

# Spot the Red Flags

Domestic Abuse  
Toolkit for Businesses



Trust your instincts and take action.  
[spottheredflags.je/business](https://spottheredflags.je/business)



Domestic abuse may happen behind closed doors, but the impact doesn't stay there. Survivors carry the weight of it wherever they go, including the workplace.

**This toolkit aims to support employers to develop their workplace practices and policies to offer a safe haven for those experiencing domestic abuse.**

An understanding of domestic abuse is beneficial for everyone, including how to spot the signs and how to respond to domestic abuse. Employers can help raise awareness within their organisation to destigmatise the conversations around domestic abuse. Employers can do this by developing policies, offering training on domestic abuse, and provide the resources and services employees can contact for support.

A supportive and safe environment provided by the employer can allow for more relaxed and engaged employees, enhancing the opportunity for disclosures to be made.

It is valuable for employers to have an awareness that domestic abuse is universal and can happen to anyone, at any point, including the workplace. Both employers and employees can benefit from the organisation having strategies in place when responding to domestic abuse disclosures.

**A conscious and pro-active employer will be aware of subtle changes in their employees' behaviours, and will consider the difficulty in observing these if the employee is working from home.**

The Jersey Domestic Abuse Strategy driven by the Domestic Abuse Sub-Group (DASG) of the Jersey Safeguarding Partnership Board highlights the need “to adopt a common approach to educating employees and leadership teams around domestic abuse whilst creating safe spaces for disclosures to be made with the confidence that they will be supported”. Seeking to support businesses in achieving this, the DASG developed this toolkit based on the feedback gathered from a variety of local industries who completed the Spot The Red Flags business survey.

The review indicated that half of the respondents had had concerns about a colleague experiencing domestic abuse; 21% did not feel confident in dealing with the issue, with an alarming 76% reporting that their existing policies and procedures did not support them in managing domestic abuse concerns.

Over 90% of the respondents shared a desire to attend training and increase their awareness of the issues surrounding domestic abuse. In particular, respondents flagged a need to upskill themselves in managing these situations effectively.

Results also showed that positive leadership within the workplace was needed to enable employees to approach their manager for support. On the bright side, industries highlighted a wide range of systems that could be used to communicate and share information with their staff to either promote policies, training or support available.

Taking into consideration the needs and resources highlighted by respondents, this toolkit covers:

**Section 1**  
Understanding domestic abuse and coercive control

**Section 2**  
Domestic abuse and the law

**Section 3**  
Where to access training

**Section 4**  
Policies templates, guidance and useful resources

**Section 5**  
Where to access support

Spot the Red Flags website also offers downloadable posters that can be printed and displayed in workplaces.

# 1

## Understanding domestic abuse and coercive control

### What is Domestic Abuse?

Domestic abuse refers to abusive behaviours which take place between two people aged 16 and over who are personally connected to each other; including people who are or have been married, in civil partnerships or in a relationship; or have a child together or are relatives. Domestic abuse can take many forms:

#### **Physical abuse**

Any intentional physical act or attempted act aimed at causing injury to another person such as hitting, kicking, spitting (considered assault in Jersey) etc.

#### **Coercive control**

A deliberate continuous pattern of behaviour used to maintain control over another person; such as making threats, controlling the other person's daily activities, invasion of privacy etc.

#### **Psychological/Emotional abuse**

Behaviours aimed at emotionally controlling, harming or manipulating the other person; such as name calling, intimidation, humiliation, isolating the person from their support network etc.

#### **Economic abuse**

Being denied access, information or ability to make decision regarding finances; including controlling or restricting someone's access to finances, stopping them from working or keeping a job, expecting them to pay for bills when not able to etc.

#### **Harassment and stalking**

A behaviour that demeans and intimidates the other person; such as following the other person's travels to/from home or work, waiting outside for them, constant unwanted calls or messages, tracking their location etc.

#### **Sexual abuse**

Any sexual activity happening without consent or by pressuring, manipulating, intimidating, threatening and/or deceiving the other person into the act. For example: rape, sexual assault, sexual harassment, upskirting, revenge porn etc.

## Spotting the signs within the workplace

At all times, a supportive employer should be looking out for changes in their employees' behaviours more generally, without assuming it will be related to domestic abuse. Employers should consider that if the person is working from home, it may be more difficult to notice those signs.

