

# STOPPING DOMESTIC AND SEXUAL VIOLENCE AND ABUSE

The Northern Domestic Violence Partnership (NDVP) is a multi-agency partnership of local organisations which provide services to victims of domestic abuse.

Collectively we are tasked by the Regional Steering Group on domestic violence to translate the regional strategy into local actions which will ultimately improve the lives of victims and survivors of domestic and sexual violence in our area.

It is well known that many people who live with domestic or sexual abuse, struggle to access the type of service they need. We also know that individuals need more information about these services, if they are to find the form of support that best meets their needs.

For these reasons, we are delighted to have developed 'The Bigger Picture' - a resource manual which outlines the range of services available to support people living with domestic or sexual abuse in the Northern Health and Social Care Trust (NHSCT) area.

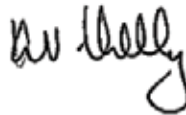
## **It is hoped that The Bigger Picture will :**

- Offer best practice guidelines to agency staff or volunteers on responding to a disclosure of abuse
- Outline the full range of services available to support people living with domestic or sexual abuse across the NDVP area
- Provide details about the procedure for referring to services

Domestic and sexual violence and abuse affects thousands of individuals across the NHSCT area, and there is a range of support services available for anyone experiencing abuse. This manual outlines how people can access that support.

We wish to take this opportunity to thank those who provided the information about their services and the Department of Health, Social Services and Public Safety who contributed the funding, without which this manual could not have been produced.

I see this manual, "The Bigger Picture", as providing a valuable resource for all those involved in the arena of domestic and sexual violence and, I look forward to hearing through the NDVP, about the contribution it makes to the lives of victims and survivors in the Northern Trust area.



Kate Kelly  
Chair NDVP



# CONTENTS

## NDVP MEMBERSHIP AGENCIES

Army Welfare Service .....	03
Ballymena Inter-Ethnic Forum .....	05
Men’s Advisory Project NI .....	07
Nexus NI .....	09
North Eastern Education & Library Board .....	12
Northern Health & Social Care Trust .....	15
Northern Ireland Housing Executive .....	17
Onus (NI) Ltd .....	19
Police Service of Northern Ireland .....	22
Probation Board NI .....	25
The Rowan: Sexual Assault Referral Centre .....	27
Triangle Housing Association .....	29
Victim Support NI .....	31
Women’s Aid:	
Causeway	
Mid-Ulster	
ABCLN .....	34
Additional Contacts .....	39





## **Army Welfare Service (AWS)**

The aim of the Army Welfare Service (AWS) Personal Support (PS) is to help serving married and single personnel and families with any personal or family difficulties that arise, by providing a confidential, comprehensive and professional welfare service.

Through the AWS, referrals can be made to more specialist counselling services. Further details can be obtained by contacting the AWS Central Referral Team (CRT) North (N).

The AWS can also assist with signposting to additional support services through the Royal British Legion (RBL) and Soldiers, Sailors and Air Force Association (SSAFA).

The AWS operates a strict confidentiality policy, in accordance with legal requirements, to ensure that personal information is not passed to anyone outside of AWS without the person's consent.

There are a few exceptions to this principle involving situations when there is risk to self or other, serious criminal acts including breaches of security or if operational effectiveness is seriously compromised.

Everyone who uses the AWS has a right to see personal information held about them, this is in accordance with the Data Protection Act 1998.

## SERVICES PROVIDED

Services provided are either directly from the AWS PS team or by signposting to appropriate agencies, either within, or external to the military, who have more specialist skills.

### **Some of the areas the AWS PS will offer support, advice or guidance in are:**

- Housing
- Benefits, finances and funding
- Schooling and childcare
- Domestic abuse
- Safeguarding of children and vulnerable adults
- Loneliness & Isolation
- Bereavement

If in doubt about a service the AWS PS could possibly offer, it is advised to make telephone contact with the AWS CRT (N).

---

## REFERRAL PROCESS

Referrals are accepted from professionals and individuals. Except for issues of safeguarding, the individual being referred must know and consent to the referral being made.

Initial contact should be made via telephone to the AWS CRT (N) and for professionals they may be requested to complete an online referral form.

The AWS CRT (N) will make the initial contact with the individual direct and will then action an onward referral to the local AWS PS Team for further support.

---

## CONTACT DETAILS

Telephone: 01904 662613  
[www.army.mod.uk/welfare-support](http://www.army.mod.uk/welfare-support)



**Ballymena Inter Ethnic Forum** was developed in 2002 to provide support to Ethnic Minority Communities in Ballymena Borough.

#### **Our Vision**

Being a key partner in building a culturally diverse community where everyone is safe, welcomed, valued and empowered.

#### **Our Mission**

To make a key contribution to a culturally diverse society through partnership working and service provision that promotes equality and integration for people regardless of their nationality or ethnicity.

