

DOMESTIC ABUSE

**INFORMATION
FOR
SURVIVORS**

ABOUT THIS PACK

We now recognise and accept that domestic abuse knows no boundaries and can affect anyone regardless of race, ethnic or religious group, class, sexuality, disability or lifestyle.

If you have been affected by domestic abuse you are not alone! Every month in Solihull, the Police Domestic Violence Unit receives around 200 referrals, approximately 35% of these will be repeat victims. Last year Solihull Community Housing received 143 homelessness applications as a result of domestic abuse.

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

Agencies in Solihull are committed to working together to alleviate the suffering caused by this crime. We hope that you will get a positive response from any agency that you approach. If however, you do not, please don't give up, the next person you approach may be very different!

We recognise that Solihull lacks some of the more specialised support and information agencies and as such we have included information about some agencies from outside our borough in an attempt to plug some of these gaps. We have also included some National Help-Line contact numbers for you to use if the need arises.

Good luck in any action you may choose to take!

Sue Moore
Domestic Violence Co-ordinator

WHAT IS DOMESTIC ABUSE?

There are many different definitions of domestic violence / abuse in use by different agencies. For the purpose of this pack the Home Office definition, which has also been adopted for use in the Solihull Domestic Violence Strategy Document, has been used:

‘Any violence between current or former partners in an intimate relationship, wherever and whenever the violence occurs. The violence may include physical, sexual, emotional or financial abuse’.

There is no single criminal offence of domestic violence. The range of offences may include physical assaults (section 39, 47, 18 or 20 Offences against the Person Act 1861), murder or manslaughter, threats to kill, harassment, criminal damage, indecent assault or rape.

Emotional abuse may include behaviour that leaves people feeling isolated, degraded, worthless and lacking in self-confidence.

Financial abuse may necessitate a survivor having to account for every penny spent including bus fares, food and clothing. It can also include the withholding of any income at all.

Escaping from domestic abuse:

If you decide to leave your current situation 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 you leave it will help in the long term. If you are not able to collect originals, copies will do.

- Birth certificates – yours and your children's
- Marriage certificate
- Passport – yours and your children's
- Driving Licence
- Details of child benefit / tax credits if appropriate
- National Insurance Number
- Medical documents
- Bank / Building Society books
- Insurance documents
- Credit and store cards
- Pay slips – yours and your partners
- Clothing for you and your children
- Children's favourite toys

- Try and save money secretly wherever possible
- Keep a spare set of keys somewhere – leave with 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!

Stay or go?

To make the decision to leave your home is not easy. In some circumstances it may be your only option, in other circumstances it may be possible for you to remain at home and your partner leave. There may be legal remedies you can use to support this option.

You can talk in confidence to workers at the below agencies who will be able to give you advice and enable you to make a decision about what to do:

- **The National Domestic Violence Helpline**

Run by Women's Aid and Refuge with a minicom service and language –line facility.

May identify available refuge spaces:

Freephone 24-hour:

0808 2000 247

- **Solihull Council 'HOMECHECK' Scheme**

Free safety and security checks for any home within the Borough of Solihull. This service has recently been extended to cover victims of domestic abuse.

Homecheck officers may be able to fit locks and security devices free of charge.

Telephone **0121 704 6833** during office hours

- **Birmingham Women's Aid**

0121 685 8550

- **Citizens Advice Bureau**

Solihull

0121 705 2212

Chelmsley Wood

0121 779 6707

Shirley

0121 744 3238

- **Panahghar** - provide safe house for Asian women

02476 228952 (9.30am-5.30pm)

- **Solihull Community Housing**

Housing advisors and homelessness officers are available to provide help and support to anyone wishing to escape domestic abuse.

