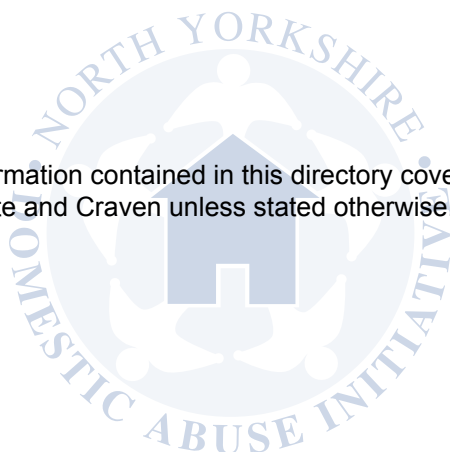


# North Yorkshire Domestic Abuse Initiative

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The information contained in this directory covers Harrogate and Craven unless stated otherwise.



# North Yorkshire Domestic Abuse Initiative

## Introduction

The North Yorkshire Domestic Abuse Initiative is the result of partnership working between Crime and Disorder Reduction Partnerships, North Yorkshire Police and local Domestic Violence Fora.

The appointment of three Domestic Abuse Co-ordinators across the County indicates the heightened profile of this serious issue both locally and nationally.

This directory contains information that the Co-ordinators have collated and identified as being possible sources of support for victims, survivors and perpetrators of domestic abuse within the county/district.

The information within this document is primarily intended for the use of agency workers and other support organisations, to enable them to signpost service users appropriately and to ensure effective multi-agency working.

The directory has been produced through consultation with many local statutory and voluntary organisations and it will be a 'dynamic' document, which will be reviewed and updated on a regular basis. The content of this directory is administered by the Domestic Abuse Co-ordinator for the Harrogate/Craven area and any suggested amendments should therefore be notified to:

Domestic Abuse Co-ordinator, Harrogate District Safer Communities Partnership, Department of Community Services, Springfield House, Kings Road, Harrogate HG1 5NX Tel: 01423 556986

Domestic Abuse Co-ordinator, Harrogate/Craven, Craven Crime Reduction Partnership, The Lodge, Waltonwrays, Carleton Road, Skipton, BD23 3BT Tel: 01756 794946 Mobile: 07739 090509

# North Yorkshire Domestic Abuse Initiative

## **Definition of Domestic Abuse adopted by North Yorkshire Domestic Abuse Initiative**

Any incident of threatening behaviour or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender.



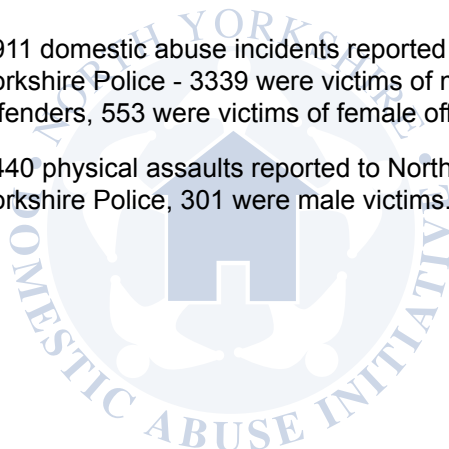
# North Yorkshire Domestic Abuse Initiative

## National Prevalence of Domestic Abuse

- 1 in 4 women will be affected by domestic abuse.
- 2 women a week are killed by a current or former partner.
- Domestic abuse accounts for a quarter of all violent crime.
- In the year 2000 22% lesbian and bisexual women were affected by domestic abuse.
- In the year 2000 29% gay and bisexual males were affected by domestic abuse.
- In 90% of recorded incidents children were in the same or next room.

## Local Prevalence Recorded in 2002/2003

- 3911 domestic abuse incidents reported to North Yorkshire Police - 3339 were victims of male offenders, 553 were victims of female offenders.
- 1440 physical assaults reported to North Yorkshire Police, 301 were male victims.



# North Yorkshire Domestic Abuse Initiative

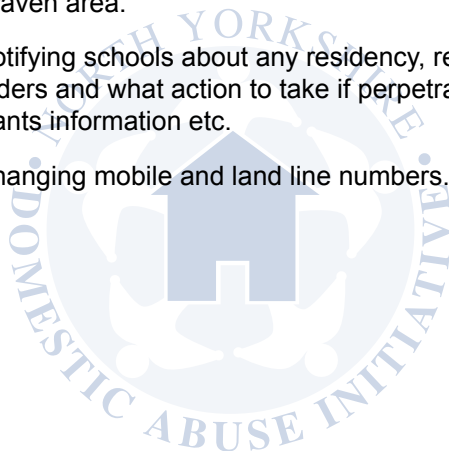
## Safety Planning

### To Consider

Where possible, victims of domestic abuse should be enabled to stay in their own home.

### Options

- Safety measures such as alarms, cameras, and lock changes can be accessed through Community Safety at Harrogate Police Station or through nominated Domestic Violence Police Officers.
- Cocoon Watch - the Police can alert neighbours, friends, and family to the situation, who can offer support. This can only be implemented with the victim's permission.
- Advocacy and support can be given by Victim Support, by Women's Aid in the Harrogate area, and Craven Domestic Violence Forum in the Craven area.
- Notifying schools about any residency, restraining orders and what action to take if perpetrator wants information etc.
- Changing mobile and land line numbers.



# North Yorkshire Domestic Abuse Initiative

## Safety Planning

### Personal Safety

**If the victim is planning to stay with the abuser, talk to them about the following:**

- Ensure victim is aware of support agencies available.
- How can agencies make contact with the victim safely e.g. through work, friend's number.
- Consider a signal that alerts family and/or friends to calling the emergency services.
- Plan an escape route in case of emergency.
- Think about weapons that are on show e.g. kitchen knives etc.
- Have some money available for emergencies.
- Ensure ID, benefit books and medication is kept available in case of emergency.

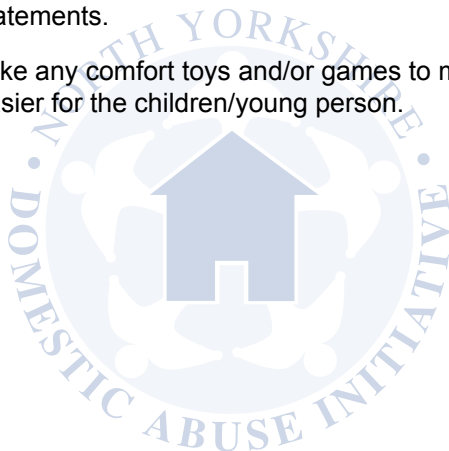


# North Yorkshire Domestic Abuse Initiative

## Safety Planning

### **If the victim is planning to leave, talk to them about the following**

- Who can they trust to tell they are leaving - will this make the person they tell unsafe?
- Is a restraining order applicable?
- Take spare keys for property, car etc.
- Take credit cards, passport, marriage certificate, birth certificate, benefit books and other important documents.
- Take medication and prescriptions.
- Take telephone contact numbers of family, friends GP, schools etc.
- Take photographs and other sentimental/personal items.
- Take information on children e.g. any educational statements.
- Take any comfort toys and/or games to make it easier for the children/young person.



# North Yorkshire Domestic Abuse Initiative

## Safety Planning

**If the victim is planning to stay in the home without the abuser, talk to them about the following:**

- Do they need to seek legal advice regarding options such as non-molestation orders, child contact and residency orders?
- Do they need to change telephone/mobile numbers to avoid harassment?
- Do they need to change locks and/or look at further security measures?
- Do they need to notify schools about change in circumstances and any court orders in place?
- Informing neighbours, friends and family of circumstances in order to offer support and alert the emergency services or initiate 'cocoon watch'.



