

West Berkshire Council Domestic Abuse Support Services Directory



This document is designed to support professionals working with victims and survivors of domestic abuse to signpost their clients to appropriate services, within West Berkshire and beyond.



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Victim Support



National Charity supporting victims and anyone affected by crime.

What we do

Provide a free and confidential service. Offer emotional support as well as some practical help regardless of whether the crime has been reported or not.

How we can help

Emotional and practical support. For domestic abuse clients we will support up to a DASH score of 9 with any others being referred to a more appropriate agency.

How to refer clients to us

Telephone: **08 08 16 89 111**

Clients can self-refer or if professionals wish to refer with the clients permission they can ring this number for a referral form.

Contact details

Victim Assessment and Referral Centre Telephone: **0845 389 9528**,
local office number Telephone: **01344 309 388**

West Berkshire Domestic Abuse Service (A2Dominion)



West Berkshire Domestic Abuse services offer emotional and practical support to victims suffering or fleeing domestic abuse.

Support can include:

- Phone support.
- Face to face meetings in a safe environment; outreach support and IDVA support. Support is available for children in refuge accommodation.
- Help to recognise abusive and non-abusive behaviours.
- Support accessing other services for victims and their children.
- Signposting to other agencies.
- Support through the criminal justice system and support to apply for protective orders (eg non-molestation order).

The service is client focussed, promotes independence and provides independent advocacy. Translation services are available if English is not the client's first language.

We also offer group work such as Recovery Tool Kit, Power to Change and Freedom Programme.”

How we can help

- To provide a high quality, confidential service to support women, with or without children, fleeing or at risk of domestic violence.
- To assist women to develop the skills needed to live independently, and to manage their tenancy in order to secure their own permanent accommodation.
- To support women to access the right services for themselves and their children.
- To be client centred in our approach.
- To empower women and children and give them the opportunity to learn and develop in order to increase quality of life, and options for future employment.
- To recognise that each person has individual needs.

West Berkshire Domestic Abuse Service (A2Dominion) (continued)



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- To increase the self esteem and self image of women and children fleeing domestic violence.
 - To work with other services to ensure the needs of each woman and each child are met.

How to refer clients to us

To access services call the Domestic Abuse Helpline on: **0800 731 0055**

Contact details

To access services call the Domestic Abuse Helpline on: **0800 731 0055**

The Helpline is staffed from 10am-6pm Monday to Friday and 10am-4pm on Saturday.

e-mail address for agency use only: **oxfordshiredomestic@a2dominion.co.uk**

Home-Start West Berkshire

We are a local family support charity that offers friendship and support to families with at least one child under the age of 5, who are struggling to cope for whatever reason.

We can provide a home-visiting volunteer to offer assistance for 2-3 hour per week within a family home.

How we can help

Our volunteers offer both practical and emotional support to cope with the demands of having a young family.

How to refer clients to us

Our referral form is available by calling **01635 760310**
or e-mailing **office@home-startwb.org.uk**

Contact details

Telephone: **01635 760310**
or e-mail: **office@home-startwb.org.uk**
Address: Broadway House,
4-8 The Broadway,
Newbury Berks
RG14 1BA

The Housing Options Team (West Berkshire Council)



We are a service within West Berkshire Council with responsibility to provide housing advice and homelessness assistance.

We provide housing advice and homelessness assistance to residents who are homeless or threatened with homelessness. We also provide advice and information to landlords.

How we can help

We can assist with finding a place of safety and signpost to other agencies who may be able to offer assistance. We can also help to secure the property of someone at risk to prevent entry by the perpetrator (Safer Spaces).

How to refer clients to us

Anyone seeking a place of safety can approach us directly at any time during the working day.

Contact details

We are open daily from 9am – 5pm (4.30pm on Fridays).

Alternatively the Duty Officer can be contacted on: **01635 519588**.

We are based at:

West Street House,

West Street,

Newbury

RG15 1BD

Youth Offending Team (West Berkshire Council)



The Youth Offending Team is made up of social workers, education workers, a police officer, health worker, probation, restorative justice and youth workers.

The team involves people from these different agencies to help access the services young people need to help turn them away from crime.

How we can help

Provide reports for the court to advise on what services are available, to assist in decisions about sentencing for young people .

Provides services to parents to help them to respond to any difficulties their children have.

Work with victims of youth crime, offering advice and information, and an opportunity for the effect of the offence on them to be made known to the young person, either directly or indirectly.

