

# **BOLTON'S DOMESTIC ABUSE SUPPORT IN SAFE ACCOMMODATION STRATEGY 2022-25**

## **INTRODUCTION**

This Domestic Abuse Support in Safe Accommodation Strategy has been developed by Bolton's Domestic Abuse and Violence Partnership Board in response to the Government's Domestic Abuse Act 2021 which has a specific focus on domestic abuse support in safe accommodation. Whilst the focus for this strategy is purely on the support element within safe accommodation, it will form part of a system wide Bolton Domestic Abuse Strategy which will also include the findings and recommendations that SafeLives are currently undertaking with us. That strategy will articulate the broader partnership response to domestic abuse.

### **1. THE DOMESTIC ABUSE ACT 2021: What does it say?**

The Domestic Abuse Act 2021 requires that Local Authorities establish A Domestic Abuse and Violence Partnership Board with a statutory duty to assess the need and create a strategy for domestic abuse support in our area for all victims (and their children) who reside in relevant safe accommodation, including those who come from outside of the area; to publish this strategy and evaluate and monitor the effectiveness of it.

We now have a responsibility by law to assess the need for support in safe accommodation through a needs assessment to meet identified need.

The Act introduces changes which impact on registered Housing Providers. Prior to the Act victims fleeing from domestic abuse would only be considered to have priority need if they were found to be vulnerable as a result of the domestic abuse, or if they fulfilled another vulnerability characteristic such as being pregnant, having dependent children or being vulnerable as a result of mental illness or disability.

The Domestic Abuse Act now extends priority needs status to all those who are eligible for assistance and homeless as a result of domestic abuse. This will mean that councils will no longer need to consider if a survivor is vulnerable as result of their abuse in order for the survivor to access accommodation secured by the local authority.

The Domestic Abuse Act places requirements on housing authorities in relation to security of tenure when rehousing survivors fleeing domestic abuse who were an existing lifetime social tenant.

The Domestic Abuse Act emphasises that support is available to all those fleeing abuse, including those who cross local authority borders, and that housing and support needs for adults and children fleeing abuse should be met irrespectively of whether they have stayed close to home or moved to another authority area.

Safe Accommodation Types:

Accommodation	Description
Refuge accommodation	accommodation and intensive wrap around support for victims and their children residing there.
Specialist safe accommodation	specialist refuges for Black and Minority Ethnic (BAME) communities, Lesbian, Gay, Bisexual, Transgender Questioning and other (LGBTQ+) communities, and disabled victims and their children. These may provide single gender accommodation with dedicated specialist support to victims who share a protected characteristic(s). This includes services that are led by those that also share the protected characteristic and/or have complex needs
Dispersed accommodation	Safe (secure and dedicated to supporting victims of DA), self-contained accommodation with the same level of specialist domestic abuse support as provided within a refuge but which may be more suitable for victims who are unable to stay in a refuge with communal spaces due to complex support needs or for families with teenage sons for example.
	Safe (secure and dedicated to supporting victims of domestic abuse), self-contained 'semi-independent' accommodation which is not within a refuge but with support for victims who may not require the intensive support offered through refuge, and are still at risk of abuse from their perpetrator(s)
Sanctuary Schemes	properties with local authority installed Sanctuary Schemes or other similar schemes, which provide enhanced physical security measures within a home. A Sanctuary Scheme is a victim centred initiative which aims to make it possible for victims of domestic abuse to remain in their own homes, where it is safe for them to do so, where it is their choice, and where the perpetrator does not live in the accommodation.
Move-on and / or second stage accommodation	these are interchangeable terms for projects temporarily accommodating victims, including families who no longer need the intensive level of support provided in a refuge, but would still benefit from a lower level of domestic abuse specific support for a period before they move to fully independent and permanent accommodation. There is no expectation that every victim will require this. Many victims are ready to move straight to a permanent new home from refuge. However, move-on and / or

	second stage accommodation may be helpful in some cases.
Other accommodation designated by the local housing authority, registered social landlord or registered charity as domestic abuse emergency accommodation	a safe place with support. To give victims an opportunity to spend a temporary period of time to make decisions in an environment which is self-contained and safe. This would include access to wrap around support and specialist support for victims with complex needs (including mental health needs and substance misuse).

