

Dudley Domestic Abuse: Directory of Specialist Services for All Ages

Please Note: The below listed services operate within Dudley Borough or provide services to Dudley residents. The service delivered is either by a statutory agency or through an organisation that holds a contract with one of these statutory agencies.

Services for adults

Organisation and Name of Service	Service Provided	Age range for service provided	Gender for service provided	How to Access the Service (Referrals /Contact Details)
<p><b>Dudley Domestic Abuse Partnership</b></p> <p><b>SINGLE POINT OF CONTACT</b></p>	<p><b>A single point of contact for victims of domestic and sexual violence and abuse, including Forced Marriage and ‘Honour’ Based Abuse</b></p> <p>The number gives those who need help a direct line to a range of support services offered by providers including refuge accommodation or additional home security.</p> <p>The number is also be open to victim's families and professionals and helps people get to the right service as easily as possible as and when support is needed.</p>	<p>16+</p>	<p>All</p>	<p><b>01384 455411 – 24 hours 7 days a week</b></p> <p>Text or WhatsApp on 07384 466 181 – messages checked 9am-9pm Monday-Friday except bank holidays (messages received at other times will be responded to within these hours)</p> <p>Live chat with the SPOC on <a href="http://www.blackcountrywomensaid.co.uk">www.blackcountrywomensaid.co.uk</a> – just look for the chat icon on the left hand side of the screen; web chat is open Monday to Fridays, 10am to 2pm, except on bank holidays</p>

<p><b>Ask Marc</b></p>	<p><b>Ask Marc</b> offers men living In the Black Country specialist support around domestic abuse, rape and sexual violence, childhood sexual abuse, grooming and exploitation, stalking, forced marriage and so-called “honour”-based violence.</p> <p>Ask Marc sends out a clear message of hope telling victims <b>you don’t have to deal with it alone: someone is here to listen.</b></p>		<p>Male and Transgender</p>	<p><a href="mailto:info@askmarc.org.uk">info@askmarc.org.uk</a>  <a href="http://www.askmarc.org.uk">www.askmarc.org.uk</a></p> <p><b>Or call 0121 289 6402</b></p>
<p><b>Black Country Women’s Aid</b></p> <p>Dudley Domestic Violence and Abuse Support Service</p>	<p>BCWA offers a range of services to adults:</p> <p><b>Nationally recognised Independent Domestic Violence Advice (IDVA) Service</b>, providing support, advocacy, safety planning, and risk management to victims of domestic abuse.</p> <p>Support to victims are at risk of Forced Marriage and so-called Honour Based Violence.</p> <p>Group support for our clients in service who wish to enhance their awareness and knowledge around the dynamics of domestic abuse.</p> <p><b>Specialist Court IDVA</b> support for victims who are going the through the criminal justice system. The IDVA can obtain updates, attend court hearing with you and provide you with outcomes of first and sentencing hearings in your absence.</p> <p><b>IRIS Black Country</b> works with local General Practices across the region to improve safety to their patients who experience domestic abuse. The practice will access to an Advocate Educator (AE) who will provide training to the practice and support to victims of abuse.</p> <p><b>Specialist IDVA support based in Russell’s Hall</b></p>	<p>16+</p>	<p>ALL</p>	<p><b>Self-referral:</b> Victims can refer themselves to the service, and we will complete a DASH to assess service eligibility. Depending on the level of risk service users will either be allocated an IDVA or signposted to appropriate services.</p> <p><b>Self-Referral:</b> Victims can refer themselves to access a package of support or advice and guidance. Your needs and risk will be assessed and based on the outcome you will either be allocated to an IDVA or be provided with the most appropriate advice and guidance.</p> <p><b>Agency Referrals:</b> agencies will need to complete a referral form and undertake their own DASH risk</p>

