



Pathway Project

**DOMESTIC VIOLENCE SERVICE
INFORMATION PACK**

**24 HOUR TELEPHONE HELPLINE -
01543 676800**

OR

EMAIL - talktoeve.pathway@virgin.net

PATHWAY INFORMATION PACK

This pack is aimed at providing agencies with a resource to use with women and children who are suffering domestic violence and abuse.

The pack outlines how the services work, what we have to offer and how to refer to us.

Please feel free to show the information and the photos to women who are considering seeking our help.

REFERRAL CRITERIA

We support women who need help with issues of domestic violence. Our definition of domestic violence is any abuse which takes place in the family environment or from a current or former partner wherever the abuse takes place. This means that whilst we support mainly women suffering abuse from their partners it can and does include women suffering abuse from parents, older children, other family members, same sex partners and even neighbours. We accept women from 16 (with funding) and have no upper age limit.

Women can access our services whether they have children or not. We have an upper age limit on boys over 14 in our accommodation. We also have to do a risk assessment before taking women and may not be able to accept women with severe mental health issues, on-going drug or alcohol issues. We will consider women who are addressing their drug or alcohol issues through a structured programme, on a case by case basis.

We will work with any woman who needs support through our Floating Support Services, and will endeavour to find safe accommodation for any woman who seeks our help. This may not always be within the refuge system, if this is not an appropriate way to address the woman's issues.

We keep a waiting list of people at each refuge and will endeavour to take women as quickly as possible. When a room becomes available we offer it to women on our waiting list, in date order, but if an emergency call comes in we will give this priority, since the woman will be in a more dangerous situation.

PATHWAY PROJECT SERVICE LIST AND DESCRIPTION

Pathway Project offer a safe place where any woman who is being abused by a partner – whether physically or emotionally – can find a breathing space while she decides what she wants to do. We also offer a range of services for women and their children and these include the following:

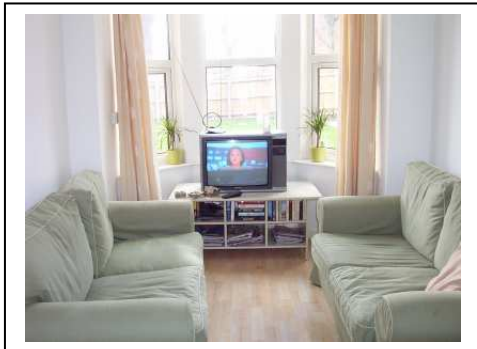
ACCOMMODATION – we have refuge accommodation in Burntwood and Tamworth, and Lichfield. The accommodation in Burntwood is 5 bed sitting rooms and women share a lounge, laundry and showers and toilets.



The accommodation in Tamworth for 6 families is more of a relaxed family environment. Families have their own bedrooms but share kitchen, lounge and bathroom facilities.



The accommodation in Lichfield is larger, with 14 family units. The rooms are bed sitting rooms and there are shared lounges, a playroom, laundry and bathroom facilities.



RESETTLEMENT – we support women and children when they leave the refuge, and while they settle back into the community. We are happy to welcome women back to visit us during office hours, to take part in our groups, and to access our Floating Support Service.

CHILDREN’S SERVICES – we have a children’s worker who does therapeutic play with the children, accesses services in the community, and works across all three refuges to provide a service to all of our children. We also have a Parenting Support Worker who will run parenting groups and provide intensive parenting support to women who are in need of this help.



PARENTING SUPPORT – we are able to support women with their parenting as we have a Parenting Support Worker. She will work with the whole family to help them to build and develop good family relationships, and address any issues they have. She is also able to provide counselling support to the children.



SPECIALIST SUPPORT WORKER – we have a worker whose role is to work with women with additional support needs. This will include women who have mental health issues, substance abuse issues or any needs due to disability, health problems or learning difficulties.



COUNSELLING – an initial assessment interview will be arranged through the office or helpline and then counselling can be arranged as needed. Our counsellors can look at working with short term issues such as panic attacks and coping with anxiety. We can also work with longer term issues and provide support with issues such as self esteem, abuse and life issues.

EARLY INTERVENTION –This service is aimed at providing support in a short term crisis situation. The worker visits women who have recently experienced an incident of abuse, and helps them to deal with the immediate practical issues, to access long term support and to signpost to other agencies where necessary.

24 HOUR HELPLINE – 01543 676800 or talktoeve.pathway@virgin.net

This is a confidential service that offers help, advice, information and support to those suffering domestic abuse. The helpline is able to be used as an emergency referral line or for longer term support. The helpline operates through the refuges during office hours and through a team of volunteers for some of the out of hour's sessions.

