



Trafford Domestic Abuse Directory

Key Contacts in Trafford and beyond, for anyone who is suffering from Domestic Abuse.

42nd Street

Telephone helpline: 0161 228 1888
Admin Line: 0161 228 7321
Minicom: 0161 831 7616
Fax: 0161 228 0528

The helpline is open on Monday, Thursday and Friday from 12.30pm – 4.30pm

Email: theteam@fortysecondstreet.org.uk

Website: www.fortysecondstreet.org.uk

Address: 42nd Street, 2nd Floor, Swan Buildings, 20 Swan Street, Manchester M4 5JW

If you are aged 14-25, living in Manchester, Salford or Trafford and under stress, or know someone who is, we might be the service for you. All our services are free and confidential.

Access Trafford (Council)

Our online services enable you to get in touch with Trafford Council, 24 hours a day, 7 days a week.

Website: www.trafford.gov.uk

Email: access.trafford@trafford.gov.uk

Customer Contact Centre Telephone: 0161 912 2000
Minicom number: 0161 912 2102
Monday t Friday, 8.30am – 5pm

You can also visit Access Trafford contact centre's across the Borough; contact the customer contact centre for further details.

Adult Social Services – Safeguarding Adults

Tel: 0161 912 5135
Minicom: 0161 912 5129
Opening Hours: 08.30am to 4.30pm
Email: AdultSafeguardingTeam@trafford.gov.uk
Website: www.trafford.gov.uk/myway

All adults should be able to live free from fear or harm and have their rights and choices respected. It is everyone's responsibility to ensure vulnerable adults are not being harmed. If you suspect that you or someone you know is being abused then you should report this.

You can report your concerns online or by contacting the number above.



Age UK Trafford

Address: 20a Station Road, Urmston, Manchester M41 9JN

Opening Hours: Monday to Thursday 09.30am – 3.00pm and Friday 09.30am – 1.00pm

Urmston Office Telephone: 0161 746 3940

Email: n/a

Website: www.ageuk.org.uk/trafford

The helpline offers detailed written information to older people and their families on a range of issues including income tax, wills, crime prevention and housing. Age UK Trafford also run a number of specialist projects including care support brokerage, dementia support and a Handy-help service.

Alcoholics Anonymous

Do You Need Help? If alcohol is costing you more than money, call us today in complete confidence on 0845 769 7555

You will speak to someone who knows the problem from personal experience (Local rate charges apply)

Email: help@alcoholics-anonymous.org.uk

Website: <http://alcoholics-anonymous.org.uk/>

AA Meetings (Manchester)

Telephone Service: 0161 236 6569

This is a point of contact for suffering alcoholics, and “first line” advice on dealing with alcoholism. This line refers callers to members of AA who can provide local help and advice, and can introduce callers to local meetings where they can access facilities and information.

Bridging to Change

A 40 week programme for male perpetrators of domestic violence and abuse.

Telephone: 0161 877 8264

Broken Rainbow

Telephone Helpline: 0300 999 LGBT (5428) & 08452 60 44 60

Mondays 2pm – 8pm

Wednesdays 10am – 1pm

Thursdays 2pm – 8pm

Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse. The helpline is staffed by LGBT people.

Website: www.broken-rainbow.org.uk



ChildLine

ChildLine is the UK's free helpline for children in distress or danger. Trained volunteers are on hand to provide advice and support, by phone and online, 24 hours a day. Whenever and wherever children need us, we'll be there.

Free 24 hour confidential telephone helpline: 0800 1111

Website: www.childline.org.uk

Citizens Advice Trafford

Tel: 0844 499 4103

Minicom: N/A

Opening Hours: Monday to Friday 10.00am – 4.00pm

Email: N/A

Website: www.traffordcab.org.uk

There are five bureaux in the Trafford Area. All bureaux operate a drop-in service. See our website or telephone our helpline for details.

Citizens Advice Trafford is a charity which helps people resolve their problems by providing information and advice, and by influencing policymakers. The advice covers many subjects, including benefits, debt, employment and housing. The service is free, confidential, impartial and independent and is available to everyone, whatever their age, gender, disability, sexual orientation, ethnic origin or religion. It is part of the National Association of Citizens Advice Bureau. Appointments with specialist advisers in welfare benefits and debt are available to clients with complex benefits and debt enquiries. Access to these advisers depends on the particular circumstances of each client. This service can be accessed via a generalist adviser at your local CAB.

Connexions

Telephone: 0161 911 8600 Monday to Friday Office Hours

Website: www.connexions-trafford.org.uk

Address: Arndale Centre, Unit 122, Chester Road, Stretford, M32 9BH

Connexions is the young persons service which provides advice, information, guidance, support and personal development for all 13-19 year olds in Trafford. You can get help with personal issues, accessing work / training, advice and guidance, job vacancies, CV writing and internet access.



