

## **Sources of help and information**

The following web site gives a list of sources of help and information:

[http://www.crimereduction.homeoffice.gov.uk/adv\\_index.htm](http://www.crimereduction.homeoffice.gov.uk/adv_index.htm).

### **Victim support schemes**

If you have been attacked, they can help you cope. Ask the police to put you in touch.

### **Social Services**

If you or your children need to get away from a violent man, social workers at your local council can put you in touch with a nearby refuge for women. Their 24-hour emergency number will be in the phone book.

### **Citizens Advice Bureaux**

They can help you get legal advice. Get the number of your nearest CAB in the local phone book. Web site: <http://www.citizensadvice.org.uk/>.

### **The Suzy Lamplugh Trust**

A national charity for personal safety.

Suzy Lamplugh Trust, Hampton House, 20 Albert Embankment, London SE1 7TJ

Tel 020 7091 0014 Web site: <http://www.suzylamplugh.org/>.

### **Malicious Callers**

BT offer an advice service on how to deal with malicious callers. Telephone 0800 666 700, where a recorded message will advise you. If you need further advice, dial 150 (free) between 8am and 6pm Monday to Saturday.

## **Voluntary organisations**

### ***Crimestoppers***

Crimestoppers is a national crime information collection scheme that enables the public to give information anonymously using the Crimestoppers freephone number: 0800 555 111. It operates 24 hours a day, every day of the year.

### ***Victim Support schemes***

Victim Support is an independent national charity. Trained volunteers based in local schemes contact people after a crime to offer free, confidential support and advice. People are referred to Victim Support by the police and other organisations, or make direct contact themselves to ask for help. Web site: <http://www.victimsupport.org.uk/>.

### ***Crime Concern***

A national crime prevention organisation, it is a registered charity and has been operating since 1989. It works with national and local partners to reduce crime and create safer communities.

Crime Concern currently manages over 40 national and local projects across England and Wales, including 14 Safer Cities projects. It provides a wide variety of not-for-profit consultancy and training services for national and local clients and other specialist advice in areas of criminality prevention, high crime neighbourhoods, town and city centres, youth crime, women's safety, business crime, passenger safety, rural crime, safer schools and health services.

Web site: <http://www.crimeconcern.org.uk/>.

### **NACRO**

NACRO is an independent voluntary organisation working to prevent crime and promote the resettlement of offenders in the community. It has a Head Office in London but has offices and projects providing resettlement, employment training, housing and many other general and specialised services throughout England and Wales. Web site: <http://www.nacro.org.uk/>.

### **Help the Aged**

For help on a variety of problems, call the advice line on: Tel: 0800 289 404

Web site: <http://www.helptheaged.org.uk/en-gb>.

### **Age Concern**

You can call this group for pensioners at their Head Office: Tel: 020 8765 7200

Helpline: 0800 00 99 66 Web site: <http://www.ageconcern.org.uk/>.

### **Equality and Human Rights Commission**

On 1 October 2007 the three equality commissions merged into the new Equality and Human Rights Commission:

- Commission for Racial Equality (CRE)
- Disability Rights Commission (DRC)
- Equal Opportunities Commission (EOC)

The new commission is working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

For more information, see the web site: <http://www.equalityhumanrights.com>.

### **Local Authorities**

If you are a council tenant and have any problems, your Local Authority Housing Department may be able to help. Many local Councils have community or race relations officers who offer practical support and guidance to those who have suffered harassment. Chelmsford Borough Council web site: <http://www.chelmsford.gov.uk/>.

### **NAVCA**

The National Association for Voluntary and Community Action is the national voice of local voluntary and community sector infrastructure in England. Members work with local community groups and voluntary organisations which provide services, regenerate neighbourhoods, increase volunteering and tackle discrimination, in partnership with local public bodies.

The Tower, Furnival Square, Sheffield S1 4QL  
Tel 0114 278 6636 Fax 0114 278 7004 Textphone 0114 278 7025  
Web site: <http://www.nacvs.org.uk/cvsdir/>.

### ***The Samaritans***

They offer confidential emotional support 24 hours a day by phone, face-to-face or by letter. There are over 200 branches in the UK and Eire staffed by trained volunteers. Tel 0845 790 9090 Local branch 01245 357357 Minicom 0845 7909192  
Web site: <http://www.samaritans.org/>.

### **Children**

Many police forces and schools organise Junior Citizen or Crucial Crew schemes for junior school children. They teach them how to cope with everyday dangers both in the home and outside. They also encourage good citizenship. Ask your children's school or your local Community Police Officer about these programmes. You can also contact [Crime Concern](#) for information about Crucial Crew.

