

West Cheshire Domestic Abuse Family Safety Unit

Phone: 01606 351375

Information about who can use this service, what it offers and how to get in touch

What is domestic abuse?

Has your partner or family member:

- Called you names and made you feel bad about yourself?
- Made you afraid by threatening you or your children?
- Behaved violently towards you?
- Stopped you seeing your friends or family?
- Kept you without money?
- Do you feel you could be seriously harmed?
- Followed or texted you constantly?

What is domestic violence or domestic abuse?

Both of these terms refer to physical, sexual or emotional violence and abuse or stalking that can go on within families. It can be done by men against women, women against men, and in same sex relationships. Domestic violence or abuse affects the whole family. Children are affected by seeing or hearing it as well as suffering abuse themselves

Who can use the service?

Anyone aged 16 years and over who is experiencing domestic abuse and who is at risk of serious harm from intimate partners, ex-partners or family members can use the service.

Who will know I have used the service?

The service is confidential. However we may share information with other agencies in order to do as much as possible to keep you and your children safe. We will always ask for your agreement when doing this.

What can I expect from the service?

Our staff (Independent Domestic Violence Advocates or IDVA) will support you. They will assess the level of risk, discuss the range of options and develop safety plans with you. We also work with you to help you take back control of your own life

How do I know whether I am at High Risk of harm?

We ask you questions from a risk checklist to find out. This helps us work out a long term safety plan with you.

Who else can help?

Women's Aid, Men's Advice Line, Refuges, the Police, GP, Health Visitor, Children's Centre Worker, Social Worker, Probation Officer, Housing Officer or employer can all do their part to help you stay safe.

The following websites have lots of information:

- www.womensaid.org.uk
- www.mensadviceline.org.uk
- www.cheshirewestandchester.gov.uk/domesticabuse

You have the opportunity of having your situation discussed at MARAC (Multi Agency Risk Assessment Conference). This is a highly confidential meeting where agencies work together to be sure that they have done everything they can to help you stay safe

What if I have to go to court to give evidence?

We can make sure you have the support you need through Witness Services and your IDVA, who can go with you to court

How long can I get a service from the DAFSU?

You would normally have a service for up to three months. If you feel you need longer term support and when you are safer we will link you into other support services

What about help for my children?

Our staff will link you into local specialist services for children

Useful contacts for children:

NSPCC: 0808 800 5000

Childline: 08001111

Children's Safeguarding: 0300 123 7047 (out of hours: 01244 977277)

Parentline: 0808 800 2222

- www.thehideout.org.uk
- www.mywell-being.org.uk
- www.childline.org.uk
- www.familylives.org.uk

How do I get in touch?

You can phone us yourself in confidence or any agency can refer you to us. The number is 01606 351375

What can I do now to keep safe?

Always call the police if you are frightened or have been injured.

Work out where you might go to get away from the situation. This could be friends or relatives or a refuge.

Speak to someone you trust so they know what's happening and phone one of the numbers on this leaflet is for help and advice

Tell the children never to get involved directly and talk to them about who to call & where to go if they need help

The Independent Domestic Violence Advocate (IDVA) Charter -

these are the principles which guide our work

Principle One: Safety

Safety of you, your children, and anyone else involved is the highest priority at all times.

Principle Two: Risk

The focus of the IDVA project is to give a quality service to people at high risk

Principle Three: Diversity

We support equal access to services. Anyone who needs the service can expect the same quality of service

Principle Four: Dynamics of domestic violence

We identify the tactics and behaviours that abusive people use to control their partners and work with you to help overcome this

Principle Five: Independence

We give you independent advice and support. Your needs and feelings are important to us. We help other agencies understand your situation and how to change things for the better

Principle Six: Accountability to stakeholders

This means that we have systems to ensure that we can prove we are delivering a quality service

Principle Seven: Co-ordination

We work to make sure that anyone who is supporting you is working together on making you safe

Principle Eight: Respect

We make sure that everyone involved is treated with respect.

Useful Telephone Numbers

In an emergency dial 999

Domestic Abuse Family Safety Unit: 01606 351375

National 24hour Free helpline 0808 200 247

Refuge - Women's Housing Action Group Tel: 0151 356 4686

Email: chesterreferrals@whag.info

Refuge – Cheshire Without Abuse Tel: 01270 250390

Safeguarding Adult Advice: 0300 123 7034 (out of hours 01244 977277)

Safeguarding Children Advice: 0300 123 7047 (out of hours 01244 977277)

LGBT: 0300 999 5428 or 0800 9995428

Men's Advice line: 0808 801 0327

NCDV: (Help with injunctions etc) 0800 970 2070

Rape and Sexual Abuse Support: 01244 907710 or 0330 363 0063

Respect: 0808 802 4040 (for those who want to change their abusive behaviour)

Shelter (Help with Housing): 0808 800 4444

Housing Solutions: 0300 123 2442

Police: (24 hour) 101

Cheshire Cares (Victim Services): 01606 366 336

'Honour' based Violence:

Karma Nirvana 0800 5999 247 Force Marriage Unit 020 7008 0151

National Stalking Helpline: 0808 802 0300