	<p><b>Emergency Dept.</b> offering support and advice and guidance to victims seeking medical assistance or are in crisis.</p> <p>Black Country wide support to victims of <b>Rape and Sexual Violence</b>.</p> <p>West Midlands wide support to victims of <b>Stalking &amp; Harassment</b>.</p> <p>West Midlands wide support to survivors of <b>Modern Slavery</b> who are referred through the National Referral Mechanism (NRM).</p> <p><b>Women's Justice Service</b> offers support to women who may find it harder to access services than others. This includes the <b>Mariposa Project</b> for women who are on probation or leaving prison, and the <b>New Chance project</b> for women who have been arrested. We also have the Willow Project, which supports women who are homeless or at risk of being homeless in the Black Country.</p> <p>BCWA offer a range of ELearning and Face to Face training for professionals.</p>			<p>assessment to determine eligibility for service. If help is needed in completing the DASH, our IDVAs are on hand to offer advice and guidance.</p> <p><b>GP referrals</b> – IRIS trained GP's can refer directly in to the AE via the <a href="mailto:Iris.referrals@nhs.net">Iris.referrals@nhs.net</a></p> <p>All other practices to refer in via the IDVA inbox. (Below)</p> <p><b>Contact:</b> SPOC team 01384 455411</p> <p>Director of Community Services Regional Operational Manager</p> <p>01384 455 411</p> <p>To request a referral form or to refer in: <a href="mailto:idva@blackcountrywomensaid.co.uk">idva@blackcountrywomensaid.co.uk</a></p> <p>Secure email for referrals: <a href="mailto:referral.team@sandwellwa.cjsm.net">referral.team@sandwellwa.cjsm.net</a></p>
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<p><b>CHADD</b></p> <p>New Beginnings Domestic Abuse Services</p>	<p>Individual projects to provide a 'wrap around service' for each stage of a person's journey to safety; offering choices that enables empowerment and confidence to those who are currently or have previously experienced domestic abuse:</p> <ul style="list-style-type: none"> <li>• Providing support, advocacy, safety planning and risk management and safe refuge accommodation to reduce the immediate risks faced and reduce the harmful effects from domestic abuse (DA).</li> <li>• Any risk levels project dependant (high, medium, low) Including abuse by partner or ex- partner; same sex partners, LGBTQ, child to parent, adult child to parent, other family members, forced marriage, honour based violence, sexual assault.</li> </ul>	16+	All	<p><b>Self referral (phone)</b>  People can refer themselves to our various New Beginnings projects (including refuge) – we complete a DASH and will allocate the individual to the right service or signpost to the appropriate service.</p> <p><b>Self-referral 'Drop-In'</b>  Drop-in service is to enable quick access to an IDVA who can provide immediate safety &amp; support and make referrals to Outreach services, Refuge and any other domestic abuse support with a weekly drop-in session that is located within Dudley Council Plus Housing Department.</p>
<p>Housing &amp; Homeless IDVA</p>	<p>Housing &amp; Homeless IDVA (All risk levels) - working collaboratively to provide a flexible domestic abuse (DA) pathway into services and providing safety planning, risk assessments and case management for DA complex housing related support.</p>		All	
<p>It's Never Too Late</p>			All	<p><b>Agency referrals</b></p>

<p>IDVA &amp; refuge 55+ years</p>	<p>It's Never Too Late – Specialised IDVA support &amp; specific refuge accommodation for older victims 55+ years (all risk levels)</p> <ul style="list-style-type: none"> <li>• One to one visits within the home or other safe setting; Co working with adult providers and safeguarding to reduce the risks faced and reduce the impact of abuse. Peer support &amp; befriending. Training and awareness sessions on domestic abuse and older people.</li> </ul>		<p>All</p>	<p>Received via a referral form, having completed a DASH risk assessment with the person they wish to refer (where possible).</p> <ul style="list-style-type: none"> <li>• Agencies can refer directly via phone to refuge; we would also like to speak with the individual who is being referred.</li> </ul>
<p>IDVA for ALL (disability, BAME communities, LGBTQ+)</p>	<p>IDVA for ALL – specialised IDVA support for victims living with disabilities, those from minoritized communities and those identifying as LGBTQ+.</p> <ul style="list-style-type: none"> <li>• One to one casework for those assessed as medium to high risk.</li> </ul>		<p>Project dependant</p>	<ul style="list-style-type: none"> <li>• Agencies will need to complete a referral form and complete their own DASH</li> <li>• When we have no vacancies we will offer to find alternative accommodation out of borough via a UK wide support network of refuges.</li> </ul>
<p>Outreach &amp; Support Groups</p>	<p>Outreach (medium &amp; low risk levels) -1 to 1 emotional and practical support, safety &amp; risk management, support planning</p> <ul style="list-style-type: none"> <li>• Support Groups (all risk levels):</li> </ul> <p>Support groups can be the 'light bulb' moment for some victims. Structured sessions to change the patterns of behaviour learnt within abusive relationships and recognise potential abusive signs for the future.</p> <ul style="list-style-type: none"> <li>• The Power To Change (female adults)</li> <li>• You &amp; Me Mum (female parents)</li> <li>• 55+ years</li> <li>• Healthy Relationships (16–21 yrs)</li> <li>• Helping Hands (6- 12 years)</li> </ul>		<p>All</p>	<p>All</p>
<p>Sanctuary Service</p>	<p>Sanctuary Service (all risk levels)- home safety enhancements Safety enhancements for the home, which will enable a person to remain in the familiar surroundings of their own home &amp; with specialist domestic abuse support. It's a free service (criteria applicable)</p>			<p><b>Contacts</b>  Outreach, Support Groups &amp; Sanctuary services: Phone 01384 864232  Monday – Friday  Email: <a href="mailto:Outreachpt@chadd.org.uk">Outreachpt@chadd.org.uk</a>  Housing/Homelessness IDVA: <a href="mailto:ldva@chadd.org.uk">ldva@chadd.org.uk</a></p>

