

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD (RBWM) DOMESTIC ABUSE SERVICES MAP



	Name of Service	National/Local	Provider	Group / 121	Referral Pathway	Length of Programme	Level of risk	Target audience	Website	Contact Details	Notes
VICTIMS	24 hour Domestic Abuse Helpline	National	Refuge	Phone support	Self & agency	N/A	All	All	www.nationaldahelpline.org.uk	0808 2000 247	Telephone based support for those needing help and advice or access to national refuge system.
	BRAVE (Building Resilience And Valuing Emotions) Project	Local (East Berkshire)	Slough CMHT	121 and group	Agency	121 upto 8 weeks Group 12 weeks	All	Anyone 18+ who have been in violent and/or abuse relationships and also experience psychological/emotional difficulties		Referral form and up to date risk assessment to be emailed to: Brave@berkshire.nhs.uk	A service providing therapeutic support for victims of domestic abuse with additional emotional or psychological difficulties in East Berkshire. Initial assessment and engagement involving one-to-one sessions (lasting up to 8 weeks), followed by a 12 week group-based programme.
	Domestic Abuse Repeat Incident Meeting (DARIM)	Local	Multi Agency	N/A	Agency	N/A	Standard & Medium risk	Complex repeat cases	N/A	Chair Andrew.Ward@thamesvalley.pnn.police.uk	Monthly multi agency meeting to discuss those complex/repeat cases that do not meet the MARAC threshold.
	Freedom Programme	Local	RBWM	Group	Self & agency	12 weeks	Standard & Medium risk	Female adults	www.freedomprogramme.co.uk	Datchet/Windsor - 01753 582564 (Michelle) Maidenhead - 07919 560903 (Beverley)	An educational programme for those needing support and awareness around domestic abuse. Primarily designed for women as victims of domestic abuse. May still be in relationship with the perpetrator.
	Mankind Initiative	National	Mankind Initiative	Phone support	Self & agency	N/A	All	Adult Males	www.mankind.org.uk	01823 334244	Confidential helpline for all men across the UK suffering from domestic abuse by their current or former partner (including same sex relationships).
	Men's Advice Line	National	Men's Advice Line	Phone support	Self	N/A	All	Adult Males	www.mensadvice.org.uk	0808 8010327 info@mensadvice.org.uk	Advice and support for men experiencing domestic violence and abuse. Trained advisors help and advise heterosexual male victims of domestic violence, gay and bi male victims of domestic violence, and frontline workers.
	Multi Agency Risk Assessment Conference (MARAC)	Local	Multi Agency	N/A	Agency via Designated MARAC Officer (DMO) and Modus	N/A	High Risk	High risk victims of DA	N/A	Modus	Monthly multi agency meeting to discuss high risk cases of domestic abuse, information share and agree an action plan to manage the risk posed.
	National Stalking Helpline	National	National Stalking Helpline	Phone support	Self	N/A	All	All	www.stalkinghelpline.org	0808 802 0300	Advice and support for those being stalked and harassed.
	Sanctuary Scheme	Local	The Safe Partnership / RBWM	N/A	Agency via the Dash Charity	N/A	All	Adults	www.safepartnership.org	01753 549865	Scheme to provide additional security in the homes of victims of domestic abuse from RBWM, allowing them to remain in their homes. Referrals are via the the Dash Charity.
	The Dash (Domestic Abuse Stops Here) Charity Independent Domestic Violence Advisory (IDVA) Service	Local	The Dash (Domestic Abuse Stops Here) Charity	121	Self & via MARAC	Needs based	High Risk	High risk victims of DA	www.thedashcharity.org.uk	01753 549865 referrals@thedashcharity.org.uk	Support for DA victims deemed high risk, identified through the DASH risk identification checklist and referred to the MARAC (Multi Agency Risk Assessment Conference), provided by the commissioned domestic abuse service in RBWM.
	The DASH (Domestic Abuse Stops Here) Charity Outreach Service	Local	The Dash (Domestic Abuse Stops Here) Charity	121	Self & agency	Needs based	Standard & Medium risk	Standard & Medium risk victims of DA	www.thedashcharity.org.uk	01753 549865 referrals@thedashcharity.org.uk	Support for DA victims deemed standard or medium risk, identified through the DASH risk identification checklist, provided by the commissioned domestic abuse service in RBWM.
	Victims First Hub	Local	Victims First Hub	Phone Support	Self & agency	Telephone based	Standard & Signposting to other specialist commissioned services	Adults	www.victims-first.org.uk	0300 1234 148 Mon, Wed, Fri 9am - 5pm, and Thurs 9am - 7pm	Victims First is dedicated to making sure that all victims of crime across the Thames Valley receive the support they need to cope and recover from the impact of their crime. Providing free emotional and practical support to all victims and witnesses of crime as well as family members of victims, and can provide help regardless of whether or not the crime has been reported to the police. Young victims service also available for under 18 year olds (provided by SAFE!).
ChildLine	National	ChildLine	Phone support	Self	N/A	All	Children & young people	www.childline.org.uk	0800 1111	Help for children and young people.	
Disrespect NoBody	National	Home Office	N/A	Self	N/A	All	Children & young people	www.disrespectnobody.co.uk	N/A	Home Office campaign to help young people understand what a healthy relationship is.	
NPSCC Helpline	National	NPSCC	Phone support	Self & agency	N/A	All	All	www.npscc.org.uk	0808 8005000	Help for adults concerned about a child.	

