



**SADA**  
**Domestic Abuse Directory**



## **Introduction to the Domestic Abuse Support Directory**

The aim of the directory is to share information and offer support to people experiencing or who have experienced domestic abuse. The support agencies in the directory are available to both public and professionals and can be contacted by using their details provided.

By having this directory it is hoped that people will be able to access support and services to suit their needs and reduce the impact their experiences are having on them and others around them.

The directory has been produced by Stevenage Borough Council with the support of all the services listed. If you would like to add your service to the directory or for any further comments please contact Tania Stokes on 01438 242666.

Figures show that one in four women and one in six men suffer from domestic abuse during their lifetime. Survivors Against Domestic Abuse (SADA) together with our partner agencies are here to help people experiencing domestic abuse to stay safe and empower them to make the right decisions. Together as a partnership we can we can make a real difference for the residents of Stevenage and surrounding areas.

‘As Chair of Survivors Against Domestic Abuse (SADA) I am determined that together we can help individuals and families including children that are or who have suffered domestic abuse.’

Sharon Taylor – Chair (SADA)

**Community Safety Team  
Stevenage Borough Council**



**Contact name**

Sarah Pateman – Community Safety Manager

**Service provided by agency**

We specialise in investigating and managing complaints around all aspects of Community Safety including Environmental Enforcement, Anti Social Behaviour, Flytipping and Fly posting, SADA Domestic Abuse Service, Modern Slavery Service, No More Service and a Multiple Needs working Group. We have specialist officers and support workers to cover issues around alcohol, drugs and complex needs.

**How people can be referred**

Please use the main contact number 01438 242666 to discuss your referral and you will be signposted to the relevant team.

Contact information

01438 242666

[Community.Safety@stevenage.gov.uk](mailto:Community.Safety@stevenage.gov.uk)

## **CGL Drug and Alcohol Recovery Services**

### **Services provided by agency**

#### **Drug and Alcohol Treatment Provider – Recovery Service**

- o Health care clinics at which our recovery nurses provide health care advice, screening and vaccinations for blood borne viruses, such as Hepatitis C.
- o Needle exchange to ensure safe equipment and provide advice for injecting drug users.
- o Talking therapies that enable people to build and maintain their motivation, understand their use of drugs and alcohol, and make long-term changes for a healthier and safer life.
- o Prescribing support including medical detoxification and alternative medication to reduce people's use of some illegal drugs.
- o Assessments and goal setting including a structured, holistic recovery plan that is regularly reviewed and addresses additional support needs around housing and employment.
- o Support and treatment to manage, reduce and stop alcohol and drug misuse.
- o Advice, guidance and support including access to a key worker on a one-to-one basis and therapeutic and educational group sessions.

To help maintain your recovery we offer ongoing support including:

- o counselling
- o rehabilitation support
- o complementary therapies
- o recommendations to community groups and services
- o support from a peer mentor, a fellow service user who is at an advanced stage of their recovery journey
- o family and carer groups, to support those affected by the drug or alcohol use or somebody else
- o joint working with mental health services to ensure appropriate support
- o links with local colleges and employers to identify training, education and employment opportunities

**Criteria for referral** – Professional or Self-Referral. Adults only – over 18 years old

**How people can be referred** - Self-referral either by the phone or dropping in via drop in clinics

Professionals completing a Spectrum referral form and either emailing or sending via fax

### **Contact information Stevenage Service**

Spectrum Drug and Alcohol Recovery Service - Stevenage

Armstrong House | Norton Road | Stevenage | SG1 2LX

Telephone: 01438 364 495

Fax: 01438 314 045



### **The Change Project**

#### **Service provided by agency**

- 27 week Domestic Violence Prevention Programme for Perpetrators of Domestic abuse.
- Support for the victim while the ex/partner is on the programme.
- The programme covers all areas of abuse, emotional, financial, sexual, mental as well as physical abuse

#### **Criteria for referral**

- For the perpetrator to recognise their behaviour as abusive and want to make a change to that behaviour.
- Make a commitment to attend for 27 weeks and engage with the programme

#### **How people can be referred**

- Self-referred, but completing the online form.
- Via Social care
- Via Cafcass
- Via the police

### **Contact information**

Visit the website [www.thechange.project](http://www.thechange.project)

e-mail [gina.smith48@hotmail.com](mailto:gina.smith48@hotmail.com)

08453727701



## Children's Services

### Services provided by agency

#### School Admissions

We co-ordinate the offer of school places for nursery, primary and secondary schools across the county.