The "Domestic Abuse: A toolkit for employers" in [Section 4](#) lists some changes to look out for in the workplace as they may be signs someone is experiencing abuse:

### Work productivity

- Change in working pattern: frequent absences, lateness, leaving early etc.
- Reduce quality/quantity of work: missing deadlines, drop in usual performance etc.
- Change in use of communication systems: increased number of personal calls/texts/emails, avoiding calls/texts/emails etc.
- Increased number of hours of work without reason, anxious to leave the office etc.
- Frequent partner's visits to the workplace

### Changes in behaviour and demeanour

- Changes in behaviour: acting out of character, becoming withdrawn, anxious, tearful, distracted, aggressive, depressed etc.
- Being isolated from colleagues
- Being secretive about their home life
- Worrying about leaving children at home, in care of partner

### Physical indicators

- Visible injuries with unlikely explanations
- Change in amount of make-up used
- Change in the manner they dress
- Substance use
- Fatigue and sleep disorders

## Taking action

Employers should establish a workplace policy offering specific guidance on domestic abuse. [Section 4](#) of this toolkit offers links to existing workplace guidance and policies created specifically for supporting workplaces around domestic abuse. Below is a summary of some key strategies:

- The manager role is not to deal with the abuse but to remind the employee that their workplace can support them and that there is help available.
- Managers should hold conversations in a safe place and time.
- Employers should record incidents taking place within the workplace, including frequent and persistent calls/visits to the employee.
- Employers should consider how to support employees working from home, e.g. having daily contacts, use of the company intranet to share information about supportive agencies etc.

## How to start a conversation with an employee about concerns relating to domestic abuse

- Keep in mind the aim is to provide support as opposed to encourage disclosure
- Discuss well-being and identify appropriate support and be empathetic, non-judgmental and supportive:
  - How are you doing at the moment?
  - Your well-being is important to me, I've noticed you seem distracted/upset at the moment, are you ok?
  - Is there anything you would like to talk about? I'm always there to support you.
  - Do you need extra support at the moment?

## How to respond to disclosure

- Acknowledge the courage of the employee for sharing about their situation
- Confirm the discussion is completely confidentiality, except if there is an imminent risk to life or harm to anyone (adult or child), in which case the Police and/or Children and Family Hub should be contacted for advice and support
- Be sensitive to the employee's fears and feelings
- Consider steps the workplace can take to help, including referring or signposting to specialist services and allowing a safe place and time for the employee to make contact with them

Be mindful that if the perpetrator is aware of the disclosure or the intent of the person to leave them, they may increase their abuse and become more violent.

## How to respond to perpetrators

Employers should also be aware of signs an employee is using abusive behaviours. Some of the guidance included in Section 4, such as [Domestic Abuse: A toolkit for employers](#), will provide more information on this subject.

# 2

## Domestic abuse and the law

Domestic abuse is a criminal offence in Jersey. This document presents what this means under the Domestic Abuse (Jersey) Law 2022.

### Part 1: Definitions

#### 1) Meanings and interpretations

It is an offence under Jersey law to be abusive to someone close to you.

This means doing things that hurt others physically, sexually, or emotionally, like hitting, threatening, harassing, or neglecting them.

A behaviour could include:

Doing something, saying something, or not doing something on purpose.

Coercive or controlling means:

Acting in a way that makes someone rely on you, keeps them away from friends, controls what they do, or limits their freedom.

Domestic abuse means:

Hurting someone close to you, like family members or partners.

A Domestic Abuse Protection Order is:

A special order from a court to protect someone from domestic abuse.

Harm means:

When someone is physically or emotionally hurt, like feeling scared, upset, embarrassed, or disrespected.

Notification requirements are:

Rules about telling the police certain information to keep victims safe and to prevent perpetrators reoffending.

Personally connected means:

When people are close to each other, like being married, family, or living together. See below for more information.

Behaviour towards another person means:

How you treat or act towards someone aged 16 or over, even if it involves using another person or involves animals or property.



## 2) Meaning of "personally connected"

Both parties must be age 16 years old or above.

### Marriage, Civil Partnership, or Intimate Personal Relationship:

Two people are personally connected if they are, or have been, married, in a civil partnership, in a close personal relationship. People are also personally connected if they have agreed to marry or enter into a civil partnership, even if they changed their minds later.

### Previous personal relationships

People are personally connected if they are, or have been, parents of the same child, or share, or have shared, responsibility for a child.

### Family members

Family members are personally connected.

### Carers

If someone provides a service described in Schedule 1 to the Regulation of Care (Jersey) Law 2014, which defines regulated activities for the purposes of that Law, they could also be personally connected.

## Part 2: Domestic abuse offence

It is a **domestic abuse offence**: If someone does things on purpose that hurt someone they're close to, they can go to jail for up to 5 years and get fined.

### It's domestic abuse if:

- Both people are 16 or older and are close to each other.
- The behaviour is abusive and/or harmful.
- The behaviour happens more than once and causes harm.

### A pattern of behaviour:

To see if the behaviour causes harm, we look at how **all the actions together** affect the person, not just one action.

### Jurisdiction:

If someone who lives in Jersey hurts someone outside Jersey, they can still be prosecuted under this law.

### Defence:

A person accused of committing a domestic abuse offence, can defend themselves under this law if they honestly believed they were helping the other person and their actions were reasonable.