Offices are open 8am - 6pm Monday -Friday

Chelmsley Wood Area Housing Office
Chelmsley Wood Town Centre
5 Greenwood Way
Solihull B37 5TL

Solihull Connect & Housing
Office
Library Square
Touchwood
Solihull B91 3RG

**Telephone for all Housing Enquiries and
Repairs**

0121 717 1515

Emergency out of hours number

0800 138 2935

~

The Law

Domestic violence can present in many different formats. It may be a physical assault, it may be harassment or criminal damage. All these incidents amount to a crime and the Police have laid down procedures to deal with them. If you do not want to report an incident to the Police other agencies may still be able to assist you.

The following pages are intended to give you information that will help you decide which course of action to follow.

WHAT WILL HAPPEN IF AN INCIDENT IS REPORTED TO THE POLICE?

Initially uniformed Police Officers will attend the incident.

Co-operation with the Police is needed to enable effective intervention.

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. You will be asked to read and sign the statement. It is important that you give a full history about 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 an offender. Additionally, if there are signs of a disturbance and signs that there may be further problems, the offender may be removed.

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 PERPETRATOR?

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

At the Police Station the evidence will be reviewed by an appropriated person to determine the action to be taken.

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

If the offender is charged, they will either appear at the next available sitting of The Magistrates Court or they may be bailed to appear at Court at a future date. If bail is granted conditions may be imposed to prevent any contact with 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 the Police Domestic Violence Officers who will discuss the issues with them.

POLICE DOMESTIC VIOLENCE UNIT

The Police Domestic Violence Officers are non-uniformed officers dedicated to offering help and support to victims of domestic abuse. The officers can give advice to people experiencing domestic abuse, 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 advice on issues arising within the criminal court, bail conditions and some of the options available through the Family Court.

The Domestic Violence Unit will contact every victim of Domestic Violence involving the Police, by letter or telephone. These officers DO NOT carry out investigations.

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.

THE POLICE DOMESTIC VIOLENCE UNIT IS A SUPPORTIVE ROLE

The officers generally work between 9am & 5pm Monday to Friday to enable them to link with other agencies effectively.

Contact: PC Caroline McMahon or PC Kim Jones

West Midlands Police DV Unit

Solihull North Police Station

Ceolmund Crescent

Chelemsley Wood B37 5UB

Telephone 0121 712 6113

IN AN EMERGENCY YOU MUST CALL 999

Witness Care Team

Crown Prosecution Service and West Midlands Police working in partnership to address the concerns and needs of witnesses and to steer them through the criminal court process.

The Witness Care Team can keep victims and witnesses up to date with Court dates and bail conditions etc.

Workers are available to discuss any concerns witnesses may have and may be able to assist with specific concerns i.e. childcare

The team can be contacted on:

0121 712 6032, 712 6042, 712 6045

The Witness Service

Solihull Magistrates' Court

Going to Court as a witness or as the victim of a crime can be a worrying experience. The Witness Service helps witnesses, victims and their families before, during and after the hearing.

The service is free and confidential and offers:

- A visit to the court and a look around a courtroom either before or on the day of the trial.
- Information on court procedures
- Someone to meet you on the day of the trial and support you throughout the day
- Someone to accompany you into the courtroom when you give your evidence
- Putting you in touch with people who can answer your questions about the case
- A chance to talk over the case when it has ended and to get more help and information

Call us on **0121 703 0020**

or ask for us when you arrive at court

CIVIL REMEDIES

'I had a female solicitor who was very sympathetic and it made all the difference to carrying on.'

Injunctions are the main recourse under the civil law. They instruct a violent partner to do or not to do specific things (i.e. to stay away from the home or stop hitting a named person). Powers of arrest may be attached so that if the perpetrator breaks the injunction the police may arrest them.

Injunctions can be obtained from The Magistrates' Court or The County Court under Part 4 Family Law Act 1996. There are two main types of injunctions or protection orders that may be applicable to domestic abuse cases, Non-Molestation Orders and Occupation Orders.

