



# Martin Lakeman

CONSULTANCY

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SUPPORT FOR RECOVERY

## West Mercia Women's Aid (WMWA)

### Domestic abuse helpline numbers:

**Worcestershire:** 0800 980 3331

**Herefordshire, Telford and Shropshire:** 0800 783 1359

WMWA provides emotional and practical services for those whose lives have been affected by domestic abuse. They offer a range of services and work to ensure that victims are safe, have information and choice in how they can live their lives, and feel supported in their recovery from abuse.

- 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**

## 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>

## 999 Silent Solution "55"

The Silent Solution system enables a 999 mobile caller who is too scared to make a noise, or speak, to press 55 when prompted – to inform police they are in a genuine emergency.

**Web:** [https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent\\_solution\\_guide.pdf](https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf)

## 999 SMS (Text) Emergency Service (NEED to register)

**Web:** <https://www.emergencysms.net>

## 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

## National Women's Aid

### The Survivor's Handbook

The Survivor's Handbook provides practical support and information for women experiencing domestic abuse, with simple guidance on every aspect of seeking support.

**Web:** [www.womensaid.org.uk/the-survivors-handbook](http://www.womensaid.org.uk/the-survivors-handbook)

## 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.mensadvice.org.uk](http://www.mensadvice.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.

### Mankind Initiative

**Helpline:** 01823 334244

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

Our confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex partner).

### Male Domestic Abuse network

**Tel:** 01822 334229

**Website:** <https://mdan.org.uk>

Is aimed at domestic abuse professionals who require access to information about support services for male victims of domestic abuse.

## Shropshire Domestic Abuse Service

**Tel:** 0300 303 1191

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

### 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 support 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

## 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.

## Herefordshire Early Help Directory

**Link:** [www.herefordshire.gov.uk/downloads/file/5600/herefordshire\\_directory\\_of\\_early\\_help\\_services\\_for\\_families.pdf](http://www.herefordshire.gov.uk/downloads/file/5600/herefordshire_directory_of_early_help_services_for_families.pdf)

## Shropshire Early Help

**Link:** <https://shropshire.gov.uk/early-help/>

## 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 by emailing [eifs@worcestershire.gov.uk](mailto:eifs@worcestershire.gov.uk) (for all other districts).

## Sandycroft Centre – Redditch

**Email:** [info@sandycroft.org](mailto:info@sandycroft.org)

Providing DA assessments (DASH); safety planning & referrals for home security. Therapeutic trauma counselling and 1:1 emotional support & Advocacy, DA Children & Family intervention services including family and criminal court. Housing & benefits advice and advocacy. Education & training programmes providing support and life skills training to improve resilience and to empower women to gain new skills in a holistic and safe environment as well as employability courses. Offering face to face, telephone, zoom and group work. The Centre offers mentoring & Volunteering opportunities.

Delivering:

- The Freedom Programme
- Freedom progression programme
- Children & Young people DA programmes
- Wellbeing & Mental Health courses
- Peer group Support Network

## Home-start – Redditch

**Email for referrals:** [homestart.new@aol.co.uk](mailto:homestart.new@aol.co.uk)

**Office number:** 01527 62819

The Freedom Programme: One to One Freedom can be discussed, 1:1 On-going support and Crèche facilities may be available.

## Inspire Community Training

**Tel:** 01527 529265

**Email:** [karen\\_inspire@live.co.uk](mailto:karen_inspire@live.co.uk)

**Web:** <https://inspiretraining.weebly.com>

**Facebook:** [www.facebook.com/inspire.winyates](http://www.facebook.com/inspire.winyates)

**Address:** Studio 7, Winyates Craft Centre, Fownhope Close, Redditch, B98 0LA

- Freedom Programme
- Progression courses
- Counselling

## Visual Evidence for Victims (VEV)

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).

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

## 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.



## The iMatter Programme: for women who have experienced domestic abuse

Victim Support's online iMatter programme has been designed for women aged 16 and over who have been, or are currently, victims of domestic abuse. It is suitable for those who are not high risk, and is available in the following languages: English, Welsh, Urdu, Bengali, Polish and Gujarati. The programme is delivered online, by Zoom, across 10 weeks in groups of up to 12 women. Sessions are facilitated by two specially-trained Victim Support staff members. Each session lasts approximately 90 minutes.

