



Support Services for Southampton's Safe Places Network



SOUTHAMPTON
CITY COUNCIL

Foreword

The Safe Places Network allows Southampton City Council to equip local businesses and premises with what they need to become a Safe Place for adults and young people who feel vulnerable in public. Safe Places can act as a temporary refuge when a person is feeling unsafe. A Safe Place offers help if someone is anxious, scared or at risk while they are out and about and need support. The Safe Places Network is an important step in our ambition for Southampton to be a City of Sanctuary and a Child Friendly City. This brochure is designed for members of our Safe Places Network and its users to refer to when accessing support.

Vulnerable people may carry a Safe Places card which contains the names and contact numbers of relatives, friends or carers, who can be called for help when they have reached a Safe Place. The person may also need help with more serious issues such as bullying and harassment or theft, for example, where the police may need to be called.

If you have any questions or feel like you need support please contact our Safe Places team by emailing safeplace@southampton.gov.uk We are also always interested in receiving feedback and good news stories, so if there is anything you want to share with us please get in touch.



Cllr Matt Renyard

Southampton City Council Cabinet Member for Safer City

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1. How to Report a Crime

If you or someone you know is at immediate risk or feel that you are in danger, call **999**

If it is not an emergency but you need help, you can call **101**

For non-emergencies you can also report a crime online at the POLICE.UK website:

www.police.uk/pu/contact-the-police/report-a-crime-incident/

Alternative Options

You can also go to your local police station and report the crime there

You can contact **Crimestoppers on 0800 555 111** if you want to remain anonymous

If you've experienced hate crime, you can also report to **True Vision** (below in the Hate Crime section)

2. Learning Disabilities and Autism



Mencap

(National) Supporting the Lives of People with a Learning Disability

Helpline **0808 808 1111** Monday to Friday 10am – 3pm

Email **helpline@mencap.org.uk**

Online referral form www.mencap.org.uk/contact/contact_mencap_direct

Website contains further resources and information, including support with mate crime and bullying, for parents and professionals

www.mencap.org.uk/advice-and-support?gclid=EAlaIqobChMIhJPEt-n_9gIVR57tCh2rJA2TEAAYASAAEgl3YfD_BwE



Autism Hampshire

(Southampton, Portsmouth, and Isle of Wight) Advice and guidance for a range of free services to support individuals, families, and professionals as well as raising autism awareness within the local community

General enquiries call **023 8076 6162**

Email **information.advice@autismhampshire.org.uk**

Online form **<https://autismhampshire.org.uk/how-we-can-help/information-advice/>**

More information available online **<https://autismhampshire.org.uk/how-we-can-help/information-advice/>**



Re:Minds

A parent-led organisation that support families whose children have Autism, ADHD and/or mental health issues

Re:Minds (reminds.org.uk)



The SO:Linked community navigators

A commissioned service to help adults get support, find activities, get involved in their community and support their wellbeing.

So: Linked - Community Navigation service in Southampton (solinked.org.uk)

3. Hate Crime

Hate crime is any behaviour you think is motivated by hostility or prejudice based on a person's:

- Race or perceived race
- Religion or perceived religion
- Disability or perceived disability
- Sexual orientation or perceived sexual orientation
- If the person is transgender or perceived to be transgender

Some hateful actions are incidences, and some are criminal offences - a hate crime. This includes physical assault, verbal abuse such as threats and name-calling, criminal damage, and even behaviour to encourage hate towards that person for their perceived differences. It is important to report all incidences of hate – whether you think it is a crime or not – so that the police have a clearer picture of what's happening.

It is important to know mate crime is a form of disability hate crime. Mate crime is where someone pretends to be friends with a person who is vulnerable (such as someone who has learning disabilities) but then goes on to take advantage, exploit or abuse them.



Report Hate Crimes Online to True Vision

The National Police Scheme to help victims report hate crime online

Always call **999** if in an emergency

If it is a non-emergency, report to **101** or you can simply ask for advice

Visit **your local police station**

Report it online at **www.report-it.org.uk/your_police_force**



Centre for
Independent
Living CIC

SPECTRUM

(Southampton, Hampshire, and Isle of Wight) Further information and third part hate crime reporting centres

'Love Don't Hate' reporting App to connect you to your nearest Third-Party Reporting Centre

Website: www.spectrumcil.co.uk/hate-crime-3/report-hate-crime/



If you have experienced a hate crime, go to the **'Support for After a Crime'** section, where Citizens Advice and Victim Support can help you.