In order to apply for an order against someone else the parties must be 'associated persons'. That means they must be related to each other in one of the following ways:

- Be or have been married to each other
- Be or have been cohabitants (defined as opposite sex)
- Live or have lived in the same household (but not just as employee, tenant, lodger or boarder)
- Be related
- Have formally agreed to marry each other
- Both parties are the parents of the same child or have had parental responsibility for that child
- Both parties are involved in the same family proceedings (e.g. divorce)

Non-Molestation Orders: A non-molestation order is a court order to prevent one partner from using or threatening violence against another or a child, or intimidating, harassing or pestering an individual. It can contain very specific instructions to suit a particular case, for example it can order someone to

stop telephoning or contacting a person. A non-molestation order can be granted for six months or for an indefinite period.

Occupation Order: An occupation order is an order that regulates who can live in the family home. If an individual does not feel safe to continue living with their partner or if they have left as a result of violence and wish to return and exclude the partner an occupation order may be appropriate. Application may also be made to restrict the respondent from the home and / or surrounding areas.

You must be an ‘associated’ person to apply for an occupation order but not all associated persons are eligible. If you are a sole or joint tenant or owner or co-owner of the home, or you are married to someone who is, then you can apply for an occupation order that can be granted for 6 months. It can be renewed if needed or may be granted for an indefinite period.

What happens after the application stage: The court will examine all the circumstances surrounding the application and will use their discretion to decide whether or not to make an order.

How long will it take: If you are in immediate danger you can apply to the Court the same day for an ‘ex parte’ order to be made without your abuser being there. In deciding whether to hear an application for an order without both parties being present, the court will consider whether you are at risk of significant harm, whether you will be prevented or deterred from applying if you have to wait and whether your abuser is already evading service of notice to appear before the court. If the court grants an ‘ex parte’ order, you will still have to go back to court for a full hearing once the abuser has been served with notice of the order.

How much will it cost? Public Funding from the Legal Services Commission (formerly known as the Legal Aid Board) will be available to anyone eligible after a Means and Merits test. If the client is not eligible for public funding they will have to fund the matter privately. The court fee to issue an application for an injunction is £60. The Process Server's fee can be £150 plus. In total, with legal fees, the cost is likely to be in the region of £1,000 - £1,500.

Legal Remedies – Who Can Help?

- **CITIZENS ADVICE BUREAU**

Free, independent, impartial and confidential advice on housing, debt, welfare benefits employment, family legal issues and many other areas. Contact:

Solihull Citizens Advice Bureau
The Priory
Church Hill Rd
Solihull B91 3LF
Telephone **0121 705 2212**

Chelmsley Citizens Advice Bureau
Stephenson Drive
Chelmsley Wood B37 5TA
Telephone **0121 779 6707**

Shirley Citizens Advice Bureau
274 Stratford Rd
Shirley, Solihull B90 3AD
Telephone **0121 744 3238**

Citizens Advice Line **0870 7510955**
(Opening hours may vary for each branch, phone for appointment)

Legal Aid advisors / local solicitors details may be found in phone books or at:

www.justask.org.uk/index.jsp

- **Rights for Women Advice Line**

Free and confidential advice from qualified women solicitors or barristers on subjects such as domestic abuse, sexual violence, children and child contacts. Web site has information sheets which may be down loaded.

Advice line open Tuesday, Wednesday, Thursday

2-4 pm & 7-9 pm. Friday 12 – 2pm.

Telephone 020 7251 6577

Textphone 020 7490 2562

www.rightsofwomen.org.uk

- **Solihull Magistrates' Court**

The Court House

Homer Rd

Solihull B91 3RD

Telephone 0121 705 8101

CHILDREN

We recognise that concern for their children can be the main reason why people living in abusive relationships finally make the decision to seek help and assistance in changing their life.

Despite attempts to protect them, we know that children witness far more violence than was previously realised. However, we also know that children can, and do, recover from living with violence if appropriate support services can be found to assist them.

Who can help children?

- **Barnardo's Counselling Service**

A free and confidential counselling service for young people in the Borough of Solihull who are victims or witnesses of, physical, sexual assault or abuse.

Available to those aged 5 – 13 years and their families residing in the Borough of Solihull.

Counselling will be provided at an appropriate venue within Solihull, depending on the location of the child / young person.

