

Domestic Abuse Services in Warwickshire

Warwickshire Against Domestic Abuse: www.talk2someone.org.uk

Services for Victims¹

Domestic Abuse Support Service:

Refuge – Domestic Violence Service Warwickshire (DVSW) deliver open access, advice and information for anyone concerned about domestic abuse via a specialist helpline, website www.refuge.org.uk/what-we-do/our-services/warwickshire-domestic-violence-service and drop in sessions. **All services can be accessed through the helpline number.**

Drop In clinics are delivered across the county; please contact the service for further details.

Specific services include:

Specialist domestic abuse helpline: Free phone 0800 408 1552

Mon – Fri 08:30 – 20:30 and Sat 10:00 – 16:00. The Helpline is closed on a Sunday

Referrals line for professionals: 0800 408 1552

Mon – Fri 09:00 – 17:00 and email for more information dvs@refuge.org.uk

This number can also be used for contacting the MARAC Co-Ordinator

Group work & Drop In Sessions - Please contact Refuge for further details.

Outreach support

Outreach support develops and sustains a service user's capacity to live independently in their accommodation. As well as supporting victims in relation to their accommodation the service offers support with many other aspects including:

- Personal safety and security
- Finances, bills etc..
- Education, training and employment
- Health and wellbeing
- Social skills, networks, activities etc...

Specialist support for:

- **Male victims**
- **Black and Minority Ethnic communities**
- **Lesbian Gay Bisexual and Transgender victims**

¹ WCC funded domestic abuse services in Warwickshire have been re-commissioned with new providers in place as of April 2017.

In an emergency dial 999

Sanctuary Scheme

The Sanctuary Scheme provides support to help victims to remain living safely in their own homes once they have ended their relationship, including the installation of home security measures. The project is for all female and male victims of domestic violence and abuse aged from 16 who are living in any type of property within Warwickshire. The project accepts both self-referrals and referrals from any agency.

Independent Domestic Violence Advisors (IDVAs)

The IDVAs provide support to high risk victims of domestic violence and abuse. They work with the victim to develop an intensive risk management plan and ensure they are receiving all the support required to keep themselves and their families safe. They also offer support to clients who are accessing the criminal justice system and need support during criminal or civil legal proceedings. The IDVAs can provide support during court hearings, act as an advocate and refer victims to a range of other specialist agencies and support. IDVAs are available for all high risk female and male victims of domestic violence and abuse aged from 16 and accepts both self-referrals and referrals from any agency.

Multi-Agency Risk Assessment Conference coordination

Multi-Agency Risk Assessment Conferences (MARACs) are multi-agency meetings which focus on the safety plan of high risk victims of domestic abuse. Professionals concerned that a victim of domestic violence and abuse may be at a high level of risk of harm can refer cases to the MARAC Co-ordinator.

Identification & Referral to Improve Safety (IRIS) educators

IRIS is a general practice-based domestic violence and abuse training, support and referral programme for primary care staff.

It is a targeted intervention for female patients aged 16 and above experiencing current or former domestic violence and abuse from a partner, ex-partner or adult family member. IRIS provides care pathways for all patients living with abuse as well as information and signposting for perpetrators.

The Warwickshire IRIS service rests on three "Advocate Educators", one for each of the Clinical Commissioning Group areas in the county. The advocate educator provides training to the practice teams and acts as an ongoing consultant as well as the person to whom they directly refer patients for expert advocacy.

Services provided by the DVSW are available to victims at any level of risk, apart from the IDVA Service which is only for victims assessed as being at a high risk of harm.

Domestic Abuse Refuge Service

Refuges provide safe emergency housing and support to women (aged 16 and over) and their children escaping domestic violence and abuse. Addresses and phone numbers should be kept confidential.

