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<td><a href="mailto:medwaydaf@aol.com">medwaydaf@aol.com</a></td>
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<td>Kent DA Support &amp; Help</td>
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One Stop Shop

A weekly service is now available in a safe and secure environment in Medway. In one place you will find help from a number of different agencies and professional advice to enable you to make informed choices about housing, legal matters, benefits and more.

This is a drop-in service, open every Tuesday between 0930 and midday at the Sunlight Centre, 105 Richmond Road, Gillingham, ME7 2HL.
May 2012

K-dash

KENT DOMESTIC ABUSE SUPPORT AND HELP

MAIDSTONE, MEDWAY, TONBRIDGE & MALLING

Help line (Mon-Fri 9am-5pm)
Tel: 01622 761146

One Stop Shop Sunlight Centre
(Sat-Sun 9.30am-12pm)
Richmond Road, Gillingham, ME7 1LX

Out of hours (Sat-Sun 10am-2pm)
07961 021 929

We offer help and support for people affected by partners, ex-partners and family members who use frightening and abusive behaviour.

K-dash was created in October 1997 and is founded on well researched practices for effective intervention in relationships experiencing domestic abuse.

We provide the following services:

- Full risk assessment and safety planning based on risk level and personal circumstances for every client
- Represent our clients at Multi Agency Public Protection Panels and Multi Agency Risk Assessment Conferences
- Advice and support through criminal and civil law processes (including securing emergency injunctions)
- Information and advice through child protection, child in need, care proceedings and child contact processes
- Assist and secure safe alternative accommodation when required (including refuge) or ensuring homes are made safe and secure for clients to remain in their own homes.
- Support women and children through group work
- Training and advice on domestic abuse and its impact
MALE VICTIMS

Are you a man suffering from Domestic Abuse? Has someone suggested you may be? Would you like advice??

Domestic Abuse is the physical, emotional, sexual or mental abuse of one person by another with whom they have or have had an intimate relationship.

Domestic Abuse can also include family members.

Domestic Abuse is rarely a one off event. It tends to escalate in frequency and severity over time and can incorporate a range of behaviour.

Male victims of abuse are entitled to the same support and action as any female victim. All victims are entitled to support and assistance.

Men’s Advice Line

Call on freephone number 0808 801 0327 - free from landlines and mobile phones. We are open:

Monday - Friday 10am-1pm and 2pm-5pm

If the lines are busy or if you are calling outside of those hours, please leave a message with your name and a safe number and we will call you back within two working days. You can also email us: info@mensadviseline.org.uk and we will reply within two working days. We aim to speak to at least 50% of all callers aiming to access the Men's Advice Line every month.
SANCTUARY SCHEME

Staying Put, Staying Safe partnership working with Medway Council and In Touch

Often leaving home is the last resort to escape a violent relationship and you might feel you have no choice but to flee your home. But you do have a choice! We can make you feel safer and your home more secure, so you can stay in your own home.

Under the ‘Sanctuary Scheme’ we can consider installing a number of measures to secure your home and improve your personal security. These range from a simple change of lock or carrying out a home security assessment and installing additional equipment. You don’t need to leave your home because of violence; we may be able to make it a safer place to live.

Who is eligible?

The Sanctuary Scheme is for people at risk of homelessness, it is voluntary and open to;
- council tenants
- private sector tenants* Landlords’ consent is required to fit additional security.
- owner-occupiers
- housing association tenants

It must be your home address that has the security measures fitted. You can approach us directly through the Homeless Persons’ Unit, the Housing Advice Centre or be referred by a support agency, such as the police or Women’s Aid. Your individual needs will then be assessed by experienced staff to ascertain if you are eligible for the scheme.

Additional support

We will work with you and other agencies, such as the police, social services and Women’s Aid, to provide ongoing support if you are returning to your home under the scheme.

