

Useful numbers

GreenSquare	01249 465465
Out of hours referrals can also be made on this number	
Women's Aid Helpline (24hrs)	0808 200 0247
Wiltshire Domestic Abuse Support Services	01225 775276
Police (non-emergency)	101
Police emergency	999
Social Services (emergency duty service)	0845 607 0888
Wiltshire Council	0300 456 0100

Can you help?

They may not want to leave, but are unsure about their options. They might just want to talk to another person about their situation. They may need someone to make a call for them.

Can you do this?

Referral process and criteria

As part of the referral process an individual's circumstances will be assessed to establish if the service can meet their support needs.

- Referrals can be made by any agency / professional or by the woman herself.
- Women referred must be at risk of domestic abuse from either a partner, ex-partner or family member, and have no access to any other safe accommodation.
- Referrals where there is no recourse to public funds will be considered dependent on funding available for accommodation and sustenance.
- Families with a male child up to the age of 16 years will be considered.



If you would like to have any part of this document explained or translated, or in a different format such as in larger print, in braille or on audio tape, please phone 01249 465465 to discuss your needs.



Support services
Methuen Park
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in partnership with



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A place of safety

Refuge Support Service

Short-term emergency accommodation for women, with or without children, who are fleeing domestic abuse.

What is domestic abuse?

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- psychological and emotional
- physical and sexual
- financial

Who we are

North Wiltshire Women's Refuge is a service offering support to both single women and women with children who are fleeing domestic abuse.

The service operates as part of GreenSquare's Support Services.

The support offered is accommodation based and is provided in two locations.

What we do

We work with both families and individuals in crisis to enable them to gain and maintain personal safety and have control of their situation.

How do we do this

- Assess the risks.
- Safety and support planning.
- Multi-agency working.

Areas of support covered

HOUSING

- Assisting in planned safe return.
- Assisting with dual housing benefit / suspended benefit / benefit overpayments / discretionary payments.
- Assisting with rent arrears.
- Liaising with both social and private landlords.
- Supporting homelessness applications.

BENEFITS

- Maximising income.

LEGAL OPTIONS

- Providing information on options available to promote safety of women and children.

SIGNPOSTING

- Identifying other agencies that can support women and families impacted by domestic abuse.

Are they choosing refuge?

ENCOURAGE PLANNING IF POSSIBLE

Useful information to collect:

- Identification / for yourself and children if applicable
- National insurance number
- Proof of income / benefits
- Bank details / cards / cheque book
- Money
- Medication
- Spare keys to your property
- Any log numbers relating to incidents

ADVISE YOUR CLIENT NOT TO DISCLOSE THEIR PLANS FOR LEAVING TO THE PERPETRATOR

Encourage them to find a safe place to keep the information and personal items that they need.

Suggest that there might be someone who they can trust to look after this until they leave.