



# Family Information Services and Resource Pack

# Domestic Violence/Abuse



Domestic violence is any incident or pattern of incidents of controlling, coercive or threatening behavior, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

The information contained within this pack was correct at the time of sharing. We update this on a regular basis. If you notice any links are broken or information has changed please contact <a href="mailto:ShropshireFIS@shropshire.gov.uk">ShropshireFIS@shropshire.gov.uk</a> and we will update the information. Further Family Information Services and Resource Packs are available through the Early Help website <a href="https://www.shropshire.gov.uk/early-help">www.shropshire.gov.uk/early-help</a>.



# **Telephone Help Lines:**

- Domestic Violence Helplines Shropshire, Herefordshire and Telford & Wrekin 24 hour Freephone (run by Women's Aid) 0800 783
- National Domestic Violence 24 hour Freephone (Run in partnership with Women's Aid & Refuge) 0808 2000 247
- Respect phone line (help for domestic violence perpetrators) 0808 802 4040
- Men's Advice Line Freephone 0808 801 0327
- Mankind National Helpline 01823 334244
- Victim Support line (Victim Support) 0845 30 30 900
- Shropshire Victim Support line 0300 303 1977

# **Emergency Accommodation**

Telephone Number: **03456789005** (Shropshire Council Customer Services housing) If a victim of Domestic Violence makes contact and in need of emergency refuge accommodation, above number should be contacted.

# **Emergency Accommodation for Female and Children only**

#### Refuge.

Refuge is the national charity which provides a wide range of specialist domestic violence services to women and children experiencing domestic violence. Refuge provides safe, emergency accommodation through a growing network of refuges throughout the country and runs the Freephone 24-Hour National Domestic Violence Helpline in partnership with Women's Aid. Refuge also offers counselling, community based outreach services, specialist services for minority ethnic communities and a growing team of independent advocates to support women through the court process.

www.refuge.org.uk

0808 2000 247 Opening Times: Daily, open 24 hours a day

#### **South Shropshire Housing Association.**

There are two refuges in Shropshire providing accommodation and support for women and children fleeing domestic violence. Both refuges take women with children and single women. If you need refuge accommodation, or are making a referral ring:

North Shropshire 07919 478 581 or South Shropshire 0300 303 1191



Both refuges are very happy to give information and assistance in the strictest confidence over the phone Monday to Friday 9am–5pm

http://www.shropshirehousing.org.uk/domesticviolence

### **Tenancy support outreach**

Outreach http://www.shropshirehousing.org.uk/outreachsupport

and <a href="http://www.shropshirehousing.org.uk/supportservices">http://www.shropshirehousing.org.uk/supportservices</a>

# **Local Support Services for Females**

### West Mercia Women's Aid.

groups@westmerciawomensaid.org

Facebook: http://www.facebook.com/wmwagroups.

Twitter: https://twitter.com/WMWAgroups

Website: <a href="http://www.westmerciawomensaid.org/">http://www.westmerciawomensaid.org/</a>

WEB Referral: <a href="https://wmwa.wufoo.com/forms/m7p7w7/">https://wmwa.wufoo.com/forms/m7p7w7/</a>

Helpline - Herefordshire and Shropshire: 0800 783 1359.

West Mercia Women's Aid also run groups for Women including the Freedom Programme, Parenting your Child through domestic abuse, Recovery Tool kit and Power to change.

Just to highlight some guidelines with regards to our groups and referral process that some of you may or may not be aware of:

- To make a referral please follow this link and complete our online referral form: https://wmwa.wufoo.com/forms/m7p7w7/
- Referral Forms MUST be FULLY completed. Details such as: dates of birth (of both woman AND children under 18), ethnicity, perpetrator name and description/whereabouts, full details of abuse and CORRECT contact details are CRUCIAL to a safe and well informed referral process. If these details are not known by yourself, please ask your client. The referral cannot be accepted if these details are missing.
- The Power to Change, Recovery Toolkit and Parenting Programmes all close after week 3, and any referrals received after this date will be deferred to the following term. Freedom closes after week 7, and then the same applies.
- If a woman misses 3 weeks in a row, unfortunately they risk losing their place on the group.
- We currently have a maximum number of 20 places on each group, and then we operate a
  waiting list. If a woman is not able to get a place, her referral will be deferred to the
  following term.
- The venue address is never given out until the necessary safety checks have been carried out, and then only by myself over the phone to the woman being referred only.
- I always aim to acknowledge receipt of your referral and updates on referral status with an email, so please ensure you include a correct and current email address (spelt correctly) on the referral form.