‘Safe accommodation’ is only considered safe if it is delivered with domestic abuse specific support. This can be directly provided within safe accommodation services and as outreach support to victims in other types of relevant accommodation, including their homes. The government is clear that this Act should not result in any negative impact on non-accommodation based local domestic abuse services. It is expected that support in safe accommodation should sit alongside and complement the support that is already available to victims.

## 2. SAFE ACCOMMODATION AVAILABILITY IN BOLTON: Needs Assessment findings:

### Refuge Accommodation

Our refuge has 22 self-contained units to accommodate female victims and their children and a further 2 dispersed units. Wrap around support is offered which includes emotional and practical support. We have no specialist safe accommodation specifically for BAME, LGBTQ+ or other protected characteristics, they are housed either in the existing refuge with the full support offer (if female) or in dispersed and temporary accommodation with support from the Haven Project.

The refuge has 4 units with wheelchair access, walk in showers and open kitchen to allow for wheelchair access. It has never had the demand to use all 4 for disability access. All the other flats can accommodate people with various disabilities such as people with hearing impairment. The refuge can make the required adaptations around other disabilities to meet individual needs.

Demand in our refuge placement is high with over 98% occupancy. Out of area residents are also accepted. From 2018-21, our refuge accommodated 19% of victims from outside the borough.

Over that same 3-year period, 149 female victims and 228 children were housed and supported in the refuge. 144 described themselves as Heterosexual, 3 as bisexual with 2 not disclosing. Of the 149 victims, 43 were from BAME communities (29%). this is an increase from 27% in 2018-19.

The predominant age range was 25-34 (51.7%) with 2 residents aged 55+ during this period. In terms of major presenting issues over the three years 63% of victims identified having mental health issues. A further 14% had drug misuse problems and 7% admitted to alcohol problems.

### Dispersed properties

Bolton has 6 dispersed domestic abuse specific properties for both male and female victims of domestic abuse who may also have complex needs. We have a number of other dispersed units that are not secure accommodation.

### Other Non-DA Specific Temporary Accommodation utilised for Domestic Abuse cases

There is a range of temporary accommodation provision utilised for domestic abuse cases which is supported but NOT domestic abuse specific. These are generic homelessness provision for singles and families to assist homeless households in need of temporary accommodation and support. These include Benjamin Court (24 units) and Benjamin Court dispersed temporary properties (50 units) and three hostels (2 male, 1 female) (72 units)

There are significant numbers of domestic abuse cases placed through this provision – particularly in our dispersed locations and through the female hostel provision.

For this to meet the Safe Accommodation requirement additional domestic abuse specific support is required, this is currently delivered by the Haven Project but is majorly under resourced.

Our Haven Project provides support in these properties/ temporary accommodation settings including specifically safety planning and safe relationship. It gives domestic abuse victims an opportunity to spend a temporary period of time to [consider and] make decisions in an environment which is self-contained and safe. This support is provided to both male and female victims but not to the children they may have living with them.

In addition, there is regular use of emergency hotel and guest house accommodation for. This is mainly for purpose of initial place of safety and for short periods, however some placements do run for considerable periods of time. Whilst the Haven support is provided, the accommodation would not in ANY EVENT meet the safe accommodation requirements.

From 2018-21 the Haven Project supported 286 victims of domestic abuse, of these 81 (28.6%) were in secure accommodation, 138 (48.3%) were staying with either family, friends or sofa surfing. The remaining were in no-secure accommodation.

The data sets behind these placements are very fluid and will require ongoing monitoring around numbers of placements and need for more suitable 'safe accommodation' alternatives.

### Sanctuary Schemes/ Target Hardening.

Although we do not have a formalised Sanctuary Scheme, we do have target hardening options which gives victims a choice if they prefer to remain at home.

In 2020-21 Bolton at Home (our main Social Housing Provider) received 740 individual requests for target hardening to their properties that were DA related (includes more than one target hardening request in a property). Majority of provision has been for spyholes, security lights, window locks, emergency lock changes and referral to Careline. This support is enhanced with dedicated case management support from Domestic Abuse case workers.