For more information contact:

**Barnardo's Amazon
0121 236 9222**

- **CHILDLINE**

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 to.

Telephone: 0800 1111

- **SOLIHULL CHILDREN'S INFORMATION AND ACCESS SERVICE**

Give information and access to activities, support, opportunities and guidance for children and young people resident within the Borough of Solihull.

Phone free on 0800 389 8667

Text on 077 40 046 045

Or visit us at www.4u2dosolihull.org

- **NHS Trust & Primary Care Trust
Children's Services**

Domestic Abuse can impact on children's lives in many ways. Many professionals who often come into contact with children are able to offer advice and support to the family. For details of local Health Visitors, Schools Nurses etc contact:

Kim Probert – Nurse Specialist for Safeguarding Children

0121 745 9102

- **The Children's Services Department**

The Children's Services Department 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 these 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. The following are examples of the range of work undertaken with children and families in the last year:

- Activity groups with children in school holidays to build self-esteem and confidence
- Individual work with children who live with the experience of violence
- Individual work to support mothers who have experienced domestic abuse
- Individual work with parents to look at how violence may affect their parenting, their relationships with their children and their children's development
- Group work with women to raise awareness
- Group work with children who have lived with the experience of violence. This has been both sibling groups and children who are not known to one another.

To access our services please contact The Duty Team (Referral & Assessment Team)

0121 788 4300 office hours **0121 605 6060** at all other times

- Education Welfare Officers

Education Welfare Officers are attached to every school with the Borough of Solihull. They are able to offer support and advise on any school attendance or other sensitive issue and are independent of the school.

Contact Education Welfare Officers at:

Woodlands Centre
Lundy View, Smiths Wood
Solihull B36 0LY
Telephone:

0121 788 1505

- NSPCC 'Time Out' Young Peoples Centre

Provides support, advice and guidance to children with issues. Can also provide counselling by appointment. The service is available for children & young people aged between 9 & 18 years who want to access the service provision for themselves. The service is confidential unless child or young person is in danger of harm. It is more easily available to children & young people in the North Solihull area.

Time Out Young Peoples Centre
38 Walnut Close, Chelmsley Wood, B37 7PU

0121 770 3000 Helpline number **0808 800 5000**

- **Smithswood Family Partnership Centre**

NCH is one of the country's leading Children's Charities – Smith's Wood Family Partnership Centre is one of over 500 NCH projects nationwide. Its aims are to enhance the quality of life of local people through a multi purpose, integrated, community based facility which provides appropriate services to children and their families in the Kingshurst, Castle Bromwich and Smith's Wood wards of North Solihull. It does this by offering a wide range of Family Support Services for children aged 0-12 and their families and acting as a base for other health and welfare services. Project staff work in partnership with families, children and other agencies by offering one-to-one and group work to promote parenting skills and child safety, therefore preventing family breakdown. The centre also provides a base for community information and local groups as well as Play Groups, Parent and Toddler sessions and full and part time day care through the Wood 'n' Tots Neighbourhood Nursery.

Smithswood Family Partnership Centre
Wheatfield Close, Smithswood B36 0QP

Telephone 0121 770 7737

- **Sure Start**

Sure Start is a Government programme which aims to achieve better outcomes for children, parents and communities by:

- Increasing the availability of childcare for all children
- Improving health and emotional development for young children
- Supporting parents as parents and in their aspirations towards employment.

Contact: The Sure Start Centre, 2 Chelmsley Circle,
Chelmsley Wood, Birmingham B37 5UH
Telephone 0121 779 7624

MONEY

Many abusive partners use money as a means of controlling their partners' behaviour and as an excuse for violence.

Some survivors are better off after their relationship ends because they regain control of their own budget.

It is vital that specialist advice should be obtained for all financial and debt problems before committing yourself to any course of action (unless your safety is at risk.)

Survivors facing or escaping violence are not required to provide information which may put them at further risk when they are claiming benefits or maintenance money. The benefits system changes constantly, the increase in some benefits can cause a decrease in others. It is advisable to speak to a specialist worker to obtain up to date information when making a claim.

