



Agencies which may be able to help

Information for ministers and pastoral workers

part of the Dignity initiative



Main Agencies

Domestic Violence Forum

Most areas now have a domestic violence forum, at which both statutory and voluntary agencies are represented, to enable agencies to work and plan together, with a full-time or part-time co-ordinator who can offer information. They usually offer training opportunities at different levels for those who need to be aware, and for those who are working directly with victims or perpetrators.

Women's Aid and Refuge

Women's Aid (WA) and Refuge are the key voluntary agencies in this field. Local services may vary, but will usually offer emergency accommodation and often outreach support services. Each local WA agency is autonomous, but linked to the national refuge network, through the National Federation. Refuge provision is available 24 hours a day, 365 days a year with a national helpline in partnership with Refuge, who also offer emergency accommodation in some areas.

Freephone 24 hour helpline: 0808 2000 247

Women's Aid **www.womensaid.org.uk** 0117 944 4411

Refuge **www.refuge.org.uk** (admin calls) 0207 395 7700

Police / Police Family Unit

The police are often the first point of contact when domestic violence takes place. They aim to protect the victims, identify and protect children who may be at risk, take action where a crime has been committed and an offender identified, ensure appropriate support for the victim, identify cases of repeat victimisation and seek to provide necessary support.

Social Services

When children are present or involved, information may be shared with Children's Social Care by the Police, in order that the most appropriate support can be offered, dependent on the available information and risk factors.

Probation Service

The National Probation Service works with both perpetrators and victims of domestic abuse, and provides supervision of Community sentences for domestic violence offences, and on release from a custodial sentence under licence. A Home Office-approved 'integrated domestic abuse programme' (IDAP) is being developed, but local services and programmes for perpetrators are still limited.

Respect

Respect is the UK association for domestic violence perpetrator programmes and associated support services, with members from the voluntary, private and statutory sectors.

The Respect Phoneline is set up as a service for men who are looking for information and advice to stop their abusive or violent behaviour towards their partners. They are also available for female perpetrators and those in same sex relationships.

The Respect Phoneline will also give information and advice to professionals who come into contact with perpetrators in their work.

The Respect Phoneline: 0845 122 8609 (open Monday –Friday 9-5)

Housing

Local priorities and policies may differ, but councils have a duty to arrange housing for anyone who is homeless, in priority need, and not intentionally homeless. It may help to be accompanied to an appointment, to have a record of the episodes of violence, and to have supporting evidence from a social worker or doctor.

Health

Domestic abuse has a substantial impact on the health and welfare of adults and children, and health care services are often the first point of contact for people living with domestic abuse. Victims may be reluctant to disclose what is happening to them, but often they are hoping someone will notice or ask, and so can be encouraged to speak to their health care workers, and may have an excuse for attending for some other reason.

Other Key Agencies

Local contact numbers should be available in the phone book and online.

Male Advice Line and Enquiry 0808 801 0327

Rape Crisis www.rapecrisis.org.uk

Victim Support www.victimsupport.org.uk 0845 30 30 900

Citizens Advice Bureau

Alcohol and drugs advisory services

Agencies working with ethnic minority groups,

e.g. in London area Southall Black Sisters 020 8571 9595

NSPCC National Child Protection Helpline 0808 800 5000

The Samaritans www.samaritans.org 08457 90 90 90

The Association of Christian Counsellors 0845 124 9569

CSSA supporting Christian Survivors of Sexual Abuse
c/o 38 Sydenham Villas Road, Cheltenham, Glos. GL52 6DZ

MACSAS supporting women or men sexually abused by Clergy or Ministers as a child or as an adult. PO Box 46933, London E8 1XA 0808 801 0340

Other leaflets in this series for ministers and pastoral workers:

- P1 *When the silence is broken... what does the law say?*
- P2 *When the silence is broken... prepared to listen*
- P3 *When the silence is broken... marriage... where do you stand?*
- P4 *Why do women stay? Towards a spiritual understanding*
- P5 *What churches need to know about pastoral support for abusers*
- P6 *Agencies which may be able to help*

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