#### **Our Aim:**

- To Promote Equality of Opportunity – through information, service delivery, training, advocacy and bi-lingual support
- To Value Diversity – to engage in programmes that increase awareness, understanding and respect for diversity.
- To Promote Integration – to support integration through engagement in partnerships, multi-agency projects and community initiatives.
- To promote Mental Health and Well Being among members of the EM communities.

---

## **SERVICES PROVIDED**

- Bi-Lingual Advocacy service which provides support to victims of Domestic violence and Race Hate crime.
- Diversity training to local schools and youth groups
- Promoting Integration of ethnic minorities into all areas of civic, social, economic and community life through engagement in partnerships, multi-agency projects and community initiatives.

- Signposting members of the EM communities to statutory and voluntary organisations
- Building partnerships with other key local and regional groups / agencies and projects
- Providing programmes that improve the mental health and wellbeing of ethnic minorities

---

## **REFERRAL PROCESS**

Referrals to be made through Ivy Goddard MBE / Natasha Carleton via details below

---

## **CONTACT DETAILS**

Telephone: 028 2564 3605

Email address: [admin@bief.org.uk](mailto:admin@bief.org.uk) or [ivy.goddard@bief.org.uk](mailto:ivy.goddard@bief.org.uk)

---

## **OTHER AGENCIES**

Ballymena Inter-Agency Ethnic Support Group





**The Men's Advisory Project** provides confidential counselling, information and referral services for men experiencing domestic abuse or the pressures of a breakdown in a relationship.

We can provide you with information about organisations that can help you, as well as providing you with the support of one of our counsellors.

The Men's Advisory Project provides Anger Management Counselling in a group setting and on a one-to-one basis for both men and women.

The programme introduces clients to new life skills helping them to understand and manage powerful emotions more effectively.

MAP aims to encourage and assist men to seek help, cooperate with other agencies, including women's groups and promote research.

We are also committed to encouraging perpetrators of domestic violence, male or female to seek help.

---

## **SERVICES PROVIDED**

- Counselling – we provide counselling to male victims of domestic abuse and relationship breakdown
- Information and referral services – we provide an information and referral service for male victims who require further support such as; legal advice, homelessness, childrens services etc...
- Anger Management – MAP provides an anger management programme directed towards male victims of domestic abuse.

## **REFERRAL PROCESS**

We operate a “self-referral” process. Pass our number onto the individual who requires our support and ask them to give us a call.

If you have the person with you, you could call, speak to our staff and pass the phone over.

We take referrals from MARAC where we would phone the individual directly.

---

## **CONTACT DETAILS**

### **Men’s Advisory Project**

5th Floor Glendinning House  
6 Murray Street  
Belfast  
BT1 6DN

Telephone: 028 9024 1929

Email address: [info@mapni.co.uk](mailto:info@mapni.co.uk)

[www.mapni.co.uk](http://www.mapni.co.uk)



**Nexus NI** offer counselling and support to survivors of sexual abuse, victims of sexual violence including those who have experienced rape and sexual assault.

We have 30 years experience in providing a professional counselling service helping people to survive sexual violence.

We offer counselling in 27 centres across Northern Ireland including Belfast, Derry / Londonderry, Portadown and Enniskillen.

---

## **SERVICES PROVIDED**

### **What is counselling?**

Therapy offers you a safe, confidential place to talk about your life and anything that may be confusing, painful or uncomfortable. It allows you to talk with someone who is trained to listen attentively and to help you improve how you feel about yourself.

Therapy is a very personal process. Sometimes it is necessary to talk about painful feelings or difficult decisions, so you may go through a period of feeling worse than when you started. However, therapy should enable you to feel better in the long-run.

Nexus NI adheres to the Ethical Framework and Professional Code of Conduct as detailed out in the BACP guidelines.

### **What happens in NEXUS counselling?**

#### **Assessment interview**

You will meet with a counsellor who will talk to you about counselling and discuss your needs and problems. The counsellor will ask you questions about your life, your

experiences, your problems and concerns and they will help you to decide if counselling is right for you at this time in your life. Our counsellors are experienced, professionally trained and follow the guidelines of the BACP.

### **Ongoing counselling**

You will meet the same counsellor every week for 50 minutes. The counselling will be reviewed after every six sessions so that you can discuss how you are progressing.

### **Education and Training**

Nexus offer education and training programmes to:

- Help increase the awareness of sexual abuse and rape
- Help prevent sexual abuse and rape including online

---

## **REFERRAL PROCESS**

### **Where can I receive counselling?**

We offer counselling at our four regional offices and at various outreach centres throughout Northern Ireland. Our waiting lists vary depending on the office or outreach centre

### **How do I access the service?**

- You can access the service throughout Northern Ireland. To refer to Nexus, telephone your nearest office, go onto our website or email us at the details below

We primarily take self referrals only, with the exception of certain organisations that we have agreements with to allow us to take 3rd party referrals. These are:

- Contact/Lifeline
- Women's Aid
- NSPCC
- Victims support
- Rowan

## **CONTACT DETAILS**

### **Contact your local office by phone:**

- Belfast 028 9032 6803
- Derry/Londonderry 028 7126 0566
- Portadown 028 3835 0588
- Enniskillen 028 6632 0046

### **Email address:**

Contact us by email [info@nexusni.org](mailto:info@nexusni.org) to receive more information.