### Freedom Shropshire.

Freedom Shropshire is designed to enable people who live and work in Shropshire to access relevant and up to date guidance and advice on Domestic Abuse and Violence and provide information on services offered within Shropshire.

See more at: <a href="http://www.freedomshropshire.org.uk/aboutus.html">http://www.freedomshropshire.org.uk/aboutus.html</a>

Telephone: 08082000247

# **SEEDs Shropshire**

SEEDS Shropshire is, currently, a group of female survivors of domestic abuse from all areas of Shropshire.

SEEDS Shropshire Coordinator: 07756 – 127850

SEEDS Leaflet:

http://www.freedomshropshire.org.uk/SEEDSShropshireTrifoldLeafletPDF.pdf

# **Group Support for Females.**

# Freedom Programme.

Are you interested in learning more about Domestic Abuse and how it has affected you? The Freedom Programme is for women who have experience of Domestic Abuse and will help you to:

- Understand the beliefs held by abusive partners
- Feel empowered to be more confident in your choices
- Recognise the effects of domestic abuse on you and your children
- Recognise potential abusers
- The course is FREE, refreshments are provided and it is held in a relaxed and safe environment.

We have crèche places available if you have children

Telephone: 01743 250465

Email: ShropshireFIS@shropshire.gov.uk

#### Freedom Programme Online Course.

There are two versions, the Online Course for Women and the Online Course for Men who want to improve their behaviour. Both versions are available as an online course for £10.00. The Online Courses are a combination of 'Living with the Dominator and the 'Freedom Programme Home Study Course' for Women or 'How Hard Can It Be?' for men. They can be translated by Google into other languages.

http://www.freedomprogramme.co.uk/online.php



### Parenting your child through domestic abuse.

Are you interested in learning more about how DOMESTIC ABUSE has affected your child?

Domestic Abuse can affect children in many ways. This 13 week programme will show you how you can give your child the best chance of recovering from their experience. The Programme aims to give you the skills to help your child cope with their experience of Domestic Abuse by:

- Learning how they might have been affected.
- Learning strategies to help you support them effectively.
- Building a stronger and healthier bond with your child.

To book your place call: 0800 783 1359

You can also complete the online referral form: West Midlands Woman's Aid https://wmwa.wufoo.com/forms/m7p7w7/

### **Power to Change**

Domestic Abuse affects us in many ways. When we are in an abusive relationship, we can lose track of who we really are. We may doubt our ability to cope on our own and feel as though we are lost.

This Programme will help you to:

- Re-build your self-esteem.
- Learn how to deal with the emotional impact of abuse.
- Become successfully assertive.
- Positively develop your character.

Become the person you want to be and plan for a brighter, safer and happier future!

To book your place contact: 01743 250465

You can also complete the online referral form: West Mercia Women's Aid https://wmwa.wufoo.com/forms/m7p7w7/

#### Recovery Toolkit.

Interested in how to maintain and develop your new life free from DOMESTIC ABUSE? This group will recognize the tremendous effort you have made in keeping you and your family as safe as possible, while helping you to acknowledge that coping strategies that you may have developed may not be helpful in your recovery and development of a new life free from abuse.

The Programme aims to:

- Empower women to recognize the psychological effects that domestic abuse can have on them and their families.
- Assist women to improve their emotional wellbeing.