How to refer clients to us

Cases are referred via the Court process or Police Triage

Contact details

Telephone: **01635 553600** or

e-mail: **yot@westberks.gov.uk**

Alana House West Berkshire



The Alana House West Berkshire satellite service started in July 2014 further to identifying the need for a service in line with the holistic support provided by Alana House in Reading for vulnerable women in West Berkshire.

Women are offered information, support and advice in line with the 9 pathways to reducing re-offending to help them to make positive life changes, develop new skills and reduce the risk of entering the criminal justice system

The 9 pathways to reducing re-offending are:

- Accommodation
- Attitudes, thinking and behaviour
- Children, families and relationships
- Domestic abuse, violence and rape
- Drugs and alcohol
- Education, training and employment
- Finance benefit and debt
- Health and well-being
- Sex Working

How we can help

When a woman is referred to Alana House she is given a warm welcome and given an assessment appointment, where her needs are assessed and depending on these, she is then allocated a trained support worker. Each woman is offered an induction session which covers the range of services provided by Alana House as well as her background, presenting issues, needs and desired outcomes. The support worker will talk with her about how she can achieve her outcomes and jointly produce a support plan.

Support workers use a holistic approach to ensure that women can access the best possible support and tools to achieve their goals. Each woman is offered regular 1-2 -1 sessions with her support worker, and encouraged to utilise the range of Alana House services to help her to achieve the outcomes outlined in her support plans which may also include support from our partner agencies.

Alana House West Berkshire (Continued)



Through this holistic support, many women are able to make positive changes in their lives, reducing the chaos and improving the outcomes for them and their families.

The key outcomes for the women attending Alana House include:

- Improved skills and employment prospects
- Improved self-esteem, confidence and motivation to become independent
- Safer lifestyles including stable accommodation and managing addictions
- Better interpersonal skills including parenting skills and safeguarding children
- Reduced anti-social and criminal behaviour, offending and custodial sentences therefore helping to break the intergenerational cycle of offending

How to refer clients to us

Women can refer themselves or be referred from another voluntary organisation or community-based service in Reading including the Thames Valley Community Rehabilitation Company, Courts or Police service.

If you would like to make a referral to Alana House, please complete the referral form on our website or contact us.

Contact details

2 Southern Court
South Street
Reading
Berkshire
RG1 4QS

Telephone: **0118 921 7640**
Fax: **0118 957 5008**
e-mail: **Alana.house@pactcharity.org**

Thames Valley Police

- Domestic Abuse Investigation Unit



An investigative team of 1 DS and 5 DC's based at Newbury Police Station

We are responsible for investigating High Risk Domestic Abuse cases and providing safeguarding for Medium Risk and High Risk victims throughout West Berkshire.

How we can help

Investigation of High Risk incidents, work closely with partner agencies to support the victim pre and post trial, provide safety plans and installation of alarms (High Risk only) to safeguard victims.

How to refer clients to us

Report any incidents to **999/101** and/or refer High Risk concerns to MARAC (Multi Agency Risk Assessment Committee).

Contact details

Telephone: **01635 264639**

Family Resource Service (FRS)

Domestic Abuse Response Team (DART) provides a rapid response support service to whole families following police notification of a standard/medium risk DA incident.

Once the police notification has been received a DART worker will contact the family and offer a range of support including:

- Family Focus – an individual support programme for whole families (including children) to help reduce the harm caused by conflict and domestic abuse and stop further incidents.
- Signs of Safety meetings to help identify multi-agency support to address other factors that may be impacting on family life
- Practical advice, support and signposting to other agencies

How we can help

High risk cases or early identification cases

Families who have been assessed by Help for Families or Children and Family Services as being in need of Family Focus work can be referred into our Family Support Team (FST) for Family Focus intervention.

We also accept referrals from other agencies to support men and women who don't have children and who need help to address domestic abuse in their relationships. Referrals to our Creating Change programme can be made to FRS directly or through our Help for Families service.

How to refer clients to us

For more information on how to make a referral, please contact Carolyn Waterhouse or Sarah Holderness

Contact details

Telephone: **01635 43639**

e-mail: **familyresourceteam@westberks.gov.uk**

Bounce Back 4 Kids



Bounce Back 4 Kids (BB4K) is a support programme developed by PACT (Parents and Children Together) that uses therapeutic techniques to support children who have been victims or witnesses of domestic abuse.

The programme works with the children and their parents or carers to come to terms with experiencing family breakdowns. The programme consists of childrens groups, parent support groups.

