

# SERVICE DIRECTORY

## Support for Recovery in Worcestershire

THERE ARE MANY SERVICES THAT CAN BE ACCESSED FOR FREE  
AND IMPARTIAL HELP IN WORCESTER.

FOR OUR COMPREHENSIVE DIRECTORY OF SERVICES WHO ARE  
PLEASE SCROLL DOWN.

**WORKING  
TOWARDS A  
SAFER CITY  
FOR ALL**



**WORCESTER  
BUSINESS  
IMPROVEMENT  
DISTRICT**



## **WEST MERCIA WOMEN'S AID (WMWA)**

**Domestic abuse helpline numbers:**

**Worcestershire:** 0800 980 3331

**Services provided include:**

- Helpline and online LiveChat (For both men and women) with skilled and experienced practitioners available to listen and provide advice and support 24/7
- Refuge and safe house accommodation for individuals and families fleeing domestic abuse
- Group and peer support programmes delivered online and in the community
- Specialist safety advice and support for those at high risk of harm, working closely with the Police and legal system
- Support for children and young people affected by domestic abuse in their home setting or by teen relationship abuse
- WMWA will support anyone affected by domestic abuse, working closely with other agencies to ensure that support services are accessible and appropriate to all communities of heritage, faith, ability and identity.
- All services can be accessed directly through WMWA Helpline

## **MALE DOMESTIC ABUSE HELPLINE COVERING WORCESTERSHIRE, HEREFORDSHIRE, SHROPSHIRE AND TELFORD & WREKIN**

Tel: 0800 014 9082

Referral email: [male.support@rooftopgroup.org](mailto:male.support@rooftopgroup.org)

Secure Email: [male.support@rooftop.cjism.net](mailto:male.support@rooftop.cjism.net)

The helpline deals with any queries from men who have or are experiencing domestic abuse, or from those who may be worried about someone experiencing it. If in need of immediate danger/ support call 999.

**The male service provides:**

- Safe house provision
- Recovery groups (MARS and the Recovery Toolkit)
- 1:2:1 outreach support

## **THE DAWN PROJECT - COVERING WORCESTER, WYCHAVON AND MALVERN HILLS.**

**Referral to:**

[dawn@worcestercommunitytrust.org.uk](mailto:dawn@worcestercommunitytrust.org.uk)

DAWN is a free, confidential, non-judgemental service for any individual who is experiencing or has experienced domestic abuse. They supports victims and survivors at all stages of abusive relationships, whether or not they are still living with a perpetrator. They provide safety planning, personalised action plans, targeted intervention programmes on understanding of the impact of domestic abuse on the family, and access to other services. In addition they provide support in accessing housing, benefits advice, debt advice, legal services, support at criminal and family courts, referrals to specialist counselling services, support with reporting incidents to the Police, and support with social care. They deliver the Freedom Programme, either in a group setting or one to one, helping victims and survivors understand the complex dynamics of domestic abuse, and reducing the likelihood of them entering future unhealthy relationships. We support both males and females.

**Delivering:**

- The Freedom Programme
- (Group and 1:1)
- Freedom & Beyond (part 1)
- Freedom & Beyond (part 2)
- Parallel Parenting – Managing parental contact

## **NATIONAL DOMESTIC ABUSE HELPLINE (REFUGE)**

**Tel:** 0808 2000 247

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

**Tec safety advice:** <https://refugetechsafety.org>

## THE MEN & MASCULINITIES PROGRAMME – CRANSTOUN

Tel: 01905 917450

Email: [MMreferralsH&W@cranstoun.org.uk](mailto:MMreferralsH&W@cranstoun.org.uk)

The Men & Masculinities programme is for men who are aware that their relationships have become distressing and damaged by their behaviour. Cranstoun's Men & Masculinities programme is running in Herefordshire & Worcestershire. The programme also offers a linked (ex-) partner support service upon referral through West Mercia Women's Aid. Men can self-refer or be referred by a support worker or other professional.

## MEN'S ADVICE LINE

Tel: 0808 801 0327

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

Confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). They help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help.

## JOY WORCESTER

Email: [joy@worcestercommunitytrust.org.uk](mailto:joy@worcestercommunitytrust.org.uk)

Web: [www.worcestercommunitytrust.org.uk/wct-in-action/joy](http://www.worcestercommunitytrust.org.uk/wct-in-action/joy)

A women only community project providing support, friendship, enabling new skills, empowerment, confidence and resilience in a safe environment.

- Peer group support networks
- 1:1 support and mentoring
- Emotional resilience courses
- Access to Accredited and non-accredited courses
- Peer Mentor Development programme
- Support to access training, volunteering and employment opportunities

## EARLY HELP IN WORCESTERSHIRE

Web: [www.worcestershire.gov.uk/earlyhelp](http://www.worcestershire.gov.uk/earlyhelp)

Early help means providing support as soon as a problem appears, to stop it from getting worse. This could be at any point in a child's life, from birth to the teenage years. Early help is delivered by a number of different professionals in many different ways depending on what is needed. Visit the early help website to find out about local services and to download an Early Help Assessment which is a useful tool to help professionals with the child or family they're supporting.

