

There are a range of internal sources of support available to employees who are experiencing domestic abuse as well as many regional and national services, charities and organisations.

Employees experiencing domestic abuse are likely to need support around a whole range of issues, including legal support, housing support, support with childcare, support in dealing with financial abuse and specialist counselling.

Remember that when it comes to discussing support options, these should be led by the employee's wishes and their safety and wellbeing should always take priority.

Internal sources of support

| Who | How they can help | How to contact |
|--|---|---|
| Line manager | Provision of advice and support | |
| A trusted colleague | For support | |
| The Employee Assistance Programme | Online Health Hub 24/7 and confidential counselling support | 0800 783 2808 |
| Human Resources | For advice and support | 01952 383601 HRHelpdesk@telford.gov.uk |
| Health & Safety | Support and advice around risk assessments | 01952 381107 |
| Occupational Health | For advice and support around physical, emotional, mental wellbeing | 01952 383630 |
| Trade Unions | Provision of advice and support | Telford Unison: 01952 567111 Unite the Union: 01902 426434 GMB: Byron.cooke@telford.gov.uk |
| Public Health | Provision of advice and support | Public.Health@telford.gov.uk |
| Family Connect - Children & Families and Adult Safeguarding Team | Provision of advice and support | 01952 385385 01952 676500 (out of hours) |
| Housing Benefits Housing Advice | Provision of advice and support | 01952 383838 01952 381925 |

Regional and National Sources of Support

General:

| Who | How they can help | How to contact |
|--|--|--|
| Police Public Protection Unit (Domestic Abuse Officer) | Support for those experiencing domestic abuse | 01952 214940 01952 214939 |
| Refuge - National Domestic Violence Helpline | Advice for those experiencing domestic abuse and live online chat | Freephone, 24 hour 0808 2000 247 |
| Gov.uk | Advice for those experiencing domestic abuse during the coronavirus outbreak | For immediate help, call 999 |
| Bright Sky app | Spotting signs of domestic abuse, directory of specialist domestic abuse support services and helplines | National Domestic Abuse helpline (Refuge) 0808 2000 247 |
| Shropshire Domestic Abuse Service | Specialist 121 support, advice and guidance for all those experiencing domestic abuse. | 0300 3031191 sdas@shropsdas.org.uk |
| West Mercia Women's Aid | Specialist 24x7 domestic abuse helpline, safety and advocacy advice, peer support | 0800 783 1359 |
| Citizens Advice, Telford & the Wrekin | Advice and support for those experiencing domestic abuse | 01952 567 193 0808 278 7988 |
| Telford Samaritans | Provision of advice and support | 01952 256161 |
| Safe Spaces Locations | Locations (pharmacies and banks) with safe spaces in their consultation rooms for people experiencing domestic abuse | Available online and at a nearby pharmacy |
| Rape Crisis | Specialist support and services for victims and survivors of sexual violence | 0808 802 9999 |
| Women's Aid | Advice and support for women experiencing domestic abuse. | helpline@womensaid.org.uk Live chat (available everyday between 10 am – 6p.m.) |
| 24x7 Domestic Violence Helpline | Confidential support, information, advice and access to refuge or emergency accommodation. | 0800 783 1359 |
| Childline | Advice and support for children & young people | 0800 1111 |
| Power to Change | 12 week programme for women experiencing domestic abuse | 01952 385385 or 01952 381925 |
| Freedom Programme | Provision of advice and support | 01952 947835 |
| Shout for support in a crisis | Advice and support for those experiencing domestic abuse | Text Shout to 85258 |

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| The Hideout | Advice and support for children and young people experiencing domestic abuse | |
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Domestic Abuse against men:

| Who | How they can help | How to contact |
|---|--|----------------|
| The Hood Project | Advice and support for men experiencing domestic abuse | 07890499550 |
| ManKind | Advice and support for men experiencing domestic abuse | 01823 334244 |
| Respect Men's Advice Line | Advice and support for men experiencing domestic abuse | 0808 801 0327 |

Specialist Support:

| Who | How they can help | How to contact |
|---|--|----------------|
| Jewish Women's Aid | Support for Jewish women and children affected by domestic abuse and sexual violence | 0808 801 0500 |
| Muslim Women's Helpline | Free, confidential listening service for Muslim women and girls | 0800 999 5786 |
| Galop | Support services to lesbian, gay, bisexual and trans+ victims/survivors | 0800 999 5428 |

Support for domestic abuse perpetrators and those supporting them:

| Who | How they can help | How to contact |
|-------------------------------------|---|----------------|
| Respect | Anonymous and confidential helpline for men and women who are harming their partners and families. Practical information and advice on domestic violence for perpetrators, the abused, health and social care professionals, and family and friends | 0808 802 4040 |
| Richmond Fellowship | Advice and support for perpetrators of abuse to address their behaviour, and encourage positive behaviour and attitudinal change to reduce the risk of harm to the victim. | 0121 766 6699 |

Support for individuals experiencing Child to Parent Abuse:

| Who | How they can help | How to contact |
|--|---|--|
| Parental Education Growth Support (PEGS) | Free, confidential service for parents experiencing Child to Parent Abuse | hello@pegssupport.com |