

Directory of Services

# for Victims & Survivors of Domestic Abuse



TELFORD & WREKIN  
safer&stronger communities  
PARTNERSHIP

## Important Numbers

Telford Women's Refuge	01952 381921
Suzy Lamplugh Trust	020 7091 0014
Drug and Alcohol Action Team	01952 382106
Substance Misuse Services (Adults)	01952 381730
Substance Misuse Services (Young People)	01952 471410
Samaritans	01952 256161
Citizens Advice Bureau	0845 1461554
Domestic Violence Helpline Shropshire	0800 783 1359
Victim Support	01743 362812
Telford Police Domestic Violence Unit	08457 444888
Worcester Rape and Sexual Offence Line	01905 724514
Childline	0800 1111
Racial or Homophobic Crimes	08457 444888
Crime Stoppers	0800 555111
Mankind	0870 794 4124
Tulip	0151 637 6363

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## About this pack

Domestic abuse can affect anyone regardless of race, ethnic or religious background, class, sexuality, disability or lifestyle. If you have been affected by domestic violence, you are not alone!

This pack has been produced to give you information about the agencies that may be able to help you.

Agencies in Telford & Wrekin are committed to working together to help those who are or have experienced domestic abuse.

All local and national numbers have been included in the directory to provide you with as much help as possible.

## What is Domestic Abuse?

Domestic abuse covers a wide range of issues, although many people when thinking of domestic abuse only connect it with physical assault. However, domestic abuse can be physical or emotional.

Locally the Home Office definition has been adopted which is:

**“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”**

You don't have to suffer alone. Please read this directory to find out where you can go for support and advice.

# Legal Advice & Police Services

## Citizens Advice Bureau

For free independent, impartial and confidential advice on housing, debt, welfare benefits, employment, family legal issues and many other areas, contact:

**0845 1461554**

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## Police Domestic Abuse Unit

**Tel: 08457 444 888 and ask for the Domestic Violence Unit.**

Although these dedicated officers generally work 9 - 5, there is always a 24 hour police availability and in an emergency you must call 999.

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## Rights of Women Advice Line

**Tel: 020 7251 6577**

**Text phone 020 7490 2562**

**[www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)**

For free and confidential advice from qualified solicitors or barristers on subjects such as domestic violence, sexual violence and child contact. The website has information sheets which may be downloaded

**Advice line open Tues, Weds, Thurs,  
2-4pm 7-9pm  
Friday 12-2pm**

## Specialist Domestic Violence Courts

The Telford & Wrekin Specialist Domestic Violence Court will ensure that victims of domestic violence are supported, and feel comfortable throughout the process following the reporting of an incident. Cases will be dealt with by specially trained Magistrates and Legal Advisors. In addition, an Independent Domestic Violence Advocate will also be available to provide extra support and advice to victims prior to, during, and after the case reaches court.

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## Witness Care Team

**Tel: 08457 444 888**

The witness care team can keep victims and witnesses up to date with information including court dates and bail conditions etc.

# Families, Children & Young People Services

## Childline

**Tel: 0800 11 11 24hr helpline**

**Website: [www.childline.org.uk](http://www.childline.org.uk)**

Childline is the UK's free, 24-hour helpline for children in distress or danger. Trained volunteer counsellors comfort, advise and protect children and young people who may feel they have nowhere else to turn.

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## Safeguarding & Corporate Parenting

**Duty team on: 01952 385700**

**Out of Hours: 01952 676500**

The Safeguarding & Corporate Parenting Team is involved in the assessment of children in need and, depending on the outcome of the assessment, will play a role in co-ordinating and providing services to meet those needs. A high proportion of the children we have contact with are likely to have experienced living with domestic abuse. The work we do may include individual and/or group work with children and adults.

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## Education Welfare Officers

**Tel: 01952 385225**

Education Welfare Officers are attached to every school within Telford & Wrekin.

They are able to offer support and advice on any school attendance or other sensitive issue, and are independent of the school.

## NSPCC Child Protection Helpline

**Tel: 0808 800 50 00**

**Email: [helpline@nspcc.org.uk](mailto:helpline@nspcc.org.uk)**

**24 hour helpline**

Help line for anyone concerned about the welfare of a child.

