Information NOW
Information for people in Newcastle upon Tyne

Domestic abuse

Domestic abuse can happen to anyone. All genders can be abused or abusers. In **most cases** it is experienced by women and done by men. It's described as any incident or pattern of incidents that are: controlling, coercive, threatening, violent. It is called domestic abuse because it affects those in a relationship, the whole family or all those living together in a home. It affects those who witness the abuse and the wider family and friends who are aware of the abuse. Children are recognised in their own right as victims. Domestic abuse can happen:

- inside and outside the home
- over the phone, on the internet and on social networking sites
- in any relationship and can continue even after the relationship has ended
- to any gender. Anyone can be abused or abusers.

UK government definition of domestic abuse "Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality"

What to do if you're experiencing domestic abuse

In an emergency situation, or someone's life is in danger call 999

To report abuse please:

- **complete an online form**
- **contact Adult Social Care at Newcastle City Council**
- contact someone you trust, such as a GP, nurse, police officer or care worker. They will pass on your concerns to the safeguarding agencies

If you're worried someone might see you have visited a domestic violence help page, the Women's Aid website tells you **how to cover your tracks online.**

Types of domestic abuse

Domestic abuse (also known as domestic violence) can be emotional, physical, sexual, financial or psychological. It is revealed through patterns of behaviour such as:

- kicking, hitting, punching or cutting
- sex or a sexual act without your consent, rape, unwanted sexual demands
- controlling someone's finances by withholding money or stopping someone earning
- controlling behaviour, like telling someone where they can go and what they can wear
- not letting someone leave the house
- reading your emails, text messages or letters
- threatening to kill someone or harm them
- forced or predatory marriage
- threatening another family member or pet
- belittling you
- making unreasonable demands for attention
- destroying things that belong to you or family members
- stalking

Read more about adult abuse on InformationNOW

Signs of domestic abuse

It can be difficult to tell if domestic abuse is happening. Abusers can act very differently when other people are around. There are signs that family members, children and young people have experienced or witnessed domestic abuse which include:

- aggression or **bullying**
- **anti-social behaviour**, like vandalism
- **anxiety**, depression or suicidal thoughts
- **drug or alcohol** use
- eating disorders
- withdrawing from friends, family and social events

Read more about how to recognise domestic abuse from Women's Aid

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Signs of domestic abuse in children

Children may start to behave differently if they witness abuse in their home. They may start to shows signs of:

- attention seeking behaviour
- bed-wetting, nightmares or insomnia
- constant or regular sickness, like colds, headaches and mouth ulcers
- problems in school or trouble learning
- tantrums

Effects of domestic abuse

Living in a home where domestic abuse happens can have a serious impact on your **mental** and physical wellbeing, as well as behaviour. With children and young people this can last into adulthood.

What's important is to make sure the abuse stops and the family and particularly children and young people have a safe and stable environment to grow up in.

NHS Domestic violence or abuse information

Domestic abuse support services

Newcastle Integrated Domestic Abuse Service they:

- have a refuge for women and their children who are moving from abusive relationships. It's open 24 hours a day.
- support men who need alternative housing to leave abusive relationships
- offer an outreach service where they support people at risk of abuse
- give independent advice about domestic and sexual violence for victims at high risk of harm
- offer support with housing and legal issues, access to benefits, training, employment and finding schools and childcare

Make a Change Newcastle is a free support programme for anyone over 18 who is concerned that they might be hurting, scaring or controlling their partner; or for partners, family and community affected by this behaviour. They offer one to one and group support.

Newcastle Women's Aid offer 1 to 1 or group support to help recover after experiencing domestic abuse.

Changing Lives offer help for those needing accommodation when escaping abuse.

Victims First support witnesses to crime, violence and assault.