The following agencies may be able to help and provide advice:

- **Benefits Contact Centre.** First point of call for making new claims. Advisors will signpost to the relevant help that is available and will advise callers how to process their claim.

0845 6020265

- **Job Centre Plus – Solihull & Chelmsley Wood**

0121 480 4099

- **Lone Parent Advisors:**

Rita McMenamin **0121 480 4040**

Lorraine Haynes **0121 480 4001**

- **Citizen’s Advice Bureau**

Solihull – **0121 705 2212**

Chelmsley Wood – **0121 779 6707**

Shirley – **0121 744 3238**

- **Chelmsley Advice and Resource Agency (CARA)**

Service providing assistance with welfare benefits and debt advice for residents of North Solihull.

Open Monday – Wednesday 9.30am – 2.00pm

Keeper’s Lodge, Chelmsley Rd,

Chelmsley Wood, B37 7RS

Telephone 0121 770 3773

- **Money Advice Team**

Independent, impartial and free advice on debt and welfare benefits. Casework referrals usually taken by internal referral from departments within Solihull Council. Clients seen by appointment at local venues. Telephone advice open to anyone residing in Borough of Solihull.

For further information contact:

The Money Advice Team

Solihull Community Housing

Telephone 0121 717 1515

Health

Domestic Violence / Abuse has short and long term physical and emotional effects. Counselling support is often necessary to assist in recovery but can be difficult to find.

If you feel in need of medical help talk to your G.P. If you do not think your usual G.P. will be supportive, remember you should be able to see another G.P. at your local surgery. If you have injuries that require immediate treatment it may be appropriate to attend the Accident and Emergency department at your local hospital.

Domestic violence can sometimes begin or escalate during pregnancy. Midwives and health visitors can provide support and sign-post you to services which may be able to assist you.

Health – Who can help?

- **GP's (see local book)**
- **Health visitors (see local phone book)**
- **Dentists (see local phone book)**
- **NHS Direct – 0845 4647**
www.nhsdirect.nhs.uk
NHS Direct can signpost anyone who is not registered with a GP to their nearest doctor and give advice regarding specific conditions.

- **NHS Trust - Women's Services**

Heartlands and Solihull Hospitals

Domestic abuse can often begin or escalate during pregnancy.

Midwives and health professionals are able to advise and support women at this vulnerable time

For more information contact **Sue Mellor or Mandy Quinn**

0121 424 3713

- **Heartlands Hospital Accident & Emergency Department**

Bordesley Green East

Bordsley Green

Birmingham B9 5SS

Tel 0121 424 3263

- **Solihull Hospital Accident & Emergency Department**

Lode Lane

Solihull

B91 2JL

Tel 0121 424 2000

- **Solihull MIND**

Provide counselling service, drop in centre, women only drop in, befriending scheme, employment / training services. Group work regarding confidence building, assertiveness (some women only sessions), housing, advocacy, mental health awareness training.

14/16, Faulkner Road, Solihull B92 8SY

Telephone: 0121 742 4941

DRINK AND DRUGS

Alcohol is often blamed for violent behaviour. For some people the misuse of alcohol may result in socially unacceptable behaviour and certainly, for some, their partners' departure for a night drinking is a major cause for concern because it may trigger a serious beating when they return. The impact of drugs on people's behaviour is equally variable.

Survivors who live with partners who abuse drink or drugs may themselves be users and may find themselves at greater risk of physical injury as a result.

Drink and Drugs – who can help?

- **Welcome Drug Service Counselling**

Open access to drug treatment services.

Drop in centre open 10 – 4 Monday to Friday

Middlewood House

Larch Croft

Chelmsley Wood

B37 7UR

Telephone 0121 678 4730

- **Aquarius**

Solihull Alcohol Advice Centre

Aquarius can provide a full free and confidential support service for drinkers, gamblers and their families. Clients are seen by appointment at a local surgery or at 21, Homer Road, Solihull. Partners and relatives can be seen for support in discovering better ways of coping with difficult situations. Partners and relatives can be seen regardless of whether or not their partner wishes to change.