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### Children's Centre Services

Children's Centres provide a range of Telford and Wrekin-wide services for young children and their families, including childcare and early learning. Centre staff will also help parents by offering a range of other support services or by linking parents with other providers in the local area.

Including:

- Early education and childcare places that fit with families needs,
- Parenting and family support,
- Support and help for parents to move into training and employment,
- Access to wider services, including Health advice, with support from Health Visitors and Midwives
- Services to support children with additional needs early in a child's life.

**To find your nearest children's Centre call 01952 385385**

For more information contact:

<b>Homestart -</b>	<b>01952 201330</b>
<b>Childcare outlook - (Now Children Information Service:)</b>	<b>01952 385680</b>
<b>Oakengates Children's Centre:</b>	<b>01952 387910</b>
<b>The Parent Partnership Scheme:</b>	<b>01952 211434</b>
<b>Tenancy Advice (Private Tenants):</b>	<b>01952 381874</b>

## The Hideout

**Website: [www.thehideout.org.uk](http://www.thehideout.org.uk)**

The Hideout is the first national website to support children and young people living with domestic violence, or to those who may want to help a friend. The site informs children and young people about domestic violence and helps them identify whether it is happening in their home.

# Support, Advice & Counselling Services

## Freedom Programme

Is a 12 week programme, that is open to any woman who wishes to:

- gain more confidence
- recognise what domestic abuse is
- help find support from other women and agencies
- help to understand the beliefs held by abusive men, and which ones they have shared.
- look at the effects on children

For more information please contact the domestic abuse co-ordinator on 01952 381920.

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## The National Domestic Violence Helpline

**Tel: 0808 2000 247 24hr helpline**    **Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)**

Provide support information and details of possible places of safety to abused women and children.

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## Shropshire 24 Hour Helpline

**Freephone number: 0800 783 1359**

Run by Hereford Women's Aid and volunteers.  
You can obtain advice and information about options available to you.

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## Men's Advice Line

**Helpline: 0808 801 0327**

**Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)**    **[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)**

## MANKIND UK

Tel: 01273 510447

MANKIND UK is a charity that offers support and advice for victims of male rape, male sexual assault and violence as well as sexual abuse support for men.

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### Victim Support Line

Tel: 0845 30 30 900 (Local rates) Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Victim Support Shropshire is an independent national charity for people affected by crime. Our volunteers and staff are specially trained to give information, practical help and emotional support to people who have been threatened or abused. Our services are confidential, free and available to everyone whether or not you report the crime. If you are a victim of domestic violence we want to help you.

We will:

- Always prioritise your safety and confidentiality if you choose to talk to us.
- Give you time to think and to make decisions.
- Offer continuous support regardless of the decisions you make.
- Put you in touch with other agencies that can help, for example, with housing, benefits and legal advice.
- Help you explore the choices that are open to you.
- If you have to attend court our Witness Service will support you whilst in court and while you are giving evidence.

Contact us on:

Victim Support National support line **0845 30 30 900** open 9.00am - 9.00pm weekdays, 9.00am - 7.00pm weekends and bank holidays.

Victim Support Telford & Wrekin **01743 362812** open 9.00am - 5.30pm weekdays (24 hour answer machine facility - leave a message and a safe contact number and we will return your call on the next working day).

## **Samaritans**

**Tel: 08457 90 90 90 National Number 24hr Helpline**  
**01952 256161 Telford Branch Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)**

Support service for people who are in crisis.

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## **Suzy Lamplugh Trust**

**Tel: 020 7091 0014**

The Suzy Lamplugh Trust is a UK charity that provides practical support and personal safety guidance to reduce fear of crime and develop skills and plans to keep safe.

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## **Tulip**

**Tel: 0151 637 6363**

For parents experiencing abuse from their children.

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## **FRANK (National Drugs Helpline)**

**Tel: 0800 77 66 00**

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## **Respect**

**Tel: 0845 122 8609**

Support for perpetrators of domestic violence.

# Refuge & Housing Services

## Age Concern

Tel: 0800 009966

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## Telford Women's Refuge

Tel: 01952 381921

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## Telford & Wrekin Council Homelessness Advice

Tel: 01952 381925

Minicom: 01952 381927

If you are homeless, or think you are about to become homeless, we can offer you help and advice.