Refuge Accommodation & Support:	<p>Refuge accommodation &amp; Support (all risk levels) - A range of accommodation &amp; support at a time of crisis. Women, children and men</p> <ul style="list-style-type: none"> <li>• Singles, families (including teenage boys), larger families, older people, mobility issues including wheelchair users</li> <li>• Resettlement (medium &amp; low risk levels) 'after care' support and advocacy to settle into the new home after living within refuge.</li> <li>• This service includes complex needs IDVA support on site, and wellbeing/therapeutic support for children living in the Refuge settings.</li> <li>• Complex Needs Refuge – a new safe accommodation service for victims with more complex needs including emergency bed provision.</li> </ul>			<p>It's Never Too Late/Older Victims:  <a href="mailto:ldvantl@chadd.org.uk">ldvantl@chadd.org.uk</a></p> <p>Refuge Accommodation &amp; Support  01384 864334 - 24 hours/ 7 days  Email: <a href="mailto:dat@chadd.org.uk">dat@chadd.org.uk</a></p>
Dudley MBC Homeless Prevention & Response Team	The service will deliver specialist housing and homelessness advice in relation to domestic abuse across Dudley Borough	16+	ALL	Call Dudley Council Plus on 0300 555 2345 or 01384 815035 during the hours of 9am – 5pm Monday to Friday or Dudley Council Plus number if out of hours
LGBT IDVA Service - Dudley, Sandwell And Walsall	<p>The service offers specialised LGBT IDVA support to people aged 16+ who are experiencing abuse from partners, ex-partners and family members. They also support LGBT people who are experiencing or are at risk of honour-based violence and forced marriage.</p> <p>They can support clients who are high, medium, and low risk and we provide crisis intervention, advocacy, safety planning, emotional and practical support.</p>	16+	ALL	Call 0121 643 0821 or visit <a href="https://blgbt.org/domestic-violence/">https://blgbt.org/domestic-violence/</a>
Victim Support	Confidential emotional and practical help to people who have been affected by crime. We are an independent charity and victims can contact us for support regardless of whether they	18+	ALL	Any staff member will be able to take the call and then pass onto the relevant IVA

	<p>have contacted the police, and no matter how long ago the crime took place. We will provide support for as long as it takes to overcome the impact of crime. We provide support to enable individuals and families to cope and recover following the impact of a crime.</p> <p>Our services are provided through trained community volunteers in the main, but are supported by dedicated IVA (Independent Victim Advocates) working with children and young people.</p> <p>The support we provide is based on an individual's needs assessment and can vary from emotional support to advocacy and practical help, eg with Criminal Injuries Compensation claims. We offer a range of one-to-one interventions (over the phone, face to face, and through home visits) to support people who need emotional support, whether they are referred to us from the police, through another agency or contact us independently.</p> <p>Support workers specially trained in Domestic Violence and Sexual Violence and Hate Crime are also available</p>			<p><b>Contact:</b></p> <p>01384 241 511 / 0300 303 1977</p> <p><a href="https://www.victimsupport.org.uk/">https://www.victimsupport.org.uk/</a></p>
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### Services for children and young people