## WORCESTERSHIRE PARENTING SERVICE

Web: [www.worcestershire.gov.uk/earlyhelpfamilysupport](http://www.worcestershire.gov.uk/earlyhelpfamilysupport)

Parenting groups and programmes provide an opportunity for groups of parents to come together, share their experiences and receive knowledge, skills and advice to help them as a parent. You can also speak to your health visitor, school nurse, early years provider (e.g. nursery or child minder) or school. If your child is in school, there is a service called Early Intervention Family Support (EIFS) who also run parenting programmes. They can be contacted via your school or by emailing [whp@continuo.org.uk](mailto:whp@continuo.org.uk) or calling 01562 851292 (within Wyre Forest and Hagley) or

## VISUAL EVIDENCE FOR VICTIMS (VEV)

Email: [TrainingWestMercia@victimsupport.org.uk](mailto:TrainingWestMercia@victimsupport.org.uk)

A West Mercia project that is independent of the police that allows victims to have injuries and damage caused as part of the ongoing abuse, photographed and stored securely until they decide when to report to the police. These can be stored for up to 6 years. This project is overseen by Victim Support.

### The following agencies are trained in VEV:

West Mercia Women's Aid, West Mercia Rape and Sexual Abuse Support Centre, Victim Support, The Maggs Day Centre and The Sexual Assault Referral Centre (SARC).

## VICTIM SUPPORT

**Local: 01905 726896**

**National Support line: 0808 168 9111**

**Email: [westmercia.varc@victimsupport.org.uk](mailto:westmercia.varc@victimsupport.org.uk)**

Providing support to victims of domestic abuse through 3.5.Independent Victim Advocates (IVA's)

- Telephone support, 1:1 support to medium / standard risks
- Information provision / signposting for victims (victims' rights / victim's code)
- Home security advice / support
- Housing support / liaison
- 1:1 Emotional support
- They provide a Restorative Justice service between the harmer and harmed
- Visual Evidence to Victims (VEV) –
- Coordination and oversight of scheme

## WEST MERCIA POLICE VICTIM AND WITNESS SERVICE CENTRE

**Web: [www.westmercia.police.uk/victiminformation](http://www.westmercia.police.uk/victiminformation)**

A dedicated unit providing point of contact for victims and witnesses from point of charge information through to case completion.

## POLICE INTEGRATED VICTIM MANAGEMENT (IVM)

**Email: [IVMWorcestershire@westmercia.pnn.police.uk](mailto:IVMWorcestershire@westmercia.pnn.police.uk)**

Integrated Victim Management (IVM) is a response coordinated by West Mercia Police to provide enhanced support to repeat victims of crime and / or those with vulnerability needs who would benefit from a holistic multi agency partnership approach. This will include repeat victims of domestic abuse.

## CITIZENS ADVICE WITNESS SERVICE

**Tel: 0300 3321 000**

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

Provides support in advance of a trial in the form of outreach visits, pre-trial visits to the court to help prepare witnesses to give evidence and what to expect. Provides a secure place for witnesses to wait and emotional support.

## DRUG AND ALCOHOL SERVICES

### CRANSTOUN ALCOHOL AND DRUG RECOVERY SERVICE – WORCESTERSHIRE

**Tel: 0300 303 8200**

**Referral: [cranstounworcsreferrals@cranstoun.org.uk](mailto:cranstounworcsreferrals@cranstoun.org.uk)**

Cranstoun, based across Worcestershire, provide community based alcohol, drugs and support services for both adults, young people and families.

## RAPE CRISIS ENGLAND AND WALES

**24/7 Rape & Sexual Abuse Support Line: 0800 500 222**

**Website: <https://rapecrisis.org.uk/get-help/want-to-talk>**

If something sexual happened to you without your consent- or you're not sure – you can talk to us. No matter what happened.

## THE BRANCH PROJECT

**Worcestershire Office: 01905 611655**

**Email: [branch@wmrsasc.org.uk](mailto:branch@wmrsasc.org.uk)**

The Branch Project run by West Mercia Rape and Sexual Abuse Support Centre works with children and young people who have experienced Child Sexual Exploitation (CSE) or are worried about it. CSE is a type of child abuse that happens when a young person is encouraged, or forced, to take part in sexual activity in exchange for something. The reward might be presents, money, alcohol, or simply just the promise of love and affection.

For more information, to make a referral or to arrange to speak to a Branch Project Worker:

## **WEST MERCIA RAPE AND SEXUAL ABUSE SUPPORT CENTRE (WMRSASC)**

**Helpline: 01905 724514**

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

**Email: [office@wmrsasc.org.uk](mailto:office@wmrsasc.org.uk)**

WMRSASC is a free, confidential and non-judgemental support service for survivors (Men, Women and Children) who have experienced rape, assault, incest, sexual abuse, sexual harassment or any form of sexual attack, whether physical, verbal or emotional from 5yrs upwards.

