RBWM DOMESTIC ABUSE SERVICES MAP



INTERVENTION	NATIONAL/LOCAL	WEBSITE LINKS	CONTACT DETAILS	COMMENTS
24 hour Domestic Abuse Helpline	National	www.nationaldahelpline.org.uk	0808 2000 247	Provided by Refuge, telephone based support for women and children, offering help and advice or finding a refuge vacancy.
Adult Social Care (Optalis)	RBWM	www ontalis org	01628 683744 Out of hours 01344 351 999	If you have concerns that an adult may be at risk of harm or neglect.
Advocacy After Fatal Domestic Abuse (AAFDA)	National with local Thames Valley funded support (OPCC)	Iwww aatda org uk	07768 386922 <u>help@aafda.org.uk</u>	Specialist and expert advocacy and peer support for family and friends after the homicide, suicide or unexplained death of their family member or friend, following domestic abuse. The service is client led and includes the following: Listening with understanding and compassion; ensuring the voice of family members affected by fatal domestic abuse is heard; provision of specialist and expert Advocates; use of expertise to advocate for families during domestic homicide reviews, Inquests, serious case reviews, mental health reviews, and similar inquiries; peer support - bringing together of families to share their story.
Aurora New Dawn	Thames Valley	www.aurorand.org.uk	023 9247 9254 Out of Hours Helpline (5pm - 8am Monday - Friday, 24hrs at weekends): 023 9421 6816	Providing advocacy, support and consultancy for victims of domestic abuse in the Thames Valley experiencing domestic abuse, sexual violence and stalking. Clients are not required to report to the police in order to access support.
Berkshire Child Protection Procedures	Berkshire	http://berks.proceduresonline.com	Web based information	Homepage for the Pan Berkshire Safeguarding Children Procedures. In addition to the shared procedures you can also access local guidance for your area by clicking on the local information section within the procedure.
Berkshire Safeguarding Adults Policies and Procedures	Berkshire	www.berkshiresafeguardingadults.co.uk	Web based information	Homepage for the Berkshire Safeguarding Adults Policies and Procedures. The purpose of these Policies and Procedures is to support staff to respond appropriately to all concerns of abuse or neglect they may encounter, providing a consistent response across the county.
BRAVE (Building Resilience And Valuing Emotions) Project	Berkshire	IWWW enanlingtownslough com/opportunities/prave/	Referral form and up to date risk assessment to be emailed to: Brave@berkshire.nhs.uk	Offering therapeutic support for people of all genders across Berkshire who have experienced domestic abuse and who also experience emotional difficulties following this abuse. 12 week group programme covering topics such as the function of emotions, low mood, anxiety, distress tolerance, building resilience, healthy relationships, and values. Graduates of the 12 week programme are invited to join BRAVE EMBRACE, a co-produced peer group where they can consolidate their skills and continue to receive support. BRAVE Too is a new service specially designed for male victims of domestic abuse.

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BREATHE group	Local		Contact information: familyhubs@achievingforchildren.org.uk	A programme supporting children and young people in RBWM who are or have been affected by healthy, conflicting and abusive behaviours in parent or carer relationships. The programme aims to: - increase confidence and esteem - reflect on past expreiences - increase understanding of healthy and unhealthy relationships - learn strategies to support wellbeing - understand how to keep safe The programem is delivered in partnerhsip with the Family Hub Service and the Dash Charity.
Bright Sky App	App Based	www.hestia.org/brightsky	Search Android & iPhone app store	A free 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. Also designed to be used by specialist and non-specialist practitioners and other employers, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent.
Browns Community Services CIC	Thames Valley	www.brownscommunityservices.co.uk/services/counselling	dacounselling@browns.co.uk	Self-referrals and professional referrals are welcome. For adults aged 18 years old and over who have experienced any form of domestic abuse, sexual abuse or exploitation at any point in their lives. Providing up to 18 free counselling sessions in a safe, confidential space to explore experiences of abuse and any underlying issues. Counselling sessions are offered remotely via telephone or online using the Zoom platform.
