

**O LORD,
WHAT DO I DO NOW?**

**A PRACTICAL GUIDE TO EMERGENCIES ARRIVING
ON THE VICARAGE DOORSTEP**

*Published by Carlisle Diocesan Board for Social Responsibility
with the help of Cumbria Social Services*

FORWARD

Even in our increasingly secular age those in trouble or any kind of need often turn to the Clergy for help. The problems may be complex, lacking easy answers and this can be frustrating for Clergy, who are sometimes unable to meet expectations, and frustrating for those needing help, whose nerves may be frayed by their experiences. This Guide is designed to provide help.

The Clergy have a long tradition of responding to those who call upon their help. Happily it is still alive and well. Sadly, it is not always possible to give effective help especially when the need arrives unexpectedly and out of hours.

It is hoped that in the light of all the resources available in our society, this Guide will enable people to be pointed in the right direction, receiving practical advice at the moment of greatest need.

I commend it to the Diocese.

+ Graham Carlisle

PREFACE

In times of crisis, at weekends, bank holidays, or after 5 o'clock in the afternoon clergy are sometimes the first, or only, port of call.

Although it is impossible to cover every eventuality, help is available for most. This book is intended to be a guide as to whom to contact when the unexpected arrives on the Vicarage doorstep.

Two telephone numbers may be of special help:

- The Department of Social Security Benefits Agency has an out of hours number - 0800 614243 - which closes at 9pm. Do not be put off by the answering machine. Do leave a message - they will call back.
- Cumbria Social Services has an EMERGENCY number - 01228 526690 - for use outside office hours, at weekends and bank holidays. Although it is a Carlisle number it covers all areas of Cumbria and a range of services from the needs of the elderly and home-car, to child protection and

mental health. If in doubt do ring for advice - it is always available. The out-of-hours service receives 4000/4500 calls a year of which 15% entail a personal visit by the officer on duty. Should you encounter the answering machine leave a message. They will ring back.

So far as accommodating the homeless is concerned all the District Councils take their responsibilities very seriously and should be telephoned for advice. Although they have no duty to accommodate fit single men it is still worth asking for guidance.

At the back are details of some of the many agencies working in Cumbria over a wide field of activity. It is not comprehensive; more an indicator of the good work going on and the diverse range. If you need specialist help or advice some telephone numbers are given for initial enquiries.

I am indebted to Cumbria Social Services for some of the information and hope it will be of help.

I would welcome comments, criticisms

and suggestions about the usefulness of this Guide so that future editions might be improved.

**Colin Laxon
Diocesan Social Responsibility Officer**

SOURCES OF SUPPORT FOR VICTIMS OF MAJOR HOUSEHOLD FIRES

If someone has been the victim of a major household fire which means they can not live in their home, the most pressing needs are likely to be:

- that they are safe and well
- that they have accommodation
- that they have access to money, food and drink
- that they are offered emotional support,
- that practical arrangements are made (eg insurance claims etc)

Many people will have friends, neighbours and family who will help them with these things.

If not, here are some suggestions of sources of support. Help is more readily available during office hours when most services will be open, however details are given of support available outside office hours which can offer help in the short term until the next working day.

Safe and Well

Arrangements to get clear of the building will be made by the emergency services. If someone is injured, they will most likely be taken to hospital by an ambulance. Accident and Emergency Departments of local hospitals could be contacted. If health problems emerge later. Alternately, the person's GP could be contacted or use of emergency doctor services as follows:

CUEDOC – Cumbria Emergency Doctor for Copeland, Allerdale, Carlisle and Eden Districts - 01228 401999.

GP Co-operative in South Lakeland – telephone numbers are given on GP practice answer-phones.

FEDS – Furness Emergency Doctor Service – via Furness General Hospital – 01229 870870.

Accommodation

Local District Council Housing Departments are responsible for assessing people's needs for accommodation. This applies whether the person was living in council or privately owned property. Priority is given to families with children and those who are vulnerable through illness or disability.