4. Mental Health Support



Solent Mind

Mental Health Support Line (Hampshire and Isle of Wight)

Call **023 8017 9049** Monday to Friday 9am - 7pm,

Weekends 10am - 2pm

Online Web Chat open Monday to Friday 9am - 7pm,

Weekends 10am - 2pm

Website www.solentmind.org.uk/support-for-you/our-services/

The logo for Samaritans is a green rectangle with the word "SAMARITANS" written in white, uppercase, sans-serif font. The letters are bold and evenly spaced.

Samaritans

Mental Health Support Line (Southampton)

Call **116 123** free from any phone and **0330 094 5717** local call charges apply

Monday to Sunday 10am - 10pm

Email jo@samaritans.org



The Lighthouse – Southern Health NHS Foundation Trust

The Lighthouse offers a safe space for those in mental health crisis to get support. The team is made up of people who have lived experience of mental health challenges and using services, people who hold a professional registration, and people who fall across both categories. Open to anyone over the age of 18 who lives within the SO14-SO19 postcodes, and feels they are at crisis point with their mental health

Opening times: 4.30pm to 11.30pm, seven days a week, 365 days a year

Access the service by texting: 'lighthouse' and your postcode to Solent Mind text line number (07451 276010) between 4.30pm and 11.30pm. The staff will then contact you via telephone, email, webchat or text.

Location: **147 Shirley Road, Options Wellbeing, The Annexe, Southampton, SO15 3FH**

5. Support for Violence Against Women and Girls

The language 'Women and Girls' is used because women and girls, and those who identify as female, are more likely to be victims of these types of crimes, which are usually perpetrated by men:

- Domestic abuse
- Child abuse
- Sexual abuse/violence, including rape
- Stalking and harassment
- Forced marriage
- Female genital mutilation (FGM)
- 'Honour-Based' abuse
- Human trafficking
- Sexual exploitation
- Revenge porn

However, anyone of any age, background, ethnicity, and gender can be a victim of these offences, and we do not neglect these forms of abuse directed towards men or perpetrated by women. Below are a range of national and local support services for anyone who may be experiencing abuse.

It is important to report incidences that may seem trivial, but still make someone uncomfortable or fear their safety, such as sexual harassment, which can happen on the street, in public places, and online. The law says it's when unwanted behaviour of a sexual nature that **violates your dignity, makes you feel intimidated, degraded, or humiliated or creates an offensive or hostile environment**. Not all acts of harassment are technically a crime, but it is important to report because when behaviour is left unchecked, it could escalate into perpetrators moving on to more extreme and dangerous forms of harassment.

You can report sexual harassment anonymously by calling **Crimestoppers 0800 555 111**, or **101** if you are happy to give personal information.



PIPPA

Domestic Abuse Helpline (Southampton)

Call **023 8091 7917** Monday to Friday 9.30am - 4.30pm

Email **pippa@southampton.gov.uk**

Support for adults of all genders, including victims, those who are worried about someone they know, and for professionals who want advice on handling disclosures



**For women and children.
Against domestic violence.**

Refuge

National 24 hour Domestic Abuse Helpline call **0808 2000 247**

British Sign Language (BSL) interpreter service found on website from Monday to Friday, 10am - 6pm.

Live Web Chat Monday to Friday 3pm - 10pm

Website for webchat, support, and BSL service:

www.nationaldahelpline.org.uk/

Support for women and children

STOP DOMESTIC ABUSE

Stop Domestic Abuse

Emergency Refuge Accommodation

Out of hours call **07771 125991** Monday and Thursday after 5.30pm

24hrs contact call **0330 016 5112** Monday to Thursday 9.30am - 5.30pm

Weekend and Bank Holidays call **07501 378 314** anytime

Stop Domestic Abuse Advice Line (Hampshire) call **0330 016 5112**

For victims, perpetrators and their family/friends and professionals

Open 9.30am - 5.30pm Monday to Thursday, 9.30am - 5pm Fridays



Stonewater

South Hampshire Womens Refuge (Southampton)

Safe accommodation for women and children fleeing domestic abuse

Call **023 8063 7550** Monday to Friday 9am - 5pm

Email to self-refer **shwr@stonewater.org**

Legal and Financial Support also available



Yellow Door

Helpline for domestic abuse, sexual violence/abuse, and other forms of interpersonal harm (Hampshire wide)

Call **023 8063 6313** helpline open every Wednesday 4pm - 7pm

Online self-referral form at **www.yellowdoor.org.uk/**

General enquiries email **info@yellowdoor.org.uk**

Specialist practical and therapeutic services for adults, families, and young children of all gender