The officers are specialists trained to support victims and their families, Bolton at Home has a registered Social Worker who is also a Social Worker Practise Educator, Independent Sexual Violence Advocate (ISVA) and a former Mental Health Social Worker. The Manager of the service is also accredited by Safe Lives and all of this knowledge and experience adds to the support offer this team provides.

The service offers a victim led approach with regards to Safety planning and target hardening to ensure all concerns of the victim are discussed and that safety planning and target hardening is effective to keep them safe in their own home. The majority of victims wish to remain in their own homes to be near family/friends for support as well as maintain stability for children who attend local schools and have good pastoral as well as peer support, for those victims who are more at risk and are requesting a move Bolton at Home will discuss move on and property location to ensure a safe seamless transition.

Our Be Secure project managed by Community Safety has also target hardened 150 properties in 20/21.

#### Move-on and / or second stage accommodation

Any move-on from the refuge into Bolton at Home accommodation is referred into the DAV Service to support victims with that transition into their new home as well carrying out new safety planning assessments and target hardening if its required this ensures that the victim and their family remain safe and can start their new chapter of independent living. Bolton at Home also has some out of borough victims that are allocated accommodation who are also referred into the DAV Service as part of the move-on and again they complete safety planning assessments and target hardening if required as well as receiving support from the Tenancy Sustainment Team who can focus their support on tenancy related need.

For those housed outside of Bolton at Home accommodation we offer support through our Safe Haven Project which is a step-down support offer to victims and their families who no longer need the intensive level of support provided in a refuge but would still benefit from a lower level of domestic abuse whilst settling back to fully independent living. From 2018-2021 our 4.5 Safe Haven Officers (combination of council and external funding) have supported 673 families for up to 12 months. Demand during 2021 is already higher. During the first 6 months of this financial year, the Safe Haven Officers have supported 129 new families with a further 113 cases remaining open from the previous financial year.

#### **Our Needs Assessment also found:**

- Our biggest social housing provider, Bolton at Home supported 329 victims of domestic abuse in financial year 2020-21. 13% of these came internally via safeguarding or tenancy support. 18% were via Fortalice, our specialist domestic abuse provider. 92% of these were female and 3% from an ethnic minority background.
- From April 2018 to Feb 2021, our Housing Options Service (remit is to work with the homeless or those threatened with Homelessness) supported 1,588 clients, 69% were deemed at risk of domestic abuse. Just over 50% indicated their housing issue was either 'fleeing abuse at their current property' or 'relationship breakdown with a violent partner.
- Service demand data from Housing Options indicates only 1.8% of all clients are LGBTQ+. The data also indicates that 25% of clients are from a BAME group.
- There has been a steady increase in demand for accommodation relating to domestic abuse over the last three years, with a 43% increase between financial year 2018/19 and 2020/21.

## **Gaps identified:**

- There is insufficient safe accommodation to meet overall demand in Bolton. Victims being placed in temporary accommodation due to a lack of available and suitable local safe accommodation. This is putting immense pressure on our B&B accommodation. Using temporary accommodation without the wraparound support increases the risk of the victim returning back to the abusive partner.
- Victims with teenage children are struggling to find safe refuge accommodation. Our refuge has sourced additional safe accommodation to address this but units are limited so this is an issue.
- There is a high prevalence of mental health and/or substance misuse needs amongst victims in safe accommodation which is not currently being met due to demand outweighing supply.
- There is a gap in advocacy and support for children housed in safe accommodation outside of our refuge.
- The capacity of Haven is very limited as only 1 officer is employed to support all victims housed in safe accommodation outside of our refuge. Additionally, this support is only for victims and not their children
- Moving on from temporary and/or refuge accommodation is limited due to lack of available social housing and the high cost of privately rented accommodation. This results in longer stays in refuge/temporary safe accommodation and so restricts other victims from accessing the much needed safe accommodation support.
- Awareness of the Sanctuary Scheme and how it could benefit victims, is limited amongst professionals.
- 'Sofa Surfing' and living with friends and family is also another means victims are using to flee their abusive relationships. From 2018 to 2021, 138 victims of domestic abuse who were Sofa Surfing, have been supported by our Haven Project. There are likely to be many more. This is unseen by professionals so the true scale of it is not known.
- Limited long term support after leaving safe accommodation for those with complex needs.