All District Councils have out of hours emergency services:

- **Carlisle City Council**
Daytime number: 01228 817000
Emergency and out of hours:
01228 625280

- **Eden Housing Association**
Daytime number: 01768 861434
Emergency and out of hours:
01768 861434

- **Allerdale Borough Council**
Daytime number: 01900 607500
Emergency and out of hours:
01900 871080

- **Copeland Borough Council**
Daytime number: 01946 852938
Emergency and out of hours:
01946 815500

- **South Lakeland District**
Daytime number: 01539 733333
Emergency and out of hours:
Kendal 07626 957236
Lakes 07626 979114
Ulverston 07626 979002

- **Barrow Borough Council**
Daytime Number: 01229 894912
Emergency and out of hours:
01229 833311

Social services are unlikely to get involved in cases of homelessness. Exceptions include:

- where the homeless person is an unaccompanied child
- where accommodation provided by the

housing department is unlikely to meet the person's needs, eg if they are severely disabled

- where we are already involved with a person

Money, Food and Drink

The Department of Social Security Benefits Agency can help people with financial problems. They also have an emergency out of hours service, although this closes at 9.00pm each evening. Day contact numbers are:

Barrow-in-Furness	01229 842700
Carlisle	01228 829700
Kendal	01539 795000
Keswick	01900 608800
Maryport	01900 608800
Millom	01229 842700
Penrith	01768 242500
Whitehaven	01946 514400
Workington	01900 608800

The emergency out of hours service is on 0800 614243 – this closes at 9.00pm.

Emotional Support

There are victim support organisations across the county:

Kendal and South Lakeland	01539 818819
Barrow in Furness	01229 839989
North and east Cumbria	01768 899934
West Cumbria	01946 66207

Social Services may provide support to people they are already involved with.

Practical Arrangements

Advice on what to do next may be given by the local Citizen's Advice Bureau and Voluntary Organisations such as Age Concern. Social Services may provide support to people they are already involved with.

What Cumbria Social Services Can Do

As indicated, Cumbria Social Services may not be able to provide support to people in many instances. They can get involved where:

- children are at risk, eg an unaccompanied child is homeless or left alone (see Children's Team's Criteria attached)
- the person has additional needs such as a disability or illness.
- a social worker is already involved with

the person/family

Outside of office hours their “Out of Hours Service” will be happy to offer advice on what they can do and other sources of help.

The “Out of Hours Service” will only act on emergencies which cannot wait until the next working day.

INFORMATION ABOUT CUMBRIA SOCIAL SERVICES

Cumbria Social Services is a department of Cumbria County Council. The department is divided into two main groups of services:

- ◆ **Children and Family Care Services** for children and their families including children with disabilities;
- ◆ **Adult Services** for older people, people with physical and learning disabilities, people who are mentally ill and carers.

Customer Services can provide basic information about services and can arrange appointments to see a Social Worker or Occupational Therapist.

You can contact Customer Services at:

Carlisle
Civic Centre
Rickergate
Carlisle
CA3 8QQ

Telephone 01228 607000

Eden

Friargate

Penrith

CA11 7NX

Telephone: 01768 242242

Allerdale

New Oxford Street

Workington

CA14 2LW

Telephone: 01900 325325

Copeland

Somerset House

Duke Street

Whitehaven

CA28 7SQ

Telephone: 01946 852852

South Lakeland

County Offices

Kendal

LA9 4RQ

Telephone: 01539 773377

Barrow-in-Furness

Market Street

Barrow-in-Furness

LA14 2LH

Telephone: 01229 894894

Office opening hours are:

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 4.30pm

For emergencies outside office hours, at weekends and bank holidays, you can contact the Out of Hours Service on 01228 526690.

Here are some details of the services that can be assessed. Some services are provided by Cumbria Social Services, others are provided by other

organisations although arrangements are made through Cumbria Social Services for you.

For Children and Families:

- ◆ ***Child Protection Work*** – There is a legal responsibility to act to safeguard the welfare of a child/children.
- ◆ ***Work with Families*** – Where a child is in need (which may include children with disabilities).