Centre for Age Gender and Social Justice	National	www.dewischoice.org.uk	General enquiries: hello@dewischoice.org.uk 07989 150979	Initiative combining service delivery with a research project for older men, women and non-binary people who have experienced domestic abuse from an intimate partner and/or adult family member.
Chayn	National	https://chayn.co	Web based information	Providing online help and resources in a large number of languages about identifying manipulative situations and how friends can support those being abused.
Childline	National	www.childline.org.uk	0800 1111	Service for children who have worries, concerns and require help and support.
Citizens Advice East Berkshire	East Berkshire	https://caeh.org.uk/	0808 278 7914 Monday - Friday, 9am - 5pm	Charity helping people to resolve their legal, money and other problems by providing free, independent and confidential advice.
Cranstoun RBWM	RBWM	Inting://cranstoun.org/heln-and-advice/alcohol-other-drugs/rhwm/	01628 796733 Monday - Friday, 9am - 5pm (until 7pm on Tuesdays)	Cranstoun RBWM is an adult alcohol and drug service for the Royal Borough of Windsor and Maidenhead. Working with individuals in RBWM who are over 18 years old and wish to change their alcohol and/or drug use.
Dash (Domestic Abuse, Stalking, Harassment and Honour Based Abuse) Risk Identification Checklist	National	www.safelives.org.uk/practice-support/resources-identifying-risk-victims-face	N/A	National risk identification checklist.

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#NAME?	National	www.disrespectnobody.co.uk	Web based information.	Home Office campaign to help young people understand what a healthy relationship is.
Dogs Trust Freedom Programme	National	www.dogstrustfreedomproject.org.uk	0800 298 9199	Offering pet fostering services specifically for dogs belonging to people accessing refuge or emergency housing.
Domestic Violence Disclosure Scheme (DVDS)	National	Home Office Guidance	101 Thames Valley Police - Clare's Law	The DVDS (also known as Clare's Law) enables the police to disclose information to a person at risk of domestic abuse about their current or new partner's previous abusive of violent offending. It has two elements: 'Right to Ask' and 'Right to Know'. 'Right to Ask' allows for a member of the public the right to ask the police if their partner may pose a risk to them (a third party such a friend, family member or professional can also ask). If records show a risk, the police will consider disclosing this information. 'Right to Know' enables police to pro-actively make a disclosure if they receive information about the violent or abusive behaviour of a person that may impact on someone's safety.
DV Assist	National	www.dvassist.org.uk	0800 195 8699	Registered charity arranging non molestation orders, prohibited steps orders and occupation orders.
Employers' Initiative on Domestic Abuse	National	www.eida.org.uk	N/A	A growing network of large and small businesses with a mission to enable employers to take action on domestic abuse – raising awareness among all employees, supporting those affected, and providing support and education to help perpetrators to stop. Includes a toolkit for employers.
Family Friends	RBWM	www.family-friends.org.uk	0300 800 1005	Support to families with children under 13 straggling with emotional difficulties, mental health and domestic abuse.
FLAG DV (Free Legal Advice Group for Domestic Violence)	Thames Valley	www.flagdv.org.uk	01635 015854 (Mon - Fri, 11am - 1pm) enquiries@flagdv.org.uk	Helping people experiencing domestic abuse or violence from their partners, ex-partners or family members to access specialist advice and support. Offering a free legal advice appointment (telephone or face to face) with a volunteer solicitor, legal executive or barrister who specialises in Family Law.
Forced Marriage Unit (FMU)	National	www.gov.uk/guidance/forced-marriage	020 7008 0151	A joint Foreign, Commonwealth and Development Office and Home Office Unit which leads on the government's forced Marriage policy, outreach and casework. Operating a public helpline to provide advice and support to victims and potential victims of forced marriage and professionals dealing with cases. Information and practice guidelines for professionals online.
Freedom Programme	RBWM	www.freedomprogramme.co.uk	Maidenhead - 07919 560903	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.