Providing:

- Independent Sexual Violence Advisory Service (ISVA) – Men / Women (18+)
- Family Independent Sexual Violence Advisors
- Children and Young People Service
- Children and YP Sexual Violence Advisors
- (+5 to 18yrs)
- Children's Counselling
- Pre-trial therapy / Sexual Violence counselling
- Educational / Prevention Programmes

## **SEXUAL ASSAULT REFERRAL CENTRE (SARC)**

**Tel: 01886 833555 (18yrs +)**

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

**West Midlands Children and Young Persons Sexual Assault Service (0-18)**

**Tel: 0808 196 2340**

The Glade offers a free and confidential service to men and women who have been victims of rape or sexual assault. Where appropriate clients will be offered a forensic medical examination to gather evidence, advice about pregnancy and sexual health, medication and where appropriate, referral for ongoing and long term support and/or to the clients GP and counselling. Counselling is available to men, women and children who have been victims of rape or sexual assault. Specialist support is available for children via the paediatric service.

## **QUALITY SOLICITORS PARKINSON WRIGHT - DOMESTIC ABUSE DROP IN CENTRE**

**Contact Suzanne Oldnall: 01905 721 600**

If you are suffering from Domestic Abuse and need someone to talk to for advice, Quality Solicitors Parkinson Wright has a designated Domestic Abuse Team led by Suzanne Oldnall. Suzanne and her team provide legal advice and support including emergency protection orders in relation to both adults and children in Worcester, Droitwich, Kidderminster, Redditch, Evesham and surrounding areas of Worcestershire. They also have a Domestic Abuse Drop in Centre at Haswell House, St Nicholas, Monday - Friday 9:30am -12pm You do not need to make an appointment.

## **RELATE WORCESTERSHIRE - THE RELATIONSHIP PEOPLE**

**Email: [reception@relate-worcestershire.org](mailto:reception@relate-worcestershire.org)**

**Web: [www.relate.org.uk/worcestershire](http://www.relate.org.uk/worcestershire)**

**Client Line: 01905 28051**

Provision of relationship counselling across the county of Worcestershire and in Hereford.

**Delivering:**

Couple Counselling  
Individual Counselling  
Children and Young People's Counselling  
Family Counselling  
Psycho Sexual Therapy and Sex Addiction Therapy

## **WORCESTER SAMARITANS**

**Web:** [www.samaritans.org/branches/worcester-samaritans](http://www.samaritans.org/branches/worcester-samaritans)  
**Tel:** 01905 21121

Worcester Samaritans offer time and space, in complete confidence, for people to express their feelings, helping them to talk through their options and find a way to face the future. We are not a religious or political organisation. We listen, we don't judge and we don't offer advice. We also visit schools and prisons to give people the chance to talk. They cover the county from Broadway to Tenbury Wells including Redditch, Bromsgrove, Droitwich, Pershore, Evesham, Malvern, Upton upon Severn, Bewdley, Stourport, Kidderminster, and all the rural villages and communities in between.

## **WORCESTERSHIRE AND HEREFORDSHIRE HEALTHY MINDS**

**Web:** [www.healthyminds.whct.nhs.uk](http://www.healthyminds.whct.nhs.uk)  
**Worcestershire Healthy Minds:** 0300 302 13 13  
**Herefordshire Healthy Minds:** 01432 347606

The Healthy Minds provides help and support for people experiencing more common mental health difficulties, such as stress, worry and anxiety. It brings together the Worcestershire Healthy Minds team and the Herefordshire Healthy Minds team. The Herefordshire Healthy Minds services was previously called Let's Talk. Both teams provide a range of support, including group and 1:1 therapy, as well as online courses and self-help resources. You can self-refer to the services yourself via an online form which is available on the new Healthy Minds website, or by phone the above numbers.

## **PAPYRUS (PREVENTION OF YOUNG SUICIDE)**

**(HOPE)LineUK**  
**Web:** [www.papyrus-uk.org](http://www.papyrus-uk.org)  
**Tel:** 0800 068 41 41  
**Text:** 07786209697

Is a confidential support and advice service for:  
Young people under the age of 35 who may be having thoughts of suicide. Anyone concerned a young person may be having thoughts of suicide.

## **SILVER LINE**

**Tel:** 0800 470 8090

A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

## **SUPPORT AFTER SUICIDE PARTNERSHIP**

**Web:** <http://supportaftersuicide.org.uk/>

A network of organisations that support people who have been bereaved or affected by suicide.

## **YOUNG MINDS**

**Web:** [www.youngminds.org.uk](http://www.youngminds.org.uk)  
**Parents Helpline:** 0808 802 5544

Our Parents Helpline is available to offer advice to anyone worried about a child or young person under 25. You may have questions about a child's behaviour, emotional wellbeing, or mental health condition. You may have a child who's already been admitted to CAMHS and have questions about their treatment or want to know what to say to your GP when you visit them.

## **WORCESTERSHIRE SUICIDE PREVENTION WEBSITE**

**Web:** [https://www.worcestershire.gov.uk/info/20627/suicide\\_prevention](https://www.worcestershire.gov.uk/info/20627/suicide_prevention)

Providing a range of resources and support to both young people, adults and professionals.