# North Yorkshire Domestic Abuse Initiative

## Safety Planning

**REMEMBER - ANY AGENCY WORKING WITH A FAMILY OR INDIVIDUAL WHOM THEY CONSIDER TO BE AT 'HIGH RISK' IN TERMS OF DOMESTIC ABUSE, CAN REFER THE CASE TO BE DISCUSSED BY THE HARROGATE/CRAVEN DOMESTIC ABUSE RISK ASSESSMENT PANEL.**

This group is currently developing a multi-agency response to domestic abuse, and its aim will be to identify support networks to keep the victim and or any dependents safe.

For further information on the panel, contact the Harrogate/Craven Domestic Abuse Co-ordinator - see contact details on page 2.

**When a victim is living with domestic abuse it may be difficult to understand why they don't leave. Understanding more about the realities and context of domestic abuse helps us to stop blaming the victim and places the responsibility where it belongs - with the perpetrator.**



# North Yorkshire Domestic Abuse Initiative

## How To Ask

### Encouraging Someone to Disclose Abuse

You will find your own way of asking the question but you may find these pointers useful.

- Is everything okay at home?
- How are you feeling?
- I noticed a number of cuts, bruises, scratches, burn marks etc., how did they happen?
- Do you feel frightened of your partner?
- Does your partner constantly shout at you, put you down, push you around or threaten you?
- Many people tell me they are being hurt by their partner emotionally and/or physically - is this happening to you?
- Your partner seems very concerned and anxious. Is he/she responsible for your injuries?
- You mentioned that your partner uses drugs/ alcohol. How does he/she act when using drugs and/or drinking alcohol?

Other points to consider

- Does the victim need an interpreter?
- Never use children as interpreters.

# North Yorkshire Domestic Abuse Initiative

## Impact on Children and Young People

Violence within the home can have immediate and long term effects on the children and young people living in the environment.

Effects can include:

- School problems - truancy, poor performance, over-achieving
- Social problems
- Shame and embarrassment about their family
- Entering into serious relationships to escape violence
- Depression
- Suicide
- Alcohol/drug problems
- Bedwetting
- Nightmares

Children subjected to domestic abuse are also at higher risk of child abuse.

Violence often begins and escalates during pregnancy.

Effects can include:

- High incidence of miscarriage
- High incidence of still-birth
- Premature labour and low birth weight

# North Yorkshire Domestic Abuse Initiative

## National Helpline Numbers

### National Domestic Violence Helpline

Telephone: 0808 2000 247

### Action on Elder Abuse

Telephone: 0808 808 8141

Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Broken Rainbow Forum (support for lesbians, gay men, bisexual and transgender people)

Telephone: 07812 644914

Website: [www.lgbt-dv.org](http://www.lgbt-dv.org)

### Childline

Telephone: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

### The Mankind Initiative (support for male victims)

Telephone: 0114 2631714

Website: [www.mankind.org.uk](http://www.mankind.org.uk)

### Shelter

Telephone: 0808 800 4444

Website: [www.shelter.org.uk](http://www.shelter.org.uk)

### SSAFA (Soldiers, Sailors, Airmen and Families Association - Forces help)

Telephone: 020 7403 8783

Website: [www.ssafa.org.uk](http://www.ssafa.org.uk)

# North Yorkshire Domestic Abuse Initiative

## **Survivors**

Telephone: 0845 1221201

Website: [info@survivorsuk.org.uk](mailto:info@survivorsuk.org.uk)

## **Women's Aid Federation England**

Telephone: 0845 7023468

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)



# North Yorkshire Domestic Abuse Initiative

## Al Anon Family Group

**Area Covered - Harrogate District**

### **Contact Details**

0207 4030888  
[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

### **Provision**

Local meeting held each week from 8pm-9pm at:  
The Baptist Church, Victoria Avenue, Harrogate.  
Rear entrance opposite the Odeon Cinema.

Anyone is welcome to attend who has been or still is  
affected by someone else's drinking.



# North Yorkshire Domestic Abuse Initiative

## **BARNARDO'S GROVE ROAD PROJECT**

### **Area Covered - Harrogate District**

### **Contact Details**

37a Grove Road, Harrogate HG1 5EQ

Contact can be made by telephone, email or in writing - referrals have to be made through an agency, generally via GP, health visitor etc.

Telephone: 01423 524149

Fax: 01423 568016

Email: [grove.road@barnardos.org.uk](mailto:grove.road@barnardos.org.uk)

### **Provision**

Carries out therapeutic work with children, adolescents and their families, including counselling and play therapy.

### **Business Hours**

Mon - Fri 9.00 am - 5.00 pm



# North Yorkshire Domestic Abuse Initiative

## CHILDLINE

### Area Covered - National

### Contact Details

Write to: Freepost 1111, London N1 0BR  
Telephone: 0800 1111 (National helpline)

Childline in Partnership with Schools (CHIPS)  
Information line: 020 7239 1054

Public Enquiry Point: 0207 8252775  
[www.childline.org.uk](http://www.childline.org.uk)

All calls are free of charge. Children who are deaf or find using a regular phone difficult, can try the textphone service on 0800 400 222, which operates from Mon - Fri 9.30 am - 9.00 pm and Sat - Sun 9.30 am - 8.00 pm. The helpline for any young person living away from home is 0800 88 44 44 and operates Mon - Fri 3.30 pm - 9.30 pm and Sat - Sun 2.00 pm - 8.00 pm.

Registered address: -  
Weston House, 42 Curtain Road, London, EC2A 3NM

### Provision

Childline is a free and confidential counselling service for any child or young person with any problem. Childline in Partnership with Schools (CHIPS) helps schools to set up schemes that encourage children and young people to support each other.

### Business Hours

24 hours a day, 365 days a year.

# North Yorkshire Domestic Abuse Initiative

## Community Protection Unit – North Yorkshire Police, Western Area

**Area Covered - Harrogate District, Craven,  
Hambleton & Richmondshire**

### Contact details

Tel: 01423 539810

Fax: 01423 539812

The police Domestic Violence Co-ordinator is based at Knaresborough CPU and there are five detectives attached to CPU that investigate incidents of domestic abuse. The unit also homes two vulnerable persons Detectors and is managed by Detective Sergeant David Allen. The unit is open seven days a week.

For further information go to the North Yorkshire Police website:

[www.northyorkshire.police.uk](http://www.northyorkshire.police.uk)

0845 60 60 247

In an emergency always dial 999



# North Yorkshire Domestic Abuse Initiative

## **CRAVEN DOMESTIC VIOLENCE SERVICE**

### **Area Covered - Craven**

### **Contact Details**

PO Box 50, Skipton BD23 1XU

Telephone: 01756 794400, Fax: 01756 793495

Email: [help@cdvs.org](mailto:help@cdvs.org)

Website: [www.cdvs.org](http://www.cdvs.org)

### **Provision**

Confidential information and support to anyone who is affected by domestic abuse - support includes emotional and practical support in terms of advice on housing, health, legal assistance, welfare rights and safety planning; referrals can be made to refuges or other places of safety across the country; can provide a link with the Police and other support agencies; outreach service provided by experienced workers; confidential helpline; also provide awareness training etc. to other agencies/organisations.

Arrangements are made to meet clients in mutually agreed, safe environments - no meetings are held at the CDVS offices, which are not publicised.