To book your place, call 01743 250465

You can also complete the online referral form: West Mercia Women's Aid https://wmwa.wufoo.com/forms/m7p7w7



# **Local Support Groups for Males**

### **Horizon programme**

Telephone: 0300 777 4321

Email: horizon@hhl.org.uk

Address: The Horizon Programme, Herefordshire Housing, Legion Way, Hereford, HR1 1LN.

The prevention Programme for men

The 13 week programme covers issues such as taking responsibility for abusive behaviour, parenting and understanding the impact of abuse for victims and children.

FREE Domestic Violence Perpetrator run by The Horizon Programme in conjunction with: West Mercia Police, West Mercia Women's Aid and Herefordshire Community Safety

Partnership.

It is in Hereford and is a 14 week Programme.





# **Local Support for Females and Males**

**Axis Rape Counselling (ARC)** (Axis Counselling & Psychotherapy)

ARC is a dedicated charity with experienced counsellors who are chosen specifically to work with victims of rape and sexual assault.

Telephone: 0303 3000 121 Public Use Only

01743 357777 or 01952 278000 Professional Referrals

Website: http://www.axiscounselling.org.uk/counselling-service/rape-counselling/

# ISVA (Independent Sexual Violence Advisor Service Shropshire)

Have you ever been? Raped, Sexually Assaulted, Sexually Abused Axis Counselling recognises that it can be really hard to report a rape or sexual assault. That is why we have an ISVA service which is here to help anyone who has been raped, sexually assaulted, or sexually abused at some time in their life either in the past or present.

Address: Fletcher House, 15 College Hill, Shrewsbury, Shropshire SY1 1LY

Telephone: 01743 243 007 Mobile: 07548 826 103



#### The Glade

The Glade is a specialist centre which provides a comprehensive service to men, women and children who have been raped or sexually assaulted within West Mercia. Worcestershire, Kidderminster, Redditch, Bromsgrove, Herefordshire, Shropshire and Telford and Wrekin.

Staff offer advice about options, referrals for ongoing and long term support, counselling, a forensic medical examination, and medical aftercare, all in a safe and welcoming environment. Our services can be accessed by the police - if you report the assault to them, our services may be offered as a response. We also take direct self-referrals from an individual, friend, family member or professional.

The Glade has 2 sites, one in Worcestershire and one in Telford. Full address details are given over the phone.

Telephone: 0808 178 2058

01886 833555 (number for professionals to call)

Email: info@theglade.org.uk

Website: The Glade#

# **National Support Services for Females.**

### Women's Aid

Women's Aid is the national charity working to end domestic violence against women and children. The charity co-ordinates and supports an England-wide network of over 300 local domestic violence organizations, providing over 500 local refuges, outreach services and advice centres.

Telephone 01179 444411 Fax: 01179 241703 0808 2000 247 24h helpline

Email: info@womensaid.org.uk

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

Head office: PO Box 391, Bristol, BS99 7WS

#### Rape Crisis.

Rape Crisis Centres offer a range of services for women and girls who have been raped or experienced another form of sexual violence. Rape Crisis Centres are not just for women in 'crisis' - many women contact them years after they have been raped or sexually abused. You can contact the National Sexual Violence Helpline for help and advice and can find contact details for your nearest Rape Crisis Centre on Rape Crisis' website.

www.rapecrisis.org.uk

0808 802 9999

Opening Times: Daily, 12pm – 2:30pm, and 7pm – 9:30pm



### Self-Injury Support.

#### http://www.selfinjurysupport.org.uk/home

A helpline for women of all ages Tu &We 7-9pm and Th 3-5pm on 0808 800 8088:

http://selfinjurysupport.org.uk/womens-self-injury-helpline-0808-800-8088

A text and email service for girls & women up to age 24 on 0780 047 2908 Su-Fr 7-9pm:

http://selfinjurysupport.org.uk/tess-text-and-email-support-service

Information about the opportunity for anyone of any age affected by self-harm to get involved in the development of an app to help people who use self-harm

http://selfinjurysupport.org.uk/news/get-involved-developing-app-people-who-use-self-harm

#### **Female Genital Mutilation.**

Female genital mutilation (FGM) is child abuse and is illegal in the UK.