- ◆ **Work with young people and those leaving care.**
- ◆ ***Fostering and Adoption* – Includes the recruitment of foster carers for children.**

(Note: work with young offenders which aims to avoid repeat offending is now carried out by Youth Offending Teams.)

For Adults including older people, people with disabilities, people with mental health problems and carers:

- ◆ ***Meals on Wheels* – For people unable to prepare their own meals and who have no other sources of a meal.**
- ◆ ***Residential and Nursing Home Care* (short terms/respite and long terms) – For people unable to live in their own homes and to provide respite for carers.**
- ◆ ***Home Care* – To offer people the opportunity to stay at home with support. Home Care concentrates on personal care such as getting up, washed, dressed and fed. Domestic services such as cleaning will only be provided as part of a package of care or for support of carers providing personal care themselves.**
- ◆ ***Telephones* – To prevent a disabled person from being socially isolated and/or to allow them to call for assistance in an emergency.**
- ◆ ***Counselling* – To allow people the opportunity to talk about things which may be difficult or emotional for them. This may include bereavement counselling.**
- ◆ ***Information and Advice* – About a wide range of subject including services available from**

ourselves and others, how our procedures work including assessments, what to expect, your rights and details of any costs.

- ◆ *Day Care* – Care for a person away from their home during the day. Offers social contact, stimulation of a range of activities and can include rehabilitation to allow a person to develop or regain skills.
- ◆ *Occupational Therapy* – Advice and training on how to do daily living tasks, equipment (such as trolleys, bath boards, raised toilet seats) and adaptations (such as grab rails, stairlifts).
- ◆ *Disabled Car Parking Badges* – formerly orange, these became blue from 1st April 2000.
- ◆ *Advice, equipment and training* for people with visual and hearing impairments.

There is no charge for a Social Worker's visit and assessment. Some services may be charged for. If there are charges, these will be previously agreed so as to avoid the worry about unexpected bills.

The Registration and Inspection Unit within Cumbria County Council registers and inspects residential homes and children's services. Lists of residential homes and other services can be obtained through Customer Services. Lists of child care services can also be obtained from the Children's Information Service on 09457 125737.

Things Cumbria Social Services do not do:

- Provide money – this is done by the Department of Social Security.
- House – the Housing Department (part of the Local District Council) provides council housing and can advise on accommodation.
- Health related equipment, eg wheel chairs, walking sticks, commodes, incontinence aids,

are all provided by Community Health Services and can be obtained through a GP or District Nurse.

(Extract from Adult Services Practice Guidelines 1998)

Eligibility Criteria for Assessment of Need

Under Section 47 of the 1990 National Health and Community Care Act the Local Authority is required to assess the needs of any person who appears to need a community care service.

In order to clarify whether a person appears to be in need of an assessment the following eligibility criteria applies:

Older Adults

People over the age of 65, and their carers, who are substantially physically and/or mentally disabled, whether permanent or temporary, and need an assessment under Section 47 of NHS and Community Care Act.

In addition, the Older Adults Teams will assess the needs of Adults, and their carers, under the age of 65 who are suffering from dementia.

Mental Health

People, and their carers, suffering from severe and/or enduring Mental Health problem, aged from 16 to 65 (and beyond, when already known the Mental Health Teams) defined as follows:

- i) Suffer substantial disability as a result of the illness, such as an inability to care for themselves independently, or the inability to sustain relationships.

and/or

- ii) (a) are currently displaying florid

symptoms.

and/or

(b) are suffering from a chronic, enduring condition,

and/or

iii) have suffered recurring crises leading to frequent admissions/interventions.

Learning Disability

Under the Chronically Sick and Disabled Person's Act 1970:

People, aged between 18 and 65 (and beyond if already known), and their carers, who have severe learning disabilities, and who are unable to carry out the essential activities associated with daily living without support.

Under the NHS and Community Care Act:

People, aged between 18 and 65 (and beyond if already known), and their carers who have moderate learning disabilities and are at risk in the community without support.

Physical Disability

Under the Chronically Sick and Disabled Person's Act 1970 and NHS and Community Care Act:

People, aged between 18 and 65 (and beyond if already known), and their carers who are:

Substantially and permanently disabled, including sensory impairment, to such an extent that they are unable to carry out essential activities associated with daily living without assistance.

