

CHILDREN'S AND ADULTS SOCIAL CARE TEAMS

Wokingham Borough Council's Social Care Services are responsible for helping those who need advice or practical assistance with everyday living requirements. Incidents of Domestic Abuse affects children and families and support is available to help those who are vulnerable or at risk.

What can we do?

- Give information and advice about where to find help
- Arrange for essential services to support and protect vulnerable children and adults
- Improve the quality of life for those in disadvantaged circumstances
- Work with other services and departments to ensure complete support.

CONTACT:

Children's Safeguarding Social Care Team
(Referral and Assessment Team)

Office hours: (0118) 908 8002

Email: triage@wokingham.gov.uk

Emergency Duty Team - out of hours:
(01344) 786 543

Adult Social Care Team

Office hours: (0118) 974 6371

Emergency Duty Team - out of hours:
(01344) 786 543

HOME REFUGE SCHEME

The Home Refuge Scheme aims to provide Wokingham residents with a way to stay safe in their own home where they have been a victim of domestic abuse and where the perpetrator of the abuse does not live at the property.

What we can do:

The Home Refuge scheme is tailored to the needs and circumstances of the individual and includes:

- Bolts, door chains, door viewers and security lighting
- As part of the Fire Safety Check – smoke alarms and other fire safety equipment can be provided

CONTACT:

Home Refuge Scheme: 0118 974 3799

Email: community.engagement.localities@wokingham.gov.uk

HOUSING NEEDS

Wokingham Borough Council is keen to help anyone in an abusive relationship who may have questions or difficulties regarding their housing situation.

What we can do:

- Provide information and advice about housing options
- Take homeless applications where appropriate
- Allocate homes from the housing register

- Provide emergency accommodation depending on specific circumstances

If you are homeless or at risk of becoming homeless:

Email: housing.needs@wokingham.gov.uk

Tel: (0118) 974 6000

Out of hours number: 0800 212 111

www.wokingham.gov.uk/domesticabuse
<https://directory.wokingham.gov.uk/domestic-abuse>



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Wokingham Domestic Abuse Support

 DOMESTIC ABUSE
WHERE TO GO FOR HELP

WOKINGHAM DOMESTIC ABUSE
SUPPORT SERVICE: 0118 402 1921
IN AN EMERGENCY CALL 999



WHAT IS DOMESTIC ABUSE?

It is any physical, sexual, emotional, psychological or finance abuse that takes place between two individuals who are, who have been, intimate partners or family members, regardless of gender.

But it is hardly ever simple.

- Sometimes there are no bruises to see
- Sometimes it's not just about your own safety
- Sometimes it feels like there is just no way out

Anyone can be affected regardless of gender, sexuality, ethnicity, religion, disability or how much money they appear to have access to.

What do you need to know?

Your individual needs will be considered and there are many options which will be discussed with you in a sensitive and confidential way to get the best outcome for you.

Help is only a phone call away.

THAMES VALLEY POLICE

There is a dedicated Domestic Abuse Unit, where there are trained Police Officers with special expertise in this investigating and supporting people affected by domestic abuse.

What can they do?

- Provide comprehensive advice on the law
- Advise on safety planning
- Offer support through their own organisation and resources
- Refer victims to other agencies in specialist areas such as Berkshire Women's Aid

Contact: 999 in an emergency, or 101 the 24 hour non-emergency number.

WOKINGHAM DOMESTIC ABUSE SUPPORT

Cranstoun provide support for men, women and children living in Wokingham. Domestic Abuse should not be tolerated and everyone should live free from abuse or fear at home or in their relationships.

What can they do?

- Provide a non-judgemental, non-directive and confidential service for victim-survivors of domestic abuse and their children
- Help you find somewhere safe to stay – with or without your children
- Provide information about housing, law, money, benefits, children etc
- Accompany and support you at appointments including at court and solicitors
- Support you every step of the way in putting your life back together
- Support those who are aware their relationship may have become distressing and damaged by their behaviour to make changes and help to try and rebuilt the trust lost

Contact Helpline: (0118) 402 1921

Email: dass@cranstoun.org.uk

www.cranstoun.org/dass

SUPPORT U

Specialist service for the LGBTQIA+ community.

What can they do?

- Support survivors to form individualised safety and support plans

- Provide independent and institutional advocacy
- Understand the barriers LGBT+ people are commonly faced with when disclosing or reporting abuse
- Work with individuals to breakdown or remove barriers to support or options
- Specialist training for organisations

Contact:

Helpline: 0118 321 9111

www.supportu.org

HOURLASS WOKINGHAM SUPPORT

Specialist service for people aged 58+ experiencing domestic abuse.

What they can do?

- 24/7 helpline service
- Advocacy and development of personal support plans
- Drop in, face to face support

Contact: Helpline (24/7): 0808 808 8141

Email: helpline@wearehourglass.org

www.wearehourglass.org

KALEIDOSCOPIK UK

Peer support charity offering survivor-led monthly support groups. Services are available for anyone subjected to any form of domestic abuse.

What they can do?

- Provide independent, confidential and free on-going support groups
- Provide Adult, Child and Teen Freedom Programmes

- Deliver 'Liberation from Abuse', 'Fun with Mum' and other group based programmes
- Enhance education and awareness through the eyes of survivors
- Provide training for any service or individual supporting survivors

Contact:

Email: kaleidoscopicuk@gmail.com

www.kaleidoscopic.uk

VICTIMS FIRST HUB

Emotional and practical support for victims and witness of crimes, including domestic abuse, across the Thames Valley area.

CONTACT: 0300 1234 148

email: victimsfirst@thamesvalley.pnn.police.uk

www.victims-first.org.uk

CITIZENS ADVICE

Citizens Advice is independent and offers free and confidential advice on a range of topics.

- Welfare benefits • Housing • Legal Matters
- Debt • Family and Personal matter
- Disability and Community Care

CONTACT: 0300 330 1189

www.citizensadvicewokingham.org.uk