Each session focuses around group discussion and the sharing of ideas, but participants will not be asked to share anything they do not wish to. The focus of iMatter is not on individual experiences, but on helping victims of domestic abuse move on in their recovery journey.

The programme looks at the importance of self-worth, self-care and mindfulness.

### The iMatter Programme - Victim Support

## Kulpa – Injury/Evidence capture App

Kulpa App, which was previously known as Injury Capture, empowers victims of violent crime, abuse and sexual assault to record and safely store legally-admissible evidence until they feel ready to go to the police. Importantly, when they are ready, at the tap of a few buttons, the local police will receive a full report of evidence. Officers also have the ability to request more information/detail from the victim, leading them towards swift, positive action to prosecute the offender and safeguard the victim and wider community. The app is accredited and completely global. Victims, witnesses, friends, relatives, support workers, police officers and medical professionals can all use the app to contribute to cases.

The app is completely FREE to download from either the App Store or Google Play. It can also be accessed via your computer

browser. Anyone can use the app to take photographs of injuries which are scaled in line with the legal requirements to qualify as forensic evidence. Users can also capture and store all manner of supporting evidence, including photographs, videos, audio recordings, CCTV, medical records, notes, journals and any other relevant file or media format.

## 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.

Going to court - a step by step guide to being a witness:

[www.youtube.com/watch?v=aUOc0Sa1WMM](https://www.youtube.com/watch?v=aUOc0Sa1WMM)

## 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.

## We Are With You – Herefordshire and Shropshire Drugs and Alcohol service

**Tel:** 01432 802487

**Website:** [www.wearewithyou.org.uk/services/herefordshire](http://www.wearewithyou.org.uk/services/herefordshire)

This service is for both adults and young people, living in Herefordshire, if you're worried about either your drug or alcohol use, or someone else's.

## Telford STaRS

**Tel:** 0300 456 4291

**Website:** [www.telfordstars.org](http://www.telfordstars.org)

Supporting those affected by drugs and alcohol in Telford & Wrekin. The service is free and confidential, serving both children and young people 10+ and adults 18+. Telford STaRS is led by Inclusion (part of Midlands Partnership NHS Foundation Trust) working with Aquarius and Willowdene. A self-referral form can be found on the website.

## Rape Crisis England and Wales

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

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

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

## 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

## How to hide/redact sensitive information on the NHS App

People who have experienced, or are experiencing, domestic violence or sexual abuse are potentially at risk from these changes to patient record access. Where a GP suspects domestic violence, they may consider redacting (hiding) any sensitive information on a patients record.

**Web:** <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/accelerating-patient-access-to-their-record/supporting-victims-and-survivors-of-domestic-or-sexual-abuse>

## Axis Independent Sexual Violence Advisor (ISVA) Service (Telford and Shropshire)

**Tel:** 01743 357777 (Shropshire)

**Tel:** 01952 278000 (Telford and Wrekin)

**Email:** [info@axiscounselling.ork.uk](mailto:info@axiscounselling.ork.uk)

Is an independent, specialist one to one support service for survivors of sexual abuse, which provides practical and emotional support; and support through the criminal justice system (if applicable). Support is available for all ages, and is also available for loved ones of survivors. Support is client-led and is aimed to help survivors to cope and recover. Axis Counselling provides free counselling and therapeutic support services for anyone (aged 11 upwards) who has experienced any form of sexual abuse.

## The Branch Project

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:

**Worcestershire Office:** 01905 611655

**Herefordshire Office:** 01432 266551

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

## 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

**24hr Self-referral number:** 0808 178 2058

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.

## QualitySolicitors Parkinson Wright - Domestic Abuse drop in centre

**Contact Suzanne Oldnall (British Empire Medal):** 01905 721 600

If you are suffering from Domestic Abuse and need someone to talk to for advice, QualitySolicitors 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.

**Other Solicitors are available to provide legal advice and support services**

## Paws Protect - Cat Fostering Service

**Website:** [www.cats.org.uk/what-we-do/paws-protect](http://www.cats.org.uk/what-we-do/paws-protect)

Paws Protect is a Cats Protection's pet fostering service for families fleeing domestic abuse. Through a network of cat fosterers, the service provides a retreat for pets of those going into a refuge until the owner has a safe place to live, when they can be reunited.