Call **0800 408 1552** or the out of hours contact: 07584 233 473

In an emergency dial 999

Services for Victims

Domestic Abuse Counselling Service (DACS)

D.A.C.S 'The Domestic Abuse Counselling Service', Specialists in the field of domestic violence Established since January 2016. Our sole purpose is to reduce domestic abuse in our community providing free therapeutic intervention, working 'one to one' with victims of domestic abuse from a 'preventative perspective' providing therapy that educates, from safe, accessible locations across the County of Warwickshire.

ALL DACS SERVICES CAN BE ACCESSED BY RINGING 024 -76 351137

1. VICTIM SERVICES

We provide a free counselling service for both female and male victims of domestic abuse from DACS therapeutic programmes designed to reduce risk of repeat victimisation and increase safety for victims of domestic abuse and their family.

- We provide 'one to one' counselling sessions from safe discreet locations across Warwickshire.
- From initial assessment, we offer 15 x free counselling sessions that can be extended based
- Upon the needs of our service user.
- Our therapeutic programmes are highly valued and known to be effective, to enable positive change for a safer life.
- This service is funded by a variety of independent funders to enable us to provide a free service.

1. PERPETRATOR SERVICE

We provide 'one to one' programmes of intervention for both male and female perpetrators of domestic abuse.

2. PARTNER SUPPORT SERVICE

This is a service for victims of domestic abuse who have a partner engaging with the

DACS perpetrator Programmes and it is fully supported by DACS victim services.

Details of all our services and programmes can be found on our web site

www.dacservice.org.uk

We deliver our services from 9am to 5pm Monday to Friday excluding Bank Holidays from

- 'The Loft' 60 George Street Ringway, Bedworth, Warwickshire CV12 8EA.
- 'Lifeways' Albany Road in Stratford upon Avon
- **Other discreet**, accessible venues throughout the county of Warwickshire.

FOR PROFESSIONAL REFERRALS PLEASE E-MAIL

Lynn.naidoo@dacservice.org.uk **VICTIM SERVICE MANGER**

Kate.farmer@dacservice.org.uk **DACS CHIEF OFFICER**

In an emergency dial 999

Blue Sky Centre (Sexual Assault Referral Centre)

The Blue Sky Centre is a Sexual Assault Referral Centre (SARC) for women, men and children; it recognises all forms of sexual violence including: Rape, Sexual Assault, Childhood Sexual Abuse, Rape within marriage, Female Genital Mutilation, Trafficking and Sexual Exploitation.

What is a SARC?

A Sexual Assault Referral Centre is a single location where any victim of Rape or Serious Assault will receive medical care, police intervention (if you choose to report the crime) and various other support services. A SARC is an independent service that can operate 24/7 to assist all victims of Rape and Sexual Assault. Our SARC is a local partnership between the police, health services and voluntary organisations set up to focus on your immediate support needs.

The Blue Sky Centre offers the following services:

- Dedicated forensically secure facility integrated with hospital services.
- Availability of forensic examination 24 hours a day within 4 hours of immediate need.
- Self referrals can be made.
- Forensic Results can be stored.
- A female medical practitioner wherever possible.
- Crisis workers available to provide immediate support to the victim.
- Immediate access to emergency contraception and drugs to prevent sexually transmitted diseases and HIV.
- Referral pathways to Independent Sexual Violence Advisors.
- Signposting and referral to other appropriate statutory and voluntary services.

Opening Hours:

The SARC will usually be staffed during normal working hours but will be available for use via a call-out system on a 24/7 basis 365 days of the year.

Contacting the SARC:

The SARC telephone number is **02476 865505**. You can call and discuss the circumstances with us and we will advise you about the most appropriate next steps which may be an appointment at the SARC for a forensic examination or a referral to other services that can help you.

Whilst anyone can attend the Centre without an appointment we would not be able to see people immediately if both wings are already in use, so prior contact is recommended by calling us.

The Blue Sky Centre is located on the site of George Eliot Hospital in Nuneaton.