FGM is any procedure that's designed to alter or injure a girls (or woman's) genital organs for non-medical reasons. It's sometimes known as 'female circumcision' or 'female genital cutting'. It's mostly carried out on young girls. If you are worried about a child or would like support or advice in relation to FGM please contact the NSPCC anonymously on their dedicated FGM helpline: 0800 028 3550 or email them at fgmhelp@nspcc.org.uk You should contact the police on 999 if you think that a girl or young woman is in immediate danger of FGM. You can also contact the Foreign and Commonwealth Office if she's already been taken abroad to have FGM. Foreign and Commonwealth Office Telephone: 020 7008 1500

# National Support for females and males.

### **Broken Rainbow**

Broken Rainbow offers support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence. It also aims to raise awareness in the LGBT community and elsewhere of the impact of homophobic, transphobic and same sex domestic violence on the lives of LGBT people.

Broken Rainbow runs a Helpline staffed by highly trained operators, experienced in the specifics of LGBT domestic violence, with many coming from frontline services. They understand the issues you'll face and go through extensive training to provide you with the best possible support.

www.brokenrainbow.org.uk

help@brokenrainbow.org.uk

0300 999 5428

Opening Times: Monday & Thursday 10am – 8pm, Tuesday & Wednesday 10am – 5pm



#### This Is Abuse

Spot The Signs

- Abuse in a relationship can happen to anyone.
- It's never ok.
- It can destroy your self-confidence, have a negative impact on your health and wellbeing and leave you feeling isolated and lonely.

Website: https://www.gov.uk/government/collections/this-is-abuse-campaign

### Samaritans

Samaritans provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair (including suicidal thoughts), 24 hours a day. They are there for you if you're worried about something, feel upset or confused, or just want to talk to someone. You can contact The Samaritans by telephone, email or letter, or talk to someone in person in most of their branches.

Website: www.samaritans.org

08457 90 90 90

Opening Times: Daily, open 24 hours a day.

# **Family Action**

Family Action is a UK family charity, supporting over 45,000 families every year. They tackle some of the most complex and difficult issues facing families today including domestic abuse, mental health problems, learning disabilities and severe financial hardship.

Telephone: 020 7254 6251

Website: http://www.family-action.org.uk/ Web Address: http://www.family-action.org.uk/ Opening Times: 2 - 4 pm - Tues, Wed and Thurs

#### Respect.

Respect runs support services and programmes for men and women who inflict violence in relationships. They also provide an advice line for men who are victims of domestic violence.

www.respectphoneline.org.uk info@respectphoneline.org.uk

0808 802 4040

Phone free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3),

Virgin, and Vodafone networks.

Opening Times: Monday - Friday 9am - 5pm



### **The Survivors Trust**

The Survivors Trust is a charity that works with people who are victims or survivors of rape, sexual violence and childhood sexual abuse. It provides a range of counselling, therapeutic and support services.

www.thesurvivorstrust.org info@thesurvivorstrust.org

# Victim Support.

Victim Support offers free and confidential help to victims of crime, their families, friends and anyone else affected. They give information, emotional support and practical help. You don't have to report a crime to the police to get their help and can get support at any time, no matter when the crime happened.

www.victimsupport.org.uk

Telephone: 08 08 16 89 111

## Safe Lives

We are Safe Lives, a national charity dedicated to ending domestic abuse. Previously called Co-Ordinated Action against Domestic Abuse (CAADA), we chose our new name because we're here for one simple reason: to make sure all families are safe. To stop domestic abuse, our experts find out what works to stop it, and we do everything we can to make sure that all families benefit.

0117 317 8750 (Bristol) 020 7922 7891 (London) Email: info@safelives.org.uk

Website: Safe Lives

## **National Centre for Domestic Violence**

We are a charity that specialises in providing you with legal advice.