## The Dogs Trust

**Email:** [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)

**Tel:** 020 7837 0006

The Dogs Trust Freedom Project is a dog fostering service for people fleeing domestic abuse and going into refuge.

## The Links Group

**Website:** <https://thelinksgroup.org.uk/>

It is the aim of The Links Group to help to develop UK-wide coverage of pet fostering services with an emphasis around the links between abuse of people and pets.

## The Cinnamon Trust

**Tel:** 01736 757900

**Website:** <https://cinnamon.org.uk>

A national fostering service is provided for pets whose owners are over 65 years of age who either face a spell in hospital or who have a terminal illness. Fleeing domestic abuse would also apply as long as the person is over 65 – volunteers take pets into their own homes until owner and pet can be reunited.

## 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

## Domestic Violence Assist

The UK's only registered charity arranging Non-Molestation Orders, Prohibited Steps Orders & Occupation

**Tel:** 0800 195 8699

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

## National Centre for Domestic Violence

**(NCDV) Freephone:** 0800 970 2070

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

Provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

## Childline

**Freephone:** 0800 555 111

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

ChildLine is the UK's free, confidential helpline dedicated to children and young people. Whenever children need us, ChildLine will be there for them - 24 hours a day, 7 days a week, 365 days per year.

## Paladin (National Stalking Advocacy Service)

**Tel:** 0203 866 4107

**Website:** [www.paladinservice.co.uk](http://www.paladinservice.co.uk)

Paladin assists high risk victims of stalking throughout England and Wales. A number of Independent Stalking Advocacy Caseworkers (ISACs) ensure high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe.

## National Stalking Helpline

**Tel:** 0808 802 0300

**Website:** [www.stalkinghelpline.org](http://www.stalkinghelpline.org)

The Helpline provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking. The Helpline can provide guidance on:

- The law in relation to stalking and harassment in the UK
- Reporting stalking or harassment
- Effective gathering of evidence
- Ensuring your personal safety and that of your friends and family
- Practical steps to reduce the risk

**Defining Stalking:** There is no official definition of stalking, however, it is generally accepted to be 'a pattern of repeated and persistent unwanted behaviour that is intrusive and engenders fear. It involves one individual becoming fixated or obsessed with another where the attention is unwanted'. Even if there is no threat, this is stalking and it is a crime.

## Suzy Lamplugh Trust

Dedicated to supporting and making people feel safer with an emphasis on stalking and personal safety. Advice and support can be found at:

<https://www.suzylamplugh.org/Pages/Category/personal-safety-advice>

The trust work closely with the National Stalking helpline on: 0808 802 0300

## Stop it now

**Helpline:** 0800 1000 900

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

Stop it Now! UK and Ireland is a child sexual abuse prevention campaign and Helpline. It is run by the Lucy Faithfull Foundation, the only UK-wide child protection charity dedicated solely to reducing the risk of children being sexually abused. They support adults to play their part in prevention through providing sound information, educating members of the public, training those who work with children and families and running our Freephone confidential Helpline.

## Karma Nirvana

**Tel:** 0800 5999 247

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

Providing support and advice around Forced Marriage and Honour Based Violence, including Female Genital Mutilation (FGM)

Karma Nirvana believes that cultural acceptance does not mean accepting the unacceptable and acknowledges that often there remains a lack of professional confidence. Our work equips professionals so that they do not fear offending communities when tackling forced marriages and honour related abuse as we deal with these abuses within a Child and Public Protection framework. One of our key principles is that we never talk to or engage with your family. Our commitment and loyalty is to you and as we understand the fears when family members become involved.

## CEOP (Child Exploitation Online Protection centre)

**Website:** [www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)

Are you worried about online sexual abuse or the way someone has been communicating with you online?

Making a report: [ceop.police.uk/CEOP-Reporting/](http://ceop.police.uk/CEOP-Reporting/)

## National LGBT Domestic Abuse helpline

**Tel:** 0300 999 5428

**Email:** [help@galop.org.uk](mailto:help@galop.org.uk)

Support for lesbian, gay, bisexual and transgender people experiencing domestic abuse.