Crimestoppers

Crimestoppers are an independent charity helping to find criminals and help solve crimes. They have an anonymous phone number, 0800 555 111, that people can call to pass on information about crime; alternatively people can send information anonymously via their website.

Website: www.crimestoppers-uk.org

Callers don't have to give their name or any personal information and calls cannot be traced. Tell us what you know, not who you are.

End the Fear

Website: www.endthefear.co.uk

Anybody who is experiencing domestic or sexual violence can find help, support and advice here. We also provide support to people who know someone who may be being abused. We want to encourage victims of domestic and sexual violence in Greater Manchester to find the courage to come forward and seek support and help. You don't have to put up with domestic abuse.

Domestic Abuse Helpline (Greater Manchester) 0161 636 7525

Frank

Free confidential helpline where you can speak to a friendly adviser who's professionally trained to give you straight up, unbiased information about drugs.

National Drugs Helpline 0800 77 66 00 open 24 hours a day

You can also text FRANK anytime with a question about drugs and you'll get a confidential answer you can trust.

Text 82111 to ask FRANK your question.

Website: www.talktofrank.com

Freephone 24-hour National Domestic Violence Helpline

Helpline telephone: 0808 2000 247

Website: www.nationaldomesticviolencehelpline.org.uk

The helpline is there 24 hours a day, seven days a week for women experiencing domestic abuse. Refugees fully trained female workers, provide support and information. All calls are confidential. The helpline is run in partnership between Women's Aid www.womensaid.co.uk and Refuge www.refuge.org.uk



Gamblers Anonymous UK

Manchester Helpline telephone: 0161 967 5000

Website: www.gamblersanonymous.org.uk

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.

Greater Manchester Fire and Rescue Service

In the event of a fire dial 999

For a free Home Fire Risk Safety Assessment telephone: 0800 555 815

For general fire safety advice telephone: 0161 608 9217

Website: www.manchesterfire.gov.uk

GMFRS provide free provision and fitting of smoke alarms in the home. They will also discuss fire safety issues relevant to your situation. Their personnel will formulate an escape plan tailored to your individual circumstances. This will provide you with information to reduce the risk of fire and ensure that you stay safe in the event of a fire in your home. To book please call the 0800 number above.

Trafford Drug and Alcohol Community Advocate (DACA)

Trafford Borough Command, Stretford Fire Station, 246 Park Road, Stretford, M32 8RJ

Telephone: 0161 608 9217.

Email : buckleyb@mancehsterfire.gov.uk

If you're a Trafford resident and are concerned about the impact that drug or alcohol consumption has on your home fire safety, the Drug and Alcohol Community Advocate (DACA) is on hand to conduct your Home Fire Risk Assessment, fire smoke detection and provide Fire Safety advice. The DACA can also help with access to Treatment Services or provide information about managing substance misuse.

Greater Manchester Probation

Telephone: 0161 865 3255 Office Hours

Stretford Probation Office, Newton Street, Stretford, Manchester M32 8LG

Website: www.gm-probation.org.uk

Greater Manchester Probation supervises offenders over the age of 18 who are given a community Order by the Court who are released from prison on license. Their work involves serving local people by building safer communities, cutting crime, ensuring public protection and helping to prevent victims. Their strategic aim is to ensure offenders successfully complete their community orders and licenses.



Home-Start Trafford & Salford

Address: Stretford Children's Centre, 9 Poplar Road, Stretford, Manchester, M32 9AN
Telephone: 0161 865 4222
Email: admin@hsts.org.uk
Website: www.hsts.org.uk

If you have a child aged under 5 years old, you live in Salford or Trafford and are under stress, or know someone who is, we might be the service for you. Trained parental volunteers provide weekly support usually in the home for as long as is needed.

Housing Options Service Trafford (HOST)

Address: Housing Options, Friars Court, Sibson Road, Sale M33 7SF
Email: host@salford.gov.uk
Telephone: 0161 912 2230
Minicom: N/A

If you are made homeless in an emergency outside our opening times, you can contact our Emergency Duty Team on 0161 794 8888 for help.

Opening Times: Monday, Tuesday, Thursday & Friday 8:30am – 5pm
Wednesday – 1pm – 5pm staff training takes place from 9am – 1pm, all calls will be returned after this time.

Website: www.trafford.gov.uk/housing

Trafford's Housing Options Service offers advice and assistance on housing and housing related issues such as:

- Housing advice
- Housing options
- Mortgage arrears
- Mortgage repossession
- Rent arrears
- Rent repossession
- Problems with debts
- Disrepair
- Rent deposit advice

The service is free, impartial and confidential. Interviews will be conducted in private interview rooms and where necessary a same sex officer will be available to offer advice. The Housing Options Service is able to offer interpreters and signers and a Minicom service is available.