### **Website:**

Contact us on the secure contact form available at [www.nexusni.org](http://www.nexusni.org)

---





**The North Eastern Education and Library Board** is a local education authority responsible for the delivery of educational provision to children and young people within its area. This includes most of County Antrim, and part of County Londonderry. It comprises the Local Government Districts of Antrim, Ballymena, Ballymoney, Carrickfergus, Coleraine, Larne, Magherafelt, Moyle and Newtownabbey.

### **Mission Statement**

The North Eastern Education and Library Board has a vision of developing world class Education, Youth and Library Services. The Board will aim to help everyone realise their potential and contribute to a caring, inclusive and progressive society.

### **Education Welfare Service**

The Education Welfare Service is a specialist education support service which promotes the participation of children and young people in beneficial education through a partnership and inclusive approach.

---

## **SERVICES PROVIDED**

### **An Education Welfare Officer:**

- Will respond to referrals by meeting with child, his/her parents and the school
- Make an assessment of the situation and establish a support plan aimed at addressing the issues that have given rise to the young person being out of school or other appropriate education provision
- Will, with the permission of parents, engage with and speak to the young person in school in order to support him/her in re-engaging with education provision and in addressing the issues that gave rise to poor attendance and other symptoms.
- Can make referrals to other support services e.g. Associate Specialist or Educational Psychologist
- Advise young people and parents regarding other specialist educational support projects in the area

**Education Welfare Officers can provide support to a range of vulnerable and marginalised groups including:**

- Looked After Children
- School Aged Mothers
- Children without a school placement
- Children who are experiencing difficulties in attending school
- Children who are refusing to attend school
- Children who are experiencing social or emotional difficulties

Education Welfare Officers also provide support for schools in developing strategies aimed at managing attendance and will deliver practical support to pupils in school through preventative programmes such as Primary Attendance Matters (PAM).

The Education Welfare Service in NEELB also has a specialist team which works with Looked After Children and School Age Mothers

---

**REFERRAL  
PROCESS**

**The Education Welfare Service accepts referrals from:**

- Parents
- Children and young people
- Teachers
- Other professionals

---

**CONTACT  
DETAILS**

**Mrs Phyllis Lewis**

*Senior Education Welfare Officer*  
Loughview Regional Offices, 2-6 Jordanstown Road,  
Newtownabbey, BT37 0QF.  
Tel: 028 9085 4826

**Mr Phillip Archibald**

*Senior Education Welfare Officer, Antrim Area*  
The Bungalow, Antrim Board Centre, 17 Lough Road,  
Antrim BT41 4DG. Ballymena Area The Chalet, Co. Hall,  
182 Galgorm Road, Ballymena BT42 1HN.  
Tel: 028 2566 7635  
Tel: 028 9448 7663



**Mr James Smith**

*Senior Education Welfare Officer, Northern Area,*  
Cullycapple Primary School, 32 Mullaghinch Road,  
Aghadowey, Coleraine, BT51 4AP.  
Tel: 028 7086 8588

**Ms Alison Smyth**

*Senior Education Welfare Officer*  
Loughview Regional Offices, 2-6 Jordanstown Road,  
Newtownabbey, BT37 0QF.  
Tel: 028 9086 2568

**Email address:**

[Phyllis.lewis@neelb.org.uk](mailto:Phyllis.lewis@neelb.org.uk)

[Phillip.archibald@neelb.org.uk](mailto:Phillip.archibald@neelb.org.uk)

[James.smith@neelb.org.uk](mailto:James.smith@neelb.org.uk)

[Alison.smyth@neelb.org.uk](mailto:Alison.smyth@neelb.org.uk)

**[www.neelb.org.uk](http://www.neelb.org.uk)**

---



**The Northern Health and Social Care Trust** is one of five health trusts in Northern Ireland. It provides a broad range of health and social care services for a population of approximately 460,000 across ten council areas - Antrim, Ballymena, Ballymoney, Carrickfergus, Coleraine, Cookstown, Larne, Magherafelt, Moyle and Newtownabbey. The trust provides a wide range of universal and specialist services both in people's own homes, the community and in acute hospital settings.

The NHSCT is committed to reducing the incidents of domestic violence and abuse and its impact on the victim and their families and has relevant policy direction for service users and employees. The Trust recognises that working in partnership with families is crucial to improving outcomes for those affected. The Trust is also committed to reducing the incidents of sexual violence and abuse and its impact on the victim and their families.

Across all programmes of care, frontline staff have access to training and support in relation to domestic and sexual abuse, and safeguarding children and vulnerable adults to ensure that abuse is recognised and responded to and service users are supported.

