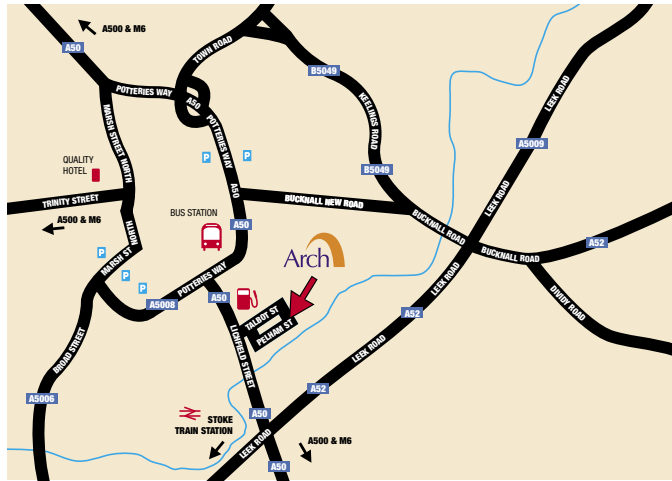


Domestic Violence Outreach Service



Registered Charity No. 701376 • Company Limited by Guarantee. Registered in England and Wales No. 0235 7520



For more information or to make a referral please contact the Domestic Violence Outreach Team:

Tel: 01782 683770
Email: dvservices@archnorthstaffs.org.uk
DV Outreach Team

Tel: 01782 683763 or 683754
Referrals and Allocations

Tel: 01782 205500
DV Helpline

Arch (North Staffs) Ltd
Canalside
Pelham Street
Hanley
Stoke-on-Trent
Staffordshire
ST1 3LL
Tel: 01782 204479
Fax: 01782 208622
info@archnorthstaffs.org.uk
www.archnorthstaffs.org.uk



INVESTOR IN PEOPLE

If you would like to receive information about any of the work we do please complete and return this form. Alternatively, you can email your details for inclusion on our database to info@archnorthstaffs.org.uk

- I am interested in receiving information about Arch Services
- I would like to know more about how I can support Arch in raising funds

Name:

Address:

Tel/Mobile No:

Email:

- I agree that my details can be added to the Arch database and understand that these details will only be used to send me information, news and events.

Place
stamp
here

Arch (North Staffs) Ltd
Canalside
Pelham Street
Hanley
Stoke-on-Trent
Staffordshire
ST1 3LL

What is The Domestic Violence Outreach Service?

The Domestic Violence Outreach Support Service provide information, practical, emotional and advocacy support.

In UK law domestic violence is not defined; however, the Home Office define domestic violence as;

'Any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody, regardless of their gender or sexuality.

The violence can be psychological, physical, sexual or emotional. It can include honour based violence, female genital mutilation, and forced marriage.'

Most organisations use both terms domestic abuse and domestic violence. There are many different forms of domestic abuse, but it all derives from the misuse of power and exercise of control of one adult over another. Domestic abuse could happen in the form of a one-off incident, or may be repeated many times. Each time an incident takes place the perpetrator gains more power and control.

Who is this service for?

Any male or female aged 16 and over who is/ has experienced Domestic Abuse or is/has been affected by Domestic Violence. We work with victim/survivors irrespective of their sexual orientation.

Arch wants to be part of a future where people live happily and safely in their own homes, a future where people can reach their full potential in a thriving neighbourhood.

What support is provided?

Due to the complex nature of Domestic Violence we continue to develop our services to best meet customer needs. In Stoke-on-Trent, and Staffordshire we have a wide range of services to facilitate men and women who are experiencing, or have experienced domestic violence.

1:1 Domestic Violence Services offer support, information and advocacy to victim/survivors of domestic violence. Victim/survivors are allocated an identified worker who will operate in a person centred way to develop a safety plan and support the individual to move towards a life free from abuse.

Group Work The Freedom Programme runs over 12 weeks with sessions taking place for 1½ hours each week. The programme, devised by Pat Craven, provides opportunity for victim/survivors to identify, recognise and understand the tactics used to abuse them.

Community Outreach Sessions are available at various locations throughout the city and Newcastle areas. These sessions are designed to provide support for victim/survivors who do not need a 1:1 worker but can access support as and when required.

Domestic Violence Helpline this provides a confidential telephone support service which aims to make a difference to the lives of those experiencing domestic abuse. The helpline is staffed by a team of trained workers who are able to listen, support and give relevant information to anyone with issues concerning domestic violence.

Email Support Acknowledging that as a service we need to provide as many forms of access to support. Professionals, victim/survivors can receive information, referrals, and be signposted to the relevant service via this email—dvservices@archnorthstaffs.org.uk

This is Arch

Arch is a registered charity offering support and advice to a range of people across Staffordshire.

We work with people who are in housing need, families that are in need of support, victims and perpetrators of domestic violence and people seeking to return to education, training and employment.

Our customers are provided with great support services that are tailored to them being able to **achieve their best** and being **happy and safe at home**. We will make a real difference in people's lives with the services we provide.

What's important to us

Listening to our customers; they are experts in their own experiences and our services, they are at the centre of all we do and we will help them to influence and change both Arch and our partners.

Access to services; we will support and advise all the people who come to us to ensure those who need a support service get one.

Our staff are important to us and we will work with them to be the best they can in delivering services to our customers.

Being effective and efficient in delivering our services is the best way to offer value for money and develop the best services we can.

Everybody is important and we will challenge discrimination and show how we value diversity.

Seeking out partnerships is a great way to deliver better services and we will seek out effective partnership to improve what we offer to customers.