Temporarily disabled through illness or injury **to such an extent that they are unable to carry out essential activities associated with daily living without assistance.**

The age barrier does not apply to people with sensory impairment (visual, deaf, blind).

CITIZENS ADVICE BUREAU SERVICE

The twin aims of the Service have stood the test of time. These are:

- To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available, or through an inability to express their needs effectively and equally
- To exercise a responsible influence on the development of social policies and services, both locally and nationally

What a Citizens Advice Bureau does

The local Citizens Advice Bureau gives free information and advice to people on a wide range of subjects, from employment rights to problems with consumer goods and services. This advice is delivered professionally by fully trained voluntary and paid staff.

Citizens Advice Bureaux pride themselves on providing a service for everyone as well as giving information on any subject. Bureaux are increasingly ensuring that they are accessible to people with mobility difficulties and hearing impairments. Telephone Services are expanding for elderly and disabled people.

Bureaux are always happy to take referrals and signpost people to the organisation that is appropriate to their own situation, such as Age Concern, Samaritans, the Law Centre, or one of the many others too numerous to list.

Are You a Carer?

Do you look after someone?

Are you caring for a partner, relative or friend who needs your help with everyday living?

For information and support on all aspects of your caring role contact:

Furness Carers Association
Storey House
Storey Square
Barrow in Furness
Cumbria
LA14 2HU

Telephone: 01229 822822

Fax: 01229 832123

YOUNG CARERS PROJECT

Supports:

Young people (5-18 years *old*) who care for someone at home who is ill, disabled, or frail (including mental illness, alcohol and drug abuse)

The Project offers:

- An information website:
www.natterjacks.org.uk
- Respite breaks
- Weekends away
- One-to-one support
- Time with other Young Carers
and lots more

The Young Carers Project on:

01229 822822

or email:

info@natterjacks.org.uk

CADAS

Cumbria Alcohol & Drug Advisory Service

CADAS is an Independent Provider of Care.

CADAS's primary objective is to enhance the lives of people in Cumbria through the reduction of harm caused to them by the use of alcohol and drugs, by providing them with an opportunity to work towards living in a more satisfying and resourceful way.

CADAS seeks to help prevent alcohol and other drug use problems through a programme of community awareness initiatives.

CADAS seeks to ensure appropriate help is available for those involved in a problem drink or drug use situation.

CADAS Counselling & Information Centres

Carlisle

Head Office

1 Fisher Street

Carlisle

CA3 8RR

Tel 01228 544140 (Answer phone service)

Tel 01228 599684

Fax 01228 599684

Whitehaven

Cumberland House

Scotch Street
Whitehaven
CA28 7NJ
Tel 01946 65466 (Answer phone service)

Penrith
South Room,
North Friarage
Friargate
Penrith
CA11 7XR
Tel 01768 895566 (Answer phone - re-direct service)

Kendal
Stricklandgate House
92 Stricklandgate
Kendal
LA9 4PU
Tel 01539 724772 (Answer phone - re-direct service)

Ulverston and South Lakes
Contact Kendal
Tel 01539 724772 (Answer phone - re-direct service)

CADAS E-mail: info@cidas.co.uk

CADAS Website : www.cidas.co.uk

CADAS
CUMBRIA ALCOHOL AND DRUG
ADVISORY SERVICE

Peer Counselling Project

A Peer Counsellor needs to

- ❖ Sustain a commitment throughout the training and as a counsellor for at least one year after.
- ❖ Be aged between 16 and 30 years old
- ❖ Be ready and open to look at themselves through the counselling training process.
- ❖ To have been non-dependant on drugs or alcohol for at least two years. CADAS welcomes applications from people who have had experience with drugs and alcohol in the past.

In return a Peer Counsellor will gain:

- ❖ A nationally recognised accreditation.
(after completing 40 hours of counselling)
- ❖ A deeper understanding.
- ❖ A range of counselling techniques.
- ❖ The Government's Millennium Volunteers Award (for those under 25).
- ❖ A valuable and fulfilling experience.