Front line staff are trained in issues of domestic abuse, many use regionally accepted Risk Assessment Tools:

- Routine Enquiry into domestic abuse
- DASH RIC –Domestic Abuse, Stalking, Harassment and Honour based violence, Risk Identification Checklist
- DVRIM – Domestic Violence Risk Identification Matrix
- DVRAM – Domestic Violence Risk Assessment Matrix

The Trust is committed to active participation to the MARAC process (Multi Agency Risk Assessment Conferencing) and that for every MARAC in Trust area a Trust representative is present to ensure robust risk assessment and management plans. In a similar manner the Trust is fully committed to the PPANI – Public Protection Arrangements Northern Ireland process. One group of offenders within the arrangements is perpetrators of Domestic Violence. Involvement in this process is that the Trust responds to individuals in a coordinated and multi-agency manner.

---

## CONTACT DETAILS

Contacts for the full range of services provided by the Trust can be found on the website:

**[www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)**

The trust is fully committed to the Northern Domestic Violence Partnership (NDVP) and membership is as follows:

Kate Kelly

*Head of Social Work Services (Chair of NDVP)*

Tel: 028 9442 4600

Amber McCloughlin

*Named Nurse for Safeguarding Children*

Tel: 028 9442 4600

Randal McHugh

*Principal Practitioner for Vulnerable Adults*

Tel: 028 2563 5512

Nick Robinson

*Social Work Services manager and PPANI representative*

Tel: 028 9442 8715

**Northern Ireland Housing Executive** is Northern Ireland's strategic housing authority. We offer a range of services to people living in socially rented, privately rented and owner occupied accommodation. Our vision is one in which housing plays its part in creating a peaceful, inclusive, prosperous and fair society. Details of all the services we offer, including those listed below, can be found at [www.nihe.gov.uk](http://www.nihe.gov.uk)

---

## SERVICES PROVIDED

### **Homelessness**

The Housing Executive plays a key role in working with local communities and other agencies, whether public, private or voluntary sector, to tackle issues that make a real difference to everyone's quality of life. One of these issues is addressing homelessness. Homelessness can happen to anyone, for any number of reasons. Domestic and sexual violence can often be an underlying issue. Homelessness impacts on individual lives for years and this influence goes beyond the immediate lack of accommodation. It impedes an individual's health, financial and social well-being. The Housing Executive has a statutory responsibility to assist people who are homeless in Northern Ireland. We work with other agencies with a view to preventing homelessness and also to support homeless people make the move back in to independent accommodation. We also fund a range of accommodation providers, including Women's Aid, to provide temporary accommodation for people who experience Domestic Violence.

### **MARAC**

MARAC (Multi Agency Risk Assessment Conference) was introduced in Northern Ireland by the PSNI in 2006.

Housing Executive staff attends MARAC meetings when invited by a local MARAC nominated officer when accommodation has been identified as a factor to be considered in addressing the risk of further serious domestic violence.

### **Sanctuary Scheme**

The Housing Executive operates The Sanctuary Scheme throughout Northern Ireland

Under the above scheme, the Housing Executive can provide enhancements such as the installation of grills, cameras, etc. to a designated room in Housing Executive properties. The work is agreed by the local Housing Executive maintenance manager in consultation with the PSNI and the occupant following a MARAC recommendation. The works effectively provide a safe room for the occupant until the PSNI respond when contacted by the occupant who is at risk.

The primary objective of the scheme is to keep families safe from domestic violence and prevent homelessness. Work carried out under The Sanctuary Scheme should provide proper, professionally installed security which enhances the victim(s) safety.

---

## **REFERRAL PROCESS**

You can contact us by phone, email or in person to a local office. You can also be referred by another agency providing you have given consent.

---

## **CONTACT DETAILS**

General Enquiries: 03448 920 900  
Homeless Out of Hours Service: 028 9504 9999  
(Regional Emergency Social Work Service)

NIHE Website: [www.nihe.gov.uk](http://www.nihe.gov.uk)



**Onus (NI) Ltd** is a training and consultancy service specialising in domestic abuse training and expertise for employers, employees and managers.

“Established as a social economy business, our value base, commitment to social justice and supporting the sustainability of services to women and children affected by domestic violence is important to us”

Onus recognise that a ‘one size fits all’ approach to addressing the impact of domestic abuse within the workplace will not suffice; their experience of working in partnership with a very wide range of employers to support employees has supported the development of the successful Safe Place, Safe Employer and Safe Town initiatives.

---

## SERVICES PROVIDED

Onus provide a range of CPD Certified training from basic to advanced levels. Through their consultancy service, they offer a bespoke service to employers and organisations requiring specialist knowledge and skill in developing and delivering a strategy to address the impact of domestic abuse within the workplace.

Onus adopt a partnership approach, supporting the employer to:

- Develop workplace policy and procedures to address the impact of domestic abuse in the workplace
- Recognise training needs within the organisation and develop a bespoke training strategy to ensure staff are confident in policy implementation
- Communicate policy, procedure and support to employees
- Assist with all and any queries with regards to effective support for employees
- Regularly evaluate the policy to ensure effectiveness
- Pathways For Participation



The Workplace Charter on Domestic Violence has been developed by ONUS to enable organisations and communities to be recognised for their support to individuals suffering from domestic violence.