In an emergency dial 999

Rape or Sexual Abuse Support Project (RoSA)

RoSA was established in 1991 and provides support throughout Warwickshire for men, women, young people and children from age 5 who have been affected by the trauma of rape and sexual abuse. Support is also offered to partners, families and carers and, you can expect to receive a service that allows you the utmost dignity and respect by our specialist team.

Services include:

- One-to-one confidential counselling
- Support groups (gender and age specific)
- Independent Sexual Violence Adviser (ISVA), supporting survivors who want to report the crime by accompanying them to police meetings and court visits guiding them through the criminal justice process. ISVA provides practical and emotional support as well as applying for criminal injuries compensation.
- Prevention initiatives, working to protect young people from rape, sexual abuse and sexual exploitation (CSE).
- Drop-ins
- Support for family members, partners and witnesses
- Pre-trial therapy
- Telephone counselling
- Confidential helpline support
- Email and text support
- Training for professionals and front line support workers (including self-harming behaviours, CSE, online safety)
- Lending library and resources
- Training & workshops; Confidence Building, Assertiveness, Managing Anger, Communication Skills

Tel: [01788 551150](tel:01788551150)

Confidential helpline: [01788 51151](tel:0178851151)

Email: support@rosasupport.org

In an emergency dial 999

Safeline

Safeline is a registered charity (number 1070854) working to prevent sexual abuse and rape and to support those who are affected, including survivors and their partners, families and friends. We help women, men and young people throughout Warwickshire and beyond. Safeline was established in 1994 and we now reach over 1,000 people every year.

Services include:

- Prevention work to protect young people from sexual abuse and rape by providing them with counselling that allows them to express themselves, education to raise their awareness of sexual and other risks, and skills development (for example, in sport, dance or drama) to raise their self-esteem and help divert them away from situations that might expose them to abuse.
- One-to-one specialist counselling by qualified or trainee counsellors who volunteer their services, working with clients for as long as it takes to help them rebuild their lives, for example re-entering employment or education, and improve their mental health and well-being.
- Independent Sexual Violence Advisors (ISVAs) who support survivors who want to report the crime. ISVAs accompany clients to meetings with police and to court and help to guide them through the criminal justice process, as well as providing practical and emotional support to survivors and their families.
- A free national helpline referring survivors of sexual abuse or rape to their local support service.
- Training for professionals (such as GPs, teachers and social/youth workers) on issues in which our staff have become experts, such as supporting people who self-harm.

**Safeline, 6a New Street, Warwick, CV34 4RX Office;
01926 402498 Email: office@safeline.org.uk
Freephone Helpline; 0808 800 5008
www.safeline.org.uk**

In an emergency dial 999

Services for Children and Young People

Relate Coventry and Warwickshire Children and Young People's Services

Relate recognises that relationship difficulties affect children and young people too. This service is designed to support children & young people through the process of:

- Parental divorce and separation
- New step-parents/siblings
- Difficulties in relationships generally (at school, with peers, with parents)
- Bullying
- Loss and bereavement
- School transition
- Witnessing domestic violence in the family home

Who do we offer the service to?

The service is offered to children aged 5-19 years of age. Appointments will usually be made within Relate' Coventry Centre although we also council at a number of schools within the county. Parental consent must be given to those in Primary School. We use a range of creative interventions when working with children and young people.

Confidentiality and Safety

Relate offers private and confidential help to our clients. We will not normally give your name or any information from or about you to anyone outside the organisation unless we have reason to believe that someone, especially a child, is at risk of serious harm.

Violence and abuse is an issue for many young people who come to us for help with their family relationships. We know about this and you can talk to us about it if it is a problem in your life.

Relate Coventry & Warwickshire works in accordance with Coventry Safeguarding Board Guidelines.