## Muslim Women's Network

**Tel:** 0800 999 5786 (10am - 4pm, Mon – Fri)

**Email:** [info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)

**Web:** [www.mwnhelpline.co.uk](http://www.mwnhelpline.co.uk)

**Text:** 07415 206 936

### Cultural Barriers

Asian / Muslim women face additional cultural barriers that prevent them from seeking help such as fear of dishonouring family, shame, stigma, taboo and being rejected by the community. Also women in these communities are expected to suffer in silence.

## Polish Women's and Children's Helpline

Mondays, Wednesdays and Thursdays 10am-1pm

**Tel (Polish):** 0300 365 1700

**Tel (English):** 01174270012 for professionals

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

## JW Safe Place

**Email:** [info@jwsafeplace.co.uk](mailto:info@jwsafeplace.co.uk)

**Website:** [www.jwsafeplace.co.uk](http://www.jwsafeplace.co.uk)

Specialist support for Jehovah's Witnesses suffering from past & present domestic abuse, "disfellowshipping" and HBV. JW Safe Place also listens and supports those who are feeling guilt, shame & confusion by their change in belief or faith. Advice and guidance is also available for professionals who work with Jehovah's Witness clients and patients whether under legal circumstances or in a supporting role.

## Respect

**Tel:** 0808 802 4040

**Email:** [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)

**Web:** <https://www.respect.uk.net/>

Information and advice to Frontline Workers. The Respect Phoneline offers information and advice to frontline workers who work with domestic violence perpetrators.

A confidential and anonymous helpline for anyone concerned about their (Male) violence and/or abuse towards a partner or ex-partner.

## Revenge Porn Helpline

**Website:** <https://swgfl.org.uk/services/revenge-porn-helpline/>

**Email:** [help@revengepornhelpline.org.uk](mailto:help@revengepornhelpline.org.uk)

**Tel:** 0345 6000 459



## Childline – How to remove a nude image shared online

It can be scary finding out a nude image or video of you has been shared online. But we can help. The Report Remove tool is for young people in the UK — follow the steps below to get your image or video removed from the internet. The reporting pages are grouped in accordance with age. Under 13yrs, 13-15yrs, 16-17yr and 18yrs and over.

**Website:** [https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/remove-nude-image-shared-online/?trk=public\\_post\\_share-update\\_update-text](https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/remove-nude-image-shared-online/?trk=public_post_share-update_update-text)

## Advocacy After Fatal Domestic Abuse (AAFDA)

**Website:** <https://aafda.org.uk/>

**Email:** [info@aafda.org.uk](mailto:info@aafda.org.uk)

**Tel:** 07768 386922

Supporting families who have lost a relative through fatal domestic abuse:

- Advocate in partnership with, and on behalf of, families when dealing with the various professional bodies and authorities involved after domestic homicide.
- Help families understand, influence and contribute to many types of inquiry including Domestic Homicide Reviews, Mental Health Enquiries, Serious Case Reviews, Inquests and Independent Police Complaint Commission Inquiries.

## Modern Slavery Helpline

**Tel:** 08000 121 700

**Website:** [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)

The Modern Slavery Helpline and Resource Centre brings us closer to the eradication of modern slavery. It provides victims, the public, statutory agencies and businesses access to information and support on a 24/7 basis.

An app can be downloaded at:

[www.modernslaveryhelpline.org/about/unseen-app](http://www.modernslaveryhelpline.org/about/unseen-app)

## Armed Services Support

### **Combat Stress:**

**Tel:** 0800 138 1619

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

The UK's leading charity for veterans' mental health.

Call free 24 hour helpline for veterans and serving military personnel and their families.

### **Army:**

Personal support provide accessible, independent, confidential and professional specialist welfare services to serving soldiers and their families with any personal or family difficulty. You can contact the team on 01904 882053

### **Royal Navy & Royal Marines:**

The Naval Service Family and People Support (NS FPS) (formerly Royal Navy and Royal Marines Welfare) team offer confidential advice and support, including in relation to domestic abuse, sexual violence and stalking. You can speak to one of their highly trained staff by calling 023 9272 8777 or find a local contact here

### **General**

SSAFA provides support to anyone who is currently serving, or has ever served, and their families including those experiencing domestic abuse. Their Stepping Stones Homes are a safe place to stay for women and their children. You can contact them on 0800 731 4880.