Organisation and Name of Service	Support / Service Provided	Age range for service provided	Gender for service provided	How to Access the Service (Referrals /Contact Details)
Barnardo's Dudley MARAC service	Support to children and young people living in high risk domestic abuse situations to express their thoughts and feelings. The service supports children and young people in a trauma informed	5-13 years	All	Tele: 01384 411722

	way, the direct work takes place predominantly in schools, sessions are carried out once a week for between 6-8 sessions depending on the needs of the child/ young person. Sessions typically include getting to know you, safety planning, trusted adults, feelings and emotions, positive futures.			Email: <a href="mailto:mhwbwestmidlands@barnardos.org.uk">mhwbwestmidlands@barnardos.org.uk</a>  Referrals received via MARAC meetings
Barnardo's Dudley Safer Accommodation Service	We provide a specialised programme for children and young people who have been victims of domestic abuse and are living in safer accommodation eg refuge, sanctuary. The direct work takes place predominantly in schools, sessions are carried out once a week for up to 12 sessions depending on the needs of the child/ young person. Sessions typically include getting to know you, safety planning, trusted adults, feelings and emotions, positive futures.	4-18 years	All	Tele: 01384 411722  Email: <a href="mailto:mhwbwestmidlands@barnardos.org.uk">mhwbwestmidlands@barnardos.org.uk</a>  Referrals received via CHADD and housing
Black Country Women's Aid	Young person's IDVA support	16-24 (25 lac)	All	Referral in to BCWA SPOC service <b>01384 455411 – 24 hours 7 days a week</b>  Text or WhatsApp on 07384 466 181 – messages checked 9am-9pm Monday-Friday except bank holidays (messages received at other times will be responded to within these hours)  Live chat with the SPOC on <a href="http://www.blackcountrywomen.said.co.uk">www.blackcountrywomen.said.co.uk</a> – just look for the chat icon on the left hand side of the screen; web chat is open Monday to



				Fridays, 10am to 2pm, except on bank holidays
Black Country Women's Aid	CHISVA (Childrens Independent Sexual Violence advocate)	5-11	All	Referral in to BCWA SPOC service as above
Black Country Women's Aid	CHISVA	11-18	All	Referral in to BCWA SPOC service as above
CHADD Children Young People Workers - Refuge	Helping Hands – Group Work A range of activities around supporting wellbeing, safety and confidence building	6-12	All	CHADD – In house service
DMBC - Family Come First team (FCF)  A Child In Need team which sits within Childrens services	<b>CHIDVA support</b> for young victims/survivors up to their 18 <sup>th</sup> birthday, or 25 for Care leavers or those with learning difficulties  <b>IDVA Support</b> The IDVA can support any family member experiencing behaviours used by a person to control, dominate, threaten or coerce you. The IDVA will create a practical guide that helps lower your risk of being hurt by your abuser and understand what a healthy relationship looks like, either Domestic Abuse or <b>Child to Parent Violence</b> .	12-17 years up to 25 years for care leavers or disabled young people.	All	Referrals to be made via the following: <b>MASH – via Dudley PORTAL</b> Childrens services – via LCS Family Solutions / Early Help – via EHM Unborn Baby Network MARAC  For more details contact: 01384 815676 or Debbie Ashbey: 07827 873482
Family Nurse Partnership	A targeted service for young mothers (aged under 24 years) where support is provided for young parents, including affected by domestic abuse.	Under 24	ALL	<a href="https://www.dudleyfnponline.com/">https://www.dudleyfnponline.com/</a>  01384 366662
Foyer (CHADD)	Young Peoples Supported Accommodation	16-25		01384 455464
LGBT IDVA Service - Dudley, Sandwell And Walsall	The service offers specialised LGBT IDVA support to people aged 16+ who are experiencing abuse from partners, ex-partners and family members. They also support LGBT people who are experiencing or are at risk of honour-based violence and forced marriage.	16+	ALL	Call 0121 643 0821 or visit <a href="https://blgbt.org/domestic-violence/">https://blgbt.org/domestic-violence/</a>

	They can support clients who are high, medium, and low risk and we provide crisis intervention, advocacy, safety planning, emotional and practical support.			
Kooth	Providing online support and counselling for 11-25 year olds commissioned by Public Health	11 - 25		<a href="https://kooth.com/">https://kooth.com/</a>
Phase Trust	Support and Mentoring / Young People – Emotional Health and Well	17 +		0121 585 9419
What Centre	Counselling Services - Group and one to one session for children and young people	9-25		01384 379992