The following are considered **aggravating factors**:

- Making things worse, like hurting a child or pregnant person.
- Using a child to hurt someone.
- A child seeing or hearing the abusive/harmful behaviour.
- Doing something that affects a child directly.

## Part 3: Domestic abuse protection orders

### Issuing Domestic Abuse Protection Orders (DAPO):

DAPO are special court orders that can be given to individuals convicted of hurting someone they're close to, to protect the victim if there's a risk of more harm and prevent further offending.

The court will listen to both sides and consider the safety of any children involved before making a decision. The order will be in place for the length of time determined by the court.

The person given the DAPO must inform the police where they are living. If they do not, they could be taken back to court where they could go to prison for up to 5 years.

### Issuing Notification Orders:

Notification Orders are given to individuals convicted of hurting someone they're close to.

A court can give this special order so the offender must tell the police where they are living. If they fail to do this, they could go to prison for 12 months.

# 3

## Where to access training

There are many options for businesses wanting to develop their awareness of domestic abuse and coercive control. Below is a list of providers that host domestic abuse and safeguarding trainings.

### Locally available training

**Safeguarding Partnership Board (SPB)** – Available to all industries

[Controlling and Coercive Behaviour](#) - This safeguarding training is suitable for anyone working with individuals who may be experiencing domestic abuse, whether they are working directly with children or adults who may be at risk of domestic abuse.

To find out more, visit: [Jersey Safeguarding Partnership Board](#)

The SPB also offers a several 7 Minutes Briefings (7MB) on the subject of domestic abuse and coercive control, as well as guidance on how to conduct a briefing.

- For the 7MB on Domestic Abuse, visit: [Domestic-Abuse-7MB.pdf \(safeguarding.je\)](#)
- For the 7MB on Coercive Control, visit: [Coercive-Control-7MB.pdf \(safeguarding.je\)](#)
- For the 7MB on Adolescent to Parent Violence & Abuse, visit: [APVA-7MB.pdf \(safeguarding.je\)](#)
- For guidance on what is a 7MB, visit: [What-is-a-7-Minute-Briefing.pdf \(safeguarding.je\)](#)

**Connect** – Training platform for all Government of Jersey Employees  
[Awareness of Domestic Violence and Abuse](#) - Training module suitable for anyone wishing to gain an insight into domestic abuse.  
To find out more, visit: [MyStates homepage](#)

**Virtual College** – Training platform available to all  
[Awareness of Domestic Violence and Abuse](#) – Training module suitable for anyone wishing to gain an insight into domestic abuse.  
To find out more, visit: [Online training | Jersey Safeguarding Partnership Board](#)

**IRIS Services** – Training programme for General Practitioners  
[Clinical 1 and 2](#) – Training modules suitable for GPs. Refresher courses available. Training programme also available for GP practices support staff. To find out more, email [iris@freeda.org.je](mailto:iris@freeda.org.je)

## Locally available bespoke training

**FREEDA** – This specialist domestic abuse charity offers preventative training in schools, professional settings and other organisations.  
To find out more, email [hello@freeda.org.je](mailto:hello@freeda.org.je)

**JDAS (Jersey Domestic and Sexual Abuse Support)** – An inclusive service, that can deliver bespoke domestic abuse awareness sessions, including coercive and controlling behaviours and indicators.  
For further information, email [JDAS@gov.je](mailto:JDAS@gov.je)

## Other training

**IDAS (Independent Domestic Abuse Services)** – Offers online training on Domestic Abuse. To find out more, visit: [Training - IDAS](#)

**EIDA (Employer's initiative on Domestic Abuse)** – Offers a list of specialist training providers. To find out more, visit: [What we do | Employers' Initiative on Domestic Abuse \(eida.org.uk\)](#)



# 4

## Policy templates, guidance and useful resources

### **Safer Organisation Toolkit**

This toolkit was developed by the Jersey Safeguarding Partnership. It supports an organisation to be 'safer' by providing a variety of tools, templates and other information that can be used to conduct a self-audit against best practice. The toolkit is designed to be used by any organisation, whether statutory, private or voluntary and regardless of size and is entirely voluntary. Employers and organisations adapt the supporting resources to suit their needs.

To access the toolkit, visit **Safer Organisation Toolkit | Jersey Safeguarding Partnership Board**

### **Domestic Abuse: A toolkit for employers**

This toolkit was co-produced by Public Health England (PHE) and Business in the Community (BITC). It is a guide for employers, attending to the challenges they face when seeking to implement domestic abuse policies and support, particularly since the COVID-19 pandemic which has resulted in new ways of working.

To access this toolkit, visit **bitc-wellbeing-toolkit-domesticabuseforemployers-june2021.pdf**

**Domestic abuse:** Guidance for people professionals on managing and supporting employees

This guidance highlights key recommendations for employers so they can take an active support role and make a huge difference to employees experiencing domestic abuse.

