



Oldham Domestic Abuse Partnership

Domestic Abuse Strategy 2022-2024

January 2022

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Foreword

Domestic abuse impacts on all areas of society can take many different forms. We all have a responsibility to work together to identify and respond effectively to abuse. Nobody in Oldham should have to experience or tolerate domestic abuse. This strategy sets out our priorities and commitment to strengthen and coordinate our Partnership and whole family, whole community response.

All domestic abuse has a devastating and often long-lasting effect on victims, survivors, their children and families. We know that we have work to do to improve our services so that all the distinct and diverse communities in Oldham receive the support they require. We want to encourage people to ask for help and report abuse at the earliest opportunity before it escalates and causes more harm.

This three-year strategy will be reported on every twelve months to demonstrate our progress. The priorities for year one reflects our commitment to drive change, support victims, address perpetrator behaviour and deliver preventative work to stop abuse happening in the first place.

Year one actions include the development of a comprehensive collection of data and information from all our communities and organisations working across the town in order to improve our service delivery based on sound knowledge.

We will increase our safe housing and wrap around support for victims and their children in line with the Domestic Abuse Act. This increase in housing will be flexible to support all groups of people and all needs, not only those using more traditional Refuge safe accommodation.

Tackling the perpetrators of abuse is critical; we will use the increased legislative powers in the Act to utilise protection orders, deliver justice, and support perpetrators to rehabilitate through a comprehensive behaviour change programme.

We know that we need to change the culture and attitudes that allow abuse to continue unchecked. We will extend our education programmes in schools and colleges, train our staff to recognise and respond to early signs of abuse and challenge poor attitudes that foster abuse.

Finally, above all, individuals who have been and continue to be affected by domestic abuse must be at the heart of everything we do, our services informed by their expert knowledge and shaped by their experience. This strategy renews our dedication to working together as a partnership to tackle all aspects of domestic abuse and improve the lives of those affected by it. To achieve this as a partnership we will hold ourselves and our work to account, continually improve, review and report on our progress, in order that the residents of Oldham can live their lives free from abuse.

**Cllr Amanda Chadderton,
Oldham Council Cabinet Member Neighbourhoods**

1) Introduction

This strategy sets out our community and partnership approach to domestic abuse and identifies our boroughwide priorities for the next three years. We know that exposure to violence and abuse early on in life can have long lasting consequences; we are committed to early intervention, supporting families and children, and helping young people to understand and build healthy relationships to prevent future abuse.

The prevalence and scope of domestic abuse requires a joined up and coordinated approach to protect victims and survivors, and work with perpetrators to prevent future or further abuse. We understand that reporting incidents and accessing support can be difficult for some; victims typically live with their abusers for between 3 and 10 years before seeking support. We aim to identify victims and offenders at the earliest possible opportunity and work together to provide support for victims and survivors and their children, along with interventions that address offending behaviours.

On April 29th 2021 the Domestic Abuse Act (the Act) received royal assent and was signed into law. The Act provides for further protections to the millions of people who experience domestic abuse and strengthens measures to tackle perpetrators. For the first time in history there is a wide-ranging legal definition of domestic abuse, which is adopted by the Domestic Abuse Partnership, incorporating a range of abusive behaviours beyond just physical violence, including emotional, coercive, or controlling behaviour and economic abuse. Part 4 of the Act places a new duty on Local Authorities to provide safe accommodation and support for victims of Domestic Abuse and their children. Statutory guidance sets out the functions and operational aspects required to meet the duty; this strategy documents how, as a partnership, we will meet them.

The strategy is accompanied by a needs assessment and a joint partnership action plan which is currently in development and will be available following the final publication of this strategy. The assessment brings our data together in one place and helps us understand what is working and what needs to be improved. Safe Lives have recently carried out an independent whole system review of our domestic abuse provision across the partnership; the accompanying report and recommendations will also inform our direction and delivery alongside this strategy.

Bringing together all this information from across our Partnership is vital as it enables us to see the whole picture in relation to provision of services and to identify any gaps. The needs assessment and Safe Lives review will be used to inform our commissioning and underpin the action planning over the next three years. The action plan is overseen by the Domestic Abuse Partnership who have the responsibility of ensuring progress and outcomes. The plan is a 'live' document which will be monitored and updated regularly.

" I would recommend to others to break the cycle as early as possible... When the cycle of abuse is broken and you can stand up for yourself and they lose control, their true colours come out and never ignore this.