Victim Support (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Newcastle Sanctuary Scheme helps people at risk of domestic abuse to remain safely in their own home. They can provide enhanced security measures on your property and specialist support. YHN can support their tenants of all tenures and home owners. To use this scheme you need to be referred by a support service such as:

- Domestic abuse specialist support services
- **Newcastle City Council Adult Services** or Children's Social Care
- **Northumbria Police**
- **Newcastle Probation Service**
- **Private Rented Sector team**
- Registered Social Landlords **(see the list of social housing providers here)**
- Private Landlords
- **Tyne and Wear Fire and Rescue Service**

- **Your Homes Newcastle Safeguarding Team**

Women, children and families support services

- **Refuge** provide a 24 hour helpline and provide specialist accommodation and support to women and children escaping domestic violence and other forms of violence and abuse.
- **Newcastle Integrated Domestic Abuse Service** has a refuge for women and their children who are moving from abusive relationships. It's open 24 hours a day.
- **West End Women and Girls Centre** carry out preventative work and offer support and courses to victims of domestic abuse including the Safe 4 Life programme.
- **Barnardo's** is a children's charity that run over 1,000 services in local communities, and support around 300,000 children, young people and families every year. This includes **families affected by domestic abuse.**
- **Stop Abuse Together** – It's important to know how to spot the potential signs of child sexual abuse and where to go for support. This government website brings together advice and resources to help you keep the children in your life safe.
- **Angelou Centre** supports black and minoritised women in Newcastle, who are survivors of violence or abuse and their children. This includes forced marriage, honour based abuse, modern day slavery and support for women with no recourse to public funds. They offer emotional support, information, counselling and accommodation

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Men's support services

- **Men's Advice Line** provides a range of services aimed primarily at men experiencing domestic abuse from their partner.
- **ManKind Initiative** helps and supports male victims of domestic abuse and violence.
- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Sexual assault support services

- The Angel Centre Sexual Assault Referral Centre (SARC) offer free, confidential healthcare and compassionate support to people aged 16 years or older in Northumbria that have experienced sexual assault, including rape, in their lifetime. You can call their helpline 24 hours a day, every day of the year. To speak with a nurse for support and to discuss your options for making an in-person appointment. They can offer support and care for recent and non recent cases. Please note this is not an emergency service.
- **Rape Crisis** is a charity that provides sexual violence services to women and girls over the age of 13 who live, work or study in Tyneside and Northumberland. They provide free, safe, professional support and information for women and girls over 13 who have experienced any form of sexual violence at any time in their lives. They offer: counselling, telephone helpline, email support, practical and emotional support and specialist information.

- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Emotional support services

- **Harbour** provides online help and a 24 hour telephone line for families and individuals who are affected by abuse from a partner, former partner or other family member.
- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Forced or predatory marriage

Forced or predatory marriage is a type of **domestic abuse**. It is when someone pressurises, persuades, and/or forces someone to marry them, for their own purposes or gain. This could be to take their money, inherit their property or to control them.

Predatory marriage can happen to anyone. Often adults who don't have the **mental capacity** to give their consent to marriage are targeted. For example, someone with **dementia.**

It is illegal to force someone into a marriage without their agreement or consent. Forcing someone to marry can result in a sentence of up to 7 years in prison.

This abuse can be difficult to spot. There are some signs to look out for such as, a new friendship that doesn't seem quite right or someone moving into their home.

Contact Adult Social CarePoint if you are worried about the abuse or neglect of an adult in Newcastle.

Predatorymarriage.uk has more information about the signs of forced marriage. It includes a useful 'Did you know' section.

"Honour" based abuse, forced marriage and female genital mutilation support services

- **Angelou Centre** supports black and minoritised women in Newcastle, who have experienced violence or abuse. This includes forced marriage, honour based abuse, modern day slavery and support for women with no recourse to public funds. They offer emotional support, information, counselling and accommodation
- **Halo Break the Silence Project** supports women to prevent forced marriage, female genital mutilation or honour based violence with awareness, protection and a live online chat
- **IKWRO** provides advice and support to Middle Eastern and Afghan women and girls living in the UK who are facing Forced Marriage, Child Marriage, "Honour" Based Violence, Female Genital Mutilation and Domestic Violence. They offer advice in Farsi, Dari, Kurdish, Arabic, Turkish, Pashto and English and run a free counselling service in Farsi, Kurdish, Arabic and English

- **Karma Nirvana** run the national Honour Based Abuse Helpline.
- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Lesbian, Gay, Bisexual, Trans (LGBTQ+) support services

- **Galop** provides hate crime, domestic abuse and sexual violence support services to lesbian, gay, bisexual and trans + victims and survivors by telephone, email, text and WhatsApp.
- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Support at pharmacies, banks and job centres

Safe Spaces (also known as Ask for ANI – Action Needed Immediately) is a scheme where you ask for help at your local pharmacy, bank or jobcentre if you are experiencing domestic abuse.