Some of the recommendations include that employers have a clear policy for supporting employees experiencing domestic abuse, but also an effective framework of support. The guidance proposes that this framework of employer support could be made up of four steps:

- Recognise the problem
- Respond appropriately to disclosure
- Record the concerns and provide support
- Refer to the appropriate help

To access this guidance, visit **Domestic abuse: guidance for people professionals on supporting employees | CIPD**

### **Sharon Livermore:** Domestic Abuse Policy and Education

This policy covers the internal and external support available to employees experiencing, or involved in, domestic abuse. This is template policy can be adapted and used within any organisation free of charge. Employers may wish to have a stand-alone domestic abuse policy, or to incorporate it into an existing policy, for example, on health and wellbeing.

To access this policy, visit **Case Studies - Domestic Abuse Education – Sharon Livermore's policy**

# 5

Domestic abuse can affect many areas of an individual's life and the following directory of services has been put together to cover as many of these areas of need as possible.

It may feel overwhelming for somebody to reach out to different agencies for help, in particular if they have to repeat their stories. Specialists domestic abuse services can help by putting support plans in place and coordinate a supportive response, in line with the wishes of the survivor.

## Where to access support

### Directory of services

#### IMMEDIATE HELP OR SUPPORT ON DOMESTIC ABUSE

##### States of Jersey Police

If you or someone is in **immediate danger** or **require urgent support call the police on 999.**

For non-emergencies: 01534 612612

##### Freeda (formerly Jersey Women's Refuge)

Offers access to safe emergency accommodation for women and children fleeing domestic abuse and sexual violence, in addition to safety planning and community support.

24/7 Helpline: 08007356836 | [hello@freeda.org.je](mailto:hello@freeda.org.je) | [www.freeda.org.je](http://www.freeda.org.je)

##### Jersey Domestic and Sexual Abuse Support (JDAS)

An inclusive service developed to protect, support, inform and empower victim-survivors of domestic and sexual abuse.

01534 880505 (between 8am and 4pm Mon-Fri) | [jdass@gov.je](mailto:jdass@gov.je)  
[www.jdas.je](http://www.jdas.je)

##### Sexual Assault Referral Centre (SARC)

Dewberry House is a free service to help and care for people who have been a victim of sexual assault.

24/7 Helpline: 01534 888222 | [dewberryhouse@gov.je](mailto:dewberryhouse@gov.je)  
[www.dewberryhouse.je](http://www.dewberryhouse.je)

##### Shelter Trust Emergency Hostel

Provides emergency accommodation for homeless adults both male and female aged 18+.

Homeless Helpline: 01534 730235  
Emergency Accommodation: [www.shelter.org.je](http://www.shelter.org.je)

##### National Domestic Abuse Hotline

Team of highly trained female advisors who offer support to increase your safety. Accessible 24/7 for 365 days a year.

Helpline: 0808 2000247 | [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

## IMMEDIATE HELP OR SUPPORT FOR OTHER MATTERS

### Adult Mental Health Crisis Team

Helpline available 24/7. In crisis the team aims to see you within 4 hours.

01534 445290 | [mentalhealthassessmentteam@health.gov.je](mailto:mentalhealthassessmentteam@health.gov.je) | Adult mental health: [www.gov.je](http://www.gov.je)

### Samaritans

Offers free, anonymous, over the phone listening and support services.

24/7 Freephone: 01534 116 123 | [jo@samaritans.org](mailto:jo@samaritans.org) | [www.samaritans.org](http://www.samaritans.org)

### NSPCC

Specialist child abuse service nationally and locally.

#### Jersey:

Helpline: 08000902270 | 01534 760800 | [JerseyServiceCentre@NSPCC.org.uk](mailto:JerseyServiceCentre@NSPCC.org.uk) | [www.nspcc.org.uk](http://www.nspcc.org.uk)

#### National:

24/7 Helpline: 08088005000 | [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)

### Out of Hours GP

Jersey Doctors on Call (JDOC)

01534 445445 | Website: [Out of Hours GP service Jersey Doctors on Call \(gov.je\)](http://Out of Hours GP service Jersey Doctors on Call (gov.je))

## ADDITIONAL SUPPORT SERVICES FOR DOMESTIC ABUSE

### JAAR – Jersey Action Against Rape

Provides a helpline and counselling for victims of rape and sexual assault.

Confidential Helpline: 01534 482800 (Mon-Fri 9am-1pm and Mon-Sun: 8pm to 8am) | [help@jaar.je](mailto:help@jaar.je)

Office: 01534 482801 | [admin@jaar.je](mailto:admin@jaar.je) | [www.jaar.je](http://www.jaar.je)

### Victims First Jersey

Victim referral service offering free support and advice to anyone affected by crime in Jersey (excluding victims of domestic and sexual abuse – see JDAS).