Manchester & District Housing Association

Telephone: 0161 775 8421 Out of Hours (Emergencies) 0845 245 0272

Email: response@harvesthousing.org.uk

Website: www.harvesthousing.org.uk

Address: Gilmour House, 95 Wood Lane, Partington M31 4LW

Open Monday – Friday, 9.00am – 5.00pm

Our office is a Reporting Centre, offering free confidential advice and support for people experiencing or being threatened with Domestic Violence or Abuse. We have a dedicated Community Safety Team that deal with reports of any anti-social behaviour.

Men's Advice Line

The Men's Advice Line is a free confidential helpline for all men experiencing domestic violence by a current or ex-partner. This includes all men – in heterosexual or same sex relationships.

We want to give all men who experience domestic violence the chance to talk about it. We provide emotional support, we can give you practical advice and we can inform you of specialist services that can give you advice on legal, housing, child contact, mental health and other issues.

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

Monday to 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 as soon as we can.

You can also email us: info@mensadviceline.org.uk

Website: www.mensadviceline.org.uk



Multi Agency Referral and Assessment Team (MARAT)

MARAT acts as the 'front door' for Trafford's children and young people's service. It accepts referrals for children and young people that are deemed to be in need of a certain level of support and undertakes Child Protection Enquiries where appropriate.

Once a referral has been accepted an Initial Assessment will be completed with a view to identifying appropriate services.

Depending on the nature of your enquiry or request MARAT will also:

Give advice and guidance

Provide information on available services

Put you into contact with other agencies or services which may be of help

Put you in contact with the relevant professional dealing with a family

Anyone can contact MARAT, including parents, carers, young people, professionals and family members.

Address: MARAT, Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Email: marat@trafford.gov.uk

Telephone: 0161 912 5125

Child Protection Line: 0161 912 5124

Textphone: 0161 912 2102

Fax: 0161 912 5056

NCDV (National Centre for Domestic Violence)

The National Centre for Domestic Violence (NCDV) provides free, fast and effective legal support to survivors of domestic violence, usually by helping individuals obtain injunctions from their local county court.

Freephone: 0800 702070

Telephone: 0844 8044 999

Minicom: 18001 08009 702070

Fax: 0207 1690 9383

Text NCDV to 60777

NHS Direct

Telephone: 0845 4647 open 24 hours

Website: www.nhsdirect.nhs.uk

Whenever you need health advice and information NHS Direct delivers telephone and e-health information services day and night direct to the public. To provide information and advice about health, illness and health services, to enable patients to make decisions about their healthcare and that of their families.



NSPCC – The National Society for the Prevention of Cruelty to Children

NSPCC Child Protection Helpline: 0808 800 5000 open 24 hours

Email: help@nspcc.org.uk

Website: www.nspcc.org.uk

The NSPCC Helpline is the only free and confidential way for the public to take action to protect a child. The service also now provides support in Welsh and five Asian languages.

We exist to enable anyone who is concerned about the welfare of a child or young person to have someone to turn to. We can offer you help, advice, guidance and support or take action on your behalf if you have concerns about a child who is either being abused or at risk of abuse. If you think a child is in immediate danger please phone 999.

Out of Hours Trafford's Emergency Social Care Team

Telephone: 0161 912 2020

If you require emergency accommodation as a place of safety outside office hours or need to speak to the duty Social Worker you can contact these services on the above number.

Paws for Kids

Telephone: 01204 394842

Email: petfostering@pawsforkids.org.uk

Website: www.pawsforkids.org.uk

Address: Paws for Kids, PO Box 329, Bolton BL6 7WA

This North West Charity offers a pet fostering service whilst families are waiting to be rehoused from a refuge. This provision is designed to relieve the pressure and provide some peace of mind for women and their children, knowing their pets are safe and being well cared for. Families can be reunited with their pets once suitable accommodation has been found.

Phoenix Futures

Alcohol Recovery Navigation Service

Address: Alchemy House, 7 Hampden Road, Sale M33 7UB

Telephone: 0161 972 9820 Fax: 0161 972 9821

Email: trafford.alcohol@phoenix-futures.org.uk

Website: www.phoenix-futures.org.uk

The Alcohol Recovery Navigation Service is the Single Point of Contact (SPOC) for the borough of Trafford.

The service provides an integrated treatment pathway for anyone experiencing difficulties with alcohol.

In order to navigate service users through the most appropriate and effective treatment pathway, we offer an initial appointment within one week of referral.

- Initial assessment and brief interventions.



- Confidential one-to-one structured and care-planned support.
- Capacity for evening appointments and home visits.
- Clinical assessment by the Detox Nurses.
- Optional group work.
- Referral to abstinence-focused 12 week programme and aftercare.
- Education, training, benefit, debt, and housing advice.
- A peer led support group.
- Complementary therapies and gym and swimming passes for all those participating in structured programmes.
- Self referrals are welcome.

