police or have questions about the criminal justice system.

Contact details

Helpline: **0800 999 5428** National LGBT+ Domestic Abuse Helpline
e-mail: **help@galop.org.uk**
Website: **www.galop.org.uk**

The Forced Marriage Unit

What we do

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which was set up in January 2005 to lead on the Government's forced marriage policy, outreach and casework. It operates both inside the UK, where support is provided to any individual, and overseas, where consular assistance is provided to British nationals, including dual nationals.

The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases), and, in extreme circumstances, to rescues of victims held against their will overseas.

Contact details

Telephone: **0207 008 0151** Monday to Friday 9am-5pm
Outside working hours contact the Global Response Centre:
0207 008 1500
e-mail: **fmf@fco.gov.uk**

FGM Helpline (NSPCC)



What we do

The NSPCC run a dedicated FGM (Female Genital Mutilation) helpline offering advice, information and support to anyone concerned that a child's welfare is at risk because of female genital mutilation.

Contact details

Helpline: **0800 028 3550**
e-mail: **fgmhelp@nspcc.org.uk**
Website: **www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/**

Action on Elder Abuse



What we do

Action on Elder Abuse (AEA) England works to protect older people from abuse and neglect. We support those experiencing, or at risk of, abuse, as well as raising awareness and advocating effective prevention. One key way in which we address elder abuse is through our unique confidential freephone helpline, which provides information, advice and support to victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation.

Contact details

Helpline: **080 8808 8141** Monday to Friday 9am-5pm

Website: **www.elderabuse.org.uk/helpline-england**

Revenge Porn Helpline



What we do

Has somebody shared your intimate images without your consent?

We offer practical assistance in reporting and removing content online. Whilst we cannot guarantee removal of all images, our exceptional partnerships with internet industry partners allows us to minimise the reach, and some of the harm, caused by revenge porn.

We provide coaching and advice on how and when to gather evidence and approach the authorities, but cannot undertake criminal investigations or report to the police on the victim's behalf. We also offer support and legislative advice to law enforcement agencies.

We are delighted to have an effective and positive working relationship with the QMUL Legal Advice Centre. Offering specialist support for victims, our clients are signposted to free, accessible, client-centred legal consultations.

We do not have the capacity to provide long term counselling to our clients but do offer non-judgemental, emotional support.

Contact details

Helpline: **0345 600 0459** Over 18s only, Monday to Friday 10am-4pm

e-mail: **help@revengepornhelpline.org.uk**

Website: **<https://revengepornhelpline.org.uk>**

Respect



What we do

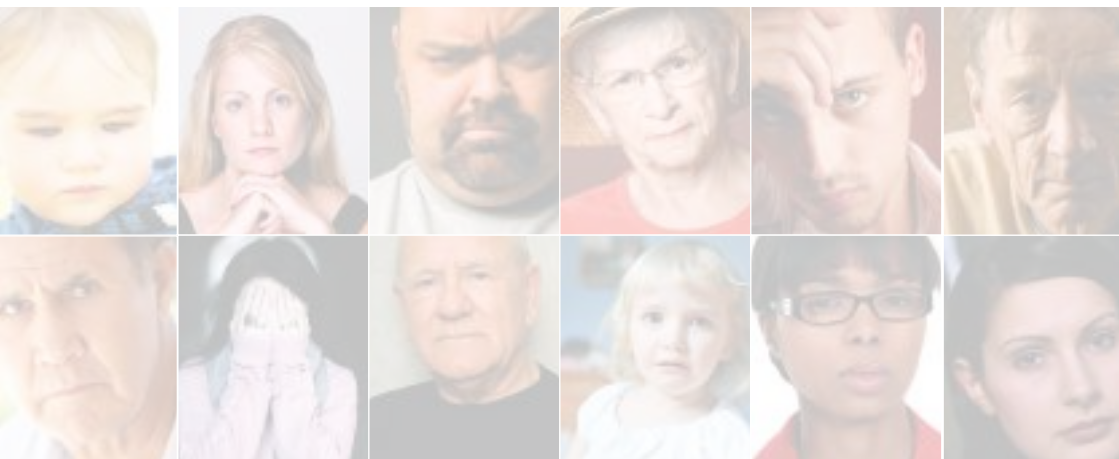
The Respect Phonenumber is a confidential helpline, email and webchat service for perpetrators of domestic violence looking for help to stop. We help male and female perpetrators, in heterosexual or same-sex relationships. Partners or ex-partners of perpetrators, as well as concerned friends and family members and Frontline Workers are also welcome to contact us for information, advice and support.

Contact details

Telephone: **0808 802 4040** - Monday to Friday 9am-5pm

e-mail: **info@respectphoneline.org.uk**

Website: **www.respectphoneline.org.uk**



If you have any queries or comments in respect of this directory, or are interested in attending domestic abuse awareness training please e-mail:

westberksbct@westberks.gov.uk

Building Communities Together Team

West Berkshire Council,
Market Street,
Newbury,
Berkshire, RG14 5LD