

### **What is domestic violence or domestic abuse?**

Both of these terms refer to physical, sexual or emotional violence and abuse or stalking that can go on within families. It can be done by men against women, women against men, and in same sex relationships. Domestic violence or abuse affects the whole family. Children are affected by seeing or hearing it as well as suffering abuse themselves

### **Who can use the service?**

Anyone aged 16yrs and over who is experiencing domestic abuse and who is at risk of serious harm from intimate partners, ex-partners or family members can use the service.

### **Who will know I have used the service?**

The service is confidential. However we may share information with other agencies in order to do as much as possible to keep you and your children safe. We will always ask for your agreement when doing this.

### **What can I expect from the service?**

Our staff (Independent Domestic Violence Advocates or IDVA) will support you. They will assess the level of risk, discuss the range of options and develop safety plans with you. We also work with you to help you take back control of your own life

### **How do I know whether I am at High Risk of harm?**

We ask you questions from a Risk checklist which helps us work out a long term Safety Plan with you.

### **Who else can help?**

Women's Aid, Men's Advice Line, Refuges, Police, GP, Health Visitor, Children's Centre Worker, Social Worker, Probation Officer, Housing Officer or employer can all do their part to help you stay safe.

The following websites have lots of information:

- [www.womensaid.org.uk](http://www.womensaid.org.uk)
- [www.mensadvice.org.uk](http://www.mensadvice.org.uk)
- [www.cheshirewestandchester.gov.uk/domesticabuse](http://www.cheshirewestandchester.gov.uk/domesticabuse)

You have the opportunity of having your situation discussed at MARAC (Multi Agency Risk Assessment Conference). This is a highly confidential meeting where agencies work together to ensure that they have done everything they can to help you stay safe

### **What if I have to go to court to give evidence?**

We can make sure you have the support you need through Witness Services and your IDVA, who can go to court with you

### **How long can I get a service from the DAFSU?**

You would normally have a service for up to 3 months. If you feel you need longer term support and when you are safer we will link you into other support services.

### **What about help for my children?**

Our staff will link you into local specialist services for children

Useful contacts for children:

NSPCC: 0808 800 5000

Childline: 08001111

Children's Safeguarding:

0300 123 7047

(out of hours: 01244 977277)

Parentline: 0808 800 2222

- [www.thehideout.org.uk](http://www.thehideout.org.uk)
- [www.mywell-being.org.uk](http://www.mywell-being.org.uk)
- [www.childline.org.uk](http://www.childline.org.uk)
- [www.familylives.org.uk](http://www.familylives.org.uk)

### **How do I get in touch?**

You can phone us yourself in confidence on **01606 351 375** or any agency can refer you to us.

### **What can I do now to keep safe?**

Always call the police if you are frightened or have been injured.

Work out where you might go to get away from the situation. This could be friends or relatives or a refuge.

Speak to someone you trust so they know what's happening and phone one of the numbers on this leaflet is for help and advice

Tell the children never to get involved directly and talk to them about who to call and where to go if they need help

## The IDVA Charter

These are the principles which guide our work

### Principle 1: SAFETY

Safety of you, your children, and anyone else involved is the highest priority at all times.

### Principle 2: RISK

The focus of the IDVA project is to give a quality service to people at high risk

### Principle 3: DIVERSITY

We support equal access to services. Anyone who needs the service can expect the same quality of service

### Principle 4: DYNAMICS OF DOMESTIC VIOLENCE

We identify the tactics and behaviours that abusive people use to control their partners and work with you to help overcome this

### Principle 5: INDEPENDENCE

We give you independent advice & support. Your needs and feelings are important to us. We help other agencies understand your situation and how to change things for the better

### Principle 6: ACCOUNTABILITY TO STAKEHOLDERS

This means that we have systems to ensure that we can prove we are delivering a quality service

### Principle 7: CO-ORDINATION

We work to make sure that anyone who is supporting you is working together on making you safe

### Principle 8: RESPECT

We make sure that everyone involved is treated with respect.

## Domestic Abuse Family Safety Unit:

01606 351375

### Refuge and Support:

WHAG: 0151 356 4686 or  
email: [chesterreferrals@whag.info](mailto:chesterreferrals@whag.info)  
Cheshire Without Abuse: 01270 250390

Adult Safeguarding: 0300 123 7034  
Children Safeguarding: 0300 123 7047  
(Safeguarding out of hours: 01244 977277)

LGBT Support: 0300 999 5428 or  
0800 999 5428

Men's Advice line: 0808 801 0327

NCDV: (Help with injunctions etc)  
0800 970 2070

Rape and Sexual Abuse Support:  
01244 907710 or 0330 363 0063

Shelterline: 0808 800 4444  
Housing Solutions: 0300 123 2442

Respect: 0808 802 4040 (for those who  
want to change their abusive behaviour)

Cheshire Cares (victim services):  
01606 366 336

'Honour' based Violence  
Karma Nirvana: 0800 5999 247  
Force Marriage Unit: 020 7008 0151

National Stalking Helpline:  
0808 802 0300

## WEST CHESHIRE DOMESTIC ABUSE FAMILY SAFETY UNIT

*Information about who can use  
this service, what it offers and how  
to get in touch*

### What is domestic abuse?

Has your partner or family member:

- Called you names and made you feel bad about yourself?
- Made you afraid by threatening you or your children?
- Behaved violently towards you?
- Stopped you seeing your friends or family?
- Kept you without money?
- Do you feel you could be seriously harmed?
- Followed or texted you constantly?

Phone: **01606 351375**

National 24hr **FREE** Helpline:

**0808 2000 247**

**.....In an emergency 999**

Police: (non-emergency 24 hour) 101

This leaflet can be made available in other  
formats. Tel 01606 351375