Galop - National LGBT+ Domestic Abuse Helpline	National	www.galop.org.uk https://galop.org.uk/types-of-abuse/domestic-abuse/	0800 999 5428	Support for the LGBTQ+ community, information support and helpline.

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Hollie Guard App	App Based	https://hollieguard.com	Search Android & iPhone app store	App developed by the Hollie Gazzard Trust. In danger? With a simple shake or tap it activates Hollie Guard, immediately notifying your chosen contacts, pinpointing your location and sending audio and video evidence directly to their mobile phones.
Home Office	National	www.gov.uk/guidance/domestic-abuse-how-to-get-help	Web based information.	Government guidance and advice on domestic abuse - find out how to get help if you or someone you know is a victim of domestic abuse. Information available in different languages including Welsh, Spanish, French, Italian, Polish, Romanian, Somalian, Chinese, Arabic and more.
Hourglass	National	www.wearehourglass.org	0808 808 8141 Free text 07860 052906 helpline@wearehourglass.org	Providing information and support to an older person or anyone concerned about an older person who is at risk of, experiencing or recovering from any form of abuse or neglect.
Kaleidoscopic UK	Thames Valley	www.kaleidoscopic.uk	kaleidoscopicuk@gmail.com	Survivor led support for victims of domestic abuse - providing a support network, 'Liberation from Abuse' programme (6 weeks), 'Fun with Mum', education, training and prevention programmes.
Karma Nirvana	National	https://karmanirvana.org.uk/	0800 5999 247	Supporting all those affected by Honour Based Abuse. Running the national Honour Based Abuse helpline.
Kooth	National	www.kooth.com	Web based information.	A free, confidential online support and counselling service for young people aged 11-19 years old.
Love Respect	National	https://loverespect.co.uk/	Web based information.	A website aimed at teens and young adults that explains what relationship abuse is and offers support.
ManKind Initiative	National	www.mankind.org.uk	01823 334244 Weekdays 10am - 4pm	Confidential helpline for male victims of domestic abuse across the UK as well as their friends, family, neighbours, work colleagues and employers.
MARAC (Multi Agency Risk Assessment Conference)	RBWM	N/A	RBWM MARAC Coordinator via 101 Modus	Monthly multi-agency meeting for practitioners/agencies to discuss high risk domestic abuse cases. Any partner agency can refer a case to the MARAC via the agency's Designated MARAC Officer (DMO) and online system Modus.
MASH (Multi Agency Safeguarding Hub)	RBWM	Contacts for children's social care services	01628 683150 Out of hours 01344 351999	Single point of contact for all safeguarding and wellbeing concerns regarding children and young people in the Royal Borough of Windsor and Maidenhead.
MATAC (Multi Agency Tasking And Coordination)	RBWM	N/A	RBWMMATAC@thamesvalley.police.uk	Monthly multi-agency domestic abuse perpetrator focused process. It identifies the most harmful perpetrators, either by using police resources or by referral from external agencies and aims to: change offender behaviour; reduce reoffending of the most harmful and serial perpetrators; and safeguard victims and families.
Men's Advice Line	National	www.mensadviceline.org.uk	0808 801 0327	Confidential helpline for male victims of domestic abuse and those supporting them.

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Mental wellbeing	RBWM	www.rbwm.gov.uk/home/community-and-living/public-health/mental-wellbeing	0300 365 0300 www.optalis.org/mental-health-services	Information, resources and tools for adults and children and young people, to look after their mental health and wellbeing. Optalis work in partnership with Berkshire Healthcare NHS Foundation Trust to provide mental health support services for people aged 18 years and over, living in the community, who have complex or serious mental health needs.
National Centre for Domestic Violence (NCDV)	National	www.ncdv.org.uk	0800 970 2070 office@ncdv.org.uk	A free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation.
National Probation Service	National	www.gov.uk/guidance/offending-behaviour-programmes-and- interventions#offending-behaviour-programmes-and-interventions	Currently only available to perpetrators in the criminal justice system	Building Better Relationships (BBR) programme: for adult men convicted of an Intimate Partner Violence (IPV) offence. BBR is a moderate-intensity cognitive-behavioural programme which recognises that IPV is a complex problem which is likely to have multiple causes. BBR responds to individual needs and provides opportunities to develop skills for managing thoughts, emotions, and behaviours. A Domestic Abuse Safety Officer (DASO) provides support to partners/ex partners of those on the BBR programme.
