

Hopian

domestic abuse & sexual
exploitation support & refuge
accommodation services

Drop-in
Information

How to get
support or
advice from
Hopian



We (Hopian) are a registered charity that offers a range of specialist trauma-informed services and refuge accommodation with the aim to empower those affected by domestic abuse through choice, education and safety.

We will...

- Listen to you.
- Tell you about our responsibilities and the service options.
- Give you time to tell us what you want to share.
- Be non-judgmental.
- Talk with you about your needs.
- Give you up-to-date information and expertise to enable you to make your own choices and decisions.
- Be assessing risk.

We won't...

- Impose our opinions.
- Tell you what to do.
- Judge you.
- Rush you.
- Make you do something you don't want to do.

Drop-in sessions

Our Drop-in Session are on **Monday to Friday, 10-11am and 3-4pm.** Excluding bank holidays. They are held at our offices on High Street in Rotherham.

Contact us outside of the drop-in session

Please note **we are open Monday to Friday, 9am to 5pm.** If we are unable to answer the phone, please leave us a message with your name and number, and we will call you back as soon as possible. Please note we may call you back from a withheld number. Similarly, when emailing us or contacting us via the website, we will get back to you as soon as we can.

For suport and advice, call our Helpline on **0330 202 0571**, email **help@hopian.org.uk** or leave a message via **Hopian.org.uk/help**.

What you can expect from us

- Friendly, compassionate and non-judgemental support to anyone irrespective of gender, age, sexuality, (dis) ability, or religion.
- We may need to ask questions about your situation to assess the level of risk you are experiencing and to know what support to offer.
- We take confidentiality very seriously; however, there may be instances where we need to contact the police or other social or health services, for example, if you, your children, or someone else is at serious or immediate risk of harm. Where possible, we would discuss this with you and explain why we are legally obliged to pass information on.
- To be open and honest about what we can do to support you.

What we provide

- Assess risk and provide individual safety planning.
- Discuss what our service can offer and make recommendations for support based on your personal needs.
- Understand the difficulties and complexities you may be experiencing.
- Give you information on other specialist services that can provide additional support.
- Discuss your accommodation needs, including refuge, and support you in making short- and long-term housing choices.
- Give you the tools and knowledge to make your own choices for your future.

What we don't provide

- **We cannot provide you with a house**, but we can provide guidance and support you with this.
- **We cannot provide financial assistance**: but we can provide you with advice and guidance on where to get support.
- **We cannot promise** to keep everything you tell us confidential: we may need to pass on information to the police, social care, or health care professionals if you disclose that you or someone else is at immediate risk of harm, or that a crime has been committed.

How you can support yourself

Plan for your safety in case you (and your children) need to flee in an emergency, by using our resources at hopian.org.uk/resources/safety-planning or scan the code.



Prepare a grab bag, and hide it with someone where the person you are fleeing will not be able to find it. This could be a friend, family member or neighbour's house or at your place of work. Your bag should include:

- Change of clothes for you and any children.
- Passports or photocopies of passports if you aren't able to get the originals for you and any children.
- Information on your prescription medication for you and any children.
- Money (cash).
- A list of useful numbers.
- You should also take any documentation relating to the abuse – e.g. police reports, court orders such as injunctions and restraining orders, and copies of medical records if you have them.

Always keep your phone charged & charger nearby or have a spare mobile, for your grab bag, that is charged with a charger and useful contact details already in its address book.

Invest in a strong support network of friends, family members, neighbours or colleagues – it can be extremely useful and makes you less isolated.

How you can support your children

If you wish to improve your child's safety, improve communications and allow them to share their worries, fears and anything that might cause them to feel anxious, please visit: hopian.org.uk/resources/resources-for-parents-carers or scan the code. This link includes creating advice on **A Safety Plan for a Child** that will help protect them from getting hurt and keep them safe.



Useful other services & organisations

Reach out to other services who might also be able to help. There is a list of local and national organisations below that might be of use to you.