Callers receive the same level of service throughout the day, evening or night. The service is always a person – never an automated response or answering service. We are not able to help immediately if someone calls who does not have English as a first language, but we do have access to some languages by arrangement. We are also able to give numbers for specialist helplines. Similarly we do not currently have facilities for callers who are hard of hearing but we can give them a mobile number to text, communicate with them via e-mail on talktoeve.pathway@virgin.net, or set up an appointment with one of our staff who has basic signing skills.



LIFESKILLS TRAINING – this is a training programme which helps to build self confidence and to encourage skills in all aspects of life from benefits, re-training and applying for jobs, to first aid, safety, shopping and budgeting. The training can be used as a confidence builder to encourage life long learning, or as a stand alone training to help with immediate needs.



OUTINGS – we arrange trips and social events for the residents and other service users to attend. These are very helpful in encouraging families to begin to experience family life, and to build up friendships with other people in the same circumstances.

FLOATING SUPPORT – we can arrange to provide support to women through meetings with a floating support worker – offering information and advocacy as well as support. This service means that we are able to work with many more women than we could through the refuges. Our Floating Support Worker will meet women in their own homes if safety is not an issue or at a convenient venue if this is not possible.



SELF HELP GROUP – this is peer group counselling in a programme of six workshops aimed at challenging pre-conceived ideas about domestic abuse and acceptance of violence. It empowers women to move on in their lives. The programme has made a life changing difference to many women in helping them to make decisions about their futures.

SUPPORT GROUP - a weekly group of fun, crafts and other stimulating events, aimed at building self esteem and giving women an opportunity to meet together. This group is open to women who have suffered abuse, whether or not they choose to access any other services. For women who simply want to meet others in the same situation this is a useful service.

WEBSITE - our website offers information and links to other sites, as well as to our e-mail address. Women may prefer to contact us in this way to protect their anonymity – on www.pathway-project.co.uk



Any of our services can be accessed by contacting our Burntwood office on 01543 686300
or Lichfield Office on 01543 261890



REFERRAL PROCESS AND QUESTIONS YOU NEED TO ASK

We use a standard risk assessment form to interview women, which we can do by phone. If you are ringing on behalf of a service user it is really helpful if you can find out the information that we are going to ask for. Please see the attached helpline referral sheet. If you could let us have as much information as possible it will help us to put in place the right support.

Please ring our helpline on 01543 676800 and we will be able to help.

HELPLINE REFERRAL SHEET

Date _____ Out of Hrs [Yes / No] Referral from _____

Service User's Name _____ D.O.B _____ Age _____

Address _____ Tel No _____

NI _____ Relationship to Perp _____ Name of perp _____

Child's Name (1) _____ D.O.B _____ or Age _____ Gender [M / F]

Child's Name (2) _____ D.O.B _____ or Age _____ Gender [M / F]

Child's Name (3) _____ D.O.B _____ or Age _____ Gender [M / F]

Child's Name (4) _____ D.O.B _____ or Age _____ Gender [M / F]

Types of abuse: Physical Emotional Sexual Financial Social

Ethnicity _____ Indefinite leave to remain? [Yes / No] Children on "At Risk" Register [Yes / No]

Social Services Involved [Yes / No] Contact details _____

Ever misused Drugs [Yes / No] Ever misused Alcohol [Yes / No] Any Mental Health Issues [Yes / No]

Details :

Action Taken: (use separate piece of paper if needed)

IF REFUGE SPACE IS REQUIRED

Are they safe in the area? _____

Do they have transport? _____

Are they working? _____

Are they claiming benefits? _____

Do they have any disabilities? _____

Is there a possibility of pregnancy?

Tick for Outreach Request:

Action Taken : (LF refuge) (TW refuge) (BW refuge) (Advice)
(Waiting list) (Counsellor) (Passed to another refuge) (Other)
(Passed to another agency) (Legal Helpline (NCDV))

RENT CHARGES AND SERVICE COSTS

All of our services are free to service users, except for the accommodation. We have funding from Supporting People, which covers the costs of providing support services to women who live in the refuge. We also have similar funding for women who use our Floating Support Services.

Women who are not working, or who are on limited incomes, will generally have access to Housing Benefit to cover a large part of our rent. The total rents for the refuges vary, but the amount that women have to pay which they cannot claim for is around £14.00 per week in each of our refuges.

We are able to support women in making claims for their benefits, so that they are able to maximise their income.



Women who choose to stay in our refuges sign up to use our support services. This is a condition of staying with us and we cannot accept women who do not want our support. The support is paid for by central government and the cost is quite high. Any women in this position may be better staying in a general purpose hostel or some other type of accommodation, and we can help them to access other temporary housing if they choose to go down this route.