#### Financial Assistance

If you are a Hertfordshire resident on a low income and your child is in full-time education, we may be able to help you with the cost of school expenses.

#### Support for the Family

If you are experiencing difficulties in meeting your child's emotional, social or physical needs, please contact us. If you have a disabled child, we may be able to provide services to help, including direct payments.

#### Children with Special Needs

A child has special needs if he or she has greater difficulty learning than most other children of the same age. If you have any concerns about your child's progress, there are people who can help.

#### Family Support Services

This service provides support to families to help them through difficult times by offering time, practical advice and/or counselling.

#### Emotional Health and Wellbeing

If you have a child with behavioural or emotional issues, talk to your GP in the first instance. The GP will work with you and can contact other agencies for more specialist support. Some schools have their own school-based counsellor who provides a voluntary and confidential service.

### Criteria for referral and how people can be referred

Parents or carers in need of support or experiencing difficulties around parenting.

Self referral or professionals can refer by contacting the number below

Contact Information

**03001234043**



## **Family centre**

**Stevenage South covering Bedwell, Chells, Chells Manor and Shephall**

### **Services provided by the agency**

Various activities including parent and toddler groups, baby massage, health clinic, toy library, courses and training and baby clinics. Outreach service also available.

### **Criteria for referral**

Parents with children under 5 and living in the local areas described as above.

### **How people can be referred**

Professional referrals accepted via the single service request form.  
Self referral from the parents living in the local area.

### **Contact Information**

**Main Contact Number 0300 123 7572**

**Bedwell** - 2/3, Bedwell Park, Exchange Road, Stevenage SG1 1NB – 01438 362484

**Broadwater** – Longmeadow Primary School, Oaks Cross, Stevenage SG2 8LT – 01438 230444

**Chells and Manor** – Timebridge Community Centre, Mobbsbury Way, Stevenage SG2 0HT – 01438 362925

**Shephall** – 5 The Hyde, Stevenage, SG2 9SD – 01438 729466

**Email Enquiries:** [stevenage.fcsenquiries@barnardos.org.uk](mailto:stevenage.fcsenquiries@barnardos.org.uk)



## **Family centre**

**Stevenage North covering Bridge Road, St Nicholas, Martins Wood and Strawberry Fields**

### **Services provided by the agency**

Our Group is managed by Woolenwick Junior School through a contract with Hertfordshire County Council. We work closely with our local health team, pre-schools, day nurseries, schools, toddler groups and childminders and many other people who are involved with families who have children aged 0–4.

We also run activities such as play events – just take a look at our What's On This Week page to find out more.

### **Criteria for referral**

Parents with children under 5 and living in the local areas described as above.

### **How people can be referred**

Professional referrals accepted via the single service request form.

Self referral from the parents living in the local area.

### **Contact Information**

Managed by:

**Woolenwick Junior School**

Bridge Road -

01438 202692

**St Nicholas and Martins Wood**

01438 317625

**Strawberry Fields**

01438 350147

**Email for Further Enquiries:** [enquiries@stevenagenorthcc.org.uk](mailto:enquiries@stevenagenorthcc.org.uk)



## **CITIZENS ADVICE BUREAU (STEVENAGE)**



**Service provided by agency** - General advice about any issue through our drop-in service and clients can be referred to an appropriate specialist/agency if necessary. Clients can be referred to specialist's in-house dealing with:

- Debt
- Welfare Benefits/Appeals
- Housing
- Family
- Mental Health
- Employment
- Food Bank Voucher issuer( subject to the criteria set by the food bank)

We also run outreach services in Children's Centres, the Community Mental Health Team, Seetec and Stevenage Borough Council, Stevenage Library and we are piloting an outreach service at Stanmore Road Surgery. We have specialists who deal with Welfare Benefit appeals – this is a Hertfordshire wide project. Specialist Housing advice is available to those eligible for Legal Help.

