

How to get Help

Get Help!

**Domestic Abuse,
there's no excuse**

How can Victim Support Help?

Victim Support is a local voluntary group offering support to people affected by crime. It can offer:

- *Emotional and practical support*
- *Information about the criminal justice system*
- *Assistance with official procedures and compensation claims*
- *Information about other agencies*
- *Support if your case goes to court*

How can the Law help?

If you decide that you want to stay in your home but want your abusive partner to go, a solicitor may be able to help you to get protective orders such as an interdict or an exclusion order to help keep your partner away. If, however, you decide that you want to leave, a solicitor will be able to advise you about your legal rights. There will be solicitors in your area who specialise in family law, and can give you support when you need it. If you are on a low income or get Income Support, you may be entitled to free legal advice.

How can The Citizens Advice Service Help?

You'll need to talk to the benefits agency about your individual circumstances but if you leave home you will be entitled to claim benefit for yourself and your children (if any). The Dumfries and Galloway Citizens Advice Service will be happy to help you with both your claim, and filling in forms.

How can Homelessness Services help?

If you are made homeless through domestic abuse and require temporary accommodation Dumfries and Galloway Council's Homeless Services will provide you and your children with somewhere to stay until either your case has been assessed, you have found your own accommodation or you have been offered permanent accommodation by one of the local Registered Social Landlords.

How can Couple Counselling Help?

Couple Counselling is experienced in talking through relationship difficulties. They can speak to you as a couple, or as an individual man or woman, and help you talk through your problem. They can give you support and information.

Useful telephone numbers

Social Work

Dumfries	01387 260874
Kirkconnel	01659 67601
Annan	01461 203411
Stranraer	01776 707272/ 01776 706082
Newton Stewart	01671 403164
Castle Douglas	01556 504101
Kirkcudbright	01557 339260



Out of Hours	0800 811505
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Homelessness Services

Annan	01461 203311
Dumfries	01387 260000
Kirkcudbright	01557 330291
Stranraer	01776 702151

Health

Dumfries and Galloway Royal Infirmary	01387 246246
The Garrick Hospital, Stranraer	01776 702323
Cresswell Maternity Wing, Dumfries	
and Galloway Royal Infirmary	01387-246246
Cameron House (alcohol & drugs)	01387-244555

Doctors Surgery

For your own Doctor, Health Visitor and District Nurse, Family Planning and Sexual Health

0845 7023687

Council on Alcohol	01556 503550
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Victim Support

Dumfries	01387 250883
Gatehouse of Fleet	01557 815095
Stranraer	01776 707229
National Helpline	0845 603 9213

Couple Counselling	01387 251245
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Children's Reporter

Annandale and Eskdale, Nithsdale and Stewartry	01387 255734
Stranraer	01776 706937

Cameron House (Alcohol and Drugs)

01387 244550 or 01387 244555

Citizens Advice Service

Annan	01461 201012
Castle Douglas	01556 502190
Dumfries	01387 252456
Stranraer	01776 706355

In an Emergency, Contact

Police	999
Women's Aid Dumfriesshire & Stewartry	01387 263052
	07710 152772 (24hr)
Wigtownshire	01776 7.3104 (24hr)
South West Rape Crisis and Sexual Abuse Centre	01387 253113 (24hr)
	01776 889331 (24hr)
National Domestic Abuse Helpline (10am – 10pm)	0800 027 1234

The help described in this leaflet is available to you regardless of your age, nationality, disability, race, sex or sexuality, and whether or not you are married or have children.

You also have equal access to all these services if you are disabled or do not speak English.

What is domestic abuse?

Domestic abuse is physical, sexual mental and emotional abuse that an adult may be experiencing, or has been subjected to. Domestic abuse can be carried out by partners, ex-partners or other family members.



Domestic abuse

– Is this about me?

If your partner has done such things as hit, pushed or choked you; forced you to be involved in sexual acts you are not comfortable with or even raped you; if you are threatened, humiliated, deprived of money, or not allowed to see your family or friends, then domestic abuse could be about you.

Who can I turn to

How can the Police help

If you're looking for help because of domestic abuse, you'll probably think first of contacting the police.

While the primary role of the police is to prevent and investigate crimes, their overriding concern is to ensure your safety, They will want to reduce any further risk to you and your children.

They:

- Can accompany you home so that you can collect your belongings.
- Can arrest a person who is in breach of a court order to keep away from you (but they can only do this if the order has a power of arrest attached to it).
- Can offer you information about other sources of help.
- Will investigate all complaints of domestic abuse and in appropriate circumstances arrest the person responsible for the abuse.

You can also talk to Police Officers at the Family Protection Unit who are able to offer additional support and advice.

In an emergency situation you should use the 999 number to contact the Police. All calls other than 999 should now be directed through the main number 01387 252112, who will then direct the call to the officers station, telephone extension, or contact the officer concerned via their radio.

How can Women's Aid Help?

Wigtownshire Women's Aid provides:

- Confidential 24 hour on-call service
- Safe refuge accommodation and support for women and children, if any, experiencing domestic abuse
- Support at meetings with other agencies
- Advocacy for women

- Outreach service to support women and their children, if any, in the community
- Assistance with completing necessary forms in order to receive appropriate housing benefits, etc.
- Information on options available to women so that they can make their own decisions and determine their own future.

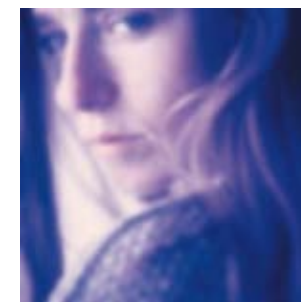
Women's Aid provides a free and confidential service to women and children who have suffered physical, emotional or sexual abuse.

Dumfriesshire and Stewartry Women's Aid can provide:

- Support, advice and information.
- A safe place to stay (if needed).
- Specialised accommodation for mature ladies also women and children with disabilities.
- 24hr on-call service.(7 days a week)
- Outreach support.
- Drop-in facilities.
- Practical and emotional support to help women sustain their tenancies.

How can South West Rape Crisis and Sexual Abuse Centre Help?

We offer a confidential support and counselling to survivors of rape, sexual assault and child sexual abuse. We also support people in their own homes, with daily tasks, through the outreach service funded by Supporting People. We also have a small refuge, "The Cosy House," available to survivors needing intensive support.



How can Health Services Help?

If you have previously or are currently experiencing Domestic Abuse, whether its of a physical, sexual, mental or emotional nature, you can contact a range of Health service staff for confidential advice, support and guidance.

Health Service Staff:

- Can provide a quiet and confidential place to allow you the opportunity to talk on your own
- Will take your concerns seriously
- Will offer support, advice & information on other sources of help
- Provide an interpreter, where required, who is not a family member
- Can referral to appropriate agencies

The most useful contact for you may be your General Practitioner or Health Visitor, however if you do not feel able to speak to either of these people you could speak to any of the following staff:

District Nurses, Community Psychiatric Nurses, Maternity Services, Department of Family Planning & Sexual Health, Psychology Department, Community Mental Health Teams or any other member of the Health Service staff that you feel able to speak to.

How can Social Work Help?

Anyone can contact Social Services about their home situation. Often it helps to talk to someone. The local office will have become aware of a domestic abuse incident involving children following Police referral to the Reporter to the Children's Panel. Social Services may contact you to ensure:

- The ongoing safety of those living at home
- To offer support to women, men and children
- To provide advice, assistance and guidance about what services are available to all family members
- To help parents understand how domestic abuse affects their children.

Support will be offered to you what ever decision you make.