Revenge Porn Helpline

National Revenge Porn Helpline

Call **0345 6000 459** Monday to Friday 10am - 4pm excluding bank holidays

24/7 Webchat for outside opening hours and Facebook Messenger chat www.revengepornhelpline.org.uk/how-can-we-help/how-to-get-in-touch/

Email help@revengepornhelpline.org.uk

Whisper, anonymous reporting form <https://swgfl.org.uk/whisper/rph1/>

This service is to support those over the age of 18

For those affected under the age of 18 you could call Childline or The Internet Watch Foundation who will help remove the images, more information here: **Advice for under 18s who have had private sexual content shared online | Revenge Porn Helpline**



KARMA NIRVANA

Supporting all victims of honour based abuse and forced marriage

Karma Nirvana

(National) Female Genital Mutilation (FGM), Honour Based Abuse and Forced Marriage Support for victims and survivors

Helpline call **0800 5999 247** Monday to Friday 9am - 5pm

Email support@karmanirvana.org.uk

Online enquiry form <https://karmanirvana.org.uk/about/contact-us/>

Website www.karmanirvana.org.uk/get-help/get-help-questions/



The UK's Forced Marriage Unit (FMU)

Support for victims and those at risk of forced marriage, and professionals handling cases

Call +44 (0)207 0080 151

Email fmu@fcdo.gov.uk

Facebook www.facebook.com/forcedmarriage

Helpful resources and free training for professionals can be found here www.gov.uk/guidance/forced-marriage#contact



Safeline (National) Male Survivors

Helpline and support service for sexual violence/abuse

Call **0808 800 5005** Monday to Friday 9am - 8pm, Weekends 10am - 2pm

Text Service **07860 065187** (texts are charged at your standard rate).

Email support@safeline.org.uk.

Live Chat <https://safeline.org.uk/services/national-male-helpline/>

The term 'male' includes cisgender (cis), transgender (trans) and non-binary identities.



Respect Men's Advice Line

Helpline for male victims of domestic abuse

Call **0808 8010 327** Monday to Friday 10am - 8pm

Email info@mensadviceline.org.uk

Webchat support <https://mensadviceline.org.uk/> available Wednesday 10am - 11.30am and 2.30pm - 4pm



National Rape Crisis

England and Wales Helpline

Call **08088 029 999** Line open 12pm - 2.30pm and 7pm - 9.30pm every day of the year

Offering counselling and supporting with reporting

Live Chat and more details at

<https://rapecrisis.org.uk/get-help/live-chat-helpline/>



Hampton Trust

(Southampton) A range of support, including domestic abuse victim and perpetrator support, to anti-social behaviour

Call **023 8000 9898** (Programmes) or **023 8000 1061** (Office)

Adults and young people

Online referral contact www.hamptontrust.org.uk/contact/



Aurora New Dawn

(Portsmouth & Hampshire) Domestic abuse, sexual abuse/violence, stalking advocacy

Out of hours Helpline **023 9421 6816** Monday to Friday 6pm - 8am

Saturday to Sunday 24hrs

Stalking adviceline **023 9247 9254**

Email stalking@aurorand.org.uk

Suzy Lamplugh Trust

Confidential services that give practical information, support, and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims

National Stalking Helpline call **0808 802 0300**

Monday to Friday 9.30am - 4pm, except Wednesdays 9.30am - 8pm

Email form www.suzylamplugh.org/forms/national-stalking-helpline-enquiry-form



Galop National LGBT+ Domestic Abuse Helpline

Call **0800 999 5428** Monday to Friday 10am - 5pm,
Wednesday to Thursday 10am - 8pm

Email help@galop.org.uk

Galop National LGBT+ Hate Crime Helpline

For violence, abuse, or harassment

Call **0207 704 2040** Monday to Friday 10am – 4pm

Email HateCrime@galop.org.uk

Live chat and more details at <https://galop.org.uk/get-help/helplines/>



TOGETHER WE CAN END DOMESTIC VIOLENCE & SEXUAL ASSAULT

Safe Spaces Locations - UK SAYS NO MORE

A map of local Safe Spaces for those experiencing abuse and need a place to access help or make a disclosure. Face to face support available from trained professionals

Website <https://uksaysnomore.org/safespaces/>



Domestic abuse - How to get help

Further support and information for those experiencing domestic abuse

Website www.gov.uk/guidance/domestic-abuse-how-to-get-help



Resources - Domestic Abuse Commissioner

National help and resources available for victims through the Domestic Abuse Commissioner's website, including the rights of women and affordable Family Law solicitors

Website www.domesticabusecommissioner.uk/resources/



Sexual Assault Referral Centres (SARCs)

Sexual assault referral centres (SARCs) are located across the country and available for everyone, regardless of gender, age, the type of incident, or when it happened. SARCs offer a range of services, including crisis care, medical and forensic examinations, emergency contraception and testing for STIs. They can also arrange access to an independent sexual assault advisor (ISVA), as well as referrals to mental health support and sexual violence support services.