### **Criteria for referral**

Generally our clients should live or work in the Stevenage area. We can take clients with benefit appeals from Hertfordshire. There is no address restriction for clients with Housing issues.

### **How people can be referred**

They can come to one of our drop-in sessions. We are open:

Monday 9am to 12.30pm

Tuesday afternoon 1.00pm to 3.30pm

Wednesday 9am to 12.30pm

Friday 9am to 12.30pm

SBC Tenants can be referred via their Income Adviser, Community Safety Team or Tenancy Sustainment

We also take referrals from YMCA, MIND, Carers in Herts, Wentra, Age Concern and POHWER

**Contact Information** - Call in to one of our drop-in sessions

Contact can be made direct by email at: [emailadvice@stevenagecab.co.uk](mailto:emailadvice@stevenagecab.co.uk)

For advice by telephone call: 03444 111 444



**Debt Advice & Support Worker  
(Stevenage Borough Council)**

**Contact** - Chris Finlay or Alice Mc Elroy

**Service provided by agency-** I am responsible for case work for customers requiring intensive debt and advice support in relation to managing their finances and benefit entitlement. I work closely with the Housing department and other agencies to support tenants.

I act as an advocate on behalf of the client  
Assist in completing benefit applications  
Appeal benefit decisions  
Negotiate repayment arrangements with creditors  
Give advice on how to maximise their income  
And try to increase quality of life.

**Criteria for referral-** needs to be a customer of SBC

**How people can be referred-** SBC tenant can be referred via Northgate or by email

Contact information- [chris.finlay@stevenage.gov.uk](mailto:chris.finlay@stevenage.gov.uk)  
[alice.mcelroy@stevenage.gov.uk](mailto:alice.mcelroy@stevenage.gov.uk)

**Telephone:** 01438 242666



## **Fosters Legal LLP**

### **Service provided by agency:**

Children Law, Family Law, Housing, Domestic Violence and Injunctions, Immigration (from January 2017)

### **Criteria for referral:**

Our services are available to anyone, but to be eligible for our fix fees packages the client must be on a low income and on benefits.

### **How people can be referred?**

Through our website  
Stevenage Citizen Advice Unit  
Local Children Centres  
SADA Domestic Abuse Forum and the Working Group

### **Contact information:**

Springfield House  
24 High Street  
Stevenage  
Hertfordshire  
SG1 3EJ

Tel: 01438 318452 (office)

Mobile: 07949 214830

Email: [office@fosterslegal.co.uk](mailto:office@fosterslegal.co.uk)

Emergency: [sandra@fosterslegal.co.uk](mailto:sandra@fosterslegal.co.uk)



## **Halo Project**

### **Service provided by agency**

Provides support to male and female victims of abuse specialising in Forced Marriage, Honour based violence, and Female Genital Mutilation. Offering advice, guidance and training.

### **Criteria for referral**

For anyone dealing with the above

### **How people can be referred**

Completing a Halo referral form

### **Contact information**

Halo Project  
Vanguard Suite  
Broadcasting House  
Middlesbrough  
TS1 5JA  
Tel No 01642 683045  
Email: [kl@haloproject.org.uk](mailto:kl@haloproject.org.uk)  
[www.haloproject.org.uk](http://www.haloproject.org.uk)



## **Haven**

### **Stevenage**

**Service provided by agency:** 40 single room supported hostel for single homeless people

**Criteria for referral:** Single homeless with local connections

**How people can be referred:** Via recognised professional agencies

**Contact information:**

01438 354884 (Hostel)

[referrals@stevenagehaven.org.uk](mailto:referrals@stevenagehaven.org.uk)



## **Herts Young Homeless**

**Service provided by agency:** Advice and information 16 – 24years, Mediation 11 – 24 years, crash pad 16 and 17 years, floating support 16 – 24 years and dual diagnosis from the age of 16 and up to any age

**Criteria for referral:** age range as above and from Hertfordshire

**How people can be referred:**

People can self refer or be referred in by professionals by contacting the helpline or via email.