01534 7351612 | [victimfirstjersey@gov.je](mailto:victimfirstjersey@gov.je) | [www.victimfirst.je](http://www.victimfirst.je)

### Jersey Safeguarding Partnership Board

Supporting Jersey organisations to protect children and vulnerable adults from harm, abuse and neglect through training and guidance provision.

01534 442752 | [safeguardingpartnershipboard@gov.je](mailto:safeguardingpartnershipboard@gov.je) | [www.safeguarding.je](http://www.safeguarding.je)

Training enquires email: [safeguardingtraining@gov.je](mailto:safeguardingtraining@gov.je)

### Probation and Aftercare Service

Offer 'Building Healthy Relationships Programme' aimed at educating and supporting those perpetrating abuse.

01534 441900 | [probation@courts.je](mailto:probation@courts.je)



## MENTAL HEALTH SUPPORT

If you are feeling suicidal **call 999** or present to Emergency Department at Jersey General Hospital.  
You may wish to make a GP appointment or telephone the **Jersey Doctors On Call (JDOC)** on **01534 445445**.

### Adult Mental Health

Provides 24/7 mental health support. Servicing clients between 16 and 65.  
**01534 445290** | **Adult mental health: [www.gov.je](http://www.gov.je)**

### Orchard House

Residential mental health hospita. | **01534 443360**

### Clairvale Road Recovery Unit

Provides personal support for those suffering from poor mental health (aged 18+). | **01534 445236** | **01534 445180**

### The Listening Lounge

Provides free counselling by phone and online.

Drop in at: Charles House, Charles Street, St. Helier, JE2 4SF (access via Ingouville Place)  
**01534 866793** | **[www.linc.je/listeninglounge](http://www.linc.je/listeninglounge)**

### Liberate

Offers free counselling via telephone or video link to minority groups in Jersey. | **[www.liberate.je/counselling](http://www.liberate.je/counselling)**

### Jersey Recovery College

Offer a range of mental health courses | **01534 505977** | **[hello@recovery.je](mailto:hello@recovery.je)** | **[www.recovery.je](http://www.recovery.je)**

### Mind Jersey

Offer free peer support for mental health in addition to support groups.

**01534 880584** | **[admin@mindjersey.org](mailto:admin@mindjersey.org)** | **[www.mindjersey.org](http://www.mindjersey.org)**

### PATS

Psychological assessment and Therapy service. A free therapy service providing confidential psychological support for individuals 18 and above with **complex psychological needs**.

**01534 44550** | **[www.PATS@heath.gov.je](http://www.PATS@heath.gov.je)**

### Emotions Anonymous

A 12-step organisation for people to help themselves better understand their motions and lead a more manageable life.

**+1 (651) 647-9712 (international number)** | **[www.emotionsanonymous.org/about-eai](http://www.emotionsanonymous.org/about-eai)**

### Jersey Talking Therapies (JTT)

Offers free psychological therapy for resident adults aged 18+

**01534 445002** | **[JTT@health.gov.je](mailto:JTT@health.gov.je)** | **Jersey Talking Therapies (JTT): [www.gov.je](http://www.gov.je) (access to self-referral form)**

## MENTAL HEALTH SUPPORT

### Focus on Mental Illness

Charity which works alongside those with mental illness and can provide family support.

07797 710900 | [info@focusmi.org](mailto:info@focusmi.org) | [www.focusmi.org](http://www.focusmi.org)

### Jersey Eating Disorders Support (Jeds)

Provides support for individuals suffering with eating disorders and their friends and families. Provides a monthly support group and 1 to 1 peer support.

[hello@jeds.je](mailto:hello@jeds.je) | [www.jeds.je](http://www.jeds.je)

### Jersey Hospice Care: Bereavement Support

A free, confidential service, available to all ages in need of support whilst coming to terms with the death of a friend or relative. Provides individual counselling, a support group and couples support.

01534 285144 | [bereavement@jerseyhospicecare.com](mailto:bereavement@jerseyhospicecare.com)  
[www.jerseyhospicecare.com](http://www.jerseyhospicecare.com) (Contains self-referral forms)

### The Poplars

Community based mental health service for individuals over 65.

01534 444830 | Website: [Community based mental health services for people over 65 \(gov.je\)](http://Community based mental health services for people over 65 (gov.je))

## SUPPORT FOR CHILDREN AND YOUNG PERSONS

If a child is at immediate risk, **call 999** for Police or visit the Emergency Department. If you have non-urgent safeguarding concerns, email the Children and Families Hub at [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je)

### Child and Adolescent Mental Health Service (CAMHS )

Helping young people ages 10 to 18 with their mental health.

01534 445030 | [www.hsscams@health.gov.je](http://www.hsscams@health.gov.je)  
About Child, Adolescent Mental Health Services (CAMHS): [www.gov.je](http://www.gov.je)

### Children's Social Care Service

Previous known as Children's Services – (includes the Children and Families Hub).