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CHILDREN / YOUNG PEOPLE	PICADA (Positive Intervention for Children Affected by Domestic Abuse)	Local	Family Friends	Group	Self & agency	12 weeks	All	9-11 yrs	www.family-friends.org.uk/picada	0300 800 1005	An opportunity to provide children and mothers within group settings to tell their stories - to be heard, validated and believed, and to begin to understand and heal from exposure to domestic abuse.
	SAFE! Project	Local	SAFE!	121	Self & agency	Needs based	All	8-25 yrs	www.safeproject.org.uk	01865 582 495 safe@safeproject.org.uk	Providing 121 support across Thames Valley for children and young people affected by crime including witnessing domestic abuse.
	The Dash (Domestic Abuse Stops Here) Charity Children's Service	Local	The Dash (Domestic Abuse Stops Here) Charity	Group & 121	Agency via referral form	8 weeks	All	5-16 yrs	www.thedashcharity.org.uk	01753 549865	Awareness and support programmes for children and young people, provided by the commissioned domestic abuse service in RBWM.
	The Dash (Domestic Abuse Stops Here) Charity Schools Prevention Work	Local	The Dash (Domestic Abuse Stops Here) Charity	Group	Schools / youth settings	Needs based	All	Children & young people 9 yrs+	www.thedashcharity.org.uk	01753 549865 eleonor@thedashcharity.org.uk	Healthy Relationship Workshops created by the Dash Charity and Women's Aid on a range of age-appropriate topics. The program aims to: Raise awareness of domestic abuse in children and young people (aged 9+); Educate primary pupils around respect, arguments and gender norms; Help secondary pupils identify abuse and its warnings signs, and how to get help with an abusive relationships. The programme is flexible to the needs of the school.
	The Hideout	National	Women's Aid	N/A	N/A	N/A	All	Children & young people	www.thehideout.org.uk	N/A	Website to help children and young people to understand domestic abuse, and how to take positive action if it's happening to them.
OTHER	Citizens Advice	Local	Citizens Advice	Phone, 121 & online	Self	Needs based	All	Adults	https://maidenheadcab.org.uk/	03444 111 444	Charity helping people to resolve their legal, money and other problems by providing free, independent and confidential advice.
	Domestic Violence Assist	National	Domestic Violence Assist	Phone support and application	Self & agency	N/A	All	Affected by DA requiring an injunction	www.dvassist.org.uk	0800 195 8699	Registered charity arranging non molestation orders, prohibited steps orders and occupation orders.
	Drugs and Alcohol	Local	Resilience	Various	Self & agency	N/A	All	Affected by drugs and/or alcohol	www3.rbwm.gov.uk/publichealth/info/10/alcohol_and_drugs/15/resilience_drug_and_alcohol_service	01628 796733 admin@resilience-rbwm.org.uk	If you live in the Royal Borough of Windsor & Maidenhead and are experiencing problems with alcohol and/or drugs, you can contact Resilience for a free and confidential service. Resilience offers a range of services which can help you to safely reduce or stop your alcohol and/or drug use.
	FLAG DV	Regional	FLAG DV	Face to face or telephone	Self or agency	N/A	All	Adults	www.flagdv.org.uk	0800 731 0055 Monday - Friday 10am - 7pm	Offering free legal advice from a family law solicitor to anyone over the age of 18 who is currently or has experienced domestic abuse or violence regardless of financial status gender, ethnicity, sexual orientation or race living in the Thames Valley. A face-to-face appointment or telephone consultation will be with a volunteer legal advisor who will be a qualified solicitor, legal executive or barrister. They will have knowledge and experience of family law including domestic violence or abuse. The volunteer will give you advice about your situation. If access to further solicitor support is required, this will not be provided by Flag DV but independently sourced by the client. One clinic appointment per client is offered.
	MARAC (Multi Agency Risk Assessment Conference)	Local	Multi Agency	N/A	Agency	N/A	High Risk	High risk victims of DA	N/A	RBWM MARAC Coordinator via 101	Monthly multi-agency meeting to discuss cases identified as victims being at high risk of serious harm or homicide. Any partner agency can refer a case to the MARAC, following completion of a DASH (Domestic Abuse, Stalking, Harassment and Honour Based Abuse) Risk Identification Checklist. Referrals via the agency Designated MARAC Officer (DMO) through the online system Modus.
	MATAC (Multi Agency Tasking And Coordination)	Local	Multi Agency	N/A	Agency	N/A	Medium & Standard risk	Serial domestic abuse perpetrators	N/A	RBWMMATAC@thamesvalley.pnn.police.uk	Monthly multi agency meeting to discuss cases identified as those perpetrators causing the most harm, through the RFG (Recency, Frequency, Gravity) analytical process. Any partner agency can refer a case to the MATAC. The referral will scrutinised against the RFG and top nominals will be accepted onto the cohort and taken on as part of the scheme. Offenders will be offered help and diversions to prevent offending and reduce the risk they pose, including education, prevention, enforcement and disruption.
	Public Health	Local	Various	Various	Various	N/A	All	All	www3.rbwm.gov.uk/publichealth	Community Mental Health Team 0300 365 0300	Public Health website including information on mental wellbeing (0-19 years old and adults, health visiting, school nursing, drugs and alcohol service)
Police	Local	Thames Valley Police	Phone support	Self & agency	N/A	All	All	www.thamesvalley.police.uk	999 - emergency 101 - non emergency	To contact police in a non emergency.	