**Contact information**

0800 0355775

[advice@hyh.org.uk](mailto:advice@hyh.org.uk)

**Homelessness**  
**Stevenage Borough Council**

**Service provided by agency:** Homelessness Officer

**Criteria for referral:** Be statutorily homeless and in priority need.

**How people can be referred:** Contacting Homeless/Housing Advice Team for guidance/ support/ advice. Either by email, phone or letter.

**Contact information:**

01438 242242

[homeless@stevenage.gov.uk](mailto:homeless@stevenage.gov.uk)

**Housing Advice**  
**Stevenage Borough Council**

**Service provided by agency**  
Advice on housing options

**Criteria for referral**

No prescribed referral form call CSC who will take down the necessary information

**How people can be referred**

Via the CSC or by email

**Contact information**

01438 242242

[housing.advice@stevenage.gov.uk](mailto:housing.advice@stevenage.gov.uk)



## IFST

### **Service provided by agency**

Intensive Whole Family Support

### **Criteria for referral**

Intensive Families First Support Teams work with families with multiple and complex needs who would benefit from intensive support. The help we provide depends on each family's situation, but examples of issues we help with include parenting skills, improving school attendance, training to help find a job, help with housing problems and managing money and debt.

There is no age focus for the service, as long as there is a dependent child (under 18) in the family. The focus instead is to provide practical support to the whole family, when there is evidence of four of the following presenting issues being a concern to professionals across more than one family member, or the family are identified as requiring intensive whole family support which no other services are available to provide:

- parents or children involved in crime or anti-social behaviour
- children who have not been attending school regularly
- children who need help (for example they have had an assessment in the last year)
- adults out of work or at risk of financial exclusion or young people at risk of worklessness
- families affected by domestic violence and abuse
- parents or children with a range of health problem

**How people can be referred** - If you are a professional wanting to request the service for a family please complete an HCC consent form, AND a service request form – following the instructions in this guidance document. The IFST Criteria Checklist Glossary has been put together to support partners considering requesting support from these teams.

Via email to [protectedreferrals.cs@hertfordshire.gov.uk](mailto:protectedreferrals.cs@hertfordshire.gov.uk)

Via post to Customer Service Centre, PO Box 153, Stevenage, Hertfordshire, SG1 2GH

**Contact information** If you think your family would benefit from this support please telephone **0300 123 4043**.



## **Independent Domestic Violence Advisors IDVA**

### **Service provided by agency:**

IDVA's support high and very high risk victims of domestic violence by the professional provision of information and advice around the range, effectiveness and suitability of options to improve their safety and that of their children. IDVA's case work, focusing on safety advice covering physical security as well as remedies available from the civil and criminal justice systems. The role of an IDVA also involves the promotion of access to services in the community and feedback/collaborative working with existing services to further enable the needs of victims of domestic violence to be met.

**Criteria for referral:** IDVA's work with high risk victims of domestic violence (scoring 10 on the CAADA DASH Risk Assessment), from the ages of 16 +. IDVA's work with males and females, who have been intimate partners or family members regardless of gender or sexuality.

**How people can be referred:** By filling in the IDVA referral form and sending it to [hertsidva@refuge.org.uk](mailto:hertsidva@refuge.org.uk)

**Contact information:** 0300 7906772

[hertsidva@refuge.org.uk](mailto:hertsidva@refuge.org.uk)

[herts.idva@refuge.cjsm.net](mailto:herts.idva@refuge.cjsm.net)



## **Karma Nirvana**

### **Service provided by agency**

We specialise in supporting victims and survivors of forced marriage and honour based abuse and we provide: emotional and practical support including advocacy and signposting to other services as well as guidance to professionals.

### **Criteria for referral**

Anyone can be referred to us that is concerned about forced marriage or honour based abuse/violence. We also provide support to those affected by domestic abuse/violence. We support men and women including children – there is no specific criteria.

### **How people can be referred**

Victims and survivors can be referred to us via our helpline: 0800 5 999 247 or via email: [info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk) Monday – Friday 9am to 9pm and weekends 10am to 4pm. Referral forms do not need to be completed.

### **Contact information**

Helpline – 0800 5 999 247

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



## **The ManKind Initiative charity**

### **Service provided by agency**

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).

This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults.

We provide both emotional support and practical information.