## Surviving Economic Abuse

SEA does not provide direct support or advice to victims. However, if you are experiencing economic abuse within the context of domestic abuse or are supporting someone who is in that situation, immediate help is available, via the local and national helplines.

Economic abuse can involve a range of behaviours.

1. Preventing acquisition of economic resources
2. Controlling access to/preventing use of individual/shared economic resources
3. Refusing to contribute by withholding financial support for the household
4. Exploiting economic resources and/or generating economic costs. A range of practical resources are available such as how banks can help can be found at

<https://survivingeconomicabuse.org/resources/>

### **NEW guide released Nov 2021**

#### **Controlling your Financial Future – Financial wellbeing for women and girls**

Developed by Jane Portas, creator of 6 Movements that Matter, in collaboration with Surviving Economic abuse, the guide draws on the experiences of victim-survivors and is a financial wellbeing guide providing information to be in, stay in or take back financial control.

<https://survivingeconomicabuse.org/wp-content/uploads/2021/11/Controlling-Your-Financial-Future-6-Moments-That-Matter.pdf>



## The Mix

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

The Mix is the UK's leading support service for young people. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via our online community, on social, through our free, confidential helpline or our counselling service.

## Your Best Friend

You've seen something worrying in a friend's relationship? But now what? We know that it can be intimidating treading the fine line between opening a friend's eyes and being worried about damaging your friendship. Self-doubt and fear are totally common when you want to do the right thing to help someone you care about. That's why #FriendsCanTell campaign has been created with young people so that you can find the tips, trusted support services, and resources you need. #Friendscantell (aimed at 13–24-year olds)

**Web:** <https://safelives.org.uk/your-best-friend>

## PEGS (Child to Parent Abuse parental support and professional training)

**Email:** [hello@pegssupport.com](mailto:hello@pegssupport.com)

**Website:** [www.pegssupport.co.uk](http://www.pegssupport.co.uk)

**Facebook:** [www.facebook.com/PEGS-Child-to-Parent-Abuse-Support-111995540438423](https://www.facebook.com/PEGS-Child-to-Parent-Abuse-Support-111995540438423)

PEGS is a not-for-profit set up to support those affected by Child to Parent Abuse. Their support for parents, carers and guardians with children of any age (including adult children) includes advocacy, one-to-one sessions, online drop-ins, a closed peer support Facebook group and EPIC confidence and coping programmes. The team also runs training for professionals to assist them in spotting the potential signs of CPA and how to assist affected parents, with a range of courses available for teams of any size. PEGS are commissioned to provide support across West Mercia (Herefordshire, Telford, Shropshire and Worcestershire).

# EDUCATION / PREVENTION SCHEMES

## West Mercia Women's Aid

WMWA works in partnership with schools to provide age-appropriate support for children and young people impacted upon by domestic abuse in their household or in their teen relationships. WMWA uses evidence-based programmes as the basis upon which to deliver interventions and support in partnership with schools and with parents – either in small peer groups or on an individual basis.

For more information please contact [General@WMWA.org.uk](mailto:General@WMWA.org.uk) or review our website [www.westmeriawomensaid.org](http://www.westmeriawomensaid.org)

## A Call to Men UK

**Email:** [info@acalltomenuk.org.uk](mailto:info@acalltomenuk.org.uk)

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

Respect 100% Healthy Relationship Programme for Boys 11+,  
Respect 100% Healthy Relationships Programme for young people (Girls & Boys) 11+

The mixed programme is delivered by Call to Men UK with Support Works All programmes are aimed at schools, colleges and professionals working with Young People.

## Wyre Forest & Hagley Project (WHP)

**Email:** [whp@continu.org.uk](mailto:whp@continu.org.uk)

**Respectful relationships programme 5-11 yrs**

A 1:1 programme for children and their parents/carers who have experienced or witnessed domestic abuse. It includes how to stay safe, accessing appropriate specialist support services, work around the impact of the abuse and strengthening positive relationships. This work is done with families who are receiving WHP service through early intervention family support in local primary schools.