01534 443930 (Mon-Thurs 8.30am-5pm, Fri 8.30am-4.30pm) | [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je) | [www.gov.je](http://www.gov.je)  
Out of hours - call the hospital switchboard on 01534 442000 and ask for the Children's Social Care Manager

### Fostering and adoption Jersey

01534 443970 | [fosteringandadoption@health.gov.je](mailto:fosteringandadoption@health.gov.je)

### Yes Project

Youth Enquiry Service, provides young people with free confidential, information, advice and counselling up to the age of 25.

Freephone: 0800 735 0010 | 01534 280530 | 07707778424 | [yes@jys.je](mailto:yes@jys.je) | [www.yes.je](http://www.yes.je)

## SUPPORT FOR CHILDREN AND YOUNG PERSONS

### Brook

Free confidential sexual health service for young people. | 01534 507981 | [www.brook.org.uk](http://www.brook.org.uk)

### Jersey Support Youth

Local Charity supporting at risk youth. | 01534 123456 | [info@jsy.je](mailto:info@jsy.je) | [www.jerseysupportyouth.je](http://www.jerseysupportyouth.je)

### Care Leavers information

Advisors for care leavers offering signposting, guidance and coaching to care leavers.

Children in care support package: [www.gov.je](http://www.gov.je)

### Brightly

Jersey Charity providing support to children and young people from 25 and under living in care, leaving care or who are experiencing adversity.

[allison@brightly.je](mailto:allison@brightly.je) | [wendy@brightly.je](mailto:wendy@brightly.je) | [steve@brightly.je](mailto:steve@brightly.je) | [www.brightly.je](http://www.brightly.je)

### Kooth

Online mental health support for young people aged 13-25. | [www.kooth.com](http://www.kooth.com)

### Jersey Association for Youth and Friendship (JAYF)

Provides safe, affordable supervised short- and medium-term accommodation to young adults aged 18-25.

07797716575 | [enquiries@jayf.org.je](mailto:enquiries@jayf.org.je) | Jersey Association for Youth and Friendship (JAYF): [www.gov.je](http://www.gov.je)

## ACCOMMODATION

### Shelter Trust

Provides accommodation, food, support/encouragement for individuals struggling with homelessness.

01534 730235 | [admin@shelter.org.je](mailto:admin@shelter.org.je) | [www.shelter.org.je](http://www.shelter.org.je)

**Aztec House:** Mixed gender accommodation (individual or agency referrals). | 01534 730235

**Strathmore:** High support medium term accommodation. Mixed genders aged 16-25 (individual, agency, or shelter referral). | 01534 726892

**Evans House:** Housing helping with resettlement. Mixed gender over the age of 25 with registration (shelter, individual or agency referral). | 01534 484631

**Resettlement project:** Fixed term supported accommodation. (individual or agency referral). | 01534 739579

**Venetia House:** Woman's only facility for homeless, disadvantaged and abused women. | 01534 630857

### Causeway Jersey

Provides safe and comfortable accommodation for independent women who are pregnant or have young children and find themselves homeless.

01534 615989 | [causeway.jersey@gmail.com](mailto:causeway.jersey@gmail.com) | [www.causeway.org.je](http://www.causeway.org.je)

## ACCOMMODATION

### Andium Homes

Provider of affordable housing. | 01534 500700 | [www.andiumhomes.je](http://www.andiumhomes.je)

### Affordable Housing Gateway

Provides supported housing for those eligible.

01534 444444 | [s.housinggateway@gov.je](mailto:s.housinggateway@gov.je) | Affordable Housing Gateway: [www.gov.je](http://www.gov.je)

### Sanctuary House

Provides accommodation and community support to men in crisis and homeless men.

01534 743732 | [info@sanctuarytrust.org.je](mailto:info@sanctuarytrust.org.je) | [www.sanctuarytrust.org.je](http://www.sanctuarytrust.org.je)

### Housing Advice Service

Provides information, advice and support for islanders around all aspects of housing.

01534 444444 | [housingadvice@gov.je](mailto:housingadvice@gov.je) | Housing Advice Service: [www.gov.je](http://www.gov.je)

## PARENTING GUIDANCE AND ADVICE

### Children and Families Hub

Provides advice and support for you and your family.

01534 519000 | [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je) | Children and Families Hub: [www.gov.je](http://www.gov.je)

### Jersey Family Court Advisory Service (JFCAS)

01534 440640 | Family court: how children's interests are represented: [www.gov.je](http://www.gov.je)

### Family Mediation

Mediation service helping separated or divorced couples and family members with financial and children decisions.