National Stalking Helpline	National	www.stalkinghelpline.org	0808 802 0300	Run by the Suzy Lamplugh Trust, advice and support for anyone being stalked and harassed.
No Recourse To Public Funds NRPF	National	www.nrpfnetwork.org.uk	nrpf@islington.gov.uk	Information and support for clients with no recourse to public funds. Providing options and pathways.
NSPCC Adult Helpline	National	www.nspcc.org.uk	0808 8005000	Help for adults concerned about a child.
Paladin - Stalking advice	National	www.paladinservice.co.uk	020 3866 4107	A trauma-informed service established to assist high risk victims of stalking in England and Wales.
Rape Crisis	National & Thames Valley	www.rapecrisis.org.uk	0808 802 9999 Every day 12-2.30pm and 7-9.30pm Sexual Assault and Abuse Support Service Buckinghamshire and Milton Keynes - 01296 719772 (call back service) Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC) - 01865 725311 (call back system)	Rape Crisis Centres provide specialist support and services to women and girls who have experienced sexual violence. Centres in the Thames Valley are Sexual Assault and Abuse Support Service Buckinghamshire and Milton Keynes or Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC). The Rape Crisis National Helpline offers free, confidential emotional support and information.
RBWM (Royal Borough of Windsor and Maidenhead)	RBWM	www3.rbwm.gov.uk/info/201055/domestic_abuse	01628 683800	Council website.
RBWM Safeguarding Partnership	RBWM	https://rbwmsafeguardingpartnership.org.uk/	Web based information	Partnership made up of organisations working together to safeguard and promote the welfare of adults, children, young people and their families across the local area.
Refuge Tech Safety Website	National	https://refugetechsafety.org	Web based information	Website with dedicated resources for survivors, offering step by step guidance for securing devices as well as chatbox in multiple languages offering real time automated guidance.
Relate (Maidenhead)	National & RBWM	www.relate.org.uk/centre/north-thames-and-chilterns/venues/maidenhead	0300 003 2324	Relate is the UK's largest provider of relationship support. For people of all ages, backgrounds, sexual orientations and gender identities to strengthen their relationships. Under 18s can use Relateteen.

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Respect Phoneline	National	www.respect.uk.net	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.
Revenge Porn Helpline	National	www.revengepornhelpline.org.uk	10345 6000 459	A UK service supporting adults aged 18 and over who are experiencing intimate image abuse, also known as, revenge porn.
Rights of Women	National	www.rightsofwomen.org.uk	020 7251 6577 or (for women working or living in London) 020 76081137 info@row.org.uk	A women's charity working to help women through the law with a focus on addressing violence against women.
Safeline	National	www.sateline.org.uk		A specialist sexual violence and abuse charity led by the needs of its clients.
SAFE! Project	Thames Valley	www.safeproject.org.uk	01865 582 495 or safe@safeproject.org.uk	Young Victim Service: providing support to children and young people aged 5 up to 18 who are dealing with the effects of crime. 1:1 support including witnessing domestic abuse or in their own intimate relationships. Building Respectful Families (BRF): a service for families affected by Child to Parent Violence (CPV) where young people are aged 8 to 18 years old. Children's Independent Sexual Violence Advisor (ChISVA): located in locality hubs across Thames Valley, one role dedicated to Berkshire support. Supporting children and young people who have experienced sexual harm or who have witnessed domestic abuse and are going through the Criminal Justice System.
Safe Spaces	National	https://uksaysnomore.org/safespaces/	N/A	Safe Spaces are available in pharmacies across the UK (Boots, Morrisons pharmacies, Superdrug pharmacies, Well pharmacies, independent pharmacies) as well as HSBC and TSB banks. Once inside, all the specialist domestic abuse support information will be available to access. Some Safe Spaces are also prepared to respond to the Ask for ANI codeword, to provide victims with a discreet way to access help calling the police on 999 or specialist support services.