Community Recovery Service

Address: Bridgewater House, Bridgewater Street, Sale M33 7EQ

Telephone: 0161 9058570

Fax: 0161 9058579

Email: trafford.day@phoenix-futures.org.uk

Opening hours: Monday to Friday 9.30am – 5.00pm

Who is the service for?

The Community Recovery Service is aimed at adults aged over 18 who would like to address a substance misuse issue, and live in Trafford.

What does the service offer?

The service offers a comprehensive programme consisting of:

- Workshops (Life Skills and Relapse Prevention)
- Peer support
- Gym
- Conservation Therapy Programme
- IT skills
- Smoking Cessation sessions
- Healthy Lifestyle sessions
- Access to: Employment/volunteering/education opportunities
Housing support
Budgeting support

Recovery Abstinence Service

Address: Bridgewater House, Bridgewater Street, Sale M33 7EQ

Telephone: 0161 905 8570

Fax: 0161 905 8579

Email: trafford.day@phoenix-futures.org.uk

Opening hours: Monday to Friday 9.30am – 5.00pm

Who is the service for?



The Recovery Abstinence Service is for adults over the age of 18, living in Trafford (or have a Trafford connection), who are abstinent from substances and require ongoing support. Our goal is to assist service users to maintain their abstinence and gain employment, training or education.

The service offers a comprehensive programme consisting of:

- Workshops (Life Skills and Relapse Prevention)
- Peer support
- Gym
- Conservation Therapy Programme
- IT skills
- Smoking Cessation sessions
- Healthy Lifestyle sessions
- Access to: Housing support
 Budgeting support

Additionally we have implemented the Future Skills gardening initiative. This is a partnership agreement with Age UK and provides a free gardening service to the elderly residents of the Trafford Area. This allows service users (and graduates) to get involved and learn new skills. This will be linked to an NVQ in Customer Care.

Additional support:

Offenders: The Community Recovery Service has two offender workers who offer intensive support to individuals who are released from prison, or referred through Probation or Test on Arrest.

Domestic Abuse: Phoenix Futures Trafford Services has an IDVA (Independent Domestic Violence Advisor), who works with individuals who are in service with the Community Recovery Service/Recovery Abstinence Service/Alcohol Recovery Navigation Service, and also women who have been referred to MARAC.

Trafford Services also have an ARDVA (Alcohol Related Domestic Violence Advisor) who works with perpetrators whose incidences of domestic violence are related to alcohol use. It is a 6 session intervention focused on perpetrators of domestic violence who have alcohol misuse issues that have contributed to their offending. The sessions focus on moving the client away from blaming their alcohol use for their behavior and getting them to acknowledge it is their in-built thoughts/feelings/behavior's around power/control issues that cause their offending, alcohol simply aggravates the situation. We aim to look at past 'role-model relationships' that may have contributed to their behavior and challenge these viewpoints to enable the client to make positive changes in their lives either to remain in relationship, or to avoid these situations in future relationships. With many of the clients the aim is to transfer them into appropriate services to give continued support around their substance misuse. This can be offered to existing service users but is available to any resident of the Trafford borough.

Family Support: Service users accessing Phoenix Futures who have children under the age of 18 can receive support from the Family Support Worker, who will work with families on parenting issues, budgeting, maintaining their tenancy, accessing groups and children's centers, and accessing education and employment.



Employment and Training Support: An Employment and Training Worker has been employed to provide careers guidance advice and counseling to Service Users. In addition to providing group sessions on a range of career/occupational areas such as CV writing, interview techniques, job search and confidence building one to one vocational guidance interviews are available. The role also involves developing working relationships with training providers, colleges and employers.

Young People's Service

Address: Bank House, 175 Washway Road, Sale

Tel: 0161 905 1013

Fax: 0161 973 4865

E-mail: traffordyps@phoenix-futures.org.uk

Phoenix Futures Young People's Service works throughout Trafford offering a specialist service for young people between the age of 11 and 25 with drug/alcohol misuse problems. The service provides a variety of interventions, including Education, Information, Advice, Support, Structured Treatment and Acupuncture. The Service aims to help young people to overcome their drug/alcohol misuse problems so that they can sustain a stable and healthier lifestyle and achieve their full potential in society.

We Provide;

- A care plan tailored to the needs of each individual
- Offer advice and guidance on healthy living and sexual health
- Holistic practical support to access other specialist agencies such as CAHMS, Housing and healthcare
- The help you need to reduce your substance use and to quit altogether
- Group work and one-to-one support to tackle emotional difficulties likely to lead to risk-taking behavior
- School support around substance misuse issues, including awareness workshops,
- Evening and weekend appointments are available.

Eligibility Criteria

- Trafford Residents between the ages of 11 and 25
- Referrals are accepted from a wide range of services including self-referrals.

The service is open from 9.30am until 5pm Monday to Friday with appointments available in the evening on request.