We receive calls from male victims across all age ranges and professions:

- From dustmen and doctors to bankers and builders,
- From men in their 20s to men in their 80s,
- From men across England, Northern Ireland, Scotland and Wales.

We welcome calls from mothers, sisters and friends of male victims seeking information.

We also receive calls from support organisations, charities and statutory agencies such as local authorities and police forces.

Helpline for male victims (01823 334244)

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

Training for professionals ([www.mankind.org.uk/training](http://www.mankind.org.uk/training))

### **Contact information**

[admin@mankind.org.uk](mailto:admin@mankind.org.uk)

01823 334244



## **Men's Aid Charity**

### **Service provided by agency**

Provide 365 days a year helpline service, providing support in court for victims of domestic violence. We can also attend MARAC meetings on behalf of clients.

### **Criteria for referral**

Self referral or agency referral

### **How people can be referred and contact information**

[mensaidcharity@gmail.com](mailto:mensaidcharity@gmail.com)

08712 239986



## **Mind in Mid Herts**

### **Service provided by agency**

Mind in mid herts offers a wide range of opportunities for people experiencing mental health issues including Counselling , Life Skills courses, CBT, Drop in, Gym, Art and Creative Writing.

### **Criteria for referral**

We are not a crisis service so we cannot support people who are suffering from an episode of Psychosis or Mania.

The person needs to want to use our services and be ready to work towards maintaining their recovery.

### **How people can be referred**

Referrals can be received via GP's, CMHT's and other professional bodies. People can also self- refer.

### **Contact information**

01438 369216

[admin@mindinmidherts.org.uk](mailto:admin@mindinmidherts.org.uk)



## **National Domestic Violence Helpline**

### **Service provided by agency**

24 hour helpline

### **Criteria for referral**

Anyone in need of Domestic Abuse Support

**0808 2000 247** Freephone 24-hour national domestic violence helpline run in partnership between Women's Aid and Refuge.



## **The No More Service Stevenage Borough Council**

### **Services provided by agency**

This service is tailored to support anyone having difficulties from a wide range of issues including, Drugs, Alcohol, Offending and complex needs. We work with the Community Safety Team to offer a client led approach.

### **We provide help with:**

- Emotional support management
- Reducing the need to offend
- Organising leisure based activities
- Supported referrals to other services
- Household management and guidance
- Financial advice and guidance
- Health advice and guidance
- Supporting family relationships
- Training and employment options

### **Contact and Referral information**

01438 242666

[nomore@stevenage.gov.uk](mailto:nomore@stevenage.gov.uk)



## **Respect**

**Service provided by agency**

**Men's Advice Line  
Respect Phonenumber**

### **Criteria for referral**

Men's Advice Line is for male victims of domestic violence and abuse, friends and family and professionals seeking support.

Respect Phonenumber is for male or female perpetrators of domestic violence and abuse seeking help to change, their friends and family, and professionals.

**How people can be referred** - Self referral, call us, email or web chat.

### **Contact information**

**Men's Advice Line** 0808 801 0827

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)

[info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

**Respect Phonenumber** 0808 802 4040

[www.respectphonenumber.org.uk](http://www.respectphonenumber.org.uk)

[info@respectphonenumber.org.uk](mailto:info@respectphonenumber.org.uk)

## **Rights of Women**

**Service provided by agency**

### **Legal advice**

Our telephone advice lines provide vital free and confidential legal advice to women in the areas of family law, criminal law and immigration and asylum law - <http://rightsofwomen.org.uk/get-advice/>

Publications and free legal guides

<http://rightsofwomen.org.uk/get-information/>

### **Criteria for referral**

Woman or professionals supporting women. We can only advise on the law as it applies in England and Wales.



## **Hertfordshire Sunflower Sexual Assault Referral Centre**

### **Service provided by agency**

The SARC (sexual assault Referral Centre) is here to meet the needs of victims of sexual assaults, whether or not the victim wishes for police involvement.

Forensic examinations and medical aftercare support is available, and Independent Sexual Violence Advisors can give you advice and support to ensure your wellbeing, safety, empowerment, and aid recovery.