Samaritans of Slough, Windsor and Maidenhead	National & RBWM	Nough I Samaritans	0330 094 5717 (local call charges)	Listening volunteers, listen to anyone that calls, texts, emails or visits a Samaritans branch who may be going through a difficult time or might be struggling to cope.
Sanctuary Scheme	RBWM	www.safepartnership.org.uk	01753 549865 (the Dash Charity)	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 Dash Charity and installation carried out by Safe Partnership.
SignHealth Domestic Abuse Service	National	https://signhealth.org.uk/with-deaf-people/domestic-abuse/	020 3947 2601	The only domestic abuse service that specialises in supporting Deaf young people and adults. Delivering prevention workshops as well as closed groups for Deaf survivors. Online referral form.
Solace Sexual Assault Referral Centre (SARC)	Thames Valley	www.solacesarc.org.uk/find-solace	0800 970 9952	Based in Slough (Upton Court Hospital) and Bicester (Police House), the SARC (Sexual Assault Referral Centre) provide a service to men, women and children who have experienced rape or sexual assault. Also providing advice and online services for professionals.

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Soldier's, Sailors and Airmen's Families Association (SSAFA)	National & Berkshire	www.ssafa.org.uk/berkshire	0800 260 6767 07385 031 180	Military staff and families face some unique challenges, our team provides comprehensive and confidential support, with a special focus on services for adults, but including children, young people and their families.
Surviving Economic Abuse (SEA)	National	www.survivingeconomicabuse.org	info@survivingeconomicabuse.org	A registered charity raising awareness of economic abuse with a mission to transform responses to it. Not offering direct support or advice, however for financial support tailored to victim-survivors of economic abuse, see the Financial Support Line (see below) run in partnership with Money Advice Plus.
Surviving Economic Abuse (SEA) Banking Support Directory	National	https://survivingeconomicabuse.org/i-need-help/banking/directory		The Banking Support Directory is an important new information tool that can help make it easier for survivors to get help. It brings together information about the ways in which the UK's major banks and building societies can support victim-survivors to regain control of their finances, including de-linking from the abuser.
Survivors UK	National	www.survivorsuk.org	0203 5983898	Help and support for male survivors of rape and sexual abuse.
Talking Therapies	Berkshire	www.talkingtherapies.berkshire.nhs.uk	0300 3652000 Monday - Thursday, 8am - 8pm, and Friday 8am - 5pm talkingtherapies@berkshire.nhs.uk	NHS service that offers support if you're coping with challenges like depression, stress, anxiety or phobias. Age 17+.
Thames Valley Police	Thames Valley	www.thamesvalley.police.uk	999 - emergency 101 - non emergency	For police assistance.
The Dash (Domestic Abuse Stops Here) Charity	RBWM	www.thedashcharity.org.uk	01753 549865 referrals@thedashcharity.org.uk	 - Adult IDVA (Independent Domestic Violence Advocacy) service - supporting high risk victims. - Outreach service - supporting medium and standard risk victims. - Children's IDVA (CHIDVA) service - supporting children and young people affected by domestic abuse. - Older persons IDVA supporting women and men over 55 years old. - Schools Prevention workshops.
The Financial Support Line for Victims of Domestic Abuse	National	www.moneyadviceplus.org.uk/advice-and-support	0808 196 8845	Providing short term advice and guidance to victim-survivors of domestic abuse. The aim of the service is to increase the economic safety for the victim-survivor.
The Hideout	National	www.thehideout.org.uk	Web based support	Website to help children and young people to understand domestic abuse, and how to take positive action if it's happening to them.
The Mix	National	www.themix.org.uk	0808 808 4994	The UK's leading support service for young people under 25 years old. Offering a confidential helpline and counselling service.
The Survivors Trust	National	www.thesurvivorstrust.org	0808 801 0818 info@thesurvivorstrust.org	Providing confidential information, advice and support for people who have experienced rape and childhood sexual abuse.