Relate Centre: Greater Manchester South

Telephone: 0161 872 0303

Monday to Friday 9.00am to 9.00pm
Saturday 9.00am to 12 noon

Languages spoken English, Farsi, Urdu and Punjabi

Address: 346, Chester Road, Cornbrook, Manchester M16 9EZ (covers Trafford)

Email: enquiries@relategms.co.uk

Website: www.relategms.co.uk

Relate offers advice, relationship counseling, sex therapy, Counseling for young people, family Counseling and Counseling for staff of an external agency.

Respect

Website: www.respect.uk.net

Email: info@respectphoneline.org.uk

Phoneline Website: www.respectphoneline.org.uk

The respect Phoneline **0808 802 4040** (free from landlines and mobile phones) is a helpline offering information and advice to people who are abusive towards their partners and want help to stop. Calls are confidential.

Help for people who are abusive towards their partners including women who are abusive towards their male partners and from abusive gay men and lesbians.

The majority of people who call our service are men in heterosexual relationships. These are men who realize that they are abusive and they are looking for help to stop. We will talk through their options, advise on short-term strategies to manage the risk they pose to their partner/children and help them access specialist, long-term help.

We welcome calls from women who suffer domestic violence and are looking for help on behalf of their partner. We welcome those calls as an opportunity to encourage women to access specialist support for themselves but also to explain to them what might be available for their partner.

We are open Monday to Friday 10am – 10pm and 2pm – 5pm



Target Trafford Recovery Group

Telephone: 07501 441072 during office hours

Email: target180@hotmail.co.uk

Facebook: Target Trafford

Website: www.target180.co.uk

Held Every Friday 10am – 2pm at Gorse Hill Methodist Church, Wesley Street, Stretford, Manchester M32 0GL

A peer led recovery group for Trafford residents and those with Trafford Connections. A safe non-judgmental environment where your confidentiality will be respected, offering support and guidance to those affected by substance misuse, including those in recovery or thinking of recovery.

Samaritans

Volunteers offer support by responding to phone calls, emails and letters. Alternatively, you can often drop in to a branch to have a face to face meeting. You can talk to Samaritans at any time of the day or night.

Telephone: 08457 90 90 90

Email: jo@samaritans.org

Website: www.samaritans.org/manchester

Samaritans of Manchester and Salford, 72-74 Oxford Street, Manchester M1 5NH

Common reasons to call Samaritans are:

- Relationship and family problems
- Loss, including loss of a job, a friend or a family member through bereavement
- Financial worries
- Job-related stress or overwork
- College or study related stress
- Body image issues

Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide. You don't have to be suicidal to call us. We are here for you if you're worried about something, feel upset or confused, or you just want to talk to someone.



Shelter

Shelter provides a free, confidential, national telephone advice line staffed by trained housing advisers. We have helped thousands of people, from finding them a place to sleep to suggesting how to handle mortgage arrears.

Website: www.shelter.org.uk

Telephone 0808 800 4444 Calls are free from UK landlines

8am – 8pm Monday – Friday

8am – 5pm Saturday – Sunday

Our advisers can: -

- Give you immediate, practical assistance
- Explain your rights
- Offer advice and guidance
- Suggest specialist or local support services to help you longer term.

St Mary's Sexual Assault Referral Centre (SARC)

Address: St Mary's Centre, St Mary's Hospital, Oxford Road, Manchester M13 9WL

Telephone: 0161 276 6515

Email: stmarys.sarc@cmft.nhs.uk

Website: www.stmaryscentre.org

St Mary's Centre aims to provide a comprehensive service for anyone in the Greater Manchester area who has been raped or sexually assaulted, whether recently or in the past. Our services are confidential and available to women and men and offer high quality, comprehensive and co-ordinated forensic, counseling, and medical services, whether the police are involved or not. Any or all of the services can be accessed whether the assault was recent or not, and are free of charge. They are designed to give emotional and practical support according to your specific needs and wishes.

We also have a specialist Children's Service.

Stepping Stone

Stepping Stone Project deliver a Floating Support service in Trafford. This floating support service provide housing-related support for up to two years to enable individuals to develop the skills and networks they require to live independently in their own accommodation.

The service is aimed at young people aged between 16 and 25 years old.

For further information regarding the Trafford Floating Support

Email trafford@stepping-stone.org.uk

Telephone: 01282 455780

Website: http://www.stepping-stone.org.uk/trafford_young_persons.html



Survivors Manchester

Survivors Manchester is a survivor-led/survivor-run voluntary organization that aims to create and facilitate a safe space for male survivors of sexual abuse and rape to work through personal and sometimes painful issues.

Our work is concentrated on empowering men to make their own positive life choices and begin their own unique journey of healing. Being in contact with other survivors allows one to feel less isolated; feel connected and break the silence and legacy of abuse.