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	RBWM	Local	N/A	N/A	N/A	N/A	All	All	www.rbwm.gov.uk	01628 683800	
PERPETRATORS	Positive Relationships Programme (PRP)	Local	Thames Valley Community Rehabilitation Company - CRC	Group	Self & agency	12 weeks	Standard & Medium risk	Males age 18+, repeat offending against the same or multiple victims within a heterosexual relationship	Leaflet	01869 328500 Prpreferrals@thamesvalley.pnn.police.uk	This group work programme is designed to support group members who have evidenced aggression within their intimate partner relationships. It is an educational, strength-based programme that supports individuals who want to find healthier, safer solutions to relationship-based problems and conflict. Priority given to cases where there is a child within the family or household.
	Respect Phonenumber	National	Respect	Phone support	Self & agency	N/A	All	All	www.respectphonenumber.org.uk	0808 8024040	Providing information and advice to domestic abuse perpetrators, as well as their partners or ex-partners, concerned family and friends and frontline workers.
RESOURCES/TOOLS	Berkshire Child Protection Proceduers	Local	N/A	N/A	N/A	N/A	N/A	N/A	http://berks.proceduresonline.com	See also Escalation Procedures for Professionals	N/A
	Berkshire Safeguarding Adults Policies and Procedures	Local	N/A	N/A	N/A	N/A	N/A	N/A	www.berkshiresafeguardingadults.co.uk	N/A	N/A
	Bright Sky app	National	The Vodafone Foundation	N/A	N/A	N/A	All	All	www.hestia.org/brightsky	N/A	A free to download mobile app, launched in partnership with the Vodafone Foundation, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know.
	Dash (Domestic Abuse, Stalking, Harassment and Honour Based Abuse) Risk Identification Checklist	National	N/A	N/A	N/A	N/A	All	Adults	www.safelives.org.uk/practice-support/resources-identifying-risk-victims-face	N/A	National risk identification checklist.
SPECIALIST SUPPORT	Female Genital Mutilation (FGM) Helpline	National	NSPCC	Phone support	Self	N/A	All	All	www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm	0800 028 3550 fgmhelp@nspcc.org.uk	For anyone worried a child is at risk of, or has had FGM.
	Forced Marriage Unit	National	Home Office	Phone support	Self	N/A	All	All	www.gov.uk/stop-forced-marriage	0207 0080151	Government guidance and helpline on forced marriage and honour based violence and abuse.
	Galop National LGBT+ DA Helpline	National	National	Phone support	Self	N/A	All	All	www.galop.org.uk/domesticabuse	0800 999 5428	Support for the LGBT+ community, information support and helpline.
	Honour Based Abuse & Forced Marriage UK Helpline	National	Karma Nirvana	Phone support	Self	N/A	All	All	www.karmanirvana.org.uk	0800 5999247	Human rights charity supporting victims of honour based abuse and forced marriage. Running a national helpline offering direct support and guidance to victims and professionals.
	Solace Sexual Assault Referral Centre (SARC)	Local	Care UK	Victims of rape & sexual assault	Self & agency	N/A	All	All victims of sexual assault	www.solacesarc.org.uk/find-solace	0300 130 3036	Based in Slough at Upton Court Hospital, the SARC (Sexual Assault Referral Centre) is accessible 24/7. Victim does not need to be going down the criminal justice route, access to therapy, can keep forensic evidence on ice for time period. Includes support for children.
	Thames Valley Independent Sexual Violence Advisory (ISVA) Service	Local	Refuge	121	Self & agency	Needs based	All	Adults	www.refugesexualviolenceservice.org.uk	0800 221 8186 isvathamesvalley@refuge.org.uk	Support service for anyone living in the Thames Valley who has experienced, or is at risk of experiencing sexual assault or rape. For everyone age 18+ regardless of gender, sexuality, how long ago the abuse took place, or whether or not the abuse has been reported to the police. Service working with under 18 year olds provided by SAFE!

Maintained by Sophie Wing-King (Domestic Abuse Co-ordinator, RBWM and Bracknell Forest) sophie.wingking@thamesvalley.pnn.police.uk 07977 209873
PLEASE ALSO REFER TO BOTH THE RBWM MULTI AGENCY DOMESTIC ABUSE REFERRAL PATHWAY, AND THE DOMESTIC ABUSE CUE CARD.
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