

Darlington Association on Disability

Information guide

Personal Safety, Abuse and Harassment

Disabled people may be more vulnerable to some risks, whether through abuse or to personal safety. They may experience harassment or abuse because of their impairment. This could take many forms, perhaps physical, verbal, emotional, sexual, or financial abuse. It could happen in many situations and be carried out by people from all walks of life - including strangers, neighbours, care workers or family members. In addition disabled people may need to be more aware of personal safety issues when travelling. This section outlines the range of services that could assist in improving personal safety or to deal with the consequences of abuse.

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Personal Safety: Local Advice and Services

The **Darlington Community Safety Partnership** is a joint effort by local agencies, including the Borough Council and Police, to reduce burglaries, increase fire safety awareness and promote community safety. The Community Safety Partnership website has links various safety initiatives including domestic violence and race crime.

The **Crime Reduction Officer** can be contacted through Darlington Police office for general advice on personal and household safety. The **Fire Safety Officer** can also provide important home safety advice.

Darlington Association on Disability's Direct Payments Support Service offers advice and information for people seeking to employ their own personal assistants. Advice is available on how to employ someone with your own safety in mind, and premises can be arranged for interviewing purposes.

Lifeline is a service provided 24 hours, 7 days a week for disabled people and older people living at home by Darlington Borough Council. For a small charge, it provides a telephone emergency service. In an emergency your call will be answered by trained operators who can contact your doctor, relatives, friends, neighbours or a mobile warden to make sure someone can reach you as quickly as possible.

Personal Safety: Regional and National Information

The **Suzy Lamplugh Trust** publishes several useful guides to improving personal safety. Some of these are available from the trust's website and you can buy more detailed guides.

The **Home Office Crime Reduction Centre's** website provides information about personal safety.

Harassment and Abuse: Local Services

Abuse or harassment of a criminal nature should be reported to the **Police**.

Darlington Borough Council in partnership with the Police, Health services and other local organisations, has developed an Adult Protection Committee to tackle and prevent the mistreatment of vulnerable adults. Anyone considered to be a 'vulnerable adult' – and this term would include many includes disabled people – can contact **Social Services** if they believe they may be the victim of abuse. Social Services have a duty to investigate, and to alert the police if the abuse could also be considered a crime.

The **Commission for Social Care Inspection** is responsible for maintaining the quality of care people get from care providers. It deals independently with complaints about the quality of care received in residential and nursing homes, or care provided from a Domiciliary Care agency

Darlington Borough Council's **Housing Service** can assist council tenants who may be experiencing harassment from neighbours.

The **Darlington Domestic Violence Forum** offers direct and helpline support to people affected by domestic violence. It also promotes effective working across all agencies with a role to play in tackling domestic violence.

Darlington Rape Crisis offers telephone and face-to-face counselling and information to women and girls who have experienced sexual abuse recently or in the past.

Darlington Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair. Callers to the service do not have to be suicidal; someone is available to listen to anyone who is worried about something, feel upset or confused, or who just wants to talk.

Victim Support South Durham, which covers the Darlington area, provides advice and support for victims and witnesses of crime.

Darlington Women's Refuge offers support and temporary safe accommodation to women who are experiencing domestic violence.

Harassment and Abuse : Regional and National Helplines

Action on Elder Abuse provides information and support for older people experiencing abuse or anyone who is concerned about an older person they suspect is being abused.

Childline is the free 24-hour helpline for children and young people in the UK. They can call about any problem, at any time - day or night and talk to a ChildLine counsellor who will help them to find ways to sort things out.

Hitting Home is the BBC website about domestic violence offering advice information and contacts.

NSPCC has an advice line for people working with deaf children and can give advice on dealing with abuse.

Parentline Plus Tyne and Wear offers telephone support for parents under stress.

Respond is for people with learning difficulties who are experiencing or have experienced sexual abuse. It also provides support and information to carers and support staff.

Rights of Women provides a Legal Advice Line staffed by solicitors and barristers. Its service is free and confidential and can help with family law, divorce, relationship breakdown, children and contact issues, domestic violence and lesbian parenting. Workers also provide legal advice on sexual violence, welfare rights, debt, housing, employment, immigration and crime.

Voice is a national charity supporting people with learning difficulties who have experienced crime or abuse. It also supports families, carers and service providers.

Other Sources of Information

Other sections of the Darlington Association on Disability Information Guide may contain further information relevant to personal safety or abuse.

The **Legal Rights** section gives information on how to access legal advice.

There are a number of local and national organisations providing broad information and advice resources. Please refer to this guide's Introduction for contact details.

Contact **Darlington Association on Disability's** Information Service for assistance with searching for information about any subject in this guide or for support in dealing with your information requests.

Contacts

Action on Elder Abuse

Astral House

1268 London Road

London

SW16 4ER

Telephone : 020 8765 7000

Helpline: 0808 808 8141

Fax : 020 8765 7000

Minicom :

Email: enquiries@elderabuse.org.uk

Website : www.elderabuse.org.uk

Childline

Telephone helpline : 0800 1111

Fax :

Minicom :

Email :

Website :

Commission for Social Care

No. 1 Hopetown Studios

Brinkburn Road

Darlington

DL3 6DS

Telephone : 01325 371720

National helpline : 0845 015 0120

Fax : 01325 371766

Minicom :

E-mail : enquiries@csci.gsi.gov.uk

Website : www.csci.org.uk

County Durham & Darlington Fire Service Headquarters

Framwellgate Moor

Durham, DH1 5JR

Telephone : 0191 384 3381, Fire Safety Officer 0191 384 3381

Fax : 0191 384 0907

Minicom :