5, Riverview, Walnut Tree Close, Guildford, GU1 4

Telephone: 0844 8044 999

Textphone: For help text "NCDV" to 60777

Fax: 020 7160 9383 Freephone 0800 970 2070

Deaf and hard of hearing. NCDV offers a minicom service. Dial: 18001 08009 702070

Email: office@ncdv.org.uk

Website: National Centre for Domestic Violence



### Coram

### THE CHILD LAW ADVICE LINE (CLAL)

Freephone advice line for parents, carers, children and young people on a wide range of legal issues. Coram Children's Legal Centre, part of the Coram group of charities, specialises in law and policy affecting children and young people.

CCLC provides free legal information, advice and representation to children, young people, their families, carers and professionals, as well as international consultancy on child law and children's rights.

http://www.childrenslegalcentre.com/index.php?page=home

### **Sexual Assault Referral Centres.**

Sexual assault referral centres (SARCs) provide a safe environment where victims of rape and sexual assault can get support and advice. They also provide the possibility of making a report to the police and undertaking a forensic examination (if this is what you choose). They are open to all victims, regardless of whether they want to report a crime to the police or not. To find out if there is a SARC in your area please see this website.

If you already know that you want to report to the police, a specially trained officer will be able to accompany you to a SARC if there is one in your area. If you are unsure what to do, need advice, or don't want to talk to the police,

Contact the national sexual violence helpline on  $0808\ 802\ 9999\ Daily,\ 12pm-2:30pm$  and 7pm-9:30pm.

To find out if there is a SARC in your area please see this website.

http://www.nhs.uk/Service-Search/Rape-and-sexual-assault-referral-centres/LocationSearch/364

#### **Forced Marriage Unit**

You have the right to choose who you marry, when you marry or if you marry at all. Forced marriage is when you face physical pressure to marry (e.g. threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if you're made to feel like you're bringing shame on your family). Financial pressure can also be a factor.

Forced marriage is illegal in England, Scotland and Wales.

Contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.

fmu@fco.gov.uk

Telephone: 020 7008 0151 Monday to Friday, 9am to 5pm

#### IKWRO (Iranian and Kurdish Women's rights organisation)

We give advice on issues including "Honour" Based Violence, Forced Marriage, Child Marriage, Female Genital Mutilation, Domestic Violence, separation and divorce, child custody, housing and benefits. We don't tell women what to do or judge them. We explain the options and help them to make decisions.

www.ikwro.org.uk



# **Support For Children & Young People**

Many children who's lives have been damaged by domestic violence. It is clear that children are not deceived by closed doors. They are acutely aware of tension in the adult world, particularly tension which leads to violence. There is growing evidence that children who live in families where there is violence between the parents can suffer serious long-term emotional effects. Even if they are not physically harmed, children may suffer lasting emotional and psychological damage as a result of witnessing violence. They may be encouraged to take part in bullying or threatening a parent, or be threatened by one parent as a way of controlling the other.

#### Can you see me.

Is an easy-to-use resource aimed at young people aged 15 to 16 that can be used in schools and other educational settings to explore the issue of domestic abuse in teenage relationships. The activities outlined in the resource encourage young people to question and challenge their views of what does and does not constitute a healthy relationship. It also provides information about how young people can access support and help their friends, along with guidance for teachers on how to respond to disclosures. http://www.canyouseeme.coop/

### **NSPCC**

Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships. Domestic abuse can seriously harm children and young people.

**Worried about a child?** Contact our trained helpline counsellors for 24/7 help, advice and support.

Website: https://www.nspcc.org.uk/search/?query=domestic+violence

Email: help@nspcc.org.uk

Telephone: 0808 800 5000

### Barnardo's

Domestic violence has often been seen as a problem between adults. It was thought that as long as children were not in the same room and actually caught in the crossfire, they were not affected by violence between their parents. However there is growing understanding of the risks to children.

http://www.barnardos.org.uk/search?cx=010239517264350833691%3Aidjo4m7jsci&ie=UTF-8&q=domestic+violence+domestic+violence