Red flags are a real thing and should never be ignored or dumbed down."

Freedom Course attendee feedback 2020

2) Understanding Domestic Abuse

Domestic Abuse is the systematic abuse of power and control and is fundamentally linked to inequality. Left unchecked, domestic abuse can get worse over time; the case for intervening much earlier to prevent and reduce harm is clear. We want Oldham to be a borough where as few people as possible are affected by domestic abuse, but those who are can get the help they need to end the abuse and go on to live the lives they want.

Nationally, an estimated 7.3% of women (1.6 million) and 3.6% of men (757,000) experienced domestic abuse in the last year. Women aged 16 to 19 were more likely to be victims of any domestic abuse in the last year than women aged 25 years and over. In the year ending March 2020, the victim was female in 74% of domestic abuse-related crimes. It is well known that domestic abuse is widespread and chronically under-reported. Individuals and families often live with domestic abuse for a significant period of time and suffer several incidents before they report the abuse to anybody. We recognise there are likely to be high levels of unreported abuse. Our voluntary and community organisations report seeing increased numbers of victims using their services who feel excluded from, or unable to use more formal statutory services. Oldham has a strong voluntary and community sector with a wealth of knowledge, drive and passion, and they play a pivotal role in addressing this agenda. The partnership will support them and provide resource to continue this work. Working together we gain a better understanding of the reasons for unreported abuse across communities and work alongside them to improve this.

We need to create strategies to seek, find and support hidden or invisible victims of domestic abuse, and learn from them to ensure our systems respond effectively to everybody. This includes people who may not recognise that what they are experiencing in their relationship is abusive, or people that are completely outside our systems – such as those not registered with a GP or with transient housing arrangements. We will work proactively alongside our communities, led by the voices of those with lived experience to effectively reach these groups of people.

People in many different circumstances and those with protected characteristics are impacted by domestic abuse in different ways. Working together as a partnership to strengthen our collective knowledge of the needs of different groups will help us commission better services. Expanding local research and improving our data collection will inform how we deliver our services over the three years of the strategy. The accompanying needs assessment sets out how we will ensure everybody is able to get the support they need at the earliest possible point. For example, we know LGBT+, disabled people and some Black, Asian, Minority Ethnic and Refugee communities are under-represented in our data and services.

“ Every week I have become stronger from doing this course, I have laughed, cried, talked and listened. I have taken advice and I have given advice. It’s been amazing knowing I’m not alone in this world with abuse.”

Freedom Course attendee feedback 2020

3) Oldham Domestic Abuse Strategy 2017-2020

Our previous Domestic Abuse Strategy adopted in 2017 set out the priority themes for domestic abuse work; achievements against these themes have included;

- the development of Project Choice, raising awareness and offering support to victims of Forced Marriage and so-called Honour Based Violence which has been recognised locally and across GM as a leader in this field.
- The roll out of Operation Encompass sharing information with schools and education settings where domestic abuse has occurred in a child's home.
- The development of healthy relationships work for schools from the Safeguarding Children Partnership
- Developed a community support offer for victims, their children and families through our Early Help services working alongside Independent Domestic Violence Advisers (IDVAs) and providing step-down support

Since the last strategy in 2017 much has changed in the field of domestic abuse. In March 2018 consultation began on the Domestic Abuse Bill with the draft Bill first published in January 2019. Controversially the Bill was abandoned in October 2019 when Parliament was suspended, but it was reintroduced in March 2020 and finally received Royal Assent in April 2021 when it became the Domestic Abuse Act 2021. This new three-year strategy sets out our intention and response to the requirements of the Act and to tackling domestic abuse in Oldham.

COVID19

The impact of Covid19 and lockdown restrictions on households received a great deal of media coverage highlighting the issues faced by many domestic abuse victims and their families. Nationally domestic abuse organisations reported an increase in household tension and abusive behaviours due to forced coexistence, economic stress and fears about the virus. Increased isolation created environments where those living with an abusive partner or family member were less likely or able to ask for help. Covid also curtailed access to support services for some survivors, particularly in the health, social care, police and criminal justice sectors increasing the risks they faced.