You can find Safe Spaces in Newcastle at Avicenna pharmacies, , Boots pharmacies, Brunton Park Health Centre, Chambers Chemist, CO-OP bank branches, Denton Turret medical centre and pharmacy, HSBC bank branches KERR Pharmacy, Knights Pharmacies, Nationwide bank branches, NatWest branches, Santander bank branches, Superdrug pharmacies,Sunniside pharmacy, TSB bank branches, Whitworth chemists.

Support in other languages

- **SignHealth** provides domestic abuse service support for deaf people in British Sign Language (BSL)
- **Chayn** provides online help and resources in several languages about identifying manipulative situations and how friends can support those being abused.
- **Three steps to escaping Domestic Violence** a free downloadable GOV.UK leaflet available in 13 different languages

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Older people support services

- **We Are Hourglass** (formerly Action on Elder Abuse) is a charity which provides information and support to older people who have experienced or are concerned about abuse. They have a confidential helpline which provides information, advice and support to victims and others who are concerned about or have witnessed abuse.
- **Victim Support** (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Online abuse support

The Revenge Porn Helpline supports adult victims of intimate image abuse who live in the UK. They provide advice, guidance and support with helping to remove intimate content which has been non-consensually shared online.

StopNCII.org is a free tool designed to support victims of Non-Consensual Intimate Image (NCII) abuse.

Victim Support (VS) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime.

Read more on Cyber Crime on InformationNOW

Perpetrators of domestic abuse – support to change their behaviour

Respect helps people who use violence or abuse in their relationships to change their behaviour. They have a free telephone helpline, web chat and email service where you can get advice and support. They have a range of online information to help you to change.

They also have information for victims of abuse, family, friends and for professionals

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Pet support services

Dogs Trust Freedom Project is a free and confidential dog fostering service for people fleeing domestic abuse and going into refuge.

Training available

Wearside Women in Need (WWiN) are working in partnership with Harbour to deliver FREE Ask Me Community Ambassador training online for people who live, study, work or volunteer in North Tyneside, Northumberland or Newcastle. Sign up through this link **Women's Aid Our approach: change that lasts – askme** or email askme@wwin.org.uk and one of the team will be in touch.

Newcastle Women's Aid run the freedom programme and support the Ask Me Ambassador programme

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Legal advice

FLOWS offers a free legal advice and support to front-line workers working with women responding to domestic abuse. They can advise women themselves.

North East Law Centre have a dedicated Family solicitor to support the FLOWS project and provides legal advice and support to vulnerable victims of domestic violence and crime.

Rights of women give free legal advice and information to women on legal issues including: domestic violence, child contact, sexual violence, the criminal justice process, immigration and asylum, divorce, relationship breakdown and sexual harassment. They have 4 free telephone helplines

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How to contact the Police if speaking or making a noise would put you in danger

The Silent Solution police system

If you're in an emergency situation and need police help, but can't speak, Make Yourself Heard to let the **999** operator know your call is genuine. All **999** calls are directed to call centres where you are asked which service you need. If no service is requested but something suspicious is heard during your call, BT operators will connect you to a police call handler if you can communicate with them using the steps described below:

1. **Listen** to the call handlers questions
2. **Cough or tap** the handset if possible
3. **Press 55** if prompted, to let them know your call is genuine. You can then be put through to the police
4. If calling from a landline the silent solution can't be used. They will try to ask you questions and get a response from you. If they can't decide if your call is genuine, the call may be ended. However the call may stay connected for 45 seconds. Pick up the handset again to let the police know your call is genuine. If the call handler is worried about your safety you'll be connected to your local police. Calling from a landline gives the call handler more information about your location.

Read more about the Silent Police Solution.