E-mail : contact through website

Website : www.ddfra.co.uk

Darlington Association on Disability

Direct Payments Support Service

20-22 Horsemarket

Darlington

DL1 5PT

Telephone 01325 360524

Fax : 01325 488 188

Minicom : 01325 245 061

Email : mail@darlingtondisability.org

Website : www.darlingtondisability.org

Darlington Community Safety Partnership

Telephone :

Fax :

Minicom :

Email : contact through website

Website : www.darlingtoncommunitysafety.org.uk

Darlington Domestic Violence Forum

Telephone : 01325 487718

Domestic Violence Helpline : 01325 364486

National Domestic Violence Helpline : 0808 2000 247

Fax :

Minicom :

Email : contact through website

Website : www.ddvf.org

Darlington Police

6 St Cuthberts Way

Darlington, DL1 5LB

Telephone : 01325 467681

Crime Reduction Officer 01325 467681

Fax :

Minicom :

Email : darlington@durham.pnn.police.uk

Website : www.durham.police.uk/local/south/darlington.php you can e-mail the police with a query and report certain non-urgent crimes on the website, www.online.police.uk

Darlington Rape Crisis

Darlington & County Durham Rape & Sexual Abuse Counselling Centre

PO Box 106

Darlington

DL3 7YS

Helpline : Tuesdays and Thursdays: 6.30pm - 9pm, 01325 369933

Fax :

Minicom :

E-mail : info@rapecrisis.org.uk

Website : www.rapecrisis.org.uk

Darlington Samaritans

13 Woodland Road

Darlington

DL3 7BJ

Usual hours open to receive callers: 10am - 10pm

Telephone : 01325 465465

Helpline : 08457 90 90 90

Fax :

Minicom : 08457 90 91 92

E-mail : jo@samaritans.org

Website : www.samaritans.org

Darlington Social Services

Access and Contact Team

Central House

Gladstone Street

Darlington

DL3 6JX

Telephone : 01325 346200

Minicom : 01325 360862

Emergency Duty Team : 08702 402994, outside of ordinary office hours

Minicom : 01642 602346

Fax : 01325 346474

Email :

Website : www.darlington.gov.uk

Darlington Women's Refuge

Family Help : 01325 364 486

Refuge 24 hour national Crisis Line 0990 995 443

Fax :

Minicom :

Email :

Website : www.darlingtonrefuge.org.uk

Hitting Home:

Website : www.bbc.co.uk/health/hh/index.shtml

Home Office Crime Reduction Centre

Information Services Team

The Hawkhills

Easingwold

York

YO61 3EG

Telephone : 01347 825058
Fax : 01347 825097
Minicom :
E-mail : crc@homeoffice.gsi.gov.uk
Website : www.crimereduction.gov.uk

Housing Service

Darlington Borough Council

Housing Centre

Town Hall

Darlington

DL1 5QT

Telephone - 0800 389 1227

Out of hours emergency telephone : 07976 752447

Town Hall : 01325 380651

Fax :

Minicom :

E-mail: housing@darlington.gov.uk

Website : www.darlington.gov.uk

Lifeline

Darlington Borough Council

Warden Services

13 Horsemarket

Darlington, DL1 5PT

Telephone 01325 388508

Fax :

Minicom :

Email :

Website : www.darlington.gov.uk

NSPCC

Weston House

42 Curtain Road

London

EC2A 3NH

Telephone : 020 7825 2500

Helpline : 0800 056 0566 (English only)

Asian helplines : open Monday-Friday 11am-7pm

Bengali : 0800 096 7714

Gujurati : 0800 096 7715

Hindi : 0800 096 7716

Punjabi : 0800 096 7717

Urdu : 0800 096 7718

Asian helpline in English: 0800 096 7719

Fax : 020 7825 2525

Minicom : 0800 056 0566 (Helpline, english only)

E-mail : help@nspcc.org.uk

Website : www.nspcc.org.uk

Parentline Plus Tyne and Wear

Suite 4, Lambton House

10 Lambton Road

Jesmond

Newcastle upon Tyne

NE2 4RX

Telephone : 0191 281 4881

Helpline : Freephone 0808 800 2222

Fax :

Minicom : 0800 783 6783

Email : contact through website

Website : www.parentlineplus.org.uk

Respond

3rd Floor

24-32 Stephenson Way

London, NW1 2HD

Telephone : 020 7383 0700

Helpline : 0808 808 0700

Fax : 020 7387 1222

Minicom :

e-mail : admin@respond.org.uk

Website : www.respond.org.uk

Rights of Women

52-54 Featherstone Street

London

EC1Y 8RT

Advice line : 020 7251 6577, open Tuesday–Thursday 2–4pm and Friday 12–2pm.

Administration : 020 7251 6575

Fax : 020 7490 5377

Minicom : 020 7490 2562.

Email : info@row.org.uk

Website : www.rightsofwomen.org.uk

Suzy Lamplugh Trust

PO Box 17818

London

SW14 8WW

Telephone: Monday to Friday from 9.15am until 4.45pm 020 8876 0305

Fax : 020 8876 0891

Minicom :

E-mail : info@suzylampugh.org

Website : www.suzylampugh.org

Victim Support South Durham

4 Beveridge Walkway

Newton Aycliffe

County Durham

DL5 4EE

Telephone : 01325 319 263

Fax : 01325 300 673

E-mail : victim.south@vscd.co.uk

Website : www.victimsupport.org.uk

Voice UK

Wyvern House

Railway Terrace

Derby

DE1 2RU

Telephone : 01332 295775

Helpline : 0870 0133 965, open 10am and 4pm Monday to Friday

Fax : 01332 295670

Minicom :

E-mail: voice@voiceuk.org.uk

Website : www.voiceuk.org.uk

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