Carlisle Nightstop

Emergency over-night accommodation for
young people aged between 16 - 25

Contact must be made by telephoning

07855313149

with details as required on Referral Form

Referrals can be made

MONDAY to FRIDAY
between 9am and 9pm

SATURDAY and SUNDAY
between 10am and 4pm

NB No self referrals

What is KEY?

KEY is a place where information and advice about housing and other related issues is given for young people aged 16-25.

Help is given in dealing with any difficulties or issues that you have with housing and living independently ie :

**Finding somewhere to live
Benefits – what you can and can't get
Cooking/cleaning/budgeting
Education
Jobs/training and listening**

**Open
Monday ~ Friday
1pm ~ 4pm
42a Warwick Road, Carlisle
(next to Lonsdale Cinema)
Tel: 01228 595566**

Furness Homeless Support Group

WHO ARE WE?

A registered charitable organisation offering support, advice, resources and advocacy for people with accommodation related problems, in Barrow and the Furness peninsula.

WHAT DO WE DO?

We offer a seven day per week support service to homeless and inadequately housed people, inadequately housed people, including a six bed crisis accommodation unit.

WHY DO WE DO IT? THE NEED

- Barrow-in-Furness has suffered mass redundancy in a short space of time.
- Many people need support, advice, resources and appropriate accommodation.
- Problems ranging from house repossession, mental health difficulties, poverty, loneliness, isolation and alcohol and drug abuse, have escalated.
- Lack of self-esteem and a growing alienation are common place and need addressing.

Furness Homeless Support Group currently offers; day and night support services, seven

days per week, throughout the year.

- an open door with continued support and welcome - 24 hrs a day
- a daily main meal
- clothing/bedding resource
- benefit, housing and general advice
- referrals to specialised agencies
- personal support
- accommodation links
- an opportunity for self help through involvement in our 'Day Centre', 'Charity Shop' or through our educational courses
- training available - N.P.T.C Life Skills, Numeracy & Literacy and Basic Computing.

CONTACTS & ADDRESSES

Project Co-ordinator

Pat Chapples

27, Bath St

Barrow-in-Furness

Cumbria

LA14 1NS

Tel: 01229-821134/877530

Day Centre Services

Christine Bainbridge

Amey Haughin

27 Bath Street

Barrow-in-Furness

Cumbria
LA14 1NS
9.00-5.00 Monday to Friday
Tel: 01229-821134/877530
Fax: 01229-877530

Accommodation

Chris Wood
Tony Burden
27 Bath Street
Barrow-in-Furness
Cumbria
LA14 1NS

BAKEWELL HOUSE, WHITEHAVEN

Bakewell House opened in September 1998, for 16-18 year olds who find themselves homeless due to a variety of problems, but mainly to do with family issues. The accommodation provides 4 support workers and training for the residents in good housekeeping, financial advice, health and hygiene, contraception, AIDS and drug awareness. The building was renovated to a very high standard, and each client has his or her own bedroom, shared bathroom, kitchen and living room. Clients have to live by certain rules - keeping to curfews on weeknights, no drugs or alcohol, and no entertaining friends in their bedrooms.

Bakewell House provides accommodation for up to 6 young people at anyone time, as well as providing a one bedroom flat for 'move on' purposes to encourage semi-independent living. This is ideal for clients who are over 18, but feel that they still need some support and help, which they still receive from the support workers when living in the flat. Older people are considered if places are available.

Over 70 young people have lived at Bakewell House since opening in September 1998, on average for about 10 weeks. The clients are encouraged to take up training or education opportunities during their stay at Bakewell House, and are expected to do their bit in cleaning.

**For more information contact
Kerry Maxwell on 01946 590590**

SHELTER

THE NATIONAL CAMPAIGN FOR HOMELESS PEOPLE

Nowhere to live and the council can't help?

Landlord wants you out?

Problems with Housing Benefit?

Can't pay your mortgage?

Problems with an agricultural tenancy?

Landlord harassing you?

Home unfit to live in?