## Warwickshire & West Mercia Community Rehabilitation Company (CRC)

**Deliver a Court mandated Perpetrator Programme called “Building Better Relationships” (BBR)**

An Accredited group and 1:1 programme for male offenders (24 weeks group sessions, 6 1:1 sessions)

BBR can be a requirement of a court community order or suspended sentence order. It's always accompanied by a supervision order.

## West Mercia and Warwickshire Integrated Offender Management (IOM)

**Web:** <http://bit.ly/2o3WI0L>

A multi-agency approach to tackling persistent offenders who commit a lot of crime, causing damage and nuisance to communities. This includes serial domestic abuse perpetrators. The approach recognises that repeat offenders have multiple problems which contribute to their offending which cannot be addressed by a single agency.

## Operation Encompass

Operation Encompass is a police and education early information safeguarding partnership enabling schools to offer immediate support to children experiencing domestic abuse.

Operation Encompass National Teachers Helpline

**0204 513 9990** Monday to Friday 8am-1pm

[www.operationencompass.org/teachers-helpline](http://www.operationencompass.org/teachers-helpline)

Operation Encompass website [www.operationencompass.org](http://www.operationencompass.org) for materials.

## Drive Project – Worcestershire / Herefordshire

Drive seeks to work with High risk or serial domestic abuser perpetrators. Drive is an innovative approach to tackling domestic abuse and encourages people to stop asking “why doesn’t she leave?” and start asking “why doesn’t he stop?” Drive aims to reduce the number of adult and child victims/

survivors by changing and preventing perpetrator behaviour with intensive case management and multiagency coordinated action. Liaising closely with local police and support agencies, case managers deploy a two-pronged attack of disruption through the criminal justice system and/or support for unresolved personal issues (e.g. alcohol/drug misuse, housing and mental health). The case manager acts as a single point of contact for each perpetrator, proactively providing one-to-one case work. They are responsible for working with each service user for up to 12 months to change behaviour and reduce perpetration. The case manager will also work closely with support services for victims/survivors and their advisors to ensure the safety of victims/survivors.

Referrals to Drive either come from MARAC via partner agencies or directly from the police. Any queries please contact:

[driveadmin@cranstoun.org.uk](mailto:driveadmin@cranstoun.org.uk)

## Domestic Violence Perpetrator Programme (DVPP) – Worcester

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

This programme is delivered by The Richmond Fellowship with referrals from CAF/CASS. In addition to the DVPP for male perpetrators there is an Integrated Support Service (ISS) for female victims.

The two programmes run alongside each other. The DVPP is a 30 week programme. There are 3 means of entry.

1. Through a live CAF/CASS supported case.
2. Perpetrator self-referring
3. Perpetrator referred and paid for by referring agency i.e. Children’s Services

## Sex Offender Disclosure Scheme (Sarah’s Law)

The scheme allows members of the public - parents, carers, guardians or interested third parties - to ask the police to tell them about a person’s record of child sex offences if they are concerned about that person’s access to a child.

Find out more at: <https://www.westmercia.police.uk/rqo/request/ri/request-information/sarahs-law-beta/sarahs-law-child-sex-offender-disclosure-scheme>

## Domestic Violence Disclosure Scheme (Clare’s Law)

This gives members of the public a formal mechanism to make enquires about an individual who they are in a relationship with, or in relation to a person who is in a relationship with someone they know, where there is a concern that the individual may be violent towards their partner.

This information may be disclosed via a request from a member of the public (“right to ask”) or by an agency where a proactive decision is made to consider disclosing the information in order to protect a potential victim (“right to know”).

**Find out more at:** <https://www.westmercia.police.uk/advice/advice-and-information/daa/domestic-abuse/alpha2/request-information-under-clares-law>

## Domestic Violence Protection Order (DVPO)

DVPOs are a civil order that can be applied for by the police and granted by a magistrate. If granted, the order will immediately ban the perpetrator from returning to a residence and from having contact with the victim for up to 14-28 days. This period of time allows the victim the opportunity to consider their options and allows agencies to provide intensive support to the victim / family. This Protection Order does NOT need the consent of the victim. A breach will result in the perpetrator being arrested. These Orders can be used proactively and you don’t have to wait for the offender to commit another offence.