Contact: MEDWAY COUNCIL HOUSING SERVICES 01634 333600
Shelter provides free, impartial advice and advocacy on homelessness, rent and mortgage arrears, repossessions, housing benefit, landlord and tenant disputes, harassment, illegal eviction, disrepair, other housing problems, Debt (including Debt Relief Orders & Bankruptcy), and Welfare Benefits.

Advice in Person

Advice Centre
12-16 Ordnance Street, Chatham,
ME4 6SL

Please telephone for an appointment or Drop in for details of our services.

Telephone Advice - 0344 515 1740

Mon-Fri 9.00am - 5.00pm

Outside these hours please leave a message on the answering machine, or if your problem is an emergency telephone Shelter’s free, national housing helpline* on 0808 800 4444 which is open between 8am and 8pm.

We use the Language Line translation service, which enables people whose first language is not English to speak to our housing advisers. For this service please telephone 0344 515 1740 or visit the Centre.

www.shelter.org.uk

Registered charity number 263710

July 2012
LEGAL ASSISTANCE
WHAT CAN YOUR SOLICITOR DO FOR YOU?

You will need to meet with a solicitor either at their office or at a location convenient to you to establish if you are eligible for public funding or to discuss and agree costs with you in the event that you are not eligible. After that your solicitor will obtain full instructions from you and will be able to advise you by telephone or during further face to face meetings.

Your solicitor can help you to decide whether to take your partner to court for a non-molestation order or an occupation order and will explain the procedure to you. Your solicitor can go to court with you or arrange for another lawyer to go with you.

Your partner may be present at some of the court hearings.

Breach of an injunction is a criminal offence and your partner can be sentenced to a term of imprisonment or some other form of punishment.

Your solicitor can also advise you about separating from your partner, and how to achieve a separation if your partner wants you to stay with them.

If you are married, your solicitor can advise you about getting a divorce.

Letters can be sent on your behalf to your partner or their solicitor. Your solicitor can also write on your behalf to organisations that you need deal with and advise you about other matters which may need to be resolved as a result of your separation or divorce.

There is a local firm in Medway who are able to offer the above support and advice. There are few firms who currently offer public funding but DSD Solicitors can assist.

CONTACT: 01634 852700 or 01634 821110
DSD Law CK Law
sfoster@dsdlaw.co.uk sophie.sykes@ck-law.co.uk

May 2012
KARMA NIRVANA

Providing practical and emotional support to all victims and survivors of forced marriage and honour based abuse.

- Do you know someone who is being forced to marry against their will?

- Are you feeling pressured to enter a marriage that you are not sure about?

- Are you worried that you will let your family down if you say no?

- Do you fear you may bring SHAME on your family?

If you have answered YES or would like to talk to one of our call handlers in confidence, please contact Karma Nirvana on the Honour Network Helpline:

0800 5999 247
www.karmanirvana.org.uk

Other useful contact details:

Forced Marriage Unit: 0207 008 0151

Iranian and Kurdish Womens Rights Organisation: 0207 920 6460

Sojourner Project (No Recourse to Public Funds): 0207 840 7147
Initial access is by telephone, or there are a limited number of drop-in assessments available.

The main office is in Gillingham:
Medway Citizens Advice Bureau
3rd Floor, 37-39 Balmoral Road
Gillingham
Kent ME7 4PF

**Domestic Abuse Helpline**
Monday to Friday 9am-5pm
Based at the Gillingham office, phone **01634 383765. This is a dedicated number for Domestic Abuse only. No other advice is available.**

**General help**

- Phone **01634 383760, Monday to Friday from 9.30am for an assessment time**
- Drop-in at the Medway Citizens Advice Bureau, Third Floor, Kingsley House, 37-39 Balmoral Road, Gillingham (please arrive for 9am for an assessment time)
- E-mail us on advice-medwaycab@hotmail.co.uk
- Live Chat via a link from our website www.medwayadvice.org.uk (available from Monday-Wednesday 11am-1pm).
- Visit [www.medwayadvice.org.uk](http://www.medwayadvice.org.uk)
- Self-help information centre available at Kingsley House between 9.30am to 4.45pm Monday to Friday
- Write to us on the above address
- Call at reception on the third floor for information and leaflets

Medway Citizens Advice Bureau offers assessment session at various Outreach locations throughout Medway. Call us on **01634 383760** to find out where your nearest Outreach is held.