The police and social services will investigate any suspected case of child abuse, ill treatment or neglect. If you believe a child has been abused in any way or put in fear of an assault, contact the police, social services or the NSPCC immediately. There are a lot of groups that can help. Your doctor may be able to tell you which one is best.

The National Society for the Prevention of Cruelty to Children (NSPCC)  
The London Head Office is at Weston House, 42 Curtain Road, London, EC2A 3NH  
Tel: 020 7825 2500 Fax: 020 7825 2525. or see your local phone book for local branches. Helpline 0808 800 5000 Textphone 0800 056 0566. Fax 020 7825 2750  
Email [help@nspcc.org.uk](mailto:help@nspcc.org.uk) Web site: <http://www.nspcc.org.uk/>.

### ***Survivors of Sexual Abuse***

Web site: <http://www.sandf.org/>.

### ***Childline***

This is a free telephone line offering confidential counselling for children in trouble or danger or for worried parents. Tel: 0800 1111  
You can write to Childline at: FREEPOST 1111 London N14BR  
Web site: [www.childline.org.uk/](http://www.childline.org.uk/).

### ***Parentline***

Offers help and advice to parents who are under stress or experiencing difficulty with a child. Web site: <http://www.parentlineplus.org.uk/>.

### ***NAPAC***

The National Association for People Abused in Childhood  
Support line 0800 085 3330  
Web site: <http://www.napac.org.uk/survivors/support/groups/detail.asp?id=55>.

## **Careline**

Careline provides confidential crisis telephone counselling for children, young people and adults. They offer a unique service in that they can provide instant telephone counselling to any individual on any issue. Tel. 0845 122 8622.

Web site: <http://www.ukselfhelp.info/careline/>,

## **Kidscape**

Helping to prevent bullying and child abuse

2 Grosvenor Gardens, London, SW1W 0DH. Phone: 020 7730 3300

Fax: 020 7730 7081 Helpline: 08451 205 204

Web site: <http://www.kidscape.org.uk/>.

## **High/Scope UK**

Train staff to work with pre-school children in various settings, to teach them decision-making and evaluation skills. Their address is: High/Scope UK, Anerley Business Centre, Anerley Road, London, SE20 8BD

Tel: 0870 777 7680 / 7681 Fax: 0870 777 7682

Web site: <http://www.high-scope.org.uk/>.

## **Homestart UK**

Volunteers give friendship, support and practical help to young families at home.

Writtle Wick Family Centre, 62 Chignal Road, Chelmsford, CM1 2JB

Tel: 01245 264047 Fax: 01245 252095 Email: [homestart.chelmsford@zen.co.uk](mailto:homestart.chelmsford@zen.co.uk)

Web site: <http://www.home-start.org.uk/>.

## **4Children**

4Children is the national charity dedicated to creating opportunities and building futures for all children. From children's centres to extended schools, childcare to play provision, parenting support to support for young people – 4Children is at the forefront of delivery and supporting innovative children's services, ensuring that all children and families get the support they need in their community.

4Childres, 189 Broomfield Main Road, Broomfield Place, Chelmsford, CM1 7EQ

Tel: 01245 445 003 Fax: 01245 445 002 E-mail: [Info@4Children-essex.org.uk](mailto:Info@4Children-essex.org.uk)

Web site: <http://www.4children.org.uk/>.

## **Women**

### **Women's Aid Foundation**

They provide an advice service, and set up refuges for victims of domestic violence.

Their national helpline is 0808 2000 247

Web site: <http://www.womensaid.org.uk/>.

### **Social Services**

If a woman and her children need to get away from a violent man, social workers at the local council can put them in touch with a nearby refuge for women. The 24-hour emergency number will be in the local phone book.

### ***Rape Crisis Centres***

If you have been raped, they will give you help and support. Web site:

<http://www.rapecrisis.org.uk/>.

### ***Malicious callers***

British Telecom offer an advice service and leaflet on how to deal with malicious callers. Tel: 0800 666 700 A recorded message will advise you. If you need further advice, dial 150 (free), between 8.00 a.m. and 6.00 pm Monday to Saturday.

### **Alcohol and drugs**

There are many organisations that can be contacted for advice on alcohol or drugs. Some are listed below:

#### ***Getting help locally***

Talk to your doctor, or a teacher, social worker, probation officer or citizen's advice bureau, or contact your local health education unit (the number will be in the local phone book under Health Authority).

