

We accept self referrals and referrals from other agencies. To speak to one of our Support Workers about Refuge Services, please call us on: **0845 4500 789**.

Our services are available:

Monday to Friday **10am to 4pm**.

At times we are busy, so if we are unable to answer your call straight away, please leave a message telling us if it is safe to call you back and a telephone number we can contact you on. We will get back in touch with you as soon as we can.

**We are not an emergency service. If you need help urgently or are in any danger, please call 999.**

If you need help out of office hours, please call the 24 hour Domestic Violence Freephone Helpline on: 0808 2000 247.

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



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& advice call us on:  
**0845 4500 789**



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Refuge

Safe & Secure Accommodation Service

# Refuge

We offer a Refuge Support Service to women who have been affected by domestic abuse.

Our Refuge Support Service is currently funded by Trafford Council and provides residential accommodation for 9 women and their families.

We aim to offer families a safe, secure and welcoming place to stay to empower women to take control of their lives and make life-changing decisions within a supportive and educative environment.

Our Refuge has established links with partnership agencies and networks effectively to provide the needs-led service we can give to each family.

## Our support consists of:

- Regular face-to-face support sessions
- Looking at available housing options
- Contacting, as required, other services such as solicitors, health services, drug and alcohol services
- Help with filling out any necessary forms
- Help with accessing benefits
- Accompanying women to certain meetings and appointments
- Advocating with Social Services and other agencies
- Help and assistance in applying for Community Care Grants and charitable grants
- Providing ongoing emotional and practical support

Break free from domestic abuse

The Refuge itself has a children's and young people's Support Worker who will help mothers to find school and nursery places, offer parenting advice, and work one-to-one with children and young people to make sure their stay is happy and safe.

The children and young people we work with in the Refuge are often confused and traumatised by what has happened. They may have had to lose contact with their family, move schools, leave behind their friends and hobbies and have to try and start all over again, in a new area, to rebuild their lives.

Our Support Worker will work closely with the children and young people to try to minimise the impact the abuse has had on them so that they can go on to enjoy a positive future and reach their full potential.

## This is done by:

- Helping them to settle into the Refuge
- Gaining access to new schools
- Making sure their needs are met by trying to integrate them into the local community
- Providing play sessions
- Providing one-to-one support
- Providing family sessions
- Organising family/group activities and outings