How to refer clients to us

Contact PACT for further information

Contact details

Telephone: **0300 456 4800**

Flag DV



FLAG DV provides free legal advice to people who are victims of domestic violence or domestic abuse.

We provide high quality, accessible advice on matters of private family law including; divorce, separation, cohabitation, the family home, children matters, property and financial matters.

How we can help

We run fortnightly free legal advice clinic in Newbury. There will be a solicitor present and free legal advice available.

How to refer clients to us

Telephone: **0800 731 0055**
(WBDAS) to make an appointment to see a solicitor at Broadway House, Newbury.



Swanswell are a national drug and alcohol charity that work with people aged 18 and over who want help to change alcohol and/or drug use.

Work with over 18's to change alcohol or drug use

How we can help

Drug and Alcohol treatment, access to substitute prescribing, detoxification, harm re-education advice, drop in clinics, one to one support or groupwork

Contact details

Telephone: **0300 003 7025** or
email: **wberksadmin@swanswell.org**

Trust House

Based in Reading we are a support service that are commissioned to provide specialist help for victims of rape and sexual abuse in West Berkshire

Free, confidential practical and emotional support to people affected by rape and/or sexual abuse either recently or in the past.

How we can help

The team are trained to provide specialist sexual violence counselling and helpline.

Contact details

Telephone: **01189 584 033**

Community Rehabilitation Company (TV-CRC)

Thames Valley
Community Rehabilitation Company



Responsible for management of medium and low risk offenders sentenced to community orders, serving custodial sentences and being released into the community.

What we do

Manage Community Sentences, deliver offending behaviour programmes, manage post custody licences.

Contact details

Telephone: **01635 43535**

National Probation Service

National
Probation
Service



Responsible for management of high risk offenders sentenced to community orders, serving custodial sentences and being released into the community.

What we do

Manage Community Sentences, deliver offending behaviour programmes, manage post custody licences.

Contact details

Telephone: **0300 047 6325**

National Domestic Violence Helpline

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.

What we do

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

How we can help

The Helpline is aimed at:

- Women experiencing or who have experienced domestic violence
- Concerned friends and family seeking to support women experiencing or who have experienced domestic violence
- Professionals seeking to support and access services for a women they are working with who is experiencing domestic violence.

How to refer clients to us

Where possible please try to telephone the Helpline where you can receive immediate advice and support.

Contact details

Telephone: **0808 2000 247**

Where possible please try to telephone the Helpline where you can receive immediate advice and support. If this really is not an option please

e-mail: **helpline@womensaid.org.uk**

Emails are responded to within five working days.

National Stalking Helpline



The National Stalking Helpline has been established by Network for Surviving Stalking, Protection Against Stalking and Suzy Lamplugh Trust. It is the first national helpline to specialise in providing information and guidance to victims of harassment and stalking as well as their friends and family.

How we can help

We aim to help you by giving you information and guidance on:

- The law in relation to stalking and harassment in the United Kingdom
- Reporting stalking or harassment
- Effective gathering of evidence
- Ensuring your personal safety and that of your friends and family
- Practical steps to reduce the risk

Contact details

We are open to take calls Monday to Friday 9:30am – 4pm (except Wednesdays were we open at 1pm).

Telephone: **0808 802 0300**

e-mail: **advice@stalkinghelpline.org**



We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.

Our focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk.

How we can help

Our trained staff are here to listen and look at ways of helping you, which include:

- Providing you with emotional support
- Giving you time to talk through your experiences
- Providing you with relevant information and practical advice
- Signposting you to other specialist organisations such as: domestic violence units, mental health organisations, emotional support services, services for gay, bisexual and trans (GBT) men and organisations providing immigration, housing and legal advice, parenting advice and support, and assistance with child contact issues.

We are not legally qualified so we cannot offer legal advice; also, we are not housing specialists but we can find legal advice

Contact details

Opening hours: the Men's Advice Line is open Monday-Friday 9am-5pm.

Freephone: **0808 801 0327**

A voicemail service is available: we aim to return calls within two working days.

e-mail: **info@mensadvice.org.uk**

(we aim to reply within two working days).

We aim to speak to at least 50% of all callers aiming to access the Men's Advice Line every month.

Karma Nirvana is a UK registered Charity that supports victims and survivors of Forced Marriage and Honour Based Abuse.

It was named in the hope that the work it seeks to undertake would make a positive impact on the lives of individuals who would by our involvement achieve a sense of peace and ultimately enlightenment.