## **2. CONSULTATION ON OUR STRATEGY**

We will consult and seek feedback from our partners on the Domestic Abuse and Violence Partnership Board as well as BeSafe, Children's Safeguarding and Adults Safeguarding Boards, the Health and Wellbeing Board and most importantly with our residents who have lived experience and are or have been victims of domestic abuse, to ensure that what we have identified for action to improve and enhance our support offer around domestic abuse is what is required and that this strategy is fit for purpose.

### 3. BOLTON's SAFE ACCOMMODATION STRATEGY: Our priorities

To meet the safe accommodation requirements under the Domestic Abuse Act 2021, Bolton has identified the following 5 priorities:

(i)	<b>Appropriate Safe Accommodation:</b> <i>availability of safe accommodation in Bolton for all of our victims and professional assistance in accessing safe accommodation whether this is in Bolton or out of our borough</i>
(ii)	<b>Access to Support Services within Safe Accommodation:</b> <i>Professionals have the right knowledge to be able to support victims to access relevant support services.</i>
(iii)	<b>Recognising multiple needs within safe accommodation:</b> <i>Access of Services to meet all needs</i>
(iv)	<b>Support to children and young people impacted by domestic abuse both within safe accommodation and in the community:</b> <i>Addressing the support needs of children and young people as victims in their own right</i>
(v)	<b>Multi- agency working to support requirements of the Safe Accommodation and Support Duty of the Domestic Abuse Act 2021:</b> <i>Joint working to provide a holistic approach to domestic abuse within safe accommodation and in the community</i>

#### (i) Appropriate Safe Accommodation

This means developing a model of safe accommodation across Bolton to address current Gaps in provision. We will do this by:

- Exploring and considering the principles of the Whole Housing Approach which recognises the important role of housing in supporting and keeping victims safe whether in their own homes or relocating to a place of safety.
- Working with our Housing and Domestic Abuse Specialist Partners to develop and agree robust transitional arrangements to deliver the Safe Accommodation Strategy. We recognise that it will take time to design and commission additional safe accommodation provision and support, and to achieve the improvements intended. We will work together to address actions we can take immediately to our safe accommodation offer for victims whilst working towards a comprehensive responsive offer longer-term.
- Evaluating our Homelessness Strategy against our domestic abuse strategic approach to develop our local action plans to meet the need.
- Investigating the potential of access to more dispersed properties through dialogue with Bolton Community Homes and our main social housing provider: Bolton at Home to improve our safe accommodation offer to meet the demand needs in Bolton.
- Addressing our current gap in move-on accommodation so that once risk is reduced and victims are ready to do so, they can move on from the safe accommodation/other move-on support and open up space for other high risk victims of domestic abuse.
- Formalising our cross-border working arrangements and collaborative agreements so that these are better managed giving our highest risk victims and their children the least traumatic experience of having to move from their locality as a result of domestic abuse.

- Ensuring that all victims currently accessing temporary accommodation as part of the transitional arrangements, are provided support by our Domestic Abuse Accommodation and Support Services.
- Treating all victims of domestic abuse as having a priority need for accommodation. The Domestic Abuse Act introduces a requirement for all domestic abuse victims to be automatically considered in priority need and therefore benefit from the statutory homelessness process and receive an offer of settled housing. We will work towards ensuring that all victims of domestic abuse in social housing, are provided with a secure lifetime tenancy as required under the Domestic Abuse Act (where tenancy has been granted).
- Formalising and enhancing our Sanctuary Scheme provision and relevant floating support within it so that victims feel safe in their homes and can access appropriate domestic abuse support for themselves and their children.
- Working with victims to explore options that support them to stay safe when outside of their homes.