### **Business Hours**

Telephone main office number Mon - Fri 10.00 am - 12.00 noon (answer machine activated if no staff available).

# North Yorkshire Domestic Abuse Initiative

## Craven Assessment & Safeguarding Team

**Area Covered** - Craven District

### Contact Details

All referrals to 01609 536993

Armoury House, 45a Otley Street, Skipton,  
North Yorkshire, BD23 1EL

### Provision

The team provides a range of services for children and their families and assessments and services to children in need. Child Protection Direct work with Children and Young People and parenting support.

### Business Hours

Mon - Thurs 8.30 am - 5.00 pm

Friday 8.30 am - 4.30 pm



# North Yorkshire Domestic Abuse Initiative

## **CODA – CRAVEN DRUG AND ALCOHOL AGENCY**

### **Area Covered - Craven**

### **Contact Details**

Mill Bridge House, Mill Bridge, Skipton BD23 1NJ

By telephone, email, in writing or by dropping in - no appointment necessary. Clients can either be referred by other agencies, or can self-refer.

Telephone: 01756 794362

Fax: 01756 795522

Email: [post@cravenoda.demon.uk](mailto:post@cravenoda.demon.uk)

### **Provision**

Help and support for people misusing substances - also provide support to carers/families.

Needle exchange service - aim of service is harm reduction. 1:1 work and group work, structured day programme available, outreach work - also keen to work in partnership with other organisations, therefore would work alongside specialist domestic abuse service providers if appropriate.

Premises are wheelchair accessible and CODA is member of language line.

### **Business Hours**

Mon, Thurs and Fri 9.00 am - 4.30 pm

Tues and Wed 9.00 am - 7.30 pm

Sat 9.30 am - 12.00 noon

# North Yorkshire Domestic Abuse Initiative

## CRAVEN ADVOCACY

### Area Covered - Craven

### Contact Details

1 Albert Street, Skipton BD23 1JD

By phone or by calling into the office during opening hours to make an appointment.

Telephone: 01756 799615

Fax: 01756 799729

Email: [cravenadvocacy@talk21.com](mailto:cravenadvocacy@talk21.com)

### Provision

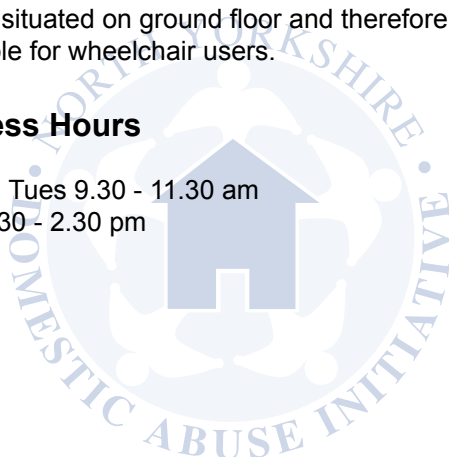
Representation - the service provides support to enable people to represent themselves or will provide representation on their behalf - will support people going through the judicial process etc.

Office is situated on ground floor and therefore is accessible for wheelchair users.

### Business Hours

Mon and Tues 9.30 - 11.30 am

Wed 12.30 - 2.30 pm



# North Yorkshire Domestic Abuse Initiative

## **CRAVEN CITIZENS ADVICE BUREAU**

### **Area Covered - Craven District**

### **Contact Details**

St Andrew's Church Hall, Newmarket Street, Skipton  
BD23 2JE

Drop in, phone during opening hours, contact for an appointment.

### **Business Hours**

Mondays and Thursdays 10.30am - 2.30pm  
Wednesdays from 10.30am - 12.30pm  
Appointments for existing clients from 9.30am

Telephone: 01756 700210

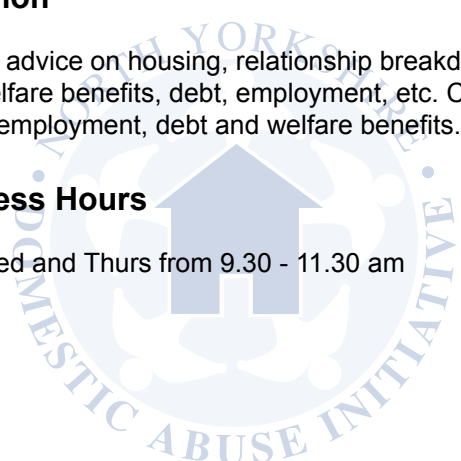
Fax: 01756 796631

### **Provision**

General advice on housing, relationship breakdown, legal welfare benefits, debt, employment, etc. Case work in employment, debt and welfare benefits.

### **Business Hours**

Mon, Wed and Thurs from 9.30 - 11.30 am



# North Yorkshire Domestic Abuse Initiative

## **CRAVEN HOUSING**

### **Area Covered - Craven**

### **Contact Details**

9 High Street, Skipton BD23 1AB

By telephone, in writing, by email, or by dropping into the office in person - callers will be seen there and then if at all possible, but otherwise, an appointment will be made for them.

Telephone: 01756 704500 during office hours

0800 085 6635 in emergency outside of office hours

Fax: 01756 796972

Email: [housingneedsadvice@yorkshirehousing.co.uk](mailto:housingneedsadvice@yorkshirehousing.co.uk)

Website: [www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)

### **Provision**

Craven Housing delivers the Homelessness & Housing Advice Service on behalf of Craven District Council.

Service is free of charge to the public and includes provision to ensure that specialist services are available to victims of domestic abuse. Working closely with Craven Domestic Violence Forum and other relevant specialist services, the Homelessness & Advice Team are able to provide emergency accommodation for victims of domestic abuse at short notice. As a Registered Social Landlord, Craven Housing will seek to assist any of its tenants who are suffering from domestic abuse.

# North Yorkshire Domestic Abuse Initiative

## **CRAVEN HOUSING continued**

### **Craven Housing's Domestic Violence Policy**

Sets out procedures to be adopted in such cases. Craven Housing will seek to enable the victim of abuse to remain in the family home wherever possible.

Subscribe to language line therefore instant access to many languages, signers etc. Office is fully wheelchair accessible and has hearing loop facilities.

### **Business Hours**

Mon - Thurs 8.45 am - 5.15 pm

Fri 8.45 am - 4.45 pm



# North Yorkshire Domestic Abuse Initiative

## **CRAVEN VICTIM SUPPORT**

### **Area Covered - Craven**

### **Contact Details**

St Andrew's Church Hall, Newmarket Street,  
Skipton BD23 2JE

Referrals are taken only with the victims' consent - victims can refer themselves, and can telephone or drop in during opening hours to make an appointment - referrals also taken in writing. Messages can be left on answer machine when office closed.

Telephone: 0845 120 9816

Fax: 0845 120 9817 Email: [cravenvs@nyvss.org](mailto:cravenvs@nyvss.org)

### **Provision**

Emotional and practical help offered to victims – some workers are specially trained to work with victims of domestic abuse. Arrangements are made to meet the victim at their convenience, in a place where they feel safe - the service offered is confidential. Help can be given in relation to Criminal Injuries Compensation claims, and this service will also refer on to specialist domestic abuse services when appropriate. Clients can also access the Witness Support Service through Victim Support.

No disabled access into the Victim Support office, but arrangements can be made to meet clients either downstairs in the building, where there is access, or at an alternative location.

### **Business Hours**

Monday - Friday 9.30 am - 12.30 pm

# North Yorkshire Domestic Abuse Initiative

## CRAVEN YMCA

### Area Covered - Craven

### Contact Details

Pinder House, Keighley Road, Skipton BD23 2NS

By telephone, email, or appointment - can drop in without appointment, but be aware that workers may be out with clients at times.