Cumbria Housing Aid Centre

31 St Andrew's View

Penrith

CA11 7YF

Tel: 01768 867040

- Cumbria Housing Aid Centre is part of Shelter's growing service in the North-West.
- Since September 1999 a Cumbria-wide service is offered.
- Giving confidential, free, impartial advice and information.
- With direct access to Shelter's Legal Team in London

Opening Times

	9.30-12 noon	1.00-4.00
Monday	Telephone	Appointments

Tuesday	Drop in/ telephone	Telephone
Wednesday	CLOSED TO THE PUBLIC	
Thursday	Telephone	Drop in/ telephone
Friday	Telephone	Appointments

In an emergency contact:

Shelterline
0808 800 4444
(freephone)

CONNEXIONS

Is a new Youth Support Service providing information advice, guidance and support to all 13-19 year olds living in Cumbria.

Get help at these Connexions Centres

Connexions Cumbria Head Office
24-26 Portland Square, Carlisle, CA1 1PE

<i>Carlisle</i>	28 Lowther Street Carlisle CA3 8DH Tel: 01228 596272
<i>Penrith</i>	43 Middlegate Penrith CA11 7PT. Tel: 01768 865296
<i>Workington</i>	213 Vulcans Lane Workington CA14 2BT Tel: 01900 604674
<i>Whitehaven</i>	60-62 Lowther Street Whitehaven CA28 7DS Tel: 01946 695541
<i>Maryport</i>	67 Wood Street Maryport CA15 6LD

Tel: 01900 815928

Kendal 124 Highgate
Kendal
LA9 4HE
Tel: 01539 730045
and
155 Stricklandgate
Kendal
LA9 4RF
Tel: 01539 773494

Barrow 237-241 Dalton Road
Barrow-in-Furness
LA141PQ
Tel: 01229 824052

Ulverston 6 Cross Street
Ulverston
LA 12 7LF
Tel: 01229 583466

Millom Horn Hill
Millom
LA18 5DP
Tel: 01229 773246

Freephone 0800 435709

Email Info@connexionscumbria.co.uk
www.connexionscumbria.co.uk

The Senhouse Centre

Whitehaven

What's on offer

Aromatherapy – Massage – Homeopathy –
Acupuncture – Reiki – Relaxation Classes –
Mediation – Yoga – Community Law Centre -
Tai Ji – Smoking Cessation Clinic – Pain
Management Courses - Chi Ball - Beginners
Yoga – Indian Head Massage – Reflexology –
Hypnotherapy – Baby Massage Workshop –
Healing – Ashtanga Yoga – Breast Feeding
Support Group – Exercise Classes for over
55's and suitable for mums to be – Children's
Yoga

Opening times:

Monday – Saturday
9.00am - 5.30pm

Telephone 01946 590122.
E-mail meeka@lineone.co.uk

FREE LEGAL ADVICE

Every Thursday from 10.00am - Noon
and 1.00 - 4.00pm
in The Senhouse Centre
(*no appointment necessary*)

COMMUNITY LAW CENTRE

8 Spencer Street
Carlisle
CA1 1BG

Tel: 01228 515129

The Whitehaven Community Coffee Shop

Upper Floor, Market Hall
Market Place, Whitehaven
Tel: 01946 590590
Fax: 01946 65217

Open Monday to Saturday
9.00am to 4.00pm

The coffee shop offers training to youths what are completing NVQ's in catering under the supervision of two members of staff.

South Cumbria Rape and Abuse Service

*A caring Confidential Service
for Men and Women.*

If you have been sexually abused or raped, either recently or in the past, and need help, information or someone to talk to, contact:

South Cumbria Rape and Abuse Service
Stricklandgate House
92 Stricklandgate
Kendal
LA9 4PU
Tel: 01539 734743

Some useful numbers

If you would rather not go to a clinic or police station alone, ring our line, and when possible, one of our group will be happy to go with you.