Find a location: www.nhs.uk/service-search/other-services/Rape-and-sexual-assault-referral-centres/LocationSearch/364

NHS Advice: www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault/

6. Dementia and Alzheimer support



Alzheimer's Society

Dementia Connect support line call **0333 150 3456**

For Welsh/Cymraeg speakers call **0330 094 7400**

Phone support is available most days, with a restricted service over the Christmas period. Online support is available every day through Dementia Connect.

Information and support available on website **alzheimers.org.uk**



DementiaUK

Helping families face dementia

Admiral Nurses Service for Dementia (Solent NHS)

NHS trained specialist dementia nurses. Free expert practical, clinical, and emotional support to families living with dementia

Dementia Admiral Network Helpline (National) call **0800 888 6678**

Line open Monday and Friday 9am - 4.45pm

Wednesday and Thursday 6pm - 9pm

Contact for specialist support, Emma Borley (Local) call **023 8044 7253**

Email **referral snhs.ciseast@nhs.net**

Open Monday to Friday, 9am - 5pm

Address **Admiral Nurse Team, Westwood House, 100 Peartree Avenue, Southampton, SO19 7JL**



CARERS IN SOUTHAMPTON

Helping unpaid carers

Further services and support at Carers In Southampton

www.carersinsouthampton.co.uk

7. Homelessness, Drug and Alcohol



The Society of St James

(Hampshire/ Southampton) Drug and Alcohol Recovery, Homelessness Support, Mental Health Services, and Special Supported Accommodation

Southampton Homelessness Unit call **023 8083 2327**

Monday, Tuesday & Thursday, 8.30am - 4.30pm

Wednesdays 10am - 4.30pm, Fridays 8.30am - 4pm

Email **homelessness.advice@southampton.gov.uk**.

Portsmouth Recovery Hub call **023 9229 4573**

Monday to Thursday 9am - 5pm

Friday 9am - 4.30pm

More information at **<https://ssj.org.uk>**



No Limits

(Southampton/Hampshire) Drug and Alcohol Support for Young People up to 25. Advice Centre to help with homelessness, relationships, sexual health, drugs, and alcohol, and more.

Call **023 8022 4224**

Open Hours: Monday, Tuesday, Friday 10am - 5pm

Wednesday 1.30pm - 8pm

Thursday 10am - 8pm

Saturday 10am - 1.30pm, Closed on Sunday

Email **enquiries@nolimitshelp.org.uk**

Address **13 High Street, Southampton SO14 2DF**

Online referral form **<https://nolimitshelp.org.uk/contact-us/>**



Change Grow Live

Change, Grow, Live

(Southampton) Drug and Alcohol Support Services. Free and confidential support to all adults and families experiencing difficulties with drugs and alcohol

General enquiries call **023 8071 7171**

Email **southampton@cgl.org.uk**

Address **50 - 52 London Road, Southampton SO15 2AH**

Alcohol Support Line **023 8200 2764**

Open Hours

Monday, Tuesday, Friday 9.30am - 4.30pm

Wednesday 1pm - 4.30pm

Thursday 9.30am - 8pm

Saturday 10am - 4pm



Friendly, confidential drug advice

Talk to Frank

(National) Drug Education and Safety Service

Helpline call **0300 123 66 00** 24hrs a day, 7 days a week

Line open 24hrs a day, 7 days a week for anyone concerned about illegal drugs or alcohol,

Text **82111**

Email **www.talktofrank.com/contact**

Website **www.talktofrank.com/**

drinkaware

Drinkaware

(National) Alcohol and Drug Support

Drink helpline call **0300 123 11 10** Monday to Friday 9am - 8pm,
Weekends 11am - 4pm

Live Chat on website 9am - 2pm on weekdays

More information and services available on the website

www.drinkaware.co.uk/advice/alcohol-support-services



Respond

(National) Services for Children and Young People with Learning Disabilities, Autism or Both to Recover from Trauma

Call **020 7874 5485**

Email **elizabeth.thomas@respond.org.uk**

Referral form **<https://respond.org.uk/wp-content/uploads/2019/06/YPS-Referral-Form-2015-YPS.doc>**

8. Support For After a Crime



The Victim Care Service provided by Victim Support (Hampshire, and Isle of Wight)

The Victim Care Service is funded by the Hampshire Police and Crime Commissioner and is delivered by the national charity Victim Support. The service provides free, confidential support to residents across Hampshire affected by crime. Their aim is to help people cope and recover from the effects of crime, regardless of whether or not they have reported to the police. You can use the service if you have been impacted by crime, even if you are not the direct victim.