Telephone: 01756 799595

Fax: 01756 796542

Email: [cravenymca@aol.com](mailto:cravenymca@aol.com)

### Provision

Small Foyer Housing Unit, which can house 10 young people aged 16-25 years. In addition, emotional and practical support is offered on an individual needs basis and can include mentoring, mediation, counselling, benefits advice etc.

Referrals are taken either from agencies or direct from young people or their parents.

Disabled access to building and the Foyer has one flat adapted for disabilities.

### Business Hours

Office open Mon - Fri 9.00 am - 5.00 pm

# North Yorkshire Domestic Abuse Initiative

## FOUNDATION HOUSING

### Area Covered - Craven

### Contact Details

Unit 1, Carleton Business Park, Carleton New Road, Skipton  
BD23 2DE

Callers can drop in during office opening hours, otherwise they need to make an appointment.

Contact can also be made by phone, in writing, or by email.

Telephone: 01756 701110

Fax: 01756 797551

Email: [skipton@foundationhousing.org.uk](mailto:skipton@foundationhousing.org.uk)

Website: [www.foundationhousing.org.uk](http://www.foundationhousing.org.uk)

### Provision

Supported housing for single young people aged 16-25 years. Clients aged above 25 are generally referred as a result of contact with other agencies such as Probation, Drug and Alcohol Agencies or Mental Health Teams. Support workers provide general, practical and emotional support – specialist counselling etc. is sought from other agencies. Accommodation is located in Skipton, Settle, Hellifield, Bentham and Ingleton

Referrals accepted direct from clients as well as from other agencies.

### Business Hours

Office open Mon - Fri 9.30 am - 12.30 pm

# North Yorkshire Domestic Abuse Initiative

## FOUNDATION HOUSING

### Area Covered - Harrogate District

### Contact Details

3 Haywra Street, Harrogate HG1 5BJ

Callers can drop in during office opening hours, otherwise they need to make an appointment.

Contact can also be made by phone, in writing or by email.

Telephone: 01423 554380

Fax: 01423 522480

Email: [harrogate@foundationhousing.org.uk](mailto:harrogate@foundationhousing.org.uk)

Website: [www.foundationhousing.org.uk](http://www.foundationhousing.org.uk)

### Provision

Supported housing for people aged 16-25. Applicants need to have an identified housing support need. Referrals are accepted directly from clients as well as from other agencies. For the majority of our clients we provide accommodation and support to maintain it. We also have a floating support scheme in which we support people who are at risk of losing their tenancy. Foundation Housing is also a partner in the Making Safe Scheme, which will house and support the perpetrators of domestic abuse, with the aim of reducing repeat incidents and enabling the victim to stay in their home.

### Business Hours

Office open Mon - Fri 9.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## HARROGATE & DISTRICT ADVOCACY SCHEME

### Area Covered - Harrogate District

### Contact Details

9a Albert Street, Harrogate HG1 1JX

People can call in to the office during opening hours, but be aware that workers may be out at appointments with clients. Otherwise, referrals can be made by phone, email or in writing - clients can self-refer.

Telephone: 01423 547500

Fax: 01423 547500

Email: [harrogate@advocacy.fsnet.co.uk](mailto:harrogate@advocacy.fsnet.co.uk)

### Provision

Provides short-term (crisis) and self advocacy for all disadvantaged adults.

No disabled access as premises are on 1st floor of building, however arrangements can be made for meetings to take place at other venues.

### Business Hours

Office open Mon - Fri 9.30 am - 4.30 pm - if workers are out, answer machine will be on.

# North Yorkshire Domestic Abuse Initiative

## **HARROGATE ALCOHOL & DRUGS AGENCY (HADA)**

## **RIPON ALCOHOL & DRUGS AGENCY**

### **Area Covered - Harrogate District**

### **Contact Details**

47 East Parade, Harrogate HG1 5LQ

By telephone, in writing or by dropping in - no appointment necessary. Clients can either be referred by other agencies, or can self-refer.

Telephone: 01423 525999

Fax: 01423 504609

info@hada.org.uk

www.hadaonline.co.uk

### **Provision**

Help and support for anyone in the Harrogate area who has a problem with alcohol or drugs - also provide support to carers/families. Needle exchange service - aim of service is harm reduction. 1:1 work and group work, day service available, complementary therapies, outreach work for young people only.

### **Business Hours**

Mon 9.00 am - 7.00 pm

Tues 9.00 am - 5.00 pm

Wed 9.00 am - 8.00 pm

Thurs 9.00 am - 5.00 pm

Fri 9.00 am - 1.00 pm

# North Yorkshire Domestic Abuse Initiative

## HARROGATE ALCOHOL & DRUGS AGENCY (HADA)

## RIPON ALCOHOL & DRUGS AGENCY continued

### Area Covered - Ripon

### Contact Details

82B North Street  
Ripon  
HG4 1DP

01765 600879  
info@hada.org.uk  
www.hadonline.co.uk



# North Yorkshire Domestic Abuse Initiative

## **HARROGATE CITIZENS ADVICE BUREAU**

### **Area Covered - Harrogate District**

### **Contact Details**

Victoria Park House, 18 Victoria Avenue, Harrogate  
HG1 5QY

By dropping in during opening hours or by telephone, fax,  
email or by post.

Telephone:

Advice 01423 567150 Appointments 01423 503576

Fax: 01423 565192

Email: [manager@harrogate-cab.cabnet.org.uk](mailto:manager@harrogate-cab.cabnet.org.uk)

Website: [www.harrogate-cab.demon.co.uk](http://www.harrogate-cab.demon.co.uk)

### **Provision**

Free, confidential, independent and impartial information and advice on all subjects, but particularly in relation to Welfare Benefits and Debts. Will provide representation in appropriate cases at Tribunals and in the County Court. Clients are seen by appointment but there is also an open door for people with urgent problems.

Disabled parking and access to the building and interview rooms is available.

### **Business Hours**

Harrogate office –

Mon, Wed & Thurs 9.15 am - 3.00 pm

Tues & Fri 9.15 am - 12.30 pm

Tues evening 4.00 - 7.00pm for pre-booked appointments.

# North Yorkshire Domestic Abuse Initiative

## HARROGATE HOMELESS PROJECT

### Area Covered - Harrogate District

### Contact Details

7 Bower Street, Harrogate HG1 5BQ

Direct access to service users

Telephone: 01423 566900

Fax: 01423 566900

Email: authorisedpeople@aol.com

### Provision

Emergency night shelter for single homeless adults, also drop in centre open during the following hours - Tues/Wed 1.00 pm - 4.00 pm; Thurs 3.00 pm - 6.00 pm; Fri 1.00 pm - 4.00 pm; Sat 1.00 pm - 3.00 pm.

Supported bedsits can be accessed via the project, by people who have used the emergency night shelter, following appropriate assessment. 1:1 support is offered to all service users on an individual needs basis – staff will refer on to specialist agencies as necessary.

Disabled access at drop in centre.

### Business Hours

Overnight emergency shelter 7.00 pm - 9.00 am

Staff also willing to offer advice to front-line workers etc. during the day, within general office hours.

# North Yorkshire Domestic Abuse Initiative

## **HARROGATE BOROUGH COUNCIL, DEPARTMENT OF COMMUNITY SERVICES, HOUSING NEEDS**

### **Area Covered - Harrogate District**

### **Contact Details**

Victoria Park House, 18 Victoria Avenue, Harrogate

By calling into the office during opening hours, by telephone, or in writing, following which an appointment will be made.