Website: <http://survivorsmanchester.org.uk/>

Address: P O Box 4325, Manchester, M61 0BG

The Telephone Support line is 07919 246 267
Open Monday 7pm – 9pm & Thursday 12pm – 5pm

At all other times, there is a confidential answering machine service where you can leave a message and we will endeavor to call you back within 24 hours. There may also be opportunities to pre-arrange a telephone conversation outside the advertised times. If you would like to try and arrange a mutually convenient time, then please feel free to contact us at support@survivorsmanchester.org.uk

Talkshop

Address: Talkshop, Ground Floor, Waterside House, Sale Waterside, Sale M33 7ZF (entrance on Tatton Road)

Talkshop is an advice and information centre based in Sale for young people aged 13-19. Listed below are some of the services we offer...

- You can use our PCs with free internet access to do your CVs and homework
- We can help you with issues which are effecting your life, such as family, relationships, sexuality, bullying, sexual health, drugs and alcohol, anger and stress
- It's all free and we won't judge you
- We can offer you one to one support with a friendly qualified youth worker

For more information about what we do, take a look around our website: www.talkshoptrafford.co.uk or contact us on 0161 912 2453

Don't forget you can now add Talkshop Sale to your Facebook!!



Brook in Sale

Address: Talkshop, Ground Floor, Waterside House, Sale Waterside, Sale M33 7ZF (entrance on Tatton Road)

Telephone: 0161 912 2453

Open Mondays and Thursday 3 – 6pm

Website: www.brook.org.uk

Brook provides free, confidential sexual health services, counselling & advice for young people who are 19 years or under.

The Counselling & Family Centre

Counselling Appointments: 0161 941 7754

Counselling Centre Office: 0161 941 7782

Family Centre: 0161 941 4522

Email: familycontact@btinternet.com

Website: www.counsellingandfamilycentre.co.uk

Address: 40 Mayors Road, Altrincham, Cheshire WA15 9RP

Counselling for:

Adult individuals, Couples, Children & Young People aged 7-17 years.

Reach Out team taking counseling into the Community.

Ofsted regulated Childcare:

Following Early Years Foundation Stage birth to five.

Support and respite for Parents & Carers.

Adult Learning.

The Dawes Project

The DAWES (Domestic Abuse: Women's Employment Support) Project

Telephone: 0161 839 3236 – Monday to Friday office hours (24 hour confidential answer-phone)

Email: contact@dawesproject.org.uk

Telephone, email and face-to-face support for women who have problems at work as a result of domestic abuse. Free and confidential legal employment rights advice, information, advocacy and emotional support.

Also assistance for employers to develop policy and good practice to support staff who experience domestic abuse.



The Hideout

Website: www.thehideout.org.uk

Women's Aid has created this website to help children and Young People to understand domestic abuse and how to take positive action if it's happening to them.

The Voice of Black & Minority Ethnic – Trafford

The Voice of BME (Black and Minority Ethnic) Trafford was established by BME people to ensure services for BME and disadvantaged groups is led by BME people and those who have genuine understanding, through personal experience, of being disadvantaged.

The Voice of BME Trafford is committed to helping people to help themselves working to ensure that disadvantaged children, young people and adults have opportunities for personal development through the Voice of BME Trafford's own programmes, and through supported community capacity building and partnership work. The Voice of BME Trafford is building relationships, trust and co-operation in the BME communities in Trafford through setting up the BME Task Group & BME Community Forums.

Give a Voice to the BME communities and improve their participation and representation at all decision-making levels in Trafford, in order to address the inequalities experienced by BME people and improve their life opportunities in every sphere to include; Business, Community, Education, Employment, Health, Housing, Leisure, Politics.

Services

Voice of BME provides a warm and welcoming Cultural sensitive information and advice service that supports the individual with issues affecting their Welfare Benefit, Housing Benefit, Council Tax, Homelessness, Job Seekers Allowance, Income Support and Incapacity Benefit.

We also offer one to one support or you can pop in to our Drop-in on a Wednesday night between 6pm and 9pm, if you just want to pop in or bring an idea or a problem to get some support with. You might just want to get out of the house to meet a new friend or you just want some company.