For further information please contact Relate Coventry and Warwickshire:

Tel: 02476 225 863

<http://www.relatecoventry.org/our-services/children/>

Services for Perpetrators

Domestic Abuse Counselling Service (DACS)

D.A.C.S 'The Domestic Abuse Counselling Service', Specialists in the field of domestic violence Established since January 2016. Our sole purpose is to reduce domestic abuse in our community. We work from a 'preventative perspective' providing therapy that educates, from safe, accessible locations across the County of Warwickshire.

DACS PERPETRATOR INTERVENTION SERVICE

- We provide 'one to one' programmes of intervention for both male and female perpetrators of domestic abuse.
- The intervention therapy we provide is based on our research and training over the last eleven years and is an adaption of national and international models and from research and training with RESPECT and the DVIP, nationally respected models for intervention work and nationally recognised centres of excellence in the field of domestic abuse.
- The DACS Intervention service is partially funded by the OPPC 'Warwickshire Police Crime Commissioner' for certain areas within Warwickshire.
- Payment is required for this service in areas that are unfunded.
- Details can be found on our web site www.dacservie.org.uk
- For all enquires telephone 024 -76351137 or email Kerry.thorpe@dacservie.org.uk

DACS PARTNER SUPPORT SERVICE

- This is a free service and highly recommended for victims of domestic abuse who have a partner engaging with the DACS Perpetrator Intervention Service and it is fully supported by DACS victim services.

Details of all DACS services can be found on our web site www.dacservie.org.uk

ALL DACS SERVICES CAN BE ACCESSED BY RINGING 024 -76 351137

We deliver our services from 9am to 5pm Monday to Friday excluding Bank Holidays from:

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- 'Lifeways' Albany Road in Stratford upon Avon
- **Other discreet**, accessible venues throughout the county of Warwickshire.

FOR PROFESSIONAL REFERRALS PLEASE E-MAIL

Kerry.thorpe@dacservie.org.uk **PERPETRATOR INTERVENTION SERVICE MANAGER**

Kate.farmer@dacservie.org.uk **DACS CHIEF OFFICER**

In an emergency dial 999

Other Useful Services

Citizen's Advice Bureaux

Citizens Advice Bureaux offer free, confidential, impartial and independent advice from many locations in Warwickshire. Our advice helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. It is available to everyone. Advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice. A growing number are piloting the use of text, online chat and webcams.

Search for your local bureau to see the full range of services it provides:

<http://www.citizensadvice.org.uk/index/getadvice.htm>

Local Authority Housing Teams:

- **North Warwickshire Borough Council - Tel 01827 715341**
Website: <http://www.northwarks.gov.uk/housing>
- **Nuneaton and Bedworth Borough Council – Tel 0247 7637 6376**
Website: <http://www.nuneatonandbedworth.gov.uk/housing>
- **Rugby Borough Council – Tel 01788 533 533**
Website: <http://www.rugby.gov.uk/housing>
- **Stratford-on-Avon District Council - Tel 01789 267575**
Website: <http://www.stratford.gov.uk/community/community-113.cfm>
- **Warwick District Council – Tel 01926 450000**
Website: <http://www.warwickdc.gov.uk/WDC/Housing/default.htm>

National Services: Victims

National Domestic Violence Helpline - Tel: 0808 2000 247 – 24 hours a day

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Forced Marriage Helpline - Tel: 0800 5999 247 Mon – Fri 9.30am – 5pm

Called the 'Honour Network', the dedicated helpline is run by the charity Karma Nirvana, which helps survivors of honour crimes and forced marriages

National Lesbian, Gay, Bisexual & Trans Domestic Abuse Helpline

Galop, the leading LGBT anti-violence & abuse charity have been awarded funding to deliver the national LGBT DA helpline. Galop give advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. Galop also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system. Galop are a completely independent community-led group. Anything you tell us is confidential, and you can contact us anonymously if you choose.