**Debt and Housing Helpline**

- Monday to Friday 9.30am-4.30pm
  Phone **01634 383760**

  The service is free, confidential, independent and impartial and is offered to anyone regardless of race, gender, age, sexuality and disability or income level.

June 2012
If you are experiencing domestic abuse from a current or former partner you have a right to leave home and are entitled to emergency temporary accommodation in a refuge.

- Refuges accommodate women and children who escape their homes from Domestic Abuse.

- You will be expected to move from your home town to a refuge in another area for safety reasons.

- Facilities: There are some refuges which provide self contained units with shared communal areas. Others provide fully shared communal facilities consisting of bathroom, lounge and kitchen where you will be provided with your own room.

- Referrals: Refuge staff will be required to complete a referral application with you usually over the phone. The majority of refuges will not accept anyone with a history of violence or arson or women with no recourse to public funds.

- Depending on the setting some refuges will only accommodate boys up to the ages of 15 years. Each refuge will have facilities for children and links to health visitors, nurseries and schools.

- Support: Once in refuge you will be allocated a support worker who will listen to and support you with anything you need including information on benefit claims, parenting and life skills for example.

- Rules: Each refuge will have their own set of house rules; the main one being that no male visitors are allowed on or around the premises.

- Moving On: You will be supported with moving on to permanent accommodation as refuges work closely with the council and will assist you with the moving on process. You may choose to apply to any area to settle regardless of local connection.

If you require refuge space call the Dove Project on 01702 300 006 or 01702 302 333 for vacancies in Kent, Essex and Sussex (a.m. only) or Women’s Aid on 0808 200 0247 for vacancies in the UK (available 24 hours a day).

May 2012
Ravi – Asian Women’s Refuge

For women and children experiencing domestic violence including abuse by other family members, forced marriage and elder abuse. Aims to have 100% Asian women but we do not turn other women away if there is space available. Specialist services for Muslim, Hindu and Sikh women.

Support offered in refuge:

Staff offer advocacy, information and support including benefits advice, life and parenting skills, health education and legal support. Practical help, help with safety and home security and community or social alarms. Access to local resources and good networks for immigration and legal matters. Support plus advice & advocacy on housing, budgeting, accessing schools, health services and employment services for women with English as a second language.

Languages

Staff speak Hindi, Malay, Punjabi, Tamil and Urdu.

Access to interpreters

The telephone Number is confidential, but can be obtained via Police, Social Services, Health Services and Housing.

Ravi Refuge can also be contacted through the following domestic violence helplines:

Dove Project: 01702 302 333

National Domestic Violence Helpline: 0808 2000 247 (24 hours)
www.refuge.org.uk
Health Visiting Teams in Medway

Health Visiting teams in Medway are made up of qualified health visitors who lead teams that include registered general nurses, registered paediatric nurses, nursery nurses and experienced administrators. They provide a service, working in partnership with clients, professional groups and voluntary organisations to improve the health of individuals, families and communities.

The wide range of skills available within the health visiting teams enable them to contribute to many other services. However health visitors are highly skilled within the child and public health sectors therefore these skills are focused on areas where they can have most impact. In addition there are also specialist teams, which include health visitors, working with young parents.

The aim of the health visiting service is to assess the health needs of clients and with them plan and implement the way forward. With this aim in mind health visitors offer a visit to all families when there is a new child in the family.

- From the moment the midwife discharges you until your child starts school, the service can provide support and information to help you. We advise on many family health topics, not just those relating to children. Your health visiting team can initiate one to one help over a short period, helping you over difficulties you may experience as you learn what it means to be a parent. Teams can be contacted during office hours but also have message taking services at other times.