Contact details:

Voice of BME Trafford

Email: info@voiceofbmetrafford.org.uk

Website: www.voiceofbmetrafford.org.uk

Telephone: 0161 912 2725/1564

Address: Old Trafford Library, Shrewsbury Street, Old Trafford, Manchester, M1 9AX

Network Officer: Tony Wright

Mobile: 07950 934 484

Email: tonywright@voiceofbmetrafford.org.uk



Trafford Adult Social Care – Community Screening Team

Address: Trafford Council, Waterside House, Sale Waterside M33 7ZF
Telephone: 0161 912 5199
Minicom: 0161 012 5129

Opening Hours: 4.30pm to 8.30am weekdays, at weekends and on Public Holidays
Email: IAT@trafford.gov.uk
Website: www.trafford.gov.uk/myway

When you contact Adult Social Services we will ask for some details. The Community Screening Team will then contact you. The Community Screening Team is a group of social workers who will assess your circumstances. The team will do one of four things:

1. Offer advice and information
2. Refer you to re-ablement for assessment
3. Refer you for assessment in a residential centre for a short time
4. Refer you for assessment to the long term social work team

Trafford Adult Social Care – Emergency Duty Team

Telephone: 0161 912 2020
Minicom: N/A
Opening Hours: 4.30pm to 8.30am weekdays, at weekends and on public holidays
Email: N/A
Website: www.trafford.gov.uk/myway

If you require emergency accommodation as a place of safety outside office hours or need to speak to the duty Social Worker you can contact these services on the above number.



Trafford Drug Service

Assessment and Intensive Team

Telephone: 0161 786 8250

Fax: 0161 848 9776

Address: 454 Chester Road, Old Trafford, Manchester M16 9HD

Opening Hours are Monday to Friday, 9am to 5pm, Saturday 10am to 1pm.

Trafford Drugs Service offers a safe and supportive drug free environment where you will be helped, encouraged and supported to deal with your substance misuse issues.

The service is available to anyone who is 18 and over, who lives in Trafford or has a GP in Trafford.

Some of the help available includes:

- One to one support
- Detoxification and rehabilitation
- Work with people on release from prison
- Prescribing services

You can be referred by voluntary and partner agencies across Trafford by calling 0161 786 8250.

Trafford IDVA Service

The IDVA service works with both women and men who are at high risk of harm because of domestic violence and abuse, honour based violence and forced marriage.

Referrals to the service are via MARAC (Multi Agency Risk Assessment Conference).

Telephone: 0161 912 2129

07974 552 944



Trafford Law Centre

Trafford Law Centre, 2nd Floor Atherton House, 88-92 Talbot Road, Old Trafford, M16 0GS

Telephone: 0161 873 3669

Fax: 0161 872 2208

Email: Admin@traffordlawcentre.org.uk

Website: www.traffordlawcentre.org.uk

Monday – Thursday 9am to 4pm

Fridays 9am – 3pm

Trafford Law Centre is a specialist legal advice agency that can advise clients or represent them in the following areas of law: immigration and Asylum, Mental Health Tribunals, Employment Law and Housing Law. If you are a victim of domestic abuse, we can help you with the following: housing advice to access temporary accommodation or permanent housing, immigration and asylum advice if you are a foreign national residing in the UK, employment law advice if your personal situation is affecting your employment and you have been disciplined, dismissed or are facing discrimination as a result of your situation.

Trafford Rape Crisis

Trafford Rape Crisis provide free, confidential support services for women and girls who have experienced sexual violation that is on-going or that has happened in the past. Breaking silence and enabling you to 'speak out' about your experiences is key to recovery from the emotional, physical and practical consequences of the trauma of abuse and we guarantee that you will be believed, heard and not judged.

We have a dedicated free Helpline **0800 783 4608** open on Tuesday and Thursday 6pm- 9 pm and again on Sunday 3pm-6pm. We also have a dedicated Black Minority Ethnic and Asian Helpline **0800 434 6484** on Monday 6pm -9pm, Friday 12-3pm and Sunday 10am till 1pm. There is an answer machine outside of these times, so you can call and ask us to call you back during opening hours. You can also just leave us a message.

We also have a free and confidential email service on dorothytrc@hotmail.co.uk or if you would prefer to email a Black or Asian worker please email dorothy.bme@hotmail.co.uk.

Please visit our website for further information about our work, new and developing projects and our proactive commitment to providing emotional support and advice and empowering women and girls with a caring feminist approach. www.traffordrapecrisis.com

The location of TRC is confidential and we need to work to ensure that this remains private, for the safety of the women workers and the women using the service.

Email: traffordrapecrisis@googlemail.com

Freephone: 0800 783 4608



Trafford BME Mental Health Service

Address: Rethink Mental Illness, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Telephone: 0161 226 3332
Monday to Friday office hours
Email: Trafford.bme@rethink.org
Website: www.rethink.org

Trafford BME Mental Health Service works with individuals in the community, who are effected by mental health issues. The service supports people in their journey of recovery and in developing independence in their lives.