Aquarius
21, Homer Road,
Solihull B91 3QG
e-mail aquarius.5@zoom.co.uk
Tel: 0121 711 3732

SPECIALIST SUPPORT SERVICES

The following agencies all provide support to survivors of domestic abuse, some are specialist services aimed at a small section of society:

- **Victim Support West Midlands
Solihull Branch**

Victim Support is the independent charity that helps people cope with crime. They can provide:

- Someone to talk to in confidence
- Information on Police and Court procedures
- Help in dealing with other organisations
- Information about compensation & insurance
- Links to other sources of help

Services are free & available to everyone, whether or not reported to Police and regardless of when it happened. Victim Support is an independent organisation, not part of police, courts or any other criminal justice agency.

Contact Solihull Victim Support

0121 745 7400

- **Birmingham Women's Aid Floating Support**

The Floating Support Scheme offers support, advice, information and practical assistance to women and children affected by domestic violence. It aims to encourage and empower women to live independently, to provide a safe, quality non-judgmental and specialist support service, to provide information, advice assistance and advocacy on a range of matters promoting the welfare and safety of women and children.

The service can be accessed by self referring or by referral from a professional agency.

Contact the Floating Support Scheme team on

0121 685 8687

Birmingham Women's Aid can also offer access to refuge accommodation and a telephone help-line.

0121 685 8550

W.I.N.S.
(Women In Need of Support)

Are you afraid of an abusive partner?

Could you do with some support?

**There is a Support Group Available (with
childcare if needed)**

To access our group call

077 805 96474

(8am – 8pm)

- **Broken Rainbow LGBT Domestic Violence Service (UK)**

Providing groundbreaking services to the lesbian, gay, bisexual and transgender community. The helpline provides:

- Survivors from the LGBT community with someone to speak to who fully understands their issues.
- Provides a training and referral service for other statutory and voluntary organisations.
- A first point of contact for CJS organisations to refer clients to.

Helpline currently operates during office hours but it is hoped to expand the opening times in the near future.

Broken Rainbow 020 8539 9507

- **RELATE (The Relationship People)**

Relate is the UK's largest provider of relationship counselling and sex therapy. It is estimated that 30% of people who contact Relate experience violence and abuse. For these people relate aim to:

- Increase the safety of victims/survivors and their children
 - Prevent domestic abuse from occurring/re-occurring
 - Help abusers to be accountable for their abusive behaviour
- Counselling together is not always safe but Relate will advise clients on each individual case.

Relate also provide other services such as family counselling, youth counselling, sex therapy and relationship counselling.

For more information contact:

Relate

111, Bishopsgate St., Birmingham B15 1ET

0121 643 1638

(Local venues may be used for counselling, small fees may be charged)

- **Breathe**

The aim of Breathe is to create a safe, warm and welcoming environment which is responsive, supportive and sensitive to the needs of **African or Caribbean women and children** affected by domestic violence.

Breathe provide:

- Free confidential advice and information service
- Support service tailored to individual needs
- Immigration advice and support in attending various meetings with solicitors, DSS, Police and the Courts.

Telephone – 0121 212 2000

- **Solace**

Provide a full specialist service to African or Caribbean women and children affected by domestic violence. Although based in Coventry women and children from Solihull are welcome to use this service.

Telephone – 024 7622 2988

- **Panahghar**

Panahghar, an Urdu word meaning ‘Safe House’ is a registered charity based in Coventry. Panahgar is a nationally respected agency with extensive experience in the provision of direct services primarily to Asian women, their children and families for the relief of poverty, physical and mental distress, domestic violence and abuse on a local, regional and national level.

Panahghar aims to promote the physical and emotional health, well-being and personal growth opportunities amongst Asian women and their families in the West Midlands through the provision of:

- Supported temporary housing for those who are experiencing domestic violence and abuse
- Advice, information, advocacy and counselling services
- Children’s Centre
- Comprehensive training and self-development
- Publicity and awareness-raising
- Group work and family therapy

Additionally, Panahghar promotes a best practice policy by offering training and consultancy service to both statutory and voluntary bodies.