01534 638898 | [info@fmj.je](mailto:info@fmj.je) | [www.fmj.je](http://www.fmj.je)

### Family Wizard App

Co-Parenting App for Child Custody. | (866) 755-9991 | [info@ourfamilywizard.com](mailto:info@ourfamilywizard.com) | [www.ourfamilywizard.com](http://www.ourfamilywizard.com)

### The Jersey Centre for Separated Families

Offers services to single parents or parents sharing custody to bring better outcomes for children affected by family separation. Services include support groups, workshops and a safe space to spend quality time with your children.

Freephone: 0800 7351012 | 07797 798192 | [jerseyseparatedfamilies.org.je](http://jerseyseparatedfamilies.org.je)

### Family Foundation

(Alternative dispute resolution service) A free, voluntary service aiming to help families struggling to resolve disputes about money or children arising from the breakdown of a relationship, without going through the court process.

Freephone: 0800 7351012 | [familyfoundation@courts.je](mailto:familyfoundation@courts.je)

Family Foundation: [www.gov.je](http://www.gov.je) (contains application process and application forms)

### James' Ark Jersey

Support service aiming to support families going through separations, lowering conflict through early intervention, and avoiding parents being separated from their children for prolonged periods. Offers a 12-step program, a 24/7 helpline, coaching, mentoring and mediation, support groups, family court support and more.

24/7 Helpline: 07700311085 | [enquiries@jamesarkjersey.com](mailto:enquiries@jamesarkjersey.com) | [www.jamesarkjersey.com](http://www.jamesarkjersey.com)

## EMERGENCY FOOD AND PROVISIONS

### Grace Trust

Hold free Saturday lunches, Offer a food bank service and grocery distribution services.

01534 631667 | [info@gracetrust.com](mailto:info@gracetrust.com) | Visit: 3 Daisy Villas, Lewis Street, St. Helier JE2 3PB

### Salvation Army

Has a café which serves low cost food; including daily free soup and a free lunch every Monday. Operates a low cost charity shop and offers starter packs for individuals struggling.

[richard.nunn@salvationarmy.org.uk](mailto:richard.nunn@salvationarmy.org.uk) | [alice.nunn@salvationarmy.org.uk](mailto:alice.nunn@salvationarmy.org.uk) | 01534 735472

### St. Vincent de Paul Society Jersey

Offers a foodbank on Wednesdays at 2pm and Saturday at 10am. In addition to help with heating costs and small dental/medical bills.

Tel: 01534 874008 | Request help: [www.svp.org.uk](http://www.svp.org.uk) (contains referral forms) | [www.catholicchurch.org.je](http://www.catholicchurch.org.je)

### Variety Club Jersey

Accepts requests from professionals for food, shoes, clothing, baby equipment and other basic needs for children from low-income families (often single parent families).

01534 856937 | [admin@varietyjersey.org.je](mailto:admin@varietyjersey.org.je) | [www.varietyjersey.org.je](http://www.varietyjersey.org.je) (form can be completed here)

## FINANCIAL, LEGAL AND GENERAL

### Customer and Local Services for income support and entitlements (CLS)

Enables individuals to get in contact with front line government services.

01534 444444 | [customerservice@gov.je](mailto:customerservice@gov.je) | Customer and Local Services: [www.gov.je](http://www.gov.je)

### Income support calculator

Checks whether you qualify for income support prior to completing an application form.

Income Support eligibility check: [www.gov.je](http://www.gov.je)

### Citizens Advice Bureau

Offer free confidential advice online, over the phone or in person | Freephone: 0800 7350249 | [advice@cab.org.je](mailto:advice@cab.org.je)

Drop in sessions: Mon - Fri 10am-3pm @ St. Pauls Centre, New Street, St. Helier, JE2 3WP | [www.citizensadvice.je](http://www.citizensadvice.je)

### Legal Aid

Provides assistance to individuals with a legal need who cannot afford the full costs of legal representation.

01534 613999 | [email@legalaids.je](mailto:email@legalaids.je) | [www.legalaids.je](http://www.legalaids.je)

### Community Savings Bank

Provides free bank accounts, budgeting and mentoring support, emergency funding and financial education to people experiencing financial difficulties.

01534 737555 | [office@communitysavings.org.je](mailto:office@communitysavings.org.je) | [www.communitysavings.org.je](http://www.communitysavings.org.je)

### Tremoceiro Advocates

Offers free legal advice on general topics in both English and Portuguese.

01534 737727 | [mail@tremoceiro.com](mailto:mail@tremoceiro.com) | [www.tremoceiro.com](http://www.tremoceiro.com)



## FINANCIAL, LEGAL AND GENERAL

### Back to Work

Offer a range of support such as employment skills courses, allocation of advisor to support individuals and assistance with CV and interview prep.

01534 444444 | [backtowork@gov.je](mailto:backtowork@gov.je) | Find Back to Work: [www.gov.je](http://www.gov.je)

### Jersey Advisory and Conciliation Service (JACS)

Provides employment advice tailored to Jersey.