**(ii) Access to Support Services within Safe Accommodation**

This means ensuring that the necessary support is in place within safe accommodation for all victims. We will do this by:

- Ensuring the availability of support provision so that needs are being met. This includes and is not limited to: domestic abuse advocacy, practical and emotional advice and support, housing options advice (including support to complete housing applications), legal advice (through the legal service), re-settlement support, signing up to new schools for children and counselling and therapy for adult and child victims.
- Uplifting our support offer around mental health and substance misuse to address increase in demand within our safe accommodation.
- Increasing our floating support offer so that all victims in safe accommodation have access to relevant support and assistance.
- Working with our Pet Fostering service so that victims can leave their abusive household knowing that their pet is in safe hands whilst they are supported in safe accommodation (often victims remain for fear of what will happen to their pet in their absence).
- Enhancing our move-on and re-settlement support for families after they have left the safe accommodation to ensure on-going support is available if needed.

**(iii) Recognising multiple needs within safe accommodation**

This means recognising the intersectional and overlapping nature of domestic abuse (race, class, sexuality etc) which affects victims differently. We will do this by:

- Ensuring that safe accommodation provision meets diverse and multiple needs of victims.
- Increasing our understanding of people with multiple needs to allow them to take up placements in safe accommodation.
- Ensuring that our safe accommodation offer is open to all including protected characteristics: It is against the law (Equality Act 2010) to discriminate against someone because of: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- Enhancing specialist support where there are barriers to access eg: male victims, BAME communities, LGBTQ+ and older victims.



- Enabling options for specific support for vulnerable victims where there is evidenced need eg: Mental health, substance misuse, disability, history of offending etc within our safe accommodation and in victims' own homes for their safety.

**(iv) Support to children and young people impacted by domestic abuse in safe accommodation and in the community**

This means making sure that children and young people who have been impacted by domestic abuse have the relevant support. We will do this by:

- Strengthening interventions for children including nursery provision, access to play therapy, on-going education, counselling and advocacy within our refuge via our support workers (additional staff have been recruited so 8 officers currently in post)
- Addressing our current gap in advocacy and support for children housed in safe accommodation outside of our refuge to ensure their needs are being met within dispersed properties and at home for those supported via our Sanctuary Scheme.
- Ensuring that children and young peoples voices are heard when designing and reviewing our domestic abuse services so that we are responsive to their needs.
- Working with schools around trauma informed practice.

**(v) Multi-Agency Working to support requirements of the Safe Accommodation and Support Duty of the Domestic Abuse Act 2021**

This means partners working together holistically so that we can identify and respond to domestic abuse as early as possible in an effective and co-ordinated way. We will do this by:

- Reviewing our Multi-Agency training offer to ensure duties of the Act are incorporated into training and operational plans across the workforce so that staff understand the requirements.
- Multi-agency and wider public awareness raising - There is an opportunity to enrich the broader understanding of DA across partner organisations and wider community to encourage the early identification of DA concerns so that responses are effectively facilitated and referral pathways into services are fully understood.
- Utilising the findings of the Whole System Review work undertaken by SafeLives for Bolton's approach to domestic abuse as well as their findings from the deep dive reviews of our MARAC process and our Perpetrator provision to improve and enhance our provision and service delivery.
- Engaging with victims about their experience of accessing local services and any barriers to access they have faced, this will inform improvements needed across safe accommodation providers and agencies and the support they provide.