Department of GU Medicine
Westmorland General Hospital
Kendal
Tel: 01539 734322

Furness General Hospital
GUM Clinic
Tel: 01229 822760

Barrow Police HQ
01229 824532

Kendal Police HQ
Tel: 01539 722611

Childline 0800 1111

NSPCC 0800 800500

WHAT DO WE DO?

We offer support, information and counselling to the women and men who have experienced rape, childhood sexual abuse and sexual assault either recently or in the past. We extend our help to family members, partners, spouses and friends of survivors.

Our support is non-judgmental and non-directive, **we do not tell survivors what to do but support them in their own choices.** We can accompany witnesses to Court, to the Clinic or the Police Rape Suite, if this is what they request.

We give talks to professional people whose work brings them into contact with survivors, ie GPs, Social Workers, Mental Health Workers, Police, Teachers etc. We run training courses, talk to schools and societies, we contribute to TV and Radio programmes and publish articles.

We offer counselling, either indirectly through our weekly Telephone Helplines or face to face. Our counsellors are all

comprehensively trained in the specific work that we do.

From time to time we organise Survivor Groups, where people can meet together to share experiences in a safe supported environment, support each other and learn new coping skills.

We research the current legal procedures and lobby for changes which will benefit the victims of rape and abuse. There have been many changes in the Law and in Court procedures over recent years, but we see the need for more. Most rapes do not get reported, and trials result in few convictions. Our group works to raise the awareness and understanding of the public.

There are many myths about sexual crimes, and about the people who commit those crimes. For example:

MYTH *Nice girls don't get raped.*

FACT: Sadly they do.
Nice men get raped too. Anyone can get raped.

MYTH: *Many women bring a case against an innocent man.*

FACT: Victims (whether women or men)

don't 'bring rape cases'!

When a victim reports the crime the **Crown Prosecution Service** takes the case to trial. The incidents of malicious accusations has been estimated at 2% - the same as for any other crime.

The victim is only a witness during a prosecution, with no legal representation, no legal aid, no special consideration. Too often, during a trial, it is the victim who has to prove her or his 'innocence', not the guilt of the accused.

The Barrow-in-Furness Domestic Abuse Project

Does your partner or Ex partner

- *Call you names and put you down*
- *Bully or threaten you or your family*
- *Control your money*
- *Humiliate you*
- *Destroy furniture or personal belongings*
- *Keep you away from friends and family*
- *Physically hurt you or those close to you*

No one has the right to abuse you

YOU ARE NOT ALONE

Tel: 01229 838746
Monday - Friday
9am - 5pm

Other useful numbers

NSPCC 0808 800 5000

Women's Aid 0345 023468

Barrow Police 01229 824532

Child and Adult
Protection Unit 01229 848937

Samaritans 01229 825656

South Cumbria
Rape & Abuse
Service 01229 820828

Childline 0800 111

Men's advice
line and enquires 020 86449914
*(Monday and Wednesday
9am – 10pm)*

Domestic Abuse can occur within ANY relationship, at any stage, or continue even after a relationship has ended.

Domestic Abuse cuts across all boundaries of class, race, sexuality and lifestyle and is accountable for a quarter of all violent crime.

Other regional and national organisations offering a listening, information or advice service include:

Alzheimer's Society Helpline

0845 300 0336

Mon-Fri 8.30am-6.30pm

(www.alzheimers.org.uk)

Carers Line at Carers National Association

0808 808 7777

(www.carersuk.demon.co.uk)

Childline

0800 1111

(www.childline.org.uk)

Making Space

01925 571680

Open 9am-5pm Monday to Friday

MIND (National):

0208 215 2200

(www.mind.org.uk)

NHS Direct

a 24-hour confidential helpline providing advice and information on a wide range of health issues:

0845 4647

(www.nhsdirect.nhs.uk)

National Schizophrenia Fellowship

0207 3309 100

Saneline

0845 767 8000

Midday – 2am seven days

The Samaritans

08457 09090

(www.samaritans.org.uk)

Cumbria Stress Information Network

01768 862717 (24 hrs)

Rural Stress Information Network

02476 412916 (24 hrs)

Details for people with visual impairment are available from Talking Newspapers.

Contact NWMHDC on 0161 873 7444