## Digital Break-up tool – Online Safety

The charity, Refuge, in partnership with Avast, have produced an excellent tool with regard to staying safe online. Whilst it is aimed at female victims, the information applies to male victims too and it is well worth using for everyone. The website contains an innovative interactive home highlighting commonly misused internet connected devices in the home and how you can keep them and yourselves secure <https://refugetechsafety.org/hometech>

**Web:** <https://refugetechsafety.org/>

## Hollie Guard APP

**Web:** <http://hollieguard.com>

A free app for smartphones has been designed to protect both men and women from possible danger.

Hollie Guard turns your smartphone into an advanced personal safety device at the touch of a button. If in danger simply shake your phone to generate an alert, your location, audio and video evidence of the incident will automatically be sent to your emergency contact via text and email. Shake it again and it sends out a high pitched alarm and the flash starts to strobe, in order to attract maximum attention. From the moment Hollie Guard is activated, your location is tracked and can be viewed in real time by your emergency contact. Evidence is not stored on the smartphone but on secure servers so that it can be used as future as evidence. Hollie Guard also contains many other features.

## Coalition against Stalkerware

**Website:** <https://stopstalkerware.org>

Stalkerware is an example of how technologies can become a risk to your life. This commercially available software enables partner surveillance, facilitating gender-based and domestic violence, harassment and sexual abuse. To provide helpful information for victims and survivors, they have created a video that explains the issue of this threat, lists common indicators of stalkerware, and mentions steps that should and should not be taken.

## Bright Sky App

**Web:** [www.hestia.org/brightsky](http://www.hestia.org/brightsky)

Bright Sky is a free app providing support and information for anyone who may be in an abusive relationship, or those who are concerned about someone they know.

You can download Bright Sky for free on both iOS and Android devices on the App Store and Google Play Store. The app features: A unique UK-wide directory of specialist domestic abuse support services, where users can contact their nearest service by phone from the app, searching by area name, postcode or their current location. A secure My Journal tool, where incidents of abuse can be logged in text, audio, video or photo form, without any of the content being saved on the device itself. Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse.

## Draw the Line

**Website:** <https://drawtheline.uk/> (for use on mobile devices only)

A platform developed by young people for young people to gain understanding about what is and isn't OK within their intimate relationships. Draw the Line uses real life stories shared by young people to promote unity and understanding in drawing a line through abusive behaviours. It is designed to enable young people to learn from the experiences of others, where support is available and how they can offer support to someone their care about.

## SafeLives – Digital and Online Safety

**Website:** <https://safelives.org.uk/tech-vs-abuse>

For someone experiencing domestic abuse, it can feel like every aspect of their world is controlled by the abuser – and the online world is no different. Although technology can help victims to access information and support, it can also provide abusers with even more ways to threaten and control. We now live our lives online more than ever, and simply advising victims to remove themselves from social media sites isn't enough. This site offers practical advice and links to other resources.

## Hereford and Worcester Fire and Rescue Service

**Tel:** 0800 032 1155

If you would like to discuss any concerns around fire safety please contact us for advice.

### **Home Fire Safety Check:**

A Home Fire Safety Check is a visit to a person's home where we will offer fire safety advice to keep the individual/ family safe. We can install smoke alarms, protective letter boxes where needed, and will discuss an escape plan specific to the home and circumstances. We are committed to safeguarding victims of abuse.

## North Worcestershire Community Safety Partnership

The Community Safety Partnership delivers the Crush program within the schools in Redditch and Bromsgrove, to find out which schools the program is being delivered in, or if you have a young person you would like to refer into the program, please email the community safety partnership at:

**[CommunitySafety@bromsgroveandredditch.gov.uk](mailto:CommunitySafety@bromsgroveandredditch.gov.uk)**

or by phone on 01527 534187 to obtain further information or get a referral form. In certain circumstances where young people don't feel this work can be undertaken in a group setting, we will offer 1-1 sessions for young people.

## Purple Leaf (West Mercia Rape and Sexual Abuse Support Centre)

The Purple Leaf Programme is an educational resource, run by West Mercia Rape & Sexual Abuse Support Centre (WMRSASC), created to increase young people's awareness of sexual abuse, to equip them with the skills, knowledge and tools to be able to identify uncomfortable feelings, and to know where to go for help and support.