The Workplace Charter enables organisations large and small to play their part and be recognised through various pathways for participation. There are five incremental pathways designed specifically to meet the needs of organisations and communities.

## PATHWAYS FOR PARTICIPATION



Any organisation seeking to support the Workplace Charter on Domestic Violence and provide positive actions to signpost individuals to support agencies.



Any employer organisation seeking to implement best practice policies and procedures to support employees affected by domestic violence. This is awarded at three levels:



Any community that has a multi partner approach led by the Council. Safe Town will also have minimum requirements for Safe Place and Safe Employer locations.

Any organisation making an application will be offered the necessary advice, guidance and training to assist it in developing its systems in order to gain recognition.

For further details on The Workplace Charter visit:  
[www.onustraining.co.uk](http://www.onustraining.co.uk)

Telephone (028) 2563 2136

Email [info@onustraining.co.uk](mailto:info@onustraining.co.uk)



Understanding  
Domestic Violence.  
Ending Abuse

The Onus is on  
all of us.



## CONTACT DETAILS

### **Onus(NI) Ltd**

Ballymena Business Centre  
51 Church Street  
Ballymena  
BT43 6DF

Telephone: 028 2568 9450

Mobile: Colette Stewart  
*Onus Business Manager*  
075217 26136

Lindsay Harris  
*Training & Policy*  
07599 311 355

Email: [info@onustraining.co.uk](mailto:info@onustraining.co.uk)

Website: [www.onustraining.co.uk](http://www.onustraining.co.uk)





## **Police Service of Northern Ireland**

Domestic Abuse, Public Protection Units in D and H  
Police Districts

A fresh unified approach to preventing and investigating serious crime against children, families and vulnerable people

### **The Domestic Abuse Unit will:**

- Conduct investigations directed by the PPU Inspector / Sergeant mainly focused on repeat offenders or victims, high risk MARAC victims and more serious crimes such as Assault Occasioning Actual Bodily Harm or higher
- Provide guidance and support to officers conducting domestic investigations so the offenders are dealt with expeditiously and victims afforded best protection under the law
- Record withdrawal statements from victims who do not wish to proceed with an investigation in order to provide advice and guidance to that victim and also ensure the correct recording of the statement to aid the PPS in their decision making process
- Co-ordinate and Chair MARAC conferences and ensure DASH(Domestic Abuse Stalking and Harassment – Risk assessment form) submission from officers in relation to all reported domestic incidents
- Risk assess victims and provide historical incident analysis for the Public Prosecution Service in order to facilitate their decision making process

### **Area of expertise**

The Domestic Abuse Investigation Units in each police District comprises of 1 Inspector who is responsible for the PPU General, 1 dedicated Sergeant and 6 Constables. A senior practitioner social worker from the Northern

Trust is also attached to the PPU in Ballymoney and is a valuable resource for access to support services for victims of domestic abuse.

The 6 Domestic Abuse Investigators are specialist trained officers who are dedicated to investigating domestic abuse incidents. As such they regularly refresh and undertake new training in order to progress the role. They are also trained in joint protocol to enable them to effectively deal with vulnerable and intimidated victims and how to achieve best evidence from them.

Both police districts also have Criminal Justice Support Workers who work alongside Domestic Abuse officers. These workers support victims, providing emotional support, support through criminal justice processes and provide information about other local support services.

---

## **SERVICES PROVIDED**

- Co-ordinate and chair MARAC meetings (1 per month per area)
- Liaise between statutory agencies in information sharing about victims and offenders
- Liaise between PPS in order to provide information to ensure accurate decision making process for prosecution files
- Support and advise victims through the prosecution and court process and also offer advice in relation to relevant court orders

## REFERRAL PROCESS

The Domestic Abuse Investigation Unit will investigate incidents of crime reported through any method to police and also on occasions via a 3rd party.

Professionals can access the DAIU through direct contact on the below number, in an emergency phone 999 and ask for police, for other enquiries or to report a crime call: 101.

---

## CONTACT DETAILS

**Telephone:**

H District - Ballymoney 028 2764 9631

D District - Antrim 028 9448 2636 /028 9448 2639

**Email address:**

[ZPPUHDistrict@psni.pnn.police.uk](mailto:ZPPUHDistrict@psni.pnn.police.uk)

[ZDDistrictDVO@psni.police.uk](mailto:ZDDistrictDVO@psni.police.uk)

**Website:**

[www.psni.police.uk/h-district](http://www.psni.police.uk/h-district)

[www.psni.police.uk/d-district](http://www.psni.police.uk/d-district)





**The Probation Board (PBNI)**, established as a publicly appointed Board in 1982, is an executive Non-Departmental Public Body of the Department of Justice. The Probation Board plays an important role at each of the key stages of the criminal justice system, with a presence in courts, custody, in the community and working with victims of crime.