#### ***Counselling agencies***

The above may be able to put you in touch with counselling agencies. If not, try the following:

#### ***Alcohol Concern***

A national charity working to promote sensible drinking and to improve services to help problem drinkers. They produce a booklet entitled 'Alcohol and your children'. Contact them for information or advice on how to be put in touch with a local alcohol advisory service: Alcohol Concern, 64 Leman Street, London, E1 8EU  
Tel: 020 7264 0510 Fax: 020 7488 9213 E-mail: [contact@alcoholconcern.org.uk](mailto:contact@alcoholconcern.org.uk)  
Web site: <http://www.alcoholconcern.org.uk/servlets/home>.

#### ***Health Education Authority***

The HEA was replaced by the HDA, which is now part of [NICE](#). Accessible [medical information for patients](#) is also available from [Medinfo](#).

#### ***Narconon UK***

Drug Rehab and Alcohol Treatment Centre  
Tel 0800 169 4803. Web site: <http://www.drugrehab.co.uk/> .

#### ***TACADE***

Drug and alcohol advice and education organisation offering information and training:  
Old Exchange Buildings, 6 St Ann's Passage, King Street, Manchester, M2 6AD  
Tel: 0161 836 6850 Fax: 0161 836 6859  
E-mail: [ho@tacade.co.uk](mailto:ho@tacade.co.uk) Web site: <http://www.tacade.com/>.

## **Re-Solv**

The Society for the Prevention of Solvent and Volatile Substance Abuse deals solely with solvent misuse. They publish leaflets, booklets and videos and know about local agencies that can help: 30A High Street Stone Staffordshire ST15 8AW  
Tel: 0178 581 7885 Web site: <http://www.re-solv.org/>.

## **ADFAM National**

A charity for the families and friends of drug users. It provides a National Helpline offering information and confidential support. Adfam, 25 Corsham Street, London, N1 6DR Tel. 020 7553 7640 Fax 020 7253 7991 email [admin@adfam.org.uk](mailto:admin@adfam.org.uk)  
Web page: <http://www.adfam.org.uk/>.

## **Disability**

Disabled Living Foundation 380-384 Harrow Road London W9 2HU:  
Tel: 020 7289 6111 Helpline: 0845 130 9177.  
Web site: <http://www.dlf.org.uk/>.

## **National Federation of the Blind of the UK**

Sir John Wilson House, 215 Kirkgate, Wakefield, WF1 1JG,  
Tel: 01924 291313, Fax: 01924 200244, email: [nfbuk@nfbuk.org](mailto:nfbuk@nfbuk.org)  
Web site: <http://www.nfbuk.org/>

## **RADAR**

Royal Association for Disability & Rehabilitation  
RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF, Tel: 020 7250 3222,  
Fax: 020 7250 0212, Minicom: 020 7250 4119, email: [radar@radar.org.uk](mailto:radar@radar.org.uk)  
Web site: <http://www.radar.org.uk/>.

## **Royal National Institute for the Blind (RNIB)**

RNIB: London and South East, 105 Judd Street, London, WC1H 9NE  
Tel: 020 7388 1266 Fax: 020 7388 2034  
Email: [RNIBLondonandSouthEast@rnib.org.uk](mailto:RNIBLondonandSouthEast@rnib.org.uk)  
Helpline: 0845 766 9999, Web site: [www.rnib.org.uk/](http://www.rnib.org.uk/).

## **Royal National Institute for Deaf People**

9-23 Featherstone Street London Ee 1 Y 8SL  
Tel: 020 7296 8000, Textphone: 020 7296 8001, Fax: 020 7296 8199  
Information Line Tel: 0808 808 0123, Textphone: 0808 808 9000,  
SMS: 0780 000 0360 Email: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)  
Web site: <http://www.rnid.org.uk/>.

## **Vehicles**

### ***Automobile Association Inspections***

Local offices will be in the phone book and can provide information regarding local inspections or telephone: 0800 056 8040.

Head Office: Fanum House Basingstoke Hants RG212EA

Tel: 0125620 123

### ***Royal Automobile Club***

Local offices will be in the local phone book and can provide information regarding local inspections or tel: 0800 975 5867.

Head Office: RAC Motoring Services, 8 Surrey Street, Norwich, NR1 3NG

Web site: <http://www.rac.co.uk/>

### ***Sold Secure***

For details of scheme members in your area and a list of recognised security products contact: 5c Great Central Way, Woodford Halse, Daventry Northants NN11 3PZ

Tel: 01327 264687 FAX 01327 264686 Web site: <http://www.soldsecure.com/>.