Where can they be contacted?

Health Visiting Teams are based in the community and can be contacted as follows (only larger bases detailed, they can put you in touch with other local clinics):

For Gillingham:
Balmoral Community Healthy Living Centre
Balmoral Gardens
Gillingham Kent ME7 OPB
01634 334964

For Chatham:
Lordswood Healthy Living Centre
Sultan Road
Lordswood
Chatham ME5 8TJ
01634 337523

For Strood:
Keystone Centre
Gun Lane
Strood, Rochester Kent ME2 4UI
01634 717755

For Rochester:
Rochester Healthy Living Centre
Delce Road
Rochester
Kent ME1 2EL
01634 334629

For Rainham:
Rainham Healthy Living Centre
103-107 High Street Rainham ME8 8AA
01634 337698

May 2012
Medway Council
Children’s Services

We can offer support to children and families who are or have been living with domestic abuse

The emotional impact of domestic violence on the victim and children can be enormous and your local children’s services can help support families who have been or are living in these circumstances.

A social worker can assess your child’s needs and offer help with practical support, counselling or therapy. If the social worker is unable to provide you with the help needed, he/she will usually be able to offer you advice and support in approaching other agencies that can help you. Children’s Services can also provide you with information about childminders, playgroups and nurseries, self-help groups and counselling services.

A social worker will understand that your problems may be of a very personal nature, and any information you give us will always be treated in strictest confidence. You can also have a friend or relative with you whenever you talk to staff. If you are unable to contact us yourself, you can ask someone else to do it for you.

We are here to help you and we won’t judge you because you have been a victim of domestic violence. We know that just like most families you want the best for your children. Please contact us and we will do our best to get you the help you need.

How to contact us:

Contact: Medway Children’s Services
Telephone Number: 01634 334466
Out of office Hours: 08457 626777

Domestic Abuse – Don’t put up with it, we can help
SURE START CHILDREN’S CENTRES - MEDWAY

Children’s centres bring together early education, health and maternity services and are places that provide information and support to families with young children. They are also great places to meet new people. The sorts of services you may find in the 19 centres across Medway are:

- Drop in sessions for parents and children – play activities, music, story time and much more
- Ante natal classes and baby clinics
- Information and advice about breastfeeding, parenting and speech and language
- Services for children with special needs and disabilities
- High quality early education and childcare for children from birth to five years old, available in hours to suit working parents – at the Centre or in the local community
- Links to local schools and holiday play schemes
- Encouragement and support for parents thinking about training or finding a new job.

All Saint’s Children’s Centre
Magpie Hall Road, Chatham 338833

Bligh Children’s Centre
Bligh Way, Strood 336220

Brompton Children’s Centre
Brompton Westbrook Primary School
Brompton 844152

Burnt Oak Children’s Centre
Burnt Oak Primary School, Gillingham 334344

Gun Lane Children’s Centre
All Faith’s Community School, Strood 717115

Hand in Hand Children’s Centre
Twydall Infant School, Gillingham 365985

Kingfisher Children’s Centre
Kingfisher Primary School, Walderslade 335850

Lordswood Children’s Centre
Lordswood Infant School, Lordswood 333670

Oaklands Children’s Centre
Oaklands Infant School, Walderslade 333820

Saxon Way Children’s Centre
Saxon Way Primary School, Gillingham 852320

St Margaret’s at Troy Town
St Margaret’s at Troy Town Primary
Children’s Centre
School, Rochester 843843

St James’ Children’s Centre
St James’ Primary School, Isle of Grain 270341

Temple Mill Children’s Centre
Temple Mill Primary School, Strood 338200

Wayfield Children’s Centre
Wayfield Primary School, Chatham 336350

Woodlands Children’s Centre
Woodlands Primary School, Gillingham 338370

Riverside Children’s Centre
Riverside Primary School, Rainham 338700

Delce Children’s Centre
Delce Infant School, Rochester 844127

Deanwood Children’s Centre
Deanwood Primary School, Parkwood 231901

Miers Court Children’s Centre
Miers Court Primary School, Rainham 236974

For further information about Sure Start Children’s Centres in Medway please call the Family Information Service on 01634 335566

March 2012
Freedom Programme

A programme for women

The Freedom Programme is a nationally recognised, twelve-week programme, which offers women an insight into abusive behaviour and its effects on the family. It is for women who have experienced or are experiencing all aspects of Domestic Abuse.