Telephone: 01423 556809

In emergency, out of office hours: 08457 089 190

Fax: 01423 556830

Website: [www.harrogate.gov.uk](http://www.harrogate.gov.uk)

### **Provision**

Provision of temporary accommodation and where appropriate, permanent re-housing. At least one Homelessness Officer in this team has had specialist training to assist in dealing with cases involving domestic abuse. The team also provides a general housing aid and advice service, there is no requirement for an individual to be homeless to use this service.

Building is accessible to wheelchair users and the department subscribes to language line.

### **Business Hours**

Mon 9.00 am - 3.00 pm Tues - Fri 9.00 - 4.00 pm

# North Yorkshire Domestic Abuse Initiative

## HARROGATE WOMEN'S AID REFUGE

### Area Covered - Harrogate District

### Contact Details

PO Box 309, Harrogate HG2 0XF (actual address of refuge is kept as confidential as possible, for safety reasons).

By telephone only - referrals are only taken between the hours of 9.00 am - 5.00 pm

Telephone: 01423 533911 Fax: 01423 533918

Email: [info@harrogatewomensaid.co.uk](mailto:info@harrogatewomensaid.co.uk)

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk) (national website)

### Provision

The refuge offers safe, temporary accommodation for up to 8 women and their children. The accommodation provides a comfortable, friendly, supportive environment where women and children can start to rebuild their lives. Children's workers work specifically with the children to help them to come to terms with the effects of the abuse. Refuge staff can refer women to refuges in other areas of the country if necessary.

They also provide a confidential helpline and advocacy support (accompanying women to court, solicitors, benefits and housing departments). Refuge staff can provide training in domestic abuse issues for other agencies, and take part in awareness raising events for the general public.

# North Yorkshire Domestic Abuse Initiative

## **HARROGATE WOMEN'S AID REFUGE continued**

The refuge does have a fully adapted flat suitable for wheelchair access, although as with all referrals, access to this resource depends on availability at the time.

### **Business Hours**

Staff available from 9.00 am - 5.00 pm, at other times an answer machine is in operation and calls will be returned as soon as possible.



# North Yorkshire Domestic Abuse Initiative

## HARROGATE & DISTRICT WOMEN'S AID OUTREACH PROJECT

### Area Covered - Harrogate District

### Contact Details

Community House, 46-50 East Parade, Harrogate  
HG1 5RR

By phone or email - women can call into the office at Community House without an appointment, but workers could be out on visits. The drop-in session at Ripon takes place at the New Annexe, Holy Trinity Church, Church Lane, every Thursday from 10.00 am - 12.00 pm, and no appointment is needed.

Telephone: 01423 858335

Fax: 01423 504528

Email: [waoutreach@btconnect.com](mailto:waoutreach@btconnect.com)

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk) (national website)

### Provision

Practical and emotional support to women in the community who are still involved in, or wanting to leave abusive situations, or who are still suffering the effects of previous abuse. Examples of assistance offered include a helpline service, advocacy, one-to-one sessions, support group and awareness raising for both the general public and other agencies.

Women can access support at the Outreach office in Harrogate, at the drop-in session held once a week at Ripon, or a neutral location, or workers can visit at home if it is safe to do so.

# North Yorkshire Domestic Abuse Initiative

## **HARROGATE & DISTRICT WOMEN'S AID OUTREACH PROJECT continued**

Workers also provide aftercare support to women who have left the refuge or other temporary accommodation to help them integrate into the community. All workers are trained, are non-judgmental and aim to empower women to make their own choices.

Disabled access is available at the Outreach offices.

### **Business Hours**

Mon - Fri 9.00 am - 5.00 pm, at other times an answer machine is in operation and calls will be returned as soon as possible.



# North Yorkshire Domestic Abuse Initiative

## HARROGATE VICTIM SUPPORT

### Area Covered - Harrogate District

### Contact Details

West Park Centre, 7 Raglan Street, Harrogate HG1 1LE

By dropping into the office during opening hours, or by phone, email or in writing - if an agency is referring to the service, they must be able to confirm that the victim has requested contact.

Telephone: 0845 120 9822

Fax: 0845 120 9823

Email: [harvs@nyvss.org](mailto:harvs@nyvss.org)

### Provision

Practical and emotional support to victims of crime and witnesses at Magistrates Court. Service is free and confidential. Victims can talk to staff or a volunteer without reporting the crime to the Police. Area covered includes Harrogate, Knaresborough, Pateley Bridge, Boroughbridge, Ripon and surrounding areas. A number of volunteers are specially trained to work with domestic abuse victims, but this organisation will also refer on to specialist providers if they feel this is more appropriate.

Offices have access for wheelchair users.

### Business Hours

Mon - Fri 9.30 am - 2.00 pm or by appointment.

# North Yorkshire Domestic Abuse Initiative

## HILLBROOK CHILD AND FAMILY SERVICE

### Area Covered - Craven

### Contact Details

Mayfield Road, Off Spring Gardens Lane, Keighley  
BD20 6LD

Referrals only taken via the health sector (GPs, Health Visitors) or Educational Social Workers, in writing. Hillbrook staff are happy to offer advice/information etc to other professionals about the service and referral process over the telephone on the number below.

Telephone: 01535 661531  
Fax: 01535 691194

### Provision

This is a health-led therapeutic service, offering assessment and treatment of children and young people's emotional and mental health, following a referral regarding the child from primary care. Staff support victims of abuse by making them aware of where to get help, and by helping them to identify and recognise abusive situations. This service is part of the Bradford District Care Trust, but covers the whole of the Craven area, with an identified worker for this area.

Premises are wheelchair accessible, and the service has access to interpreters.

### Business Hours

Mon - Thurs 8.30 am - 5.00 pm  
Friday - 8.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## KEEP TALKING INCORPORATING FAMILY MEDIATION SERVICE (NORTH WEST YORKSHIRE)

**Area Covered - Harrogate District**

### **Contact Details**

13 Dragon Parade, Harrogate HG1 5BZ

Contact should be made by telephone or in writing, after which an appointment will be made.

Telephone: 01423 525156

Fax: 01423 520983

### **Provision**

This organisation works with parents at any stage of separation or divorce, providing information, advice, counselling and mediation. Referrals are accepted through other agencies and as self-referrals.

### **Business Hours**

Mon - Fri 9.00 am - 5.00 pm

Appointments can be arranged up to 9.00 pm from Mon - Thurs.

# North Yorkshire Domestic Abuse Initiative

## MENTAL HEALTH PROJECT

### Area Covered - Harrogate District

### Contact Details

Community House, 46-50 East Parade, Harrogate  
HG1 5RR

By phone, email or post to make an appointment

Telephone: 01423 505676

Email: [info@mentalhealth.harrogate.net](mailto:info@mentalhealth.harrogate.net)

Website: [www.harrogate.org](http://www.harrogate.org)

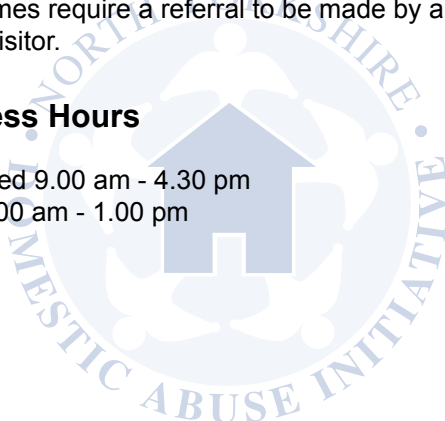
### Provision

This project supports adults (18 - 65) experiencing mental health problems living in the community. The project has three schemes run by trained volunteers: Mums in Need of Support (for mums experiencing post-natal depression, or who are feeling low in mood and isolated); Sunday Social Group; Support-at-Home. All schemes require a referral to be made by a GP or Health Visitor.