Telephone 9.30am-5.30pm

02476228952

- **W.A.I.T.S.**

(WOMEN ACTING IN TODAY'S SOCIETY)

WAITS, an educational trust, was established in November 1992.

The domestic violence team develops and supports women from diverse communities and cultures. Appointments are on a one to one basis with an option for home visits.

We encourage women to rebuild their lives through one to one support, advocacy training and opportunities to meet other women and their families.

A personal development plan helps women to identify what choices and decisions to make.

Our advocacy service is unique in that we accompany women to relevant agencies such as DSS, Solicitors, Housing or refuges.

The WAITS support group was set up to combat isolation. We encourage befriending and socialising and offer the opportunity to discuss issues affecting women and children.

We are also committed to offering workshops in confidence building, assertive training and personal development.

Contact Joanne Miller 9am – 5pm Monday to Friday

Telephone 0121 440 1443

- **Victim Support's Male Helpline**

This is a phone line especially for male victims of sexual assault and domestic violence, it provides an opportunity to talk in confidence and anonymously if you wish.

These crimes are some of the most difficult for men to talk about, whether they have been the direct victims or a family member, partner or friend has been a victim. The helpline staff will provide an opportunity for the caller to explore their feelings and look at their options for moving on.

The helpline is currently operating between 12 noon and 2pm, Monday to Friday, but it is hoped to extend these hours in the near future.

Call in confidence:

0800 328 3623

- **Rape and Sexual Violence Project**

Helpline, face to face counselling, training and information leaflets for survivors of rape, sexual violence and child sexual abuse.

Helpline open:

Monday – Tuesday 10.30am – 1.30pm 5pm – 8pm

Wednesday 1pm – 4pm, 5.30pm – 9pm

Thursday 7pm – 10pm

Friday 9.30am – 12.30pm

Saturday 9.30am – 12.30pm

Sunday 12 noon – 3pm

Open for male callers 9pm – 10pm Wednesday evening.

Times may vary slightly but up to date times are on answer phone when line is not manned.

0121 233 3818

- **Samaritans**

Offer a confidential service:

- Available 24 hours a day to those passing through a crisis.
- Allow you to speak in complete confidence.
- Provide emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.
-

Station Approach

Solihull

B91 1LE

Service can be accessed 24 hours a day.

Personal callers to office by prior arrangement.

0121 704 2255

National Number: 08457 90 90 90

- **Criminal Injuries Compensation Authority**

Criminal Injuries Compensation may be awarded to individuals who have been subjected to a crime of violence, including domestic abuse. In order to receive an award certain criteria must be met:

- The offence must have occurred within two years of the date of the application (child abuse cases may be an exception to this rule)
- The offence must have been reported to the Police as soon as practicable
- Medical evidence should be available to support the claim
- The victim must have co-operated with the Police and Crown Prosecution Service at all times within the inquiry
- The offender must not benefit from any award made, i.e. the applicant should no longer reside with the offender

Criminal Injuries Compensation Authority (CICA)
Tay House, 300 Bath Street, Glasgow G2 4LN

0800 358 3601

Solihull Victim Support Scheme are able to provide the relevant forms and free service to assist applicants through the claims procedure. For assistance phone between 9am – 12.30pm Monday – Friday

0121 745 7400

- **Community Clothing Centre**

The community clothing centre provides a service for any adult or child in a low income situation. They provide clothing, shoes and bedding. Curtains and other household items are sometimes available.

Referral to this service is usually through social workers, education welfare officers or other professionals and clients are only seen by appointment. It is essential that appointments are kept or cancelled as a missed appointment will not be rescheduled for at least 6 months.