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Trust House Reading	Thames Valley	lwww trusthousereading org	0118 958 4033 support@trusthousereading.org	Adult Male Independent Sexual Violence Advisor (ISVA), providing advocacy support and help for individuals who have experienced rape and sexual violence, going through the criminal justice process, or who need help to report, following an experience of rape or sexual violence. Children's Independent Sexual Violence Advisor (CHISVA) support children and young people aged 4 – 20 years old who have been affected by rape, sexual abuse or child sexual exploitation. Outreach and work in local communities raising awareness about sexual abuse among men and boys.
Victim Support iMatter programme	National	www.victimsupport.org.uk/more-us/why-choose-us/specialist- services/imatter	0300 303 5881	10 week group programme, delivered virtually, for women aged 16+ who have been, or are currently, victims of domestic abuse. Suitable for those who are not high risk, and is available in the following languages: English, Welsh, Urdu, Bengali, Polish and Gujarati. The programme looks at the importance of self-worth, self-care and mindfulness.
Victims First Counselling Service	Thames Valley	www.victims-first.org.uk	0300 1234 148 Monday & Wednesday, 9am - 5pm Tuesday & Thursday, 9am - 7pm Friday, 9am - 4.30pm	The Victims First Counselling Service is available to victims of crime who are being supported by a support service. Support services an refer into the VF Counselling Service via the Victims First Hub or by requesting a link to make a direct referral for a client.
Victims First Emotional Support Service (VFESS)	Thames Valley	https://thamesvalleypartnership.org.uk/what-we-offer/victims-first-emotional-support-services-vfess/	01844 487989 admin@vfess.org.uk	Funded by the Office of the Police and Crime Commissioner for Thames Valley and delivered by Thames Valley Partnership, the Victims First Emotional Support Service provides emotional support, advocacy, practical help and information for those affected by crime including those who have been indirectly affected.
Victims First Hub	Thames Valley	www.victims-first.org.uk	0300 1234 148 Monday & Wednesday, 9am - 5pm Tuesday & Thursday, 9am - 7pm Friday, 9am - 4.30pm	Acting as a 'one front door' to all services in Thames Valley to ensure victims of crime can get the support they need to cope and recover from the impact of their crime. Providing free, confidential, non-discriminatory emotional and practical support to all victims and witnesses of crime as well as family members of victims, in accordance with their needs and the harm caused by teh crime. Victims First may refer into one of their specialise core services including: Victims First Emotional Support Service, Victims First Adults Specialist Service, Victims First Specialist Counselling Service, Victims First Young Victims Service (Safe!).
Victims First Specialist Service (VFSS)	Thames Valley	https://thamesvalleypartnership.org.uk/what-we-offer/victims-first-specialist-support-vfss/	01844 487987	Support for adults across Thames Valley who have experienced traumatic crimes. Activities are designed to increase confidence, make individuals more resilient and improve future safety. 3 Independent Sexual Violence Advisors (ISVAs) located in each county of Thames Valley who specialise in supporting people from diverse communities and those who may not ordinarily access services through the usual pathways. Support includes but is not limited to support with reporting, advocacy throughout the CJS process, emotional support throughout, practical support with issues such as housing, health care and finances, immigration and accessing other services where appropriate. The support is not time restricted and will remain in place for as long as there are relevant needs present. Provides access to specialist ISVAs/ IDVAs/ Restorative Justice and specialist support for those affected by Modern Slavery.

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Women's Aid	National	www.womensaid.org.uk	IN / Δ	A range of direct services for survivors, including a survivor's handbook and live chat service (Mon-Fri 10am-4pm and Sat-Sun 10am-12pm).
Maintained by Sophie Wing-King (Domestic Abuse Strategic Lead, Bracknell Forest & RBWM) sophie.wing-king@bracknell-forest.gov.uk 07799 766570 PLEASE ALSO REFER TO BOTH THE BRACKNELL FOREST MULTI AGENCY DOMESTIC ABUSE REFERRAL PATHWAY & THE DA CUECARD Last updated: January 2024				