**When conducting its work, the Probation Board seeks to deliver the following outcomes:**

- Ensure that offenders keep to the requirements of their court order or conditions of a licence
- Challenge offenders to produce positive changes in behaviours and attitudes to reduce the likelihood of future offending
- Minimise harm to others and promote the safety of victims working in multi-agency risk management arrangements
- Promote responsible citizenship

Independent evaluation consistently shows the effectiveness of community sentences supervised by the Probation Board. Three out of four people who receive a community sentence do not reoffend within one year. Probation works. It is effective in reducing offending and keeping communities safer.

---

## **SERVICES PROVIDED**

**The main strands of the Probation Board's work are to:**

- Assess convicted offenders and prepare approximately 10,000 reports annually, to assist decision-making in the criminal justice process
- Supervise approximately 4,300 offenders at any given time
- Provide a range of services to offenders in prisons
- Provide behavioural change programmes
- Offer a Victim Information Scheme
- Work with partner organisations to manage the risk posed by the most serious offenders as part of the Public Protection Arrangements.

## REFERRAL PROCESS

Once a referral has been made in Court the first step would be to contact the local PBNI Area Manager to discuss any referral. The current Area Manager in the North Antrim area is Janet McClinton and she can be contacted at either the Ballymena office, 3 Wellington Court, Ballymena O28 2565 2549, or the Coleraine office, 12 Lodge Road, Coleraine O28 7035 3141.

If you need assistance in the event of a referral to find out who the correct person to contact is then please ring the main PBNI Headquarters number at 02890262400, they will be able to advise who to contact and their address and telephone number.

---

## CONTACT DETAILS

Telephone: 028 9026 2400  
Email address: [info@pbni.gsi.gov.uk](mailto:info@pbni.gsi.gov.uk)  
**[www.pbni.org.uk](http://www.pbni.org.uk)**





**The Rowan** is the sexual assault referral centre serving the whole of Northern Ireland. The centre is located on the Antrim Area Hospital site which provides a coordinated range of support and services to victims of sexual crime both recent events and non-recent, irrespective of their age, gender, ability, sexual orientation or geographical location.

The service is jointly-funded by the PSNI and DHSSPS, and directly managed by the Northern HSC Trust.

---

## **SERVICES PROVIDED**

### **Services Provided by The Rowan Team:**

- Emotional support for victims and significant others;
- Forensic Medical Examinations with trained Forensic Medical Physicians who are experienced in the field of sexual offence examinations of adults and children;
- Risk assessment of: pregnancy, HIV / HepB / other STIs, vulnerability, self-harm, and safeguarding;
- Immediate access to Post Exposure Prophylaxis for Sexual Exposure (PEPSE) (which must be administered within 72hrs post-assault) and emergency contraception, if required;
- Signposting onto specialised counselling services and/or other support services: Emergency Department, Mental Health Services, Social Services, Victim Support NI;
- Follow-up support: telephone and face-to-face contact;
- Opportunity for adult victims to store forensic samples pending a report to police;

- Support in meeting with a specially trained police officer in the area of child sexual abuse or rape to discuss options and engagement with the criminal justice system;
- A Sexual Health Clinic for victims (adults and children) of sexual violence to assess and treat sexually transmitted infections.

---

## **REFERRAL PROCESS**

The Rowan operates a booking system to ensure individuals' needs are met. Anyone requiring a service can phone: 0800 389 4424 24/7.

Information can also be found on our website:

**[www.therowan.net](http://www.therowan.net)**

---

## **CONTACT DETAILS**

**Telephone:**

0800 389 4424

**Email address:**

[TheRowan@northerntrust.hscni.net](mailto:TheRowan@northerntrust.hscni.net)

**Website:**

[www.therowan.net](http://www.therowan.net)



## **Triangle Housing Association**

Vision: building better futures together through, building homes, providing support, creating possibilities.

### **Our mission is**

To deliver quality housing and appropriate support to people in need, promoting equality and opportunity for all.

---

## **SERVICES PROVIDED**

- Triangle Floating Support Services. (covers the Northern Board and Belfast areas)
- Housing Support service.
- Sourcing, maintaining and sustaining tenancies both within the social and private rented sectors.
- General housing advice.
- Dealing with tenant disputes.
- Dealing with rent issues including arrears.
- Dealing with social security benefits and other official matters.
- Explaining terms and conditions of Tenancy Agreements.
- Assistance to engage with individuals and professionals and other bodies.
- Help to deal with bills and debt.
- Budgeting advice.
- Social support.
- Encouragement to keep appointments.

## REFERRAL PROCESS

Application forms can be downloaded from the website:  
[www.trianglehousing.org.uk](http://www.trianglehousing.org.uk)

Alternatively you can contact any of the following  
people:

**Lucy Campfield**

*Manager*

Tel: 028 2766 1780

**Cora Smith**

*Co ordinator Belfast*

Tel: 028 9045 9555

**Brian Hegarty**

*Co ordinator Northern Area*

Tel: 028 2563 3903

---

## CONTACT DETAILS

**Telephone:**

Central office number: 028 2766 6880

**Email address:**

[lucy.campfield@trianglehousing.org.uk](mailto:lucy.campfield@trianglehousing.org.uk)

**Website:**

[www.trianglehousing.org.uk](http://www.trianglehousing.org.uk)



**Victim Support NI**, is a charity with over 30 years' experience of supporting victims of crime. We are committed to working to ensure that appropriate support and information is available to all people affected by crime.