Usual opening hours:
Monday – Thursday 9.30am-3.30pm
Friday 9.30am – 1pm

Community Clothing Centre
34 Faulkner Road
Solihull B92 8SD
0121 742 6436

- **Furniture Restore**

Can provide good quality furniture to help furnish your accommodation at very reduced prices. Registered charity that collects donated furniture in the Borough of Solihull and sells it on at a small charge. Furniture is then delivered to local addresses free of charge.

5-7 The Parade,
Kingshurst, Solihull B37 6BA

Tel 0121 788 3333

- **The Respect Phonenumber**

National phonenumber offering information and advice to those who are violent and abusive towards their partners. This phonenumber has been funded by The Home Office and also provides information to professionals working with perpetrators.

Opening hours:
Monday-Wednesday-Friday
10am-12pm and 2pm-4pm
Tuesday 2pm-5pm

Respect Phonenumber
0845 122 8609

Telephone Numbers

Aquarius

0121 711 3732

Benefits Contact Centre

0845 602 0265

Benefits Centre Lone Parents Advisors

0121 480 4040

0121 480 4001

Barnardo's Amazon Counselling Service

0121 236 9222

Birmingham Women's Aid

0121 685 8550

Birmingham Women's Aid Floating Support

0121 685 8687

Breathe

0121 212 2000

Broken Rainbow LGBT Domestic Violence Service

020 8539 9507

Chelmsley Advice & Resource Agency (CARA)

0121 770 3773

Childline

0800 1111

Children's Services Department

Office hours 0121 788 4300

Emergency out of hours 0121 605 6060

Citizens Advice Bureau

Solihull – 0121 705 2212

Chelmsley Wood

0121 779 6707

Shirley

0121 744 3238

Advice Line

0870 751 0955

Community Clothing Centre

0121 742 6436

Criminal Injuries Compensation Authority

0800 358 3601

Education Welfare Officers

0121 788 1505

Heartlands Hospital A & E Dept.

0121 424 3263

Job Centre Plus

0121 480 4099

MABL Trust

0121 709 0292

MAST (Multi-Agency Support Team)

0121 788 4200

National Domestic Violence Helpline

0808 2000 247

NHS Trust Children's Services

0121 745 9102

NHS Direct

0845 4647

NHS Trust Women's Services

0121 424 3713

NSPCC Time Out Young Peoples Centre

0121 770 3000

NSPCC Helpline

0808 800 5000

Panahaghar

02476 228952

Police Domestic Violence Unit

0121 712 6113

Rape & Sexual Violence Project

0121 233 3818

Relate

0121 643 1638

Respect Phonenumber

0845 122 8609

Samaritans

0121 704 2255 / 08457 90 90 90

Solace
024 7622 2988
Solihull Children's Fund
0121 788 5360
Solihull Children's Information and Access Service
0800 389 8667
Text number 077 40 046 045
Solihull Community Housing
Office Hours – 0121 717 1515
Emergency Out of Hours
0800 138 2935
Solihull Hospital A & E Dept.
0121 424 2000
Solihull MIND
0121 742 4941
Solihull Magistrates Court
0121 705 8101
Sure Start
0121 779 7624
Victim Support West Midlands
0121 745 7400
Victim Support Male Helpline
0800 328 3623
W.A.I.T.S. (Women Acting in Today's Society)
0121 440 1443
W.I.N.S. (Women In Need of Support)
077 805 96474
Witness Care Team
0121 712 6032 / 6042 / 6045
West Midlands Police
0845 113 5000
Witness Service Solihull Magistrate's Court
0121 703 0020

NATIONAL HELPLINES

National Domestic Violence Helpline

0808 2000 247

Respect Helpline (for perpetrators seeking to change their behaviour)

0845 122 8609

Victim Support Line

0845 30 30 900

Broken Rainbow (L.G.B.T.)

07812 644914

NSPCC National Child Protection Helpline

0800 800 500

National Debtline

0808 808 4000

Shelterline

0808 800 4444

Samaritans

0345 90 90 90

Foreign Commonwealth Office (advice on forced marriages)

020 7008 0135 / 020 7008 0230

Reunite (Advice, information and support to parents, guardians and family members who have had or who fear child abduction.

0116 2556 234