The aims of the programme are:

- To help women understand the beliefs held by abusive men and how those affect women.
- To understand the effects of domestic abuse on women and children.
- To help women recognise potentially abusive partners in the future.
- To help women gain self-esteem and the confidence to improve the quality of their lives.
- To introduce women to the community resources available.

For more information or to make a referral please telephone 07896 515321 or 01634 338848

or e-mail freedomprogramme@medway.gov.uk

Please note that attendance on any programme is the woman’s choice.
Kent Police

Medway Police- How can we help?

If you or someone you know is the victim of Domestic Abuse.

Medway Police will deal promptly and positively with any domestic violence incident that they are called to attend in an emergency.

Medway Police can provide details of agencies who will assist you whatever your situation. You will be required to answer questions around your situation so that a safety plan can be tailored to suit your circumstances.

Where it is necessary, the person responsible for the violence can be arrested. Officers will try to assist you to take action that will protect you from further abuse in this case.

Medway Police work closely with other local agencies and can liaise to assist you to get the support you need.

What to do if you need help

In an emergency always dial 999

Otherwise contact the Medway Police by dialling 101

You can ask Police to:

- Attend in an emergency via the 999 system.
- Talk to you separately from the abuser.
- Arrest the abuser when there is sufficient evidence of a crime.

General police station enquiry line 101

Medway Police Station
Eastbridge
Purser Way
Gillingham
Kent ME7 1NE
The Crown Prosecution Service advises the Police on cases for possible prosecution and prosecutes people who have been charged with a criminal offence.

We regard domestic violence as particularly serious. Victims know and often live with or have lived with their abuser. Moreover, there is often a continuing threat to the victim’s safety and, in the worst cases the victim’s life and the lives of others may be at risk.

When we are deciding to prosecute, we have to consider whether there is sufficient evidence to provide a realistic prospect of conviction and if it is in the public interest to do so. This is done by reviewing each case against the Code for Crown Prosecutors. The Code gives guidance on the principles to be applied when making decisions about prosecutions.

The safety of the victim, children and any other person at risk will be priority for us. We, along with every other criminal justice agency, have a responsibility to treat victims and witnesses as individuals.

However, the decision to prosecute a case is our responsibility, not that of the victim. Each case is looked at impartially and objectively and with many factors taken into consideration. We understand that there are occasions when the victim will withdraw the complaint and the CPS will think very carefully about the interests of the victim before proceeding.

If you would like to know more about the CPS or would like a copies of either the Code for Crown Prosecutors or our Policy for Prosecuting Domestic Violence cases please contact us at:

The Crown Prosecution Service, Priory Gate, 29 Union Street, Maidstone, Kent ME14 1PT
Tel: 01622 356300

www.cps.gov.uk
Victim Support is an independent national charity, with specifically trained volunteers working in the community with a central administration office in Ashford. After initial contact by Victim Care Officers, volunteers contact victims of crime (including Domestic Violence victims) to offer free, confidential support and information.

Volunteers from Victim Support are specially trained to help victims of domestic abuse and may arrange to meet the victim away from the home address at a safe time and place, so that they can discuss their options. People are referred to Victim Support by the police and other organisations or can make direct contact themselves.

