

## Useful contact details

### Helpline for Surrey: 01483 776822

9am-9pm, 7 days a week, covering all of Surrey. (Provided by yourSanctuary).

### Surrey outreach services:

- **East Surrey Outreach: 01737 771350**  
[www.esdas.org.uk](http://www.esdas.org.uk)  
Serving Reigate and Banstead, Mole Valley and Tandridge.
- **yourSanctuary Outreach: 01483 776822**  
[www.yoursanctuary.org.uk](http://www.yoursanctuary.org.uk)  
Serving Woking, Runnymede and Surrey Heath.
- **North Surrey Outreach: 01932 260690**  
[www.nsdas.org.uk](http://www.nsdas.org.uk)  
Serving Epsom and Ewell, Elmbridge, Spelthorne.
- **South West Surrey Outreach: 01483 898884**  
email: [swr@saha.org.uk](mailto:swr@saha.org.uk)  
Serving Guildford and Waverley.

### Surrey Police: 101 (non-emergency)

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

In an emergency always dial 999.

### Crimestoppers: 0800 555 111

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

(An independent charity where information can be given anonymously about a crime).

### Gallop: 0800 999 5428

[www.gallop.org.uk](http://www.gallop.org.uk)

(The national LGBT domestic violence helpline).

### Victim Support National Helpline:

0808 168 9111

### Useful websites

### Surrey County Council:

[www.surreycc.gov.uk/domesticabuse](http://www.surreycc.gov.uk/domesticabuse)

### Women's Aid:

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

### Surrey Against Domestic Abuse

[www.surreyagainstda.info](http://www.surreyagainstda.info)



**Is someone you know being frightened, controlled, hurt or abused by a partner or family member?**

Help and support is available.



Surrey Against  
Domestic Abuse  
[www.surreyagainstda.info](http://www.surreyagainstda.info)

## What is domestic abuse?

**Domestic abuse is about power and control and can take many forms:**

**Physical** – including being hit, slapped, kicked or attacked.

**Sexual** – being forced or coerced into sexual acts which make you uncomfortable or scared.

**Emotional** – being ridiculed, constantly criticised, made to feel bad or threatened.

**Financial** – when someone's money is taken or controlled.

**Isolation** – when who someone sees, talks to or when they go out is controlled.

It can happen to anyone regardless of gender, religion, ethnicity, age, class, mental or physical ability or sexuality. Same sex relationships are no different to any others. It can also happen between family members, for example when a grown up child is violent or abusive towards a parent. Surrey services are open to everybody.

## Help and support is available

**Helpline for Surrey: 01483 776822**

9am-9pm, 7 days a week. (Provided by yourSanctuary). Covering all of Surrey, it offers confidential listening support, advice, information and access to services if you are concerned you or someone you know is experiencing domestic abuse.

### Local outreach services in Surrey

Offer independent, confidential support, information and access to specialist services to anyone affected by domestic abuse, whether they have left or are still in the relationship. This includes advice on:

- Legal rights
- Housing options
- Finances, budgeting, applying for benefits and debt advice
- Counselling service
- Children's needs

## You can support a friend by

### Listening:

- Give time and space to talk.
- Reassure them that you believe what they are saying and that they are not alone.
- Take care not to blame.
- Try not to push anyone to go into more detail than they feel ready to talk about.

### Acknowledging:

- This is a frightening and difficult situation.
- No-one deserves to be threatened or abused – despite what their abuser might have said.
- Nothing they say or do can justify the abuser's behaviour.

### Supporting:

- Encourage them to express feelings.
- Try not to be judgmental.
- Encourage them to seek help and support via outreach services.

## Logging information

- Record details of any abuse that occurs, including times and dates.
- Keep abusive, harassing text messages and write down answer phone messages.
- Seek medical help for emotional or physical harm.
- Records can be helpful as evidence in the future.