### ***Association of British Insurers***

For a copy of a list of security devices published by Thatcham and the video 'Car Buyer Beware', contact:

The Car Buyer's Guide 51 Gresham Street London EC2V 7HQ Tel: 01 240 5555

Web site: <http://www.cbg.ie/>.

Individual insurance companies will give you advice and may offer reduced premiums on vehicles fitted with security devices.

### ***The Vehicle Security National Helpline***

This is a self-help nationwide service for motorists, to assist them in making a decision as to how best to protect their cars against theft. It is backed by insurers and the security industry and provides the finest advice available on securing a car from attack at an affordable price. One benefit from the advice can be a reduction in insurance premiums.

The Helpline is open during normal working hours and except for the cost of a phone call, the advice given is free. Callers receive an information pack containing the latest information on insurance compliant (Thatcham) security devices and the names of their nearest (VSIB) accredited installers/suppliers.

The Vehicle Security National Helpline is a joint venture operated by the Motor Insurance Repair Research Centre (Thatcham) and the Vehicle Security Installation Board (VSIB). Tel: 0990 502006

### ***Vehicle Security Installation Board***

For a copy of the list of fully accredited installation companies, contact:

Bates Business Centre Church Road Harold Wood, Romford, Essex RM3 0JF

Tel: 01708 340911 Fax: 01708 340485 email@vsib.co.uk

Web site: <http://www.vsib.co.uk/>.

### ***HPI Equifax***

For a check on the status of a second-hand vehicle, contact:

Dolphin House P.O. Box 61 New Street Salisbury Wiltshire SP1 2TB

Tel: 01722 422 422

Web site: <http://www.hpicheck.com/>.

### ***Motorcycle Action Group***

Runs a reward scheme for information on thefts of motorcycles and parts.

Contact them at Central Office, P.O. Box 750, Rugby CV21 3ZR

Tel 01788 570065 Fax 01788 570052

East Anglian Rep. Tel: 0870 774 3564 [east-anglia-region@mag-uk.org](mailto:east-anglia-region@mag-uk.org)

Web site: <http://www.mag-uk.org/>

### **Homes**

The following publications could be useful:

- 'Neighbourhood Watch - A Guide to Successful Schemes October 1993.' Available from Crime Concern, Beaver House, 147-150 Victoria Road, Swindon, Wiltshire SN1 3BU Tel: 0179 386 3500
- 'A Practical Guide to Crime Prevention for Local Partnerships - October 1993.' Available from Home Office, Crime Prevention Agency, Room 583, 50 Queen Anne's Gate, London SW1H 9AT.
- 'Manual for Action' (advice on how to set up a crime prevention panel).
- You can get more information on Neighbourhood Watch in the leaflet 'Welcome to Neighbourhood Watch'.

The above titles are available from the Home Office, Queen Anne's Gate, London SW1H 9AT.

- 'Partners Against Crime' - a guide to helping the police reduce crime in your neighbourhood. Available from the Home Office.
- You can get further advice on home security and postcoding your property in the leaflets 'Beat the Burglar', 'Coded for Keeps', and 'Peace of Mind When You're Away'. Available from your local police station or write to Home Office, Public Relations Branch, Room 151, 50 Queen Anne's Gate, London SW1H 9AT.

### ***Housing department of your local council***

If you are a council tenant, some councils help pay for extra locks and alarms, especially for pensioners and the disabled, or there may be a special lock-fitting scheme. If not, they or the police may tell you about any run by a voluntary or other local organisation in your area.

### ***Home insurance companies***

Some firms offer lower premiums to people who fit security locks and alarms. Some also offer discounts if you belong to a Neighbourhood Watch or Home Watch scheme. Ask the firm whether it minds which systems you buy.

### ***Building society or bank***

They may be willing to lend you the money for extra security, and to add it to your mortgage. Good security can increase the value of your property.

### **Crime Prevention Advice**

#### ***Master Locksmiths Association***

Units 4-5, Woodford Halse Business Park Woodford Halse Daventry Northants NN11 6PZ Tel: 0132762255 for the name of an approved locksmith in your area.

Web site: <http://www.locksmiths.co.uk/>

#### ***Banks and credit card companies***

- Will advise you on how to protect your cash and credit cards. For lost or stolen cards, contact your bank or credit card company. Check your last bank statement or phone book for the number to ring.