01534 730503 | [jacs@jacs.org.je](mailto:jacs@jacs.org.je) | [www.jacs.org.je](http://www.jacs.org.je)

### Judicial Greffe

01534 441300 | [jgreffe@courts.je](mailto:jgreffe@courts.je) | Judicial Greffe: [www.gov.je](http://www.gov.je)

### Viscounts

Viscounts Department | 01534 441400 | [viscount@courts.je](mailto:viscount@courts.je)

### Law Officers' Department

Prosecute cases on behalf of the Crown. | 01534 441200 | [enquiries@lawofficers.je](mailto:enquiries@lawofficers.je)

### Jersey Legal Information Board

Gives online access to a wealth of legal information pertaining to Jersey. | [www.jerseylaw.je](http://www.jerseylaw.je)

### Directory of Jersey Charities

Members: [jerseycharities.org](http://jerseycharities.org)

### Jersey Employment Trust (JET)

Comprehensive and bespoke employment and training service to assist people with disabilities, mental health issues and long-term health issues to achieve employment.

01534 788900 | [admin@jet.co.je](mailto:admin@jet.co.je) | [www.jet.co.je](http://www.jet.co.je)

### Self Help Debt Pack

Service offered by citizens advice in which advisors aim to help you manage your debt. Offering advice, checking your entitlements, and negotiating payments.

01534 724942 | 0800 7350249 | [advice@cab.org.je](mailto:advice@cab.org.je) | [www.citizensadvice.je](http://www.citizensadvice.je)

## SUBSTANCE MISUSE

### Drug and Alcohol

Provides advice, information, counselling and practical support for people experiencing issues from drug and alcohol use.

01534 445000 | Alcohol and drugs: [www.gov.je](http://www.gov.je)

### Silkworth Lodge

Residential treatment centre for drugs and alcohol. | 01534 729060 | [info@silkworthlodge.co.uk](mailto:info@silkworthlodge.co.uk)

### Alcoholics Anonymous

Inclusive group of individuals who hold meetings and share experiences of alcoholism to support themselves and others getting and remaining sober.

Local helpline: 01534 726681 | National helpline: 0800 9177650 | [help@aamail.org](mailto:help@aamail.org)

## SUBSTANCE MISUSE

### **Narcotics Anonymous**

Group of recovering addicts who help individuals get help and stay clean from drugs.

Local helpline: 07700325155 | National Helpline: 0300 991212 | [pi@ukna.org](mailto:pi@ukna.org) | [www.ci.ukna.org](http://www.ci.ukna.org)

### **Al-Anon**

Hold meetings offering support to family members or people who have a relationship with an alcoholic.

Helpline: 0800 0086811 | [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

### **Alcohol Pathway Team**

Provide a free confidential community treatment service. Treat people with moderate and severe alcohol dependence problems. Accepts self and professional referrals.

01534 445008 | Alcohol issues and getting help: [www.gov.je](http://www.gov.je)

## USEFUL LINKS AND ADDITIONAL RESOURCES ON DOMESTIC ABUSE

### **Refuge**

Specialist domestic abuse organisation in the UK, providing supports to survivors to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives — free from fear. | [www.refuge.org.uk](http://www.refuge.org.uk)

### **SafeLives**

A UK-wide charity dedicated to ending domestic abuse and to working with organisations across the UK to transform the response to domestic abuse. | [www.safelives.org.uk](http://www.safelives.org.uk)

### **Women's Aid**

A national charity working to end domestic abuse against women and children. As a federation they provide life-saving services across England while building a future where domestic abuse is not tolerated. | [www.womensaid.org.uk](http://www.womensaid.org.uk)

### **ManKind**

The Mankind Initiative is the principal, expert and specialist charity in the UK focussing on male victims of domestic abuse. | [www.mankind.org.uk](http://www.mankind.org.uk)

### **Galop**

The UK's LGBT+ anti-abuse charity. They work with and for LGBT+ victims and survivors of abuse and violence. [www.galop.org.uk](http://www.galop.org.uk)

## USEFUL SAFETY APPS

### **Hollie Guard**

Hollie Guard is a next-generation smartphone app that provides enhanced levels of protection. Hollie Guard has you covered whether you're working alone, travelling to an unknown area or simply commuting around town [www.hollieguard.com](http://www.hollieguard.com)

### **Bright Sky**

Bright Sky is a safe, easy to use app and website that provides practical support and information on how to respond to domestic abuse. It is for anyone experiencing domestic abuse, or who is worried about someone else. [www.hestia.org/brightsky](http://www.hestia.org/brightsky)

### **Kulpa**

Kulpa is a smartphone app designed to empower victims of crime, abuse, and sexual assault. The app can be used to securely store legally admissible evidence. | [www.kulpacloud.com/#pageStart](http://www.kulpacloud.com/#pageStart)