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## Wrekin Housing Trust

Tel: 01952 217100

If you rent your property from the trust you can call into one of the housing shops to get information and advice about your options.

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## Bromford Housing Group

Tel: 08456 050603

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## Bournville Village Trust

Tel: 01952 293777

## Shelter line

**Tel: 0808 800 44 44**

**Website: [www.shelter.org.uk](http://www.shelter.org.uk)**

**24 hr freephone number**

Shelter's free housing advice line is open seven days a week from 8am to midnight. Shelter provides information and advice on a range of subjects, from finding a place to sleep to handling mortgage arrears.

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## Beth Johnson Housing Group

**Tel: 0800 0234503**

## Your Action Plan

If you decide to leave, there are a number of things you can do to make the situation easier.

Try to remain calm at all times. If you are able to collect any of the following items before leaving it will help. If you can't collect the originals try and get copies:

- Important documents for yourself and children i.e. Birth certificates, Passports, Marriage certificate, Driving Licence, Medical documents, Bank/Building Society books
- Children's Favourite Toys
- Clothing for you and your children
- Any prescribed medicines for you or children
- Try and save some money wherever possible
- Keep a spare set of keys somewhere, leave with a friend or relative for safe keeping
- Think about transport to get away
- Develop a signal with family, friend or neighbour to let them know its time to escape
- If possible try to leave when your partner is not around or create an excuse to slip out.

**Your personal safety is most important - do not put yourself at more risk!**

## Changes you can make once you have separated:

- If possible change your daily routine.
- If possible use different places to those your partner knows you may use regularly (shops etc).
- If you have moved, do not disclose your address to anyone who may pass it on to your partner.
- If necessary change your phone numbers and do not disclose the new numbers to anyone unless they really need to have them. It is also a good idea to ask your phone company to be ex-directory.
- Keep a diary of any contact with your partner - date, times and a brief note of what was said.
- Notify your child(ren)'s school of your separation.

## What will happen if I report it to the Police?

Initially uniformed officers will attend the incident. Co-operation with the police is needed to enable action to be taken. The officers will speak to the victim and any other witnesses to the incident.

If a criminal offence has been committed the officers will want to take a written statement detailing the incident.

If a statement is taken, you will be asked to read and sign it. It is important that you give a full history of the relationship including when the violence started and details of any witnesses. If you are injured you should seek medical attention. Photographs of your injuries may be taken.

If, on officers' attendance, there is a disturbance they may immediately arrest the offender. Additionally if there are signs of a disturbance and signs that there may be further potential problems the offender may again be detained using alternative powers of detention and taken to the police station.

Evidence gathered by the police may be used in criminal proceedings and in some situations may form part of family court proceedings.

## What will happen to the abuser?

Once a criminal offence has been reported to the police the alleged perpetrator can be arrested and interviewed.

At the police station the evidence will be reviewed by an appropriate person to decide what action should be taken.

If there is insufficient evidence to support a charge the offender may be released without further action being taken.

If the offender is charged, they will either appear at the next available sitting of the Specialist Domestic Violence Court or they may be bailed to appear at court at a future date. Whenever bail is granted the setting of bail conditions is always considered to safeguard the victim.

Any breach of bail conditions should be reported to the police immediately.

If at any stage the victim has concerns about the case and action being taken against the offender, they must make an appointment to see one of the Domestic Abuse Officers.

## Police Domestic Abuse Unit

The Police Domestic Abuse Officers are non-uniformed officers dedicated to offering help and support to victims of domestic violence. The officers can give advice to people experiencing domestic violence, not only where there are criminal offences but in other situations as well. Their role is to explore what the individual wants to do, explain the options available and, if appropriate, refer them on to other agencies. The officers can advise on issues arising within the criminal court, bail conditions and some of the options available through the family court.

Officers from the Domestic Abuse Unit may contact victims of domestic abuse by letter or telephone. These officers also carry out investigations into the more serious offences and repeat offenders.

If a victim needs to return to premises to collect belongings and fears for their safety, police officers can be present to prevent a breach of the peace.

# Notes