Training for staff and volunteers

Safe Newcastle is the Community Safety Partnership for Newcastle upon Tyne. They run training for managers, paid staff and volunteers to help you recognise the signs of domestic abuse and know how to respond. They also run training about **preventing radicalisation.**

Other online resources

- **Operation Sanctuary continuing support**
- **Fearless.org** provides non-judgemental information and advice about crime. You can send information about a crime anonymously using their website. It educates and empowers young people about crime, allowing them to feel Fearless when speaking up against crime
- **SafeLives** has online resources for survivors, professionals and policymakers. This includes covid related information
- **Against Violence and Abuse** has online resources which includes sections on supporting survivors, professional self-care and a Covid-19 resource hub

- **Your Best Friend** have a campaign, FriendscanTell, and their online tool is designed by young people to help you recognise and safely manage concerns about abuse in their friend's relationship.

Staying safe in Newcastle

You can read more information about staying safe in Newcastle on InformationNOW

Hate crime article on InformationNOW which explains how to report hate crime and where you can get support.

Personal safety

Anti social behaviour

Prevent Newcastle work to protect vulnerable people and children from being targeted and persuaded to support extremist views, known as **radicalisation.** Signs of radicalisation are a change in someone's behaviour. They may become withdrawn, seem angry, spend more time online and express strong or violent views. If you're worried, contact Prevent.

Last updated: March 7, 2025

Useful Organisations

Newcastle Integrated Domestic Abuse Service (NIDAS)

Email: nidas.team@changing-lives.org.uk

Website: www.newcastleidas.co.uk

Telephone: 0191 226 3688

The Angelou Centre

Email: admin@angelou-centre.org.uk

Website: http://angelou-centre.org.uk/

Telephone: 0191 226 0394

Address: The Angelou Centre, NE4 5NR

Newcastle Women's Aid

Email: office@newcastlewomensaid.org.uk

Website: www.newcastlewomensaid.org.uk

Telephone: 0191 261 0504

Address: Newcastle Womens Aid, Second Floor, NE1 8ER

Finding Legal Options for Women Survivors (FLOWS)

Email: flows@rcjadvice.org.uk

Website: https://www.flows.org.uk/

Telephone: 0203 745 7707

Address: 4th Floor First Avenue House, WC1V 6NP

Changing Lives

Email: central.office@changing-lives.org.uk

Website: http://www.changing-lives.org.uk

Telephone: 0191 273 8891

Address: Unit D13 Marquis Court, NE11 0RU

Safe Newcastle

Email: safenewcastleadmin@newcastle.gov.uk

Website: https://www.safenewcastle.org.uk/

Crimestoppers

Website: https://crimestoppers-uk.org

Telephone: 0800 555 111

Address: Crimestoppers Trust, SM6 6BG

Refuge

Website: https://www.refuge.org.uk/

Telephone: 0808 2000 247

Address: 4th Floor , E1W 1UN

The Angel Centre Sexual Assault Referral Centre (SARC)

Email: Newcastle.sarc@nhs.net

Address: The Angel Centre Sexual Assault Referral Centre (SARC), NE11 0JT

Dogs Trust Freedom Project

Email: freedomproject@dogstrust.org.uk

Website: https://www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project

Telephone: 0300 303 3497

Fearless.org

Website: https://www.fearless.org

Telephone: 020 8835 3700

Address: Crimestoppers Trust, SM6 6BG

Galop

Email: help@galop.org.uk

Website: http://www.galop.org.uk/

Telephone: 0800 999 5428

Respect

Email: info@respectphoneline.org.uk

Website: https://respectphoneline.org.uk/

Northumbria Police

Website: www.northumbria.police.uk

Telephone: 101

Karma Nirvana

Website: https://karmanirvana.org.uk/

Telephone: 0800 5999 247

Address: PO Box 515 , LS6 9DW

SignHealth

Email: info@signhealth.org.uk

Website: https://signhealth.org.uk/

Telephone: 020 394 72600

Address: CAN Mezzanine Ltd , N1 6AH

Chayn

Email: team@chayn.co

Website: https://www.chayn.co/

Harbour

Email: info@myharbour.org.uk

Website: https://www.myharbour.org.uk/

Telephone: 03000 20 25 25

Hourglass (Safer Ageing)