Volunteers offer the opportunity:

- to talk and acknowledge what is happening.
- to talk safely about feelings in confidence
- to be given the opportunity to recognise that they are not to blame.
- that no one deserves to be assaulted, humiliated or abused by a partner or a family member.
- help seeking the support that is available, together with emotional support

Volunteers help with:

- crisis planning
- putting people in touch with agencies who can help find a safe place for them and their children
- contacting housing authorities and many other agencies

Telephone Number: 0845 3899 528

National helpline: 0845 30 30 900

Email: vs.kent@victimsupport.org.uk

The service we offer is both free and confidential
Sunlight Development Trust (SDT) is a registered charity using a range of community development approaches and practice to tackle long standing health and social inequalities. We do this in partnership with local agencies, local businesses and most importantly people and their communities. The base for Sunlight Development Trust is the sunlight centre in Richmond Road, Gillingham and the involvement of local people and groups is an essential part of the way we work.

The centre includes a welcoming community café which is open to all. Enjoy a drink or snack in the café and find out about all the other services at the centre. These include internet access on the computers based in the café area, a GP surgery, pharmacy, Radio Sunlight (a community radio station), breast feeding support group, bereavement counselling, housing and debt legal advice, Health and Lifestyle Team (1-1 and/or group support to assist you with health and lifestyle choices/changes), Sunlight recordio studio and more. Many of the services are at no cost to community members. The One Stop Shop service is based at the sunlight centre.

We work across Medway communities and nobody is excluded. If what you’re looking for is not here we will be able to point you in the right direction.

**Sunlight Centre, 105 Richmond Road, Gillingham, Kent. ME7 2HL**

Tel: 01634 338600

Fax: 01634 338603

www.sunlighttrust.org.uk
Family Mediation

Family Mediation is a service for couples, parents and families involved at any stage of separation or divorce. It is a way to consider and resolve issues which may arise following the end of a relationship, such as future living or parenting arrangements, property and finance. We can also help grandparents in respect of contact with their grandchildren.

We provide an initial meeting, usually together, to see whether mediation may offer you a way forward. This would then be followed by a series of joint meetings, if there is mutual consent to proceed. We offer:

- an impartial, trained mediator,
- the opportunity to remain in charge of your own decisions,
- a comprehensive statement of any proposals reached,
- respect for all concerned.

We will not judge you or your family, take sides, offer advice or talk to other people about what you tell us (unless children are at risk of significant harm).

Established in 1983, Kent Family Mediation is a non-profit making, registered charity. We are able to offer appointments at venues across Kent.

For more information please contact us at:

Kent Family Mediation Service 1 London Road, Sittingbourne, Kent, ME10 1NQ.

Tel: 01795 410457, Fax 01795 438943,
e-mail: contact@kentfms.co.uk
or visit our website at www.kentfms.co.uk
Our priorities for those people contacting us with experience of domestic violence and abuse are to:

- Increase the safety of victim / survivors and their children.
- Prevent domestic violence occurring / re-occurring.
- Help abusers to be accountable for their abusive behaviour.

We undertake an initial assessment of risk and safety before deciding whether couple counselling is suitable.

Where both partners agree to a non-violence contract with the counsellor, this will be reviewed at each session. If the couple are unable to work within the safety plan and domestic violence continues, then the counselling contract ends.

Victims may present alone and the counsellor’s work will focus on the victim’s safety and the safety of any children within the relationship.

To make an appointment for Counselling contact 01634 846914 or find out more at:

www.relatenorthkent.org.uk
The Witness Service provides a service for witnesses attending either the Crown Court or Magistrates Court to give evidence.