You may be in contact with people who have experienced crime and whether they have reported to the police or not, we would ask for your help in making sure they know what we have to offer as support.

We have 5 offices across Northern Ireland and can also provide support at designated outreach centres or in the client's own home in each of the 26 council areas of Northern Ireland.

Victim Support NI has a wealth of experience and expertise at your fingertips, with highly trained volunteers and staff that understand the needs of some affected by crime.

Further understanding of the roles and responsibilities of Victim Support NI can be found at our website [www.victimsupportni.org.uk](http://www.victimsupportni.org.uk), and if you would like material for your organisation or office, leaflets and posters can be provided by contacting any of our offices across Northern Ireland.

If you would like further information or would like to refer a client- please contact your local office.

---

## **SERVICES PROVIDED**

### **Criminal Injuries Compensation Service**

- Some people are physically and/or psychologically harmed by crime. This can include enduring pain, scarring, disability and mental illness
- People who have been injured by crime are entitled to apply for compensation from the Compensation Agency.

- Victim Support's Criminal Injuries Compensation Service offers a confidential service delivered by trained staff and volunteers. Specialist advisors also offer representation at reviews, appeals and hearings
- This service is completely free of charge. We are funded to provide this service and will **not** take a percentage of any award made

### **Help for Victims**

- We provide help through a network of local offices and outreach centres, across the whole of Northern Ireland. Staff and volunteers offer emotional support, information and practical help to people who have suffered from any type of crime. So if we can't meet your needs, we can put you in touch with others who can
- Crime impacts on more than the individual victim so we also offer help to relatives and friends. Research shows that those who receive good emotional and practical support after a traumatic event are able to recover more quickly and are less likely to need longer term support, or to develop mental health issues

### **Help for Witnesses**

- Going to court can be a stressful and bewildering experience, both for the victims of a crime, their families, and for witnesses called to give evidence. Witness Service volunteers offer emotional support and practical information to people going to court. This can include offering witnesses a chance to visit the court before giving evidence, explaining court procedures, accompanying a victim or witness into the courtroom, and offering the opportunity to talk over the case when it has ended
- The Witness Service is free and confidential and is available to prosecution witnesses over the age of 18

### **Support for Victims of Hate Crime**

- Victim Support NI in partnership with other organisations offer specialist support to Victims of Hate Crime. This ranges from assistance around the PSNI investigation, to housing issues, Criminal Injuries Compensation support, support at court and referrals on to other services.

To avail of this service please contact Victim Support NI on 028 9027 7757.

## REFERRAL PROCESS

You can contact us by phone or email. You can also be referred by another agency providing you have given consent.

The PSNI operate an "open referral" policy to victim support and officers will clearly explain to all victims that their details will be passed on to Victim Support unless they specifically ask the police not to.

---

## CONTACT DETAILS

### **Victim Support NI Belfast**

Annsgate House, 3rd Floor, 70/74 Ann Street,  
Belfast, BT1 4EH

Tel: 028 9024 3133

Email: [belfast@victimsupportni.org.uk](mailto:belfast@victimsupportni.org.uk)

### **Victim Support NI Ballymena**

124 Broughshane Street Ballymena, BT43 6EE

Tel: 028 2563 0784

Email: [ballymena@victimsupportni.org.uk](mailto:ballymena@victimsupportni.org.uk)

### **Victim Support NI Foyle**

1st Floor, Embassy Building, 3 Strand Road, BT48 7BH

Tel: 028 7137 0086

Email: [foyle@victimsupportni.org.uk](mailto:foyle@victimsupportni.org.uk)

### **Victim Support NI Omagh**

22 Campsie Road Omagh, BT79 0AG

Tel: 028 8224 0012

Email: [omagh@victimsupportni.org.uk](mailto:omagh@victimsupportni.org.uk)

### **Victim Support NI Newry**

12 John Mitchel Place Newry, BT34 2BP

Tel: 028 3025 1321

Email: [newry@victimsupportni.org.uk](mailto:newry@victimsupportni.org.uk)

To be put in touch with our Witness Service, please call:  
028 9024 4039





women's aid

Antrim, Ballymena, Carrickfergus, Larne  
and Newtownabbey

women's aid

Causeway

women's aid

Mid-Ulster

**Women's Aid** is a voluntary organisation which provides support, information and temporary accommodation for women, children and young people who are or have experienced domestic or sexual abuse.

---

## SERVICES PROVIDED

### REFUGE

Refuge provides safe temporary accommodation for women and their children leaving an abusive relationship.