DOMESTIC ABUSE SUPPORT & ADVICE

National Domestic Abuse Helpline for support and information

 **operate 24/7**
 0808 2000 247  nationaldahelpline.org.uk

National Centre for Domestic Violence for emergency injunction services

 **operate 24/7**
 0800 970 2070  ncdv.org.uk
 Text "NCDV" to 60777 and they'll call you back

Galop for LGBT+ domestic abuse support

 **operate Mon - Tue: 9.15am - 8pm, Wed - Fri: 9.15am- 4.30pm**
 **0800 999 5428**  help@galop.org.uk
 galop.org.uk

Mankind Initiative for male victims of domestic abuse

 **operate Mon - Fri: 10am - 4pm**
 0808 800 1170  mankind.org.uk

Safe Spaces

for when you are experiencing domestic abuse, you can access a safe and discreet place to reach out to friends and family, and contact specialist support services. To find a local Safe Space visit uksaysnomore.org/safespaces.

MENTAL & PHYSICAL HEALTH SUPPORT & ADVICE

NHS Online to get help for any symptoms



operate 24/7



111



111.nhs.uk

Rotherham Urgent & Emergency Care Centre



operate 24/7



01709 424455



Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD

Rotherham Crisis Team for emergency mental health support



operate 24/7



0800 804 8999 for adults



03000 218 996 for children and young people

Samaritans always there to listen to you, especially in dark times.



operate 24/7



116 123



samaritans.org

Give Us A Shout text support for people in crisis



operate 24/7



Text 85258 for support



giveusashout.org

Rotherham Drug and Alcohol Services



operate: Mon - Fri: 9am-5pm, except Tue: 9am-7pm



0808 1753981



wearewithyou.org.uk/local-hubs/rotherham-roads

RotherHive for practical mental health and wellbeing information for adults in Rotherham



rotherhive.co.uk

HOUSING

Rotherham Metropolitan Borough Council

 01709 336009 (emergency accommodation)

 housingonline.rotherhamcouncil.org.uk

Shelter Emergency Helpline

 operate Mon - Fri: 8am to 5pm

 0808 800 4444  england.shelter.org.uk

OTHER SUPPORT

Citizens Advice for free, confidential and independent practical up-to-date information and advice

 operate Mon - Fri: 9am - 5pm

 0808 278 7911  citizensadvice.rotherham.org.uk

The Trussell Trust for food banks and emergency food

 operate Mon - Fri: 9am - 5pm

 0808 208 2138  rotherham.foodbank.org.uk

National Debtline for free, confidential, and independent debt advice

 operate Mon - Fri: 9am-8pm and Sat: 9:30am-1pm

 0808 808 4000  nationaldebtline.org

Job Centre Plus

 find-your-nearest-jobcentre.dwp.gov.uk

 0800 169 0190

If you are in immediate danger...

Call **999**. If you cannot speak, let the operator know by placing a silent call. To do this, dial 999 and once you are connected with an operator, press **55** to let them know your emergency is genuine, but you are unable to speak.

To report any other non-life-threatening crime, call **101**.

If you are experiencing a mental health crisis...

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment from the Rotherham Crisis Team on **0800 804 8999**, who are available 24/7.

Emergency accommodation tonight

If you need emergency accommodation tonight, we advise you to visit Rotherham Metropolitan Borough Council in person at Riverside House, Main Street, Rotherham, **immediately**.

hopian.org.uk

Hopian is a Charity registered in England & Wales: no. 1141699. Our offices: 18 High Street, Rotherham, S60 1PP.

learn more about us

- For any general enquiries, email enquiries@hopian.org.uk, or call **0330 2020 571**, Mon - Fri: 9am - 5pm.
- Learn more about our services, visit: hopian.org.uk/services.
- To refer yourself or refer someone else to our services, please visit: hopian.org.uk/contact/referral or email help@hopian.org.uk.
- For a range of practical and explainer resources, please visit: hopian.org.uk/resources.
- Make a difference, donate: Hopian.org.uk/donate.