Appearing at court is often an unfamiliar experience and victims/witnesses may be unsure about what to expect. The Witness Service at the court has trained volunteers who would be glad to offer friendly guidance and support. The service is free and confidential. We can offer victims/witnesses and their family and friends:

- The opportunity to talk to someone in confidence (but not about the evidence)
- A pre-trial familiarization visit to the court and, where possible, an informative visit to the courtroom
- Information on court layout and procedures
- A quiet place to wait during their time in the court building
- Someone to accompany them in the courtroom if staff resources allow and the court permits
- Practical help, eg assistance with expense forms
- Access to those in a position to answer specific questions about their case
- An opportunity to talk about the experience of giving evidence following the case

Support is offered to prosecution and defence witnesses including victim witnesses and victims who may not be called as witnesses but attend court. Also, families and friends of victims and witnesses, professionals accompanying witnesses (e.g. teachers and social workers), Police Officers etc. Support is available before and on the day of the trial. Support is not available for defendants, nor are we yet able to support anyone at the County Court or Family Court. Victim Support cannot act as an Appropriate Adult.

Contact: Julie Davies, Manager
Witness Service - Medway Magistrates Court

Telephone and fax no: 01634 815779
Email: julie.davies@victimsupport.org.uk

May 2012
Medway Substance Misuse

Medway Substance Misuse Care Management team is based at Medway Council, Gun Wharf, Dock Road, Chatham.

Services offered:

- A comprehensive assessment for care management
- Support and advice to individuals when appropriate
- Support for people living with substance misuse problems, living in the community. This may include liaising with agencies who provide detox.
- Assessment, and where appropriate, funding for community or residential rehabilitation.
- Support through the rehabilitation and resettlement process.
- Working with people to reduce the risk of harm to themselves and others.
- General advocacy and support with social/practical difficulties.
- Joint work with other service agencies/professionals.
- Follow up and referral to other services where appropriate.
- Work with other agencies in providing a service to individuals who may have additional difficulties in addition to their substance misuse.
- Telephone advice via a duty worker on Wednesdays between 1 p.m. and 5 p.m.
- Provision of advice and information to other agencies.

We work with individuals between 18 and 64 years of age who wish to achieve abstinence.

Contact: **01634 337216/7**.
“Delivering excellent services to support your way of life”

The West Kent Lifeways team provides housing related support to around 250 clients across the Medway towns. We are based in Medway and are funded by a government grant called Supporting People. We can support tenants in the private sector, housing association and Medway Council tenants or owner occupiers.

We provide assistance in any of the following areas:

- Claiming benefits
- Managing debts
- Budgeting
- Managing tenancies
- Homelessness
- Dealing with correspondence
- Liaising with other agencies

Gateway is the new system for accessing Supporting People Services in Medway. If you wish to make a referral to Lifeways – please email: supportedhousing@medway.gov.uk

You will receive a return email with log-in details for the new Medway Council Gateway system. You will then be able to make your referral.

If you do not have access to email, please contact 01634 333561.

For more information on the services Lifeways provide, contact:

Tel: 01732 749484  
Email: lifeways@wkha.org.uk  
Website: www.westkent.org.uk
Place2Be works inside schools to provide emotional support and nurture troubled children. By giving children the chance to explore their problems through talking, creative work and play, we enable them to cope now and make better-informed decisions about their lives and help prevent more serious mental health and behavioural problems in later life. When children are happier and less preoccupied with problems, they find it easier to learn and their educational chances are enhanced.

**A Place for Parents**
We also have a dedicated parent service - A Place for Parents – which is open to all mothers, fathers, grandparents and carers whose children are being supported by Place2Be in one of the nine Place2Be schools in Medway, and in hundreds of schools nationwide.

It provides a safe space within school where parents can work with an experienced professional to explore and express their own thoughts and feelings.

Typical issues include lack of self-confidence or self esteem, doubts about being a 'good enough' parent, bereavement, and mental health issues such as depression, drinking problems, and moving on from domestic violence. The service is free and confidential, and acts quickly.

**How families benefit**
Our aim is for parents to become more self-aware, to gain in confidence and to develop ways of coping.

This makes them more at ease in their parenting roles and better able to develop positive and supportive relationships with their children.