How we can help

Our call handlers will always be your listening ear and a source of practical support – if you need it. If you are being forced or pressured into a marriage and/or experiencing honour based abuse, there might be a risk to your personal safety, in which case our team can assist in relocating you to safe and temporary accommodation. The Karma Nirvana team will connect you to the right agencies and guide you through the process, over the phone and can also offer face to face support. If you are facing a forced marriage and/or honour abuse, you might still be at home or maybe you've already left. Either way, our team can help if you pick up the phone and start to break your silence.

Contact details

Telephone: **0800 599247**

FGM Helpline (NSPCC)



Helpline offering advice, information and support to anyone concerned that a child's welfare is at risk because of female genital mutilation (FGM).

We have responded to over 600 contacts about FGM since June 2013. More than a third of these contacts have resulted in a referral to the police or children's services

How to refer clients to us

If you're worried about a child, even if you're unsure, phone the FGM helpline on **0808 028 3550**.

Contact details

Telephone: **0808 028 3550**



Our National Lesbian, Gay, Bisexual and Trans* (LGBT) Domestic Violence Helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them.

The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options.

How we can help

We can:

- provide confidential information, advice and support
- help you create your safety plan
- explore options around housing, legal advice, counselling and local support groups
- tell you about your local LGBT friendly services
- discuss the possibility of reporting to the Police

Contact details

Telephone: **0300 999 5428**

You can also call our freephone number: **0800 999 5428**

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*

0300 numbers are billed as 01 and 02 landline numbers and are usually included in contract and package minutes, 0800 numbers are free from landlines and include in some mobile provider inclusive minutes.

The Kiran Project



The Kiran Project was set up in 1990 to meet the needs of women from the Indian sub-continent experiencing domestic violence.

Since its inception the Kiran Project has expanded its services to meet the needs of the wider Asian community and now provides a holistic range of services to its diverse client group.

The Kiran Project believes that all women and children have the right to live free from violence and the right to leave a home or relationship where the risk of such violence exists. Women experiencing domestic violence can be abused physically, emotionally, mentally, sexually or exploited financially. These abuses can arise in personal relationships as well as within extended families.

The services provided by the Kiran Project are provided in a non-judgemental, non-directive form, in a culturally sensitive way, thus empowering women to make their own choices and decisions and to regain control of their lives.

How we can help

The Kiran Project provides safe, temporary accommodation to Asian women and their children. This is a service provided by Asian women for Asian women and children.

How to refer clients to us

Referrals are taken Monday to Friday. You can make a self-referral on the telephone, or be referred by another agency. A short form will be completed over the telephone to assess the eligibility criteria and if appropriate you will be given an appointment to come to the office for a more detailed risk assessment.

In the event that we are unable to make an offer of accommodation we will signpost you to the appropriate agency. Please contact The Kiran Project on **020 8558 1986**.

The Kiran Project

(continued)



Contact details

Telephone: **020 8558 1986**
Fax: **020 8532 8260**
e-mail: **Kiran.admin@kiranproject.org.uk**

Postal correspondence

The Kiran Project
PO Box 899
Leytonstone
London
E11 1AA

Visit us at

Community place
806 High Rd
Leyton
E10 6AE



BPAS is the UK's leading provider of abortion care and has helped women for well over 40 years with their unplanned pregnancy or a pregnancy they have chosen not to continue.

We have clinics all over the UK and provide quick, convenient appointments for consultation only, or consultation and treatment on the same day.” We have over 60 clinics all over the UK. All our staff are trained and experienced in providing specialist, sensitive abortion care to women of all ages. BPAS is a charity and not for profit.

How to refer clients to us

Bookings are made by calling **03457 30 40 30** or **01789 508 211**. We are available all day and every day.

We will ask you several questions when you call, including:

- Contact details - your name, address, date of birth, telephone number and how you want us to keep in touch with you.
- NHS details - your GP's name, address and postcode (your GP will only be contacted with your permission).
- Medical details - the date of your last menstrual period, height and weight, and any medical conditions which affect you.

Alternatively see **www.bpas.org** to request a call back.

Contact details

Talk to us as soon as you can - Telephone: **03457 30 40 30** or **01789 508 211**



If any of the information in this directory is out of date or incorrect, please contact Jim Boden, Domestic Abuse Reduction Co-ordinator, Safer Communities Team.

Safer Communities Partnership Team

20 Mill Lane,
Newbury,
Berkshire,
RG14 5QU

T 01635 264694

WBC/SC/JB/0815