### Support for women includes :

- Individual Needs and Risk assessment
- Weekly support planning sessions with keyworker
- Money management
- Advocacy with other agencies
- Signposting to specialist services
- Court support
- Practical support to access other agencies ie. Benefits, housing, medical services
- Liaison with local schools for children
- Access to educational and support groups within Women's Aid
- Move On planning
- Referral to Women's Aid community based services

Women support each other, alongside trained staff and volunteers. Child workers provide a range of activities for children and young people in a group setting or one to one working alongside mum, to encourage and nurture positive relationships. Childcare and crèche facilities are provided for children of mothers wishing to attend groups or appointments.

## **FLOATING SUPPORT SERVICE**

The Floating Support Service is a community based service which aims to help and support women to live independently and enable them to maintain and sustain their tenancies.

### **Support for women includes:**

- Safety planning
- Accompanying women to solicitors/courts
- Linking women to other services available
- General housing advice and in the event of a “move-on” ensure appropriate resettlement services for women and crisis intervention to support sustainability of tenancy
- Explaining terms and conditions of tenancy agreements
- Money management and welfare benefits/tax credit/universal credit information including housing benefit, rent issues/arrears, bills/debts and budgeting
- Advocacy
- Informing women of the availability of specialist services and helping women to access these services
- When necessary, contact appropriate services on behalf of women

## **CHILDREN AND YOUNG PERSON'S SUPPORT**

Women's Aid provide services for children and young people. The support is age appropriate with activities and support programmes to assist children in building resilience.

## **COMMUNITY BASED SUPPORT**

Women's Aid provide a number of services which are designed to meet the individual needs of women and children. These can be accessed in their home, in safe neutral environments and in our centres'.

## **COURSES**

### **My Life My Choices**

This programme is an opportunity for women to take the first steps towards personal development. It helps promote self-awareness and enables women to explore their options and develop their potential.

#### **Some of the topics covered are:**

- Building self-esteem
- Building self-confidence
- Assertiveness in a positive way
- Self-image
- Decision making
- Building support networks

### **Journey To Freedom**

This programme is specifically designed for women who have been or are still living in an abusive relationship. It provides an opportunity to share thoughts and feelings on domestic violence in a safe, caring, confidential and supportive environment with women who have had similar experiences.

It is an opportunity for empowerment by building on self-esteem and confidence, learning how to feel safe and make positive life choices.

### **Some of the topics covered**

- Types and effects of domestic violence
- Emotional Abuse
- Profile of Abusive Behaviour
- Myths and Realities
- Fear
- Children and Domestic Violence

### **You and Me Mum**

You and Me Mum is a ten week programme focusing on how domestic violence can affect mothers and their children. It empowers, supports and develops further understanding of mothers in addressing the needs of children and young people who have lived with domestic violence.

### **Some of the topics include:**

- To understand the effects of domestic violence on children and young people.
- To develop effective communication skills between mothers and their children/young people
- To promote healthy and non-violent relationships
- To explore key protective behaviour messages and strategies for keeping mothers, children and young people safe

---

## **REFERRAL PROCESS**

Referrals can be made directly from the woman or via an agency by telephone, email or in person.

## **CONTACT DETAILS**

### **Causeway Women's Aid**

23, Abbey Street, Coleraine, BT52 1DU

Tel: 028 7035 6573

Email: [centrecoordinator@causewaywomensaid.org](mailto:centrecoordinator@causewaywomensaid.org)

Website: [www.causewaywomensaid.org](http://www.causewaywomensaid.org)

### **Mid-Ulster Women's Aid**

27, Old Coagh Road, Cookstown BT80 8QG

Tel: 028 8676 9300

Email: [admin@midulsterwomensaid.org.uk](mailto:admin@midulsterwomensaid.org.uk)

Website: [www.midulsterwomensaid.org.uk](http://www.midulsterwomensaid.org.uk)

### **Women's Aid Antrim, Ballymena, Carrickfergus, Larne & Newtownabbey**

2, Cullybackey Road Ballymena, BT43 5DF

Tel: 028 2563 2136

Email: [womensaidadmin@btconnect.com](mailto:womensaidadmin@btconnect.com)

Website: [www.womens-aid.org.uk](http://www.womens-aid.org.uk)



# Additional Contacts

## Office Hours

Addiction NI	<b>028 9066 4434</b>
Barnardo's	<b>028 9067 2366</b>
Disability Action	<b>028 9029 7880</b>
Samaritans	<b>028 9066 4422</b>
Simon Community	<b>028 9023 2882</b>
The Rainbow Project	<b>028 9031 9030</b>
Women's Aid Federation NI	<b>028 9024 9041</b>

## Helplines

24 Hour Domestic & Sexual Violence Helpline	<b>0808 802 1414</b>
Open to all women and men affected by domestic & sexual violence	
Age NI	<b>0808 808 7575</b>
Childline	<b>0800 11 11</b>
NSPCC	<b>0808 800 5000</b>
Lifeline	<b>0808 808 8000</b>
Simon Community	<b>0800 171 2222</b>