### Business Hours

Mon - Wed 9.00 am - 4.30 pm

Thurs 9.00 am - 1.00 pm



# North Yorkshire Domestic Abuse Initiative

## NATIONAL PROBATION SERVICE

### Area Covered - Craven

### Contact Details

The Court House, Bunkers Hill, Skipton BD23 1HU

By phone or in writing

Telephone: 01756 794797

### Provision

Perpetrators of Domestic Violence attend an Integrated Domestic Abuse Programme (IDAP); if assessed as suitable and sentenced to a community penalty, this programme is a requirement.

### Business Hours

Wed, Thurs 8.30 am - 7.00 pm

Fri 8.30 am - 4.30 pm



# North Yorkshire Domestic Abuse Initiative

## PROBATION SERVICE – WOMEN’S SAFETY WORKER

**Area Covered - Western Area, North Yorkshire - including Harrogate, Skipton and Northallerton**

### Contact

Ruth Mussopn

5-7 Haywra Crescent, Harrogate HG1 5BG

Information to women who are domestic violence victims of men who have been ordered to attend the Integrated Domestic Abuse Programme run by probation.

It includes safety planning and signposting to other agencies

### Business Hours

Mon - Fri 9.00 am - 5.00 pm



# North Yorkshire Domestic Abuse Initiative

## NATIONAL PROBATION SERVICE

**Area Covered - Harrogate District**

### **Contact Details**

5-7 Haywra Crescent, Harrogate HG1 5BG

By phone or in writing

Telephone: 01423 566764

### **Provision**

Perpetrators on supervision will receive an accredited programme from the end of 2004, in accordance with Probation guidelines.

### **Business Hours**

Mon - Thurs 8.30 am - 5.00 pm

Fri 8.30 am - 4.30 pm



# North Yorkshire Domestic Abuse Initiative

## **NSPCC HELPLINES**

### **NSPCC Child Protection Helpline**

Offers free advice and support to anyone concerned about the welfare of a child, 24 hours a day, seven days a week.

0808 800 5000  
0800 056 0566 (Textphone)  
Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Web site: [http://www.nspcc.org.uk/helpandadvice/helpandadvicehub\\_wdh45208.html](http://www.nspcc.org.uk/helpandadvice/helpandadvicehub_wdh45208.html)

Address: Weston House, 42 Curtain Road, London EC2A 3NH

### **NSPCC Asian Child Protection Helpline**

Mon - Fri, 10.00 am - 6.00 pm

0800 096 7719

Offers free advice and support to anyone concerned about the welfare of a child.

A multilingual service, also available in the following languages:-

Bengali	0800 096 7714
Gujarati	0800 096 7715
Hindi	0800 096 7716
Punjabi	0800 096 7717
Urdu	0800 096 7718

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

# North Yorkshire Domestic Abuse Initiative

## ONE PARENT FAMILIES

**Area Covered - Harrogate and district**

### Contact Details

Community House, 46-50 East Parade, Harrogate  
HG1 5RR

By calling into drop in session, by telephoning helpline number 0787 649 8992 on Thursday evenings between 6.00 and 8.00 pm, or by email

Telephone: 0787 649 8992

Email: lhinsonharr@aol.com

Website: [www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)

### Provision

Advice, support and information for lone parents in the Harrogate area.

Whilst this group is not specifically for victims/survivors of domestic abuse, they can be offered ongoing emotional support by virtue of being a single parent, and the organisation feels it can offer a useful support network for survivors.

### Business Hours

Weekly drop in sessions at West Park Church (corner of Raglan Street and West Park) on Wed

12.30 pm - 2.30 pm

Helpline Thurs evenings 6.00 pm - 8.00 pm

# North Yorkshire Domestic Abuse Initiative

## PINDER HOUSE YMCA

### Area Covered - Craven District

### Contact Details

Pinder House YMCA, Skipton BD23 2NS

Telephone: 01756 799595

**Email:** [julie@richmondymca.co.uk](mailto:julie@richmondymca.co.uk)

### Provision

Small supported housing unit which can house 10 young people aged 16-25. In addition, emotional and practical support is offered on an individual needs basis and can include mentoring, mediation, counselling, benefits and advice etc.

### Business Hours

Monday to Friday 9.00 am - 5.00 pm

Tuesdays 6.00 pm - 10.00 pm



# North Yorkshire Domestic Abuse Initiative

## **PUPIL AND PARENTS SERVICE**

### **Area Covered - Craven**

### **Contact Details**

Area Education Department, Water Street, Skipton,  
BD23 1PB

By phone, or by fax to a member of the Pupil and Parents Service – appropriate appointment can then be made. Referrals can be made by other agencies, or can be made direct by the person/family concerned.

Telephone: 01756 792427

Fax: 01756 794893

Email: [pps.skipton@northyorks.gov.uk](mailto:pps.skipton@northyorks.gov.uk)

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

### **Provision**

Advice and support to children suffering from emotional, behavioural or learning problems, including those arising as a result of issues related to homelife, with the aim being to provide/improve the continuity of their education - support also provided to the child's family. Work can include: 1:1 counselling, liaison with schools and other agencies, general emotional and practical support. Home visits can be arranged.

Disabled access to premises, also access to interpreters if required.

### **Business Hours**

Mon - Thurs 8.30 am - 5.00 pm Fri 8.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## **PUPIL AND PARENTS SERVICES**

### **Area Covered - Harrogate District**

### **Contact Details**

Local Education Office, Ainsty Road, Harrogate  
HG1 4XU

By phone, or by fax to a member of the Pupil and Parents Service - appropriate appointment can then be made. Referrals can be made by other agencies, or can be made direct by the person/family concerned, although most referrals come via the child's school.

Telephone: 01423 700100

Fax: 01423 700101

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

### **Provision**

Advice and support to children suffering from emotional, behavioural or learning problems, including those arising as a result of issues related to homelife, with the aim being to provide/improve the continuity of their education - support also provided to the child's family.

Work can include: 1:1 counselling, liaison with schools and other agencies, general emotional and practical support. Home visits can be arranged.

Disabled access to premises.

### **Business Hours**

Mon -Thurs 8.30 am - 5.00 pm Fri 8.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## RECLAIM LIFE PROJECT

**Area Covered - Harrogate District  
(discussions currently underway on  
expansion into Craven)**

### Contact Details

Referrals taken from agencies via telephone or email.

Telephone: 07932 013618

Email: [janicegowing@northyorks.gov.uk](mailto:janicegowing@northyorks.gov.uk)

Email: [jane.gibb@northyorks.gov.uk](mailto:jane.gibb@northyorks.gov.uk)

Email: [chrissie.coleman@northyorks.gov.uk](mailto:chrissie.coleman@northyorks.gov.uk)

### Provision

Training in ICT, Life Skills, Basic Skills.

Careers information, advice and guidance, access to information services. Mobile workshops provided across the county to survivors of domestic abuse. Accredited courses to a high level cater for all abilities. Assists with progression into/back into employment, enhanced self-esteem and confidence.