Email: enquiries@wearehourglass.org

Website: https://www.wearehourglass.org/

Telephone: 0208 835 9280

Address: Office 8, Unit 5, Stour Valley Business Centre, CO10 7GB

IKWRO

Email: info@ikwro.org.uk

Website: http://ikwro.org.uk/

Telephone: 0207 9206460

AVA Action Violence and Abuse

Email: info@avaproject.org.uk

Website: https://avaproject.org.uk/

Address: The Foundry , SE11 5RR

Changing Lives Sanctum

Email: Alex.Brooks@changing-lives.org.uk

Website: http://www.changing-lives.org.uk/

Telephone: 07812 663 041

Revenge Porn Helpline

Email: help@revengepornhelpline.org.uk

Website: https://revengepornhelpline.org.uk/

Telephone: 0345 6000 459

Stop NCII.org

Website: https://stopncii.org/

Rape Crisis Tyneside and Northumberland

Email: enquiries@rctn.org.uk

Website: www.rctn.org.uk

Telephone: 0191 222 0272

Address: PO Box 1320, NE99 5DX

Stop Abuse Together

Website: https://stopabusetogether.campaign.gov.uk/

West End Women and Girls Centre

Email: info@westendwomenandgirls.co.uk

Website: www.westendwomenandgirls.co.uk

Telephone: 0191 273 4942

Address: The Stephenson Building, NE4 6SQ

Barnardo's Orchard Mosaic

Website: https://www.barnardos.org.uk/what-we-do/services/orchard-mosaic-trauma-informed-therapeutic-services

Telephone: 0191 212 0237

Address: Barnardo's Orchard Mosaic, NE2 2AN

Northumbria Victim and Witness Service

Email: VictimWitnessSupport@northumbria.police.uk

Website: https://nvws.northumbria.police.uk

Telephone: 0800 011 3116

Address: Northumbria Police,, NE13PH

Halo Break the Silence project

Email: info@haloproject.org.uk

Telephone: 01642 683 045

Address: Vanguard Suite BBC Broadcasting House, TS1 5JA

Victim Support

Website: victimsupport.org.uk

Telephone: 0808 16 89 111

Enough

Website: https://enough.campaign.gov.uk/

Your Best Friend

Website: https://yourbestfriend.org.uk/friendscantell

Newcastle City Council Prevent

Email: joe.hogan@newcastle.gov.uk

Website: https://www.newcastle.gov.uk/services/communities-and-neighbourhoods/prevent-newcastle

Telephone: 07710 845 366

Address: Newcastle City Council, NE1 8QH

Barnardo's Newcastle Young People's Support Team

Email: newcastleypst@barnardos.org.uk

Website: https://www.barnardos.org.uk/what-we-do/services/newcastle-young-peoples-support-team-independence-project

Telephone: 0191 253 2127

Address: Pottery Bank Community Centre,, NE6 3SW

Safeguarding Adults Unit

Website: https://www.newcastlesafeguarding.org.uk/safeguarding-adults-unit/

Address: Safeguarding Adults Unit, NE4 9LU

Newcastle Safeguarding Adults Board (NSAB)

Email: safeguardingboards@newcastle.gov.uk

Website: https://www.newcastlesafeguarding.org.uk/

Telephone: 0191 278 8156

Address: Westgate College, NE4 9LU

Safe Spaces (UK Say No More)

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

Newcastle Probation Office

Website: https://www.gov.uk/guidance/newcastle-newcastle-probation-office

Telephone: 0191 261 9091

Address: Probation Office , NE1 4BN

Make a Change Newcastle

Email: makeachange@respect.org.uk

Website: https://www.makeachange.uk.net/newcastle

Telephone: 03000202525

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/AdultSocialCare

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Related Articles

Adult abuse

Mental health emergency or crisis services

Homeless or worried about becoming homeless

Food banks and free emergency food in Newcastle

Coronavirus and safeguarding vulnerable people

Personal Safety

Ways to report crime and community safety issues

Keeping you and your community safe from radicalisation