Freephone **0808 178 164** (translator and BSL service available on request)

Email **Hub.hiow@victimsupport.org.uk**

Website **www.hampshireiowvictimcare.co.uk**

Monday to Saturday 8am - 8pm

Victim Support's 24/7 Supportline **0808 168 9111**

Victim Support's Live chat **www.victimsupport.org.uk/livechat**



You Trust – creatively empowers people every year to thrive in their communities

Providing support in Hampshire and Isle of Wight, The YOU Trust supports in specialist areas such as domestic abuse, sexual abuse, stalking, mental health, older people, young people, homelessness and learning difficulties.

Website www.theyouthtrust.org.uk/

Call **01329 825 930**

Email enquiries@theyouthtrust.org.uk



Citizens Advice Bureau

Advice on your rights and responsibilities (National)

Adviceline (England): **0800 144 8848** line open Monday to Friday
9am - 5pm, not available on public holidays

Relay UK – if you can't hear or speak on the phone, you can type what you want to say: text **18001** then **0800 144 8884**. Find how to use **Relay UK** at www.relayuk.bt.com/how-to-use-relay-uk.html

Online Chat www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/

Offering free, independent, confidential, and impartial advice on your rights and responsibilities. They could help you get legal support around bullying and harassment. The website also offers support and information on discrimination and hate crime:

www.citizensadvice.org.uk/law-and-courts/

9. Safeguarding Adults and Children

CONCERNS ABOUT CHILDREN AND FAMILIES



Southampton City Council

Report abuse or concerns about children and families

Concerns about children and families believed to be at risk can be reported to the Children's Resource Service at

www.southampton.gov.uk/health-social-care/children/child-social-care/childrens-resource-service/

If you are concerned about the immediate safety of a child call **999**

If you are a young person, parent, or carer or a member of the public and you are concerned about a child

call **023 8083 3004** or **023 8023 3344** (weekends, Bank Holidays and out of office hours)

If you are a child, young person, parent, or carer, and you would like to discuss your worries or seek support

call **023 8083 3004** or **023 8023 3344** (out of office hours)

If you are a professional and concerned about a child

call **023 8083 2300** or **023 8023 3344** (out of office hours)

Office hours Monday to Friday 8.30am - 5pm and

Friday 8.30am - 4.30pm

More information can be found at the

Southampton Safeguarding Children Partnership website

www.southampton.gov.uk/health-social-care/contact-social-care/southampton-sscp/



National Child Abuse Support Service (NSPCC)

Helpline if you are concerned about a child call **0808 800 5000**

Helpline for children aged 18 or under call **0800 1111**

Email **help@nspcc.org.uk**

Family support programmes and how to spot signs of different types of abuse included on the website, such as FGM:

www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/

You can also call NSPCC and Childline about bullying, who can help you report bullying to the police

CONCERNS ABOUT AN ADULT



Southampton City Council

Report abuse or concerns about an adult

Concerns about a vulnerable adult believed to be at risk can be made at www.southampton.gov.uk/health-social-care/adults/help-for-vulnerable-adults/

If you are concerned about the immediate safety of an adult call **999**

Email adultsocialcareconnect@southampton.gov.uk

Call **023 8083 3003**

Outside of normal office hours **023 8023 3344**

More information can be found at the Southampton Safeguarding Adults Board (SSAB) website www.southampton.gov.uk/health-social-care/adults/help-for-vulnerable-adults/southampton-Isab/



Hampshire Police and Crime Commissioner (PCC): Stop Modern Slavery

If you need help, advice, or information about any modern slavery issue you can contact the modern slavery helpline confidentially, 24 hours a day, 365 days a year. Hampshire PCC are part of the Modern Slavery Partnership.

Helpline: **0800 0121 700**

Detailed information about what to do about Modern Slavery can be found at the Hampshire Modern Slavery Partnerships web pages at www.hampshire-pcc.gov.uk/msp