### **Criteria for referral**

Criteria for young people. Aged 13 – 17 years old and a resident in Hertfordshire

Criteria for adults. Resident of Hertfordshire. Abuse to of taken place within the last 12 months, unless consideration is being given by the victim of reporting/anonymous reporting, in which case ISVA's can provide advice and support on this.

### **How people can be referred**

Agencies can refer – please email [sunflowersarc@herts.pnn.police.uk](mailto:sunflowersarc@herts.pnn.police.uk) for a referral form.

People can self refer by calling 0808 178 4448

### **Contact information**

**Self Referrals** 0808 178 4448

**Office number for enquiries** 01442 270679

**Email** [sunflowersarc@herts.pnn.police.uk](mailto:sunflowersarc@herts.pnn.police.uk)

## **Safer Places**

### **Service provided by agency**

- Safe accommodation (shared and self-contained refuge)
- Community support

### **Support available**

- Emotional Support
- Safety planning and risk assessments
- Target hardening
- Advice and Guidance
- Housing support
- Access to legal advice
- Financial support and advice
- Advocacy

### **Criteria for referral**

Domestic Abuse victims, 16 years of age or above

### **How people can be referred**

- Self-refer via our emergency line 03301 025811 or via [Referrals@saferplaces.co.uk](mailto:Referrals@saferplaces.co.uk)
- Via a professional - [Referrals@Saferplaces.co.uk](mailto:Referrals@Saferplaces.co.uk);

### **Contact information**

Visit the website <https://www.saferplaces.co.uk/>

E-mail [info@saferplaces.co.uk](mailto:info@saferplaces.co.uk);

24/7 emergency line - 03301 025811



## **The Stefanou Foundation**

### **For Babys Sake**

#### **Service provided by agency**

FBS is a new, free intensive support programme for expectant parents who want to bring an end to violence, abuse, fear or bullying in their relationship and recover from its impact and to overcome the impact of trauma, abuse of other significant difficulties in their own childhoods. HRHB lasts from pregnancy until the baby is 2 years old and is a voluntary programme for both the mother and father (co-parents) of the unborn baby.

#### **Criteria for referral**

FBS is for those who are expecting a baby and haven't reached 28 weeks of pregnancy yet, live in Stevenage or the surrounding areas, who want to share the parenting of the baby (as co-parents) even if they don't live together or stay together as a couple and want to stop the violent, abusive or controlling behaviour.

#### **How people can be referred**

Anyone who works with families who may meet the FBS criteria can let the local team know about them via an introduction card, signed by potential service users to indicate that they're happy to be contacted. Direct contact from either or both parents to the local HRHB team is also welcome. We ask any parent getting in touch with us to tell us how we can contact them so that they will be safe and free to have an informal chat. Similarly, we ask any professional to include this information on the referral card. We can arrange delivering some of our referral or 'introduction' cards and leaflets, if necessary.

#### **Contact information**

Stevenage FBS Team can be contacted on: 07702538080, 07702537073 or 01438 873420

[www.stefanoufoundation.org](http://www.stefanoufoundation.org)





## **Support Treatment Team North Quadrant**

**Service provided by agency:** Mental Health services

**Criteria for referral:** Depression, Anxiety, ADHD, ASD, Personality Disorders

**How people can be referred:** Single Point of Access – (SPA) on 0300 777 0707 via GP, self-referral, other organisations, family and carers

**Contact information:** 0300 777 0707

## **Stevenage Mental Health Centre**

**Service Provided by Agency:** Mental Health Services

**Criteria for referral:** Depression, Anxiety, ADHD, ASD, Personality Disorders

**How people can be referred:** GP or other Professionals

**Contact Information:** 01438 792000

## Women's Aid

### Service provided by agency

24 hour helpline, refuges and support services throughout the country

### How people can be referred

Call the helpline on 0808 2000 247

### Contact information

Contact the helpline or visit the website

Tel: 0117 944 4411

PO Box 3245, Bristol, BS2 2EH

[www.womensaid.org.uk](http://www.womensaid.org.uk)

[www.thehideout.org.uk](http://www.thehideout.org.uk)

[www.lovedontfeelbad.co.uk](http://www.lovedontfeelbad.co.uk)

**0808 2000 247** Freephone 24-hour national domestic violence helpline run in partnership between Women's Aid and Refuge.