There is an open referral policy with the referral criteria being:

- An individual who is experiencing or has a mental health diagnosis
- From a BME background
- Aged 18 years or over
- Lives in Trafford

Trafford Sure Start Children's Centre's

For information about your local centre please contact Trafford Children and Young People's Information Service (CYPIS):

Telephone: 0161 912 1053
Email: CYPIS@trafford.gov.uk

Website: http://www.cyps.org.uk/education_early_years/childrens_centres/

Children's Centre's are places where children under 5 and their families can access services and information from a range of different professionals. They work together to meet the needs of individual children in their community. The "core offer" of services they provide includes:

- Information about, and support accessing early years provision, such as full or sessional childcare, play and learning opportunities and nursery education.
- Family Support and Parental Outreach including individual support for families in their own homes or in the centre and parent support groups
- Child and Family Health Services including ante-natal advice, support on breastfeeding, hygiene, nutrition, speech and language and healthy lifestyles
- Links with Job Centre Plus, Children and Young People's Information Service and training providers to support parents/carers when they are thinking about their future choices



Trafford Welfare Rights Advice Line

Telephone: 0161 912 2735
Monday to Thursday 09.30am – 12.30pm
Email: Welfare.rights@trafford.gov.uk

The Benefits Advice Service is a team of specialist welfare rights advisors who provide a comprehensive advice service on the whole range of benefits provided by the Department for Work and Pensions and the Local Authority. A call to the Advice line will allow us to:

- Identify the Benefits in Question
- Arrange an Appointment or Home Visit (if it is appropriate)
- Give Advice over the Telephone

TDAS (Trafford Domestic Abuse Services)

Community Services Telephone: 0845 241 1117
Refuge Telephone: 0845 450 0789
Website www.tdas.org.uk
Address: Suite 4C Trafford Plaza, 73 Seymour Grove, Old Trafford, Manchester M16 0LD
Email: chiefofficer@tdas.org.uk

TDAS offers support and services to women and men living in Trafford who are at risk of, or have experienced domestic abuse.

Services we can offer include:

- Temporary Accommodation
- Floating Support
- Information, Advice and Support
- Legal Advice Surgery

Our Information, Advice and Support Line **0845 241 1117** (choose option1)
Services available: Monday to Friday 10.00am till 4.00pm.

We offer this service:

- by phone
- through an individual meeting with a client in our office or in their own home via our Floating Support Service

We can help clients:

- gain an understanding of the dynamics of domestic abuse
- receive information about rights to housing, benefits, civil and criminal law
- provide details of other support other services that could help them
- provide weekly Legal Surgery with a Specialist solicitor, dealing specifically with domestic abuse issues
- weekly Freedom programme
- offer Temporary supported accommodation to women, men and children who are experiencing domestic abuse via our Refuge and Dispersed Accommodation Service



- Offer a Children & Young Person's service which recognises and provides for the emotional and educational needs of the children and young people living in our refuge

Trafford Domestic Abuse Services accepts agency and self referrals from women and men who live or work in the Trafford area aged 18 years and over.

DAME Telephone Advise Service

Money advice plus services (MAPS) is working in partnership with Women's Aid to develop a new three-year project – Domestic Abuse, Money and Education Project (DAME). This project will provide a specialist money advice service for those experiencing domestic violence.

DAME provides a telephone-based money and debt advice and casework to help survivors of domestic abuse who are experiencing financial difficulties. The project is now available to women referred by specialist domestic abuse services throughout England.

Using this service

If you feel any of your clients could benefit from this specialist service, then please call DAME on **01323 635987**

Victim Support Trafford

Victim Support & Witness Service Trafford is part of an independent national charity which helps people cope with crime by providing practical help, information and emotional support, whether or not the matter has been reported to police. Staff and volunteers provide face-to-face support to victims of such crimes as burglary, assault, rape/sexual assault, domestic abuse and to families bereaved by homicide through the National Homicide Service.

Additionally, anyone attending criminal courts as a witness, for the prosecution or defense, can receive support from the Witness Service and Young Witness Service. Practical help, information and emotional support are available before, during and after any criminal proceedings.

All services are free and confidential.

Telephone: 0161 912 3238

Website: www.victimsupport.org.uk

Office hours are 9am to 5pm Monday to Friday (messages may be left outside these hours)

Out of hours service, 0845 456 8800 (local rate)

National Victim Supportline: 0845 30 30 900



Women's Domestic Abuse Helpline (WDAH) at Independent Choices

Website: www.wdchoices.org.uk

Helpline no: 0161 636 7525 & Community Helpline Language Service

Email: helpline@independentchoices.org.uk

The Helpline is confidential and women do not have to give their name.

Opening Hours Monday – Friday 10am – 4pm excluding Bank Holidays, we open from 10am to 7pm on a Tuesday.

Community Helpline Language Service

Languages available: Urdu and Punjabi

Monday & Tuesday 10am – 1pm & Wednesday 1pm – 4pm

We can act as a referral point for refuges, safe houses and other agencies that assist women. The Helpline can access refuge provision for women across the UK through the Women's Aid network of refuges. We can signpost women to relevant local agencies such as solicitors and outreach workers and support groups. The WDAH works with all key agencies to support women who are experiencing or who have experienced domestic abuse.

A non-urgent email advice service will respond to your email within three working days.