To find out if we work in your child's school, call us on 0207 923 5500 or visit [www.place2be.org.uk](http://www.place2be.org.uk)
The Family NOW is a programme for families who have been exposed to domestic violence. It focuses on how domestic violence can affect families and relationships both within the family and the outside world. It will support and develop further understanding of the role of parenting and address developmental and emotional needs of children and young people who have lived with domestic violence. The programme will also provide families with better ways of resolving conflict.

**What are its aims?**

- To raise awareness of domestic abuse and how it may have affected parenting.
- To offer an opportunity to repair and nurture attachments within families where there has been domestic abuse.
- To develop emotional understanding of the behaviour of children and young people.
- To develop parenting techniques that promote healthy and non-violent relationships.
- To help families to resolve conflict in a non-threatening and collaborative way.

**Open to anyone affected by domestic violence**

- Domestic Abuse Services
- Social Services
- G.Ps
- Therapeutic Services
- Local Authorities
- Schools
- Childcare Agencies

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**01227 452852**  
Open Monday - Friday 9am-5pm  
info@risingsunkent.com  
www.risingsunkent.com  
24 Hour Domestic Violence Helpline  
**0800 917 1414**

The programme runs as 12 x 2 hour sessions. Pricing may vary depending on group size, duration and location. Please contact us for more information on the delivery of this programme.

May 2012
Medway and Swale Advocacy Partnerships ("MSAP") is an Advocacy charity for sufferers of mental ill health based in Strood and serving the communities of the Medway and Swale local authority areas. We aim to speak up alongside and on behalf of our clients promoting social inclusion, equality, social justice and solidarity.

Our service is free, confidential and independent of statutory services. We listen, understand and explain options on a variety of issues from welfare benefit entitlement to accessing mental health services. We have a team member dedicated to delivering a service to black and minority ethnic communities.

If you or someone you know has experienced mental distress as a consequence of domestic abuse please contact us. We can support you at every step of the way.

If you would like to find out more about our service please call the office on 01634 713739 between 8.30am-4.30pm Monday-Friday or email us on medway.swale.msap@gmail.com. We offer appointments at locations which are convenient to both parties.

We can speak up for you if you feel your voice isn’t being heard, we can help you get your rights respected and access to those services to which you are entitled.
The Community Domestic Abuse Perpetrator Programme aims to prevent abuse and promote the safety of women and children by offering support to men who want to change their behaviour.

The 27-week evening programme focuses on the intentions, beliefs and effects underpinning domestic abuse, including learning strategies for overcoming abusive and controlling behaviour. Partners of participants are supported throughout the programme.

The programme is available in the Kent area. People are able to self-refer by contacting the project directly.

**Telephone:**
07933 359 210

**Email Address:** cdap@stgilestrust.org.uk

**Website:**
Other Useful Contact Numbers

Age UK Advice Line – 0800 917 5303

Broken Rainbow – 0845 260 4460 (www.brokenrainbow.org.uk)
Service for lesbian, gay, bisexual and transgender people experiencing domestic abuse.

BT Advice Line – Malicious calls – www.bt.com/unwantedcalls
BT Nuisance Call Advisory Bureau – 0800 661 441

Community Legal Advice – 0845 345 4 345
A free and confidential advice service paid for by Legal Aid

Family Information Service – 01634 335566
Signposting to Children’s Centres for help and advice for parents of under-5’s in Medway

National Domestic Violence Helpline – 0808 2000 247 (24hrs)

National Centre for Domestic Violence – 0844 8044 999
A charity that specialises in providing legal assistance to obtain injunctions

National Stalking Helpline – 0808 802 0300
The National Stalking Helpline provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking.
9.30 – 16.00 Weekdays (except Wednesdays 13.00 – 16.00)

Racial Incidents Reporting Line – 0800 138 1624

The Respect Phoneline – 0808 802 4040
Provides information and advice to perpetrators of Domestic Abuse and to victims and professionals

SAMARITANS – 01634 730981
08457 909090 National link line number
Someone to talk to 24 hours a day

SHELTERLINE – 0808 800 4444
Emergency access to refuge services or housing advice

May 2012