The resource is designed for children and young people aged from 10 to 18. Each session is tailored for the relevant group, using age-appropriate materials. The Purple Leaf Programme covers the following outcomes:

- Young people will have an increased understanding of consent, both in the context of seeking consent and giving consent
- Young people will be able to identify factors that might make a relationship healthy or unhealthy
- Young people will be able to identify uncomfortable feelings
- Young people will have a better understanding of how to access support and information

Further information can be found at **[www.purpleleaf.org.uk/education-training](http://www.purpleleaf.org.uk/education-training)**

**Phone:** 01905 611655

**Email:** [enquiries@purpleleaf.org.uk](mailto:enquiries@purpleleaf.org.uk)

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

## SafeLives

**Website:** <https://safelives.org.uk>

SafeLives, is the UK-wide charity dedicated to ending domestic abuse, for everyone and for good. They work with organisations across the UK to transform the response to domestic abuse. They look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And they challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship. Their website offers a wide range of information/best practice, resources for a range of professionals working across organisations. Of particular interest are their spotlight features on how domestic abuse impacts of different vulnerable groups. Reports can be found at:

<https://safelives.org.uk/knowledge-hub/spotlights>

## West Mercia Rape and Sexual Abuse Support Centre (WMRSASC)

**Helpline:** 01905 724514

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

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

Prevention Programmes:

- Sexualisation Exploitation Love Friendship Information Empowerment - SELFIE project 11-25yrs (in groups or 1:1)
- SELFIE plus – Primary Schools / Community Groups (Adults / Professionals)

## Ask for “ANI” domestic abuse codeword scheme

The Ask for ANI (Action Needed Immediately) codeword scheme is a NEW national scheme (Launched in January 2021) developed to allow victims of domestic abuse to access support from the safety of their local pharmacy. This scheme includes all 2,300 Boots pharmacies. More information at:

**Web:** [www.gov.uk/government/collections/ask-for-ani-domestic-abuse-codeword-scheme-pharmacy-materials](http://www.gov.uk/government/collections/ask-for-ani-domestic-abuse-codeword-scheme-pharmacy-materials)

## Ask for “ANGELA” If you are feeling unsafe

The ‘Ask for Angela’ campaign provides a secret code for women to find help if they were feeling unsafe on a night out. This scheme operates in a number of licenced premises. Any woman feeling unsafe can walk up to a pub staff member and ask for ‘Angela.’ This code word signals to the employee that this person needs to be discreetly separated from a dangerous or uncomfortable situation.

**Web:** [www.nationalpubwatch.org.uk/news/ask-for-angela-if-you-are-feeling-unsafe](http://www.nationalpubwatch.org.uk/news/ask-for-angela-if-you-are-feeling-unsafe)



HEALTH & WELL-BEING

## 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.

## Shropshire and Telford and Wrekin Mental Health Services

**Tel:** ACCESS service on 0300 124 0365

**Tel:** 0345 678 9044

**Website:** <https://shropshire.gov.uk/shropshire-choices/i-need-help/care-and-support-for-different-conditions/mental-health-and-wellbeing/#>

Email: [firstpointofcontact@shropshire.gov.uk](mailto:firstpointofcontact@shropshire.gov.uk)

## Survivors of Bereavement by Suicide

**National Helpline:** 0300 111 5065

**Local:** 07811 172767

**Email:** [sobs.support@hotmail.com](mailto:sobs.support@hotmail.com)

Aims to provide a safe, confidential environment in which bereaved people can share their experiences and feelings, thus giving and gaining support from each other.

## PAPYRUS (Prevention of young suicide)

**HOPELineUK**

**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.

## MIND – For better mental health

**Tel:** 0300 123 3393

**Text:** 86463

For local centres of support visit:

[www.mind.org.uk/about-us/local-minds](http://www.mind.org.uk/about-us/local-minds)

## 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.

## Shout – Help with Mental Health

**Web:** <https://giveusashout.org>

**Text:** 85258

## Anxiety UK

**Helpline:** 0344 477 5774

**Web:** <https://www.anxietyuk.org.uk>