### Business Hours

Obtain when making referral.



# North Yorkshire Domestic Abuse Initiative

## RECLAIM LIFE PROJECT

**Area Covered - Harrogate District  
(discussions currently underway on  
expansion into Craven)**

### **Contact Details**

Referrals taken from agencies via telephone or email.

Telephone: 07932 013618

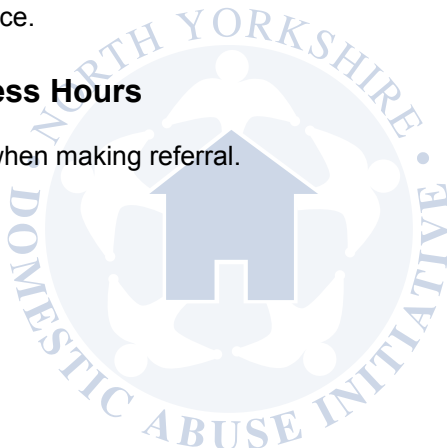
Email: [hbarker@cty21.co.uk](mailto:hbarker@cty21.co.uk)

### **Provision**

Training in ICT, Life Skills, Basic Skills. Careers information, advice and guidance, access to information services. Mobile workshops provided across the county to survivors of domestic abuse. Accredited courses to a high level cater for all abilities. Assists with progression into/back into employment, enhanced self-esteem and confidence.

### **Business Hours**

Obtain when making referral.



# North Yorkshire Domestic Abuse Initiative

## RELATE-TEEN

### Area Covered - Harrogate District

### Contact Details

13 Dragon Parade, Harrogate HG1 5BZ

By calling into the office, telephoning or emailing to make an appointment. Referrals are taken from agencies or from the young person/family direct.

Telephone: 01423 502173

Email: [relateharrogate@ukonline.co.uk](mailto:relateharrogate@ukonline.co.uk)

### Provision

Counselling for children and young people from aged 10 years, particularly those experiencing difficult issues at home such as the breakdown of their parents' relationship, but also encompassing other areas.

This service does ask parents to make a contribution if possible, although lack of a contribution does not exclude the child/young person from accessing the service.

### Business Hours

Mon/Tues 9.30 am - 4.30 pm  
Mon - Thurs 6.00 pm - 9.00 pm

Closed on Fridays. Specific appointments for children and young people are then made for either Wed or Thurs evenings.

# North Yorkshire Domestic Abuse Initiative

## RELATE PENNINE KEIGHLEY & CRAVEN

**Area covered - Airedale, Craven,  
Calderdale, Kirklees**

### **Contact**

01535 605047

Address: Acres House, Berry Lane, Keighley, BD21 1DN

### **Provision**

Relationship counselling for adult couples and individuals.  
Psychosexual therapy and young people's counselling.  
Support for adult survivors of childhood sexual abuse.  
Education and training.



# North Yorkshire Domestic Abuse Initiative

## RIPON & DISTRICT CITIZENS ADVICE BUREAU

**Area Covered - Ripon District**

### **Contact Details**

5 Duck Hill, Ripon, HG4 1BL

### **Business Hours**

Monday 10.30 am - 1.30 pm

Thursday 10.30 am -1.30 pm & 5.00 pm - 6.00 pm

Friday 10.30 am - 1.30 pm

Email: [advice@riponcab.org.uk](mailto:advice@riponcab.org.uk)

Adviceline 01765 603297

Leave a message for us to contact you - 01765 643466

Home visits (if you cannot get to the Bureau) 01765 643464

Fax 01765 690306

Appointments throughout the week

### **Provision**

Confidential, free, independent and impartial information and advice on debt, benefits, housing, employment, relationship, family, health, care, education, consumer, discrimination, immigration and legal problems.

- Contact us to talk briefly to an experienced adviser about your problem.
- Together with the adviser you will decide the next step - an appointment with an adviser or information and guidance so that you can deal with the problem yourself or 'signposting' or referral to someone at another organisation who will help you.

# North Yorkshire Domestic Abuse Initiative

## RIPON YMCA

### Area Covered - Ripon

### Contact Details

4 Waterskellgate, Ripon HG4 1BQ

By telephone, email or appointment - clients can drop in without prior appointment, but be aware that workers may be out with clients at the time.

Telephone: 01765 607609

Fax: 01765 698460

Email: [admin@ripn.ymca.org.uk](mailto:admin@ripn.ymca.org.uk)

### Provision

Small Foyer Housing Unit, which can house 14 young people aged 16-30 years - accommodation is available in 13 rooms and 1 flat. In addition, emotional and practical support is offered on an individual needs basis and can include mentoring, mediation, counselling, benefits advice etc.

Referrals are taken either from agencies or direct from young people or their parents.

Four rooms are located on the ground floor and are accessible to wheelchair users, but no accommodation has been specifically adapted for people with disabilities.

### Business Hours

Mon - Tues 9.00 am - 5.00 pm

Wed - 9.00 am - 9.00 pm

Thurs - 9.00 am - 5.00 pm

Friday 9.00am - 4.30pm

# North Yorkshire Domestic Abuse Initiative

## SAMARITANS

### Area Covered - Craven

### Contact Details

By phone on either of the numbers given below

Telephone: 01756 700929 (local) 08457 909090  
(national line at local rate)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### Provision

Provides a 24 hour confidential, emotional listening service to anyone who is going through emotional difficulties, or is at risk from self harm or taking their own life.

### Business Hours

Telephone lines open 24 hours a day



# North Yorkshire Domestic Abuse Initiative

## SAMARITANS

### Area Covered - Harrogate District

### Contact Details

5 Mount Parade, Harrogate HG1 1BX

By phone on either of the above lines, by dropping in to the office during opening hours, or in writing

Telephone: 01423 525352 (local) 08457 909090  
(national line at local rate)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### Provision

Provides a 24 hour confidential, emotional listening service to anyone who is going through emotional difficulties, or is at risk from self harm or taking their own life.

Wheelchair access.

### Business Hours

Telephone lines open 24 hours a day

Harrogate premises open 8.00 am – 10.00 pm every day for callers.



# North Yorkshire Domestic Abuse Initiative

## SKIPTON CHILD CONTACT CENTRE

**Area Covered - Craven District**

### **Contact Details**

28 Otley Street, Skipton BD23 1EL

Rosalie Holroyd, 01535 210522

Telephone: 01756 792427

### **Provision**

Facilities for children to meet in a safe non-judgemental environment, following divorce or separation.

### **Business Hours**

The centre is open on 1st and 3rd Saturday of each month.



# North Yorkshire Domestic Abuse Initiative

## SKIPTON COUNTY COURT

### Area Covered - Craven

### Contact Details

The New Court House, Otley Street, Skipton BD23 1RH

In writing, by telephone or by calling in person at the Court during opening hours

Telephone: 01756 692650

Fax: 01756 692655

Website: [www.courtservice.gov.uk](http://www.courtservice.gov.uk)

### Provision

The County Court deals with civil proceedings such as family law issues, adoptions, divorce proceedings, injunctions, non-molestation and occupation orders.

Special arrangements can be made for victims of domestic abuse, and other vulnerable victims as follows: entrance to the Court by different entrance to the one used by the defendant; can be accommodated in separate waiting area to defendant - **MUST BE REQUESTED IN ADVANCE.**

Full wheelchair accessibility to premises.

### Business Hours

Mon - Fri 10.00 am - 4.00 pm

# North Yorkshire Domestic Abuse Initiative

## **SOCIAL SERVICES DEPARTMENT**

### **Area Covered - Craven**

### **Contact Details**

The Armoury, 45 Otley Street, Skipton BD23 1EL

In person during opening hours, by telephone, email or in writing.