#### **4. HOW BOLTON'S SAFE ACCOMMODATION STRATEGY WILL BE DELIVERED**

- A working group from Bolton's Domestic Abuse and Violence Partnership Board will develop and implement a delivery plan with clear timescales for delivery for short, medium and long term. Each identified action will have an objective set against it, the outcomes that are anticipated and how we will measure these. The delivery plan will be reviewed on a quarterly basis by our Domestic Abuse and Violence Partnership Board.
- Alongside the Bolton Domestic Abuse and Violence Partnership Board, we will monitor progress to deliver the strategy and delivery plan with the BeSafe Partnership, Children's Safeguarding and Adult's Safeguarding Boards, the Health and Wellbeing Board and the 'Department for Levelling Up, Housing and Communities' (previously the ministry for Housing, Communities and Local Government (MHCLG) as required.
- We will ensure that 'lived experience' is fully incorporated into our work and that the 'authentic voice' informs our delivery, practice and progress.
- Further work will be undertaken to get a better insight into historic and current need data and a rolling process to understand existing data sets and any shortfall in meeting the provision of safe accommodation and support.
- To address current gaps, additional safe accommodation and support commissioning options will be developed and delivered.
- We will work with partners to seek short term remedies to meet existing need with statutory safe accommodation requirements. Consideration will be given to a longer-term approach to meeting the safe accommodation needs in Bolton for victims of domestic abuse through any revised/additional commissioning approach.
- Evaluating the effectiveness of existing safe accommodation and support services.
- Given the limited supply of social housing for move-on, we will consider the option to pilot a number of personalised move-on budgets working with people who have been assisted through temporary / supported accommodation to secure alternative private rented accommodation.
- Awareness raising, training and communications on the safe accommodation offer will be delivered for professionals across Bolton's agencies.
- We will raise awareness of Domestic Abuse and communicate safe accommodation and the broader DA offer to residents of Bolton.

#### **5. HOW WE WILL KNOW WE HAVE MADE A DIFFERENCE**

- Victims have increased capacity and confidence to report and respond. They recognise the need for help and know where to go for this.
- Comprehensive services are being delivered both within safe accommodation and community based, that meet the needs of recipients.
- The authentic voice (lived experience) is used to inform practice and in turn improve service provision.
- Repeat victimisation is reduced.
- Domestic Abuse and Violence becomes a routine inquiry point amongst practitioners: they are better aware of provision and are familiar with the Safe Accommodation offer, utilise this and can sign post accordingly.
- Bolton has appropriate and sufficient safe accommodation and support provision is in place that is relevant to need and supports the most vulnerable domestic abuse victims and their children.
- Victims of domestic abuse that require safe accommodation and support are not housed in generic temporary accommodation in Bolton.

- Housing Providers have a clear understanding of their responsibilities under the new Act.
- More effective/informed commissioning of services that address the gaps and meet the needs identified.

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## **Appendix 1: Bolton Domestic Abuse and Violence Partnership Board: members:**

Bolton Metropolitan Borough Council which includes representation from:

- Community Safety Services
- Children's Services which includes: Children's Safeguarding, Targeted Early Help, Start Well and the 5-19s Service
- Adult Social Care and Health including Adults Safeguarding
- Public Health
- Bolton Community Homes
- Housing Advice and Support
- Council Commissioning
- 2 Elected Members (Councillors)

Fortalice: Specialist DAV Provider

Endeavour Paws For Kids: Specialist DAV Provider

Victim Support

Probation Service

Bolton at Home

CCG

Bolton Foundation Trust

GMMH (Greater Manchester Mental Health) Mental Health

GMMH Substance Misuse

Education: 1 Primary Head and 1 Secondary Head

GMP

GMP Victim Services

**Appendix 2: The Domestic Abuse Act 2021: Domestic Abuse Support within Safe/ relevant Accommodation is described as:**

- Overall management of services within relevant accommodation – including, the management of staff, payroll, financial and day to day management of services and maintaining relationships with the local authority (such functions will often be undertaken by a service manager)
- Support with the day-to-day running of the service, for example scheduling times for counselling sessions, group activities (such functions may often be undertaken by administrative or office staff)
- Advocacy support – development of personal safety plans, liaison with other services (for example, GPs and social workers, welfare benefit providers).
- Domestic abuse prevention advice – support to assist victims to recognise the signs of abusive relationships, to help them remain safe (including online), and to prevent re-victimisation.
- Designed specifically for victims with relevant protected characteristics (including ‘by and for’), such as faith services, translators and interpreters, immigration advice, interpreters for victims identifying as deaf and / or hard of hearing, and dedicated support for LGBTQ+ victims [not limited to].
- Designed specifically for victims with additional and / or complex needs such as, mental health advice and support, drug and alcohol advice and support [not limited to], including sign posting accordingly.
- Children’s support – including play therapy and child advocacy.
- Housing-related support – providing housing-related advice and support, for example, securing a permanent home, rights to existing accommodation and advice on how to live safely and independently.
- Advice service – including emotional support, financial and legal support, including accessing benefits, support into work and establishing independent financial arrangements and, Counselling and therapy (including group support) for both adults and children.