Phone: 0300 999 5428 or 0800 999 5428*

Email: help@galop.org.uk

Opening times:

10am – 8pm Monday

10am – 5pm Tuesday**

10am – 5pm Wednesday

10am – 8pm Thursday

1pm – 5pm Friday

**1pm-5pm Tuesday is a trans specific service.

Men's Advice Line - Tel: 0808 801 0327 Monday - Friday 10am- 1pm and 2pm - 5pm

A helpline for male victims of domestic violence and abuse

National Services: Perpetrators

Respect - Tel: 0845 122 8609 Monday - Friday 10am - 1pm and 2pm - 5pm

A helpline offering information and advice to people who are abusive towards their partners and want help to stop

<http://www.respectphoneline.org.uk/phoneline.php>

Everyman Project - Tel: 0207 263 8884

Everyman offers a range of support services for men who want to stop behaving violently or abusively, and for the people affected by their violence or abuse.

<http://www.everymanproject.co.uk/>

In an emergency dial 999

National Services: Children

Childline - Tel: 0800 1111 – 24 hours a day

ChildLine is the free helpline for children and young people in the UK who want to talk about any problem.

www.thehideout.org.uk

A website for children and young people living with Domestic Violence and Abuse:

<http://thisisabuse.direct.gov.uk/>

A website for children and young people living with Domestic Violence and Abuse:

Resources for Professionals working with Young People:

SafeLives

Whether you hold a caseload or work at a more strategic level, SafeLives resources for professionals working with young people are designed to support you every step of the way.

Here you'll find risk assessment tools, practice briefings to help you deepen your expertise, and resources to use with clients, as well as example care pathways and evidence of the difference that YPVAs across the country are making.

<http://www.safelives.org.uk/practice-support/resources-frontline-domestic-abuse-workers-and-idvas/resources-yavas>

Teenage Relationship Abuse

Respect Yourself Campaign

Getting to know someone you like should be enjoyable, make you feel good and make you feel like you are valued. However, relationships are rarely straightforward and sadly things can go wrong. Often the people who are supposed to care for us are the ones who can hurt us the most.

You may find yourself with someone who says they care for you but the way they treat you leaves you feeling vulnerable, nervous, scared, frightened or used. No one likes to think of themselves as being in an unhealthy relationship and it can take some real effort to admit to yourself that things aren't right...

As well as a wealth of information for young people on all aspects of relationships and sex, the site has specific pages covering: – [When feelings are too much](#); – [Relationship Abuse](#); – [But they love me...Sexual Exploitation](#); – [Leaving an unhealthy relationship](#)

To explore how healthy your relationship is – take our [Relationship Health Checker](#).

Remember you deserve to be treated with respect and to be listened to. You have the choice to be in this relationship. If you don't feel you can get out of it easily because you're frightened of the consequences then it is important that you tell someone who can help you. People won't know something is wrong if you don't tell them. You never have to do things on your own and there are people who can help.

<http://respectyourself.info/>

UR Decision.info: Life's Not a Rehearsal

Life's full of difficult situations. Making the right decision isn't always easy.

Watch the different scenarios, then decide the way things play out. You get to make the decision - choose well!

BOUNDARIES / ABUSE / SEXTING / GROOMING

A Resource developed by Warwickshire's Relationships and Sex Education Young People's Project Board

<http://www.urdecision.info/>

DISRESPECT NOBODY

There's a person attached to every body, respect both.

Healthy relationships are all about respecting each other. You should feel loved, safe and free to be yourself. Relationships can be confusing and it can be difficult to understand what is and isn't normal behaviour.

But disrespectful and unacceptable behaviour can come in many forms. It isn't limited to just physical behaviour; it can also go way beyond that. For example, it's not OK for someone to try and pressure you into sending a nude pic, or to expect the same things to happen that they've seen in a porn film. If someone makes you do something you don't want to, makes you feel scared, intimidated or tries controlling you, it's not acceptable and is never OK.

Read up on the different types of abuse, get advice and have a look at the organisations that can help.

<https://www.disrespectnobody.co.uk/>

In an emergency dial 999