Telephone: 01756 793700

Fax: 01756 796120

Email: [cru.skipton@northyorks.gov.uk](mailto:cru.skipton@northyorks.gov.uk)

Website: [www.northyorks.gov.uk/cru](http://www.northyorks.gov.uk/cru)

### **Provision**

Family support service to guide and support parents with good childcare during times of stress. Social work support in making appropriate decisions in relation to the child and primary carer's best interests/safety and accessing other agencies or services. Also services available for older people and people with disabilities.

Out of hours service available via emergency duty team on 01904 762314.

Building has full disabled access, text phone 0845 6036391 - has access to language line for interpreters etc.

### **Business Hours**

Mon - Thurs 8.30 am - 5.00 pm Fri 8.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## **SOCIAL SERVICES DEPARTMENT**

### **Area Covered - Harrogate District**

### **Contact Details**

Jesmond House, 33 Victoria Avenue, Harrogate  
HG1 5RE

In person during open hours, by telephone, email or in writing.

Telephone: 01423 561951

Fax: 01423 508779

Email: [cru.harrogate@northyorks.gov.uk](mailto:cru.harrogate@northyorks.gov.uk)

Website: [www.northyorks.gov.uk/cru](http://www.northyorks.gov.uk/cru)

### **Provision**

Family support service to guide and support parents with good childcare during times of stress. Social work support in making appropriate decisions in relation to the child and primary carer's best interests/safety and accessing other agencies or services. Also services available for older people and people with disabilities.

Out of hours service available via emergency duty team on 01904 762314.

Building has full disabled access, text phone 0845 6036391 - has access to language line for interpreters etc.

### **Business Hours**

Mon - Thurs 8.30 am - 5.00 pm Fri 8.30 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## STONHAM TENANCY SUPPORT SERVICE

### Area Covered - Harrogate District

### Contact Details

Stonham Housing Association, Victoria Park House,  
18 Victoria Avenue, Harrogate HG1 5QY

By telephone to make an appointment - self-referrals  
can be made.

Telephone: 01423 538205

Fax: 01423 538758

Website: [www.stonham.org.uk](http://www.stonham.org.uk)

### Provision

Generic support service for people aged 16 and above who are either receiving housing benefit, or are currently housed with Home Housing, Harewood Housing, Sanctuary Housing or Harrogate Borough Council, or are about to move into a new home with one of the above. Support workers provide needs led, practical and emotional support and can also refer onto specialists in other areas of work.

Office is accessible for wheelchair users - also  
subscribe to language line.

### Business Hours

Mon - Fri 9.00 am - 4.30 pm

# North Yorkshire Domestic Abuse Initiative

## TIME2TALK

### Area Covered - Keighley and Craven

### Contact Details

Acres House, Berry Lane, Keighley BD21 1DN

By telephone or email to make an appointment - self-referrals can be made, as well as referrals from agencies.

Telephone: 01535 606282

Email: [time2talk@relate-keighley.co.uk](mailto:time2talk@relate-keighley.co.uk)

### Provision

Free, confidential counselling service for children and young people from aged 10 upwards. For those experiencing difficult situations at home, including breakdown of parents' relationships etc., but also covers other areas of difficulty, e.g. bullying, problems at school etc. Counsellors are specially trained to work with young people.

There is now a 'satellite' service offered from the Connexions office in Skipton, on Tuesday afternoons from 2.00 - 5.00 pm - by appointment only. It is hoped that funding might be obtained in the future to offer a further similar session in the Settle area.

### Business Hours

Mon/Wed/Thurs - 9.30 am - 9.30 pm

Tues - 9.30 am - 7.00 pm

Fri - 9.30 am - 6.30 pm

# North Yorkshire Domestic Abuse Initiative

## TALKING SPACE (INCORPORATING THE WOMEN'S COUNSELLING SERVICE)

**Area Covered - Harrogate District**

### **Contact Details**

Sara Hardaker  
Community House, 46-50 East Parade, Harrogate  
HG1 5RR

Telephone: 01423 527615  
Email: [womenscounselling@btopenworld.com](mailto:womenscounselling@btopenworld.com)

### **Provision**

Counselling service - for men and women, including people living in rural areas. Counsellors work with clients on a range of issues which may include domestic abuse. A number of counsellors have received specialist rape crisis training. Once contact has been made by telephone, appointments will be made for counselling to take place, usually at Community House.

Wheelchair access to premises.

### **Business Hours**

Service not available to drop in callers – all contact should be made by telephone - answer machine will be on if no one is available to answer in person.

# North Yorkshire Domestic Abuse Initiative

## WITNESS SERVICE

**Area Covered - Harrogate District, and  
Craven**

### **Contact Details**

Witness Service Co-ordinator, Harrogate Magistrates  
Court, Victoria Avenue, Harrogate HG1 1LS

By telephone, email, fax or by calling into the office in  
person.

Telephone: 01423 709217

Fax: 01423 709218

Email: [vickymoorey@nyvss.org](mailto:vickymoorey@nyvss.org)

### **Provision**

Confidential and free service which helps witnesses,  
victims and their families before, during and after the  
hearing – both adults and children. Trained volunteers  
provide emotional and practical information about court  
proceedings. Can offer confidential listening, visits to the  
court centre prior to being called to court, information on  
court procedures, someone to accompany witness into  
the courtroom when giving evidence, practical help in  
relation to expense claims etc.

Disabled access to both Courts.

### **Business Hours**

Mon - Fri 9.00 am - 2.00 pm

# North Yorkshire Domestic Abuse Initiative

## VICTIM SUPPORT

### **Area covered - Harrogate & Craven Districts**

### **Contact details**

Jill Cox, Volunteer Manager (Western) - community  
service

[jillcox@nyvss.org](mailto:jillcox@nyvss.org)

08450 710871

[admin@nyvss.org](mailto:admin@nyvss.org)

Victim Support, North Yorks  
Victim Care Unit  
Kettlestring Lane  
Clifton Moor  
York YO30 4XF

### **Provision**

We provide practical and emotional support to victims of crime within the community. Our service is free and confidential and is independent of other organisations or statutory bodies. Victims can talk to staff or volunteer even if the crime has not been reported to the police. We liaise closely with the Witness Service, should it be required, to ensure victims are fully supported throughout the Criminal Justice Process.

Central Office: Mon - Fri 8.00 am - 8.00 pm

# North Yorkshire Domestic Abuse Initiative

## YOUTH ENQUIRY SERVICE (YES)

### Area Covered - Harrogate District

### Contact Details

14 Bower Road, Harrogate HG1 1B The office is open daily and young people can call without appointment for general information. Alternatively, there is a 24 hour answerphone.

Telephone: 01423 569321

Email: [info@harrogateYES.org](mailto:info@harrogateYES.org)

### Provision

Trained staff offer information, support and counselling to young adults (15 - 25 years). Counselling is offered on a confidential basis and sessions are arranged by appointment. The organisation also offers a resource base for others who work with young people. All services are free and confidential.

The service has recently launched a 'One Stop Shop' service, called TRAX located at the Connexions office at Station Bridge - this has been operational from the end of April 2004. No disabled access to office premises.

### Business Hours

Mon - Fri 10.30 am - 1.00 pm

TRAX - Mon - Fri during day, also Mon/Tues evenings 5.00 pm - 7.30 pm and Sat afternoons

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