### **Appendix 3: Other Policy Influencers**

- National Ending Violence Against Women and Girls Strategy 2016 - 2020.
- The Children Act 1989
- The Adoption and Children Act 2002
- Homelessness Act 2002
- Children and Families Act 2014
- The Care Act 2014
- The Association of Directors of Adult Social Services (ADASS) Report of 2015 on 'Adult Safeguarding and Domestic
- Policing and Crime Act 2017
- Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) regularly undertake inspections of police forces to identify areas for improvement both nationally and locally, this includes particular focus on how forces respond to Domestic Abuse. Greater Manchester Police has developed a Domestic Abuse Action Plan in response.
- GM Violence & Against Women & Girls Strategy
- GM Health & Justice Strategy
- NICE Guidance and Public Health Approach
- Join Targeted Area Inspection Framework: Domestic Abuse
- Sector Lead Development: Against Violence and Abuse (AVA), SafeLives, Standing Together
- GM VAWG Strategy 2021

## Appendix 4: Useful Numbers

Fortalice: (specialist Domestic Abuse Support Provider: refuge and support)  
Telephone: 01204 365677

Endeavour: (specialist Domestic Abuse Support Provider)  
Telephone: 01204 394842

Children's Safeguarding  
<https://www.boltonsafeguardingchildren.org.uk/worried-child>

Adult's Safeguarding  
[https://selfserve.bolton.gov.uk/CitizenPortal/Form.aspx?form=Adult\\_Safeguarding\\_Referral](https://selfserve.bolton.gov.uk/CitizenPortal/Form.aspx?form=Adult_Safeguarding_Referral)

Email: [Safeguardingadults@bolton.gov.uk](mailto:Safeguardingadults@bolton.gov.uk)  
Tel: 01204 337000

Victim Support  
<http://www.victimsupport.org.uk>  
Telephone: 01204 399736

Greater Manchester Police:  
[Bolton.ppiu@gmp.police.uk](mailto:Bolton.ppiu@gmp.police.uk)  
Telephone: 0161 856 5589

Housing Options:  
[homelesswelfare@bolton.gov.uk](mailto:homelesswelfare@bolton.gov.uk)  
Telephone: 01204 335830

Independent Choices (support for LGBTQ+)  
[helpline@independentchoices.org.uk](mailto:helpline@independentchoices.org.uk)  
0161 636 7525

Survivors Manchester (GM support for male victims of domestic abuse and sexual violence)  
Telephone: 0845 122 1201

24 hr Domestic Violence Freephone Helpline - 0808 2000 247  
[www.endthefear.co.uk](http://www.endthefear.co.uk)

Women's Aid  
[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)  
Telephone: 0808 2000 247

Mankind  
[www.mankind.org.uk](http://www.mankind.org.uk)  
Telephone: 01823 334244

Stonewall (support for LGBTQ+)  
[info@stonewall.org.uk](mailto:info@stonewall.org.uk), [www.stonewall.org.uk](http://www.stonewall.org.uk)  
Telephone: 0800 050 2020

Galop – (support to LGBT+)  
[W: http://www.galop.org.uk/](http://www.galop.org.uk/)  
Telephone: T: 0800 999 5428

Scope Dial UK (support for the disabled)  
[response@scope.org.uk](mailto:response@scope.org.uk)  
Telephone: 0808 800 33 33

Southall Black Sisters (BAME support)  
[sbs@leonet.co.uk](mailto:sbs@leonet.co.uk), [www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk)  
Telephone: 0208 571 9595

NSPCC  
Telephone: 0800 1111 and 0808 800 5000

Parent Line  
[parentsupport@parentlineplus.org.uk](mailto:parentsupport@parentlineplus.org.uk)  
Telephone: 0800 800 2222

Respect Phonenumber (those seeking support for their abusive behaviour)  
<https://respectphonenumber.org.uk>  
Telephone: 0808 802 4040