#### **Bursting the bubble**

Website for teenagers living with family violence. Sunflower Support Programme (run by Chinese Information and Advice Centre) - Project for children and teenagers affected by domestic violence. Offering free and confidential advice in English, Mandarin and Chinese.

http://www.burstingthebubble.com/

### National youth advocacy service

Information and advocacy service for children and young people up to 24 years. NYAS is a UK charity providing socio-legal services. We offer information, advice, advocacy and legal representation to children, young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales. https://www.nyas.net/

Telephone: 0808 808 1001

### Get Connected.

Freephone: 0808 808 4994

Get Connected is the UK's free, confidential and multi-issue helpline service for young people under 25 who need help, but don't know where to turn. We help young people find a path to a brighter future.

We can help children and young people no matter where they are in the UK and no matter what the issue. Our service is available 365 days a year over the phone, via web chat, email or our free app.

Contact us by phone, email or web chat and we can support you and talk through your options

http://www.getconnected.org.uk/

Email: admin@getconnected.org.uk

Write to: PO BOX 7777, London W1A 5PD.

#### The Hideout.

Women's Aid website for children and young people living with domestic violence. Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.

http://www.thehideout.org.uk/

#### Respect not fear.

Website for young people about healthy relationships, with games and activities. <a href="http://respectnotfear.co.uk/">http://respectnotfear.co.uk/</a>



#### The Crush Project.

CRUSH is all about helping young people make safe, healthy relationships. The CRUSH project is for anyone aged 13 -19 that has experienced, witnessed or would like awareness of abusive relationships. CRUSH is suitable for both males and females, as well as those exhibiting victim and perpetrator traits

http://www.westmerciawomensaid.org/crush

Crush referral Line 0800 014 9084 Email: crush@westmerciawomensaid.org

### **Young Minds**

Young Minds is a mental health charity for young people, we offer information to young people and children about mental health and emotional wellbeing. Need to talk? Plus online support.

Parent helpline- 0808 802 5544

http://www.youngminds.org.uk/for\_children\_young\_people

#### Childline.

You can contact ChildLine about anything. No problem is too big or too small. Whatever your worry it's better out than in. There are several different ways you can get in touch with us, which you can find out more about below.

www.childline.org.uk

Play http://www.childline.org.uk/play/pages/play.aspx

There are lots of great things to do in the Play section - you can play games, watch videos, try out the creative tools and get involved with ChildLine.

#### **Broken Rainbow**

Our objective is to relieve the distress and suffering caused to lesbians, gay men, bisexual and transgender people by domestic violence and abuse, in particular but not exclusively by doing the following:

Contact 08452605560
PO Box 68947 London E1W 9JJ
mail@brokenrainbow.org.uk
http://www.brokenrainbow.org.uk/about-us/purpose

# <u>NHS</u>

Advice for girls from NHS on relationships

www.nhs.uk/livewell/teengirls/Pages/Teengirlshome.aspx

Advice for boys from NHS on relationships

www.nhs.uk/livewell/teenboys/Pages/Teenboyshome.aspx

NHS Livewell advice on relationships

www.nhs.uk/Livewell/Sexandyoungpeople/Pages/Readytogoalltheway.aspx



# **Support for Men**

# White Ribbon Campaign

White Ribbon Campaign is the leading organisation of Men speaking out about Male violence against women and challenging the gender stereotypes which underpin abuse. We work with public authorities, sports clubs and music venues to support this work. We have a wide range of campaigning materials available. We have a network of Ambassadors across the UK able to represent White Ribbon at events.

You can contact the White Ribbon Campaign at:

White Ribbon Campaign, White Ribbon House, New Road, Mytholmroyd, West Yorkshire, HX75DZ

Telephone 01422 886545 www.whiteribboncampaign.co.uk

#### Men's Advice Line.

A helpline for male victims of domestic violence, age not important. <a href="mailto:www.mensadviceline.org.uk">www.mensadviceline.org.uk</a> info@mensadviceline.org.uk

0808 801 0327 (free from landlines and most mobiles) Monday - Friday 9am - 5pm