In Oldham we responded to the challenges presented by the pandemic quickly with a comprehensive, robust multi-agency action plan that supported victims in creative ways and ensured that vulnerable children and young people were properly safeguarded. For example, we ran online webinars that allowed people to seek advice and ask questions from a range of professionals including health, the police and IDVAs. We continued to run the Freedom courses in a socially distanced way, and we worked with local pharmacies so that victims were able to disclose abuse when other services were unavailable or not reachable due to lockdown restrictions.

4) What have we achieved so far?

Children and young people

The Oldham Safeguarding Children Partnership has developed a differentiated offer for primary and secondary schools and FE colleges with lessons covering: consent, sexual consent, peer on peer abuse and healthy relationships including both sexual and non-sexual relationships, privacy and boundaries and awareness of harmful sexual behaviours. The Alice Ruggles Trust Schools Pilot has been developed and 3 Police Community Support Officers (PCSOs) have been recruited and trained ready to start co-delivery to year 10 pupils. This programme covers identifying unhealthy relationships and managing unwanted attention.

Training

Our partnership training offer not only includes robust training around adults experiencing abuse but also a suite of training looking at how children experience domestic abuse and coercive control. We acknowledge that all training not only needs to focus on the physical aspect of domestic abuse, but also the long-lasting psychological impacts of control and coercion.

White Ribbon

The Council are working towards achieving White Ribbon accreditation as an organisation committed to ending violence against women and girls. This will demonstrate the Council commitment to embedding culture change, raising awareness of abuse, creating healthier workplaces and safer communities.

The White Ribbon Role Model for Change lessons for boys and young men in secondary schools and FE colleges has been developed and will be delivered this year. It includes the negative impact of stereotypes, the characteristics of positive and healthy friendships, privacy, consent, ending relationships and criminal behaviour in relationships, including sexual harassment and violence

Response to domestic abuse during the Covid 19 pandemic

It was widely recognised that during the pandemic victims of domestic abuse were at heightened risk due to lock down and a lack of access to their usual support networks. As a partnership we analysed the changing data to deliver proactive approaches to victims across the system. For example, the IDVA team and probation service triangulated their work in order that victims could be contacted safely.

Voluntary sector work and Women's Network

The Community Safety Partnership provided additional resource for the voluntary sector Women's Network groups, recognising the essential work they do in communities to support victims and survivors who may not otherwise come forward. This has allowed the groups to learn and develop together and support more people who have experienced abuse.

Domestic Abuse in later life

A successful bid to the Home Office has enabled us to further develop our knowledge of the needs of older adults. This work includes better data collection, development of common policies, and a video and training package to support the partnership; all the work is led by survivor voices. Aberystwyth University who have expert knowledge of developing resources in this field are providing oversight for this project.

Increased capacity across the system

To advance our domestic abuse response we are recruiting a senior manager to drive the strategy and action plan. Additional capacity will support improvements to the Multi-Agency Risk Assessment Conference (MARAC) process and the governance of Domestic Homicide Reviews (DHRs) and Safeguarding Adult Reviews (SARs). The recruitment of additional analytical capacity will progress our partnership data collection, which will ultimately improve our service offer.

5) Development of this new strategy for 2021-2024

This new strategy has been developed over several months by members of the partnership and in consultation with domestic abuse services, survivors of domestic abuse and residents in Oldham. It has been informed by the needs assessment which was carried out between April and September 2021 in response to the requirements of the Domestic Abuse Act. During August and October the domestic abuse charity SafeLives undertook an independent full system review of our domestic abuse services, including a review of the operation of MARAC and listening to survivor voices. The findings and recommendations of the review report, alongside this strategy, provide a comprehensive understanding of the picture of domestic abuse in Oldham, with the accompanying action plan setting out how we will tackle domestic abuse together.

6) The scope of the strategy and our Partnership commitment

We know that domestic abuse can happen to anybody from any background, in any relationship; it is the systematic abuse of power and control and is fundamentally linked to inequality. Both women and men experience domestic abuse, however, the majority of abuse is perpetrated by men against women and is rooted in the wider inequality women experience in society and in social constructions of gender and family. There is a complex set of interdependencies between poverty and domestic abuse; the role of poverty in heightening vulnerability to abuse needs to be recognised. Mapping abuse in Oldham demonstrates that some of our most deprived neighbourhoods experience the highest levels of reported domestic abuse. Gender inequality and poverty should both inform how we tackle domestic abuse and thread through our response and the way we offer support.

The strategy aims to address domestic abuse in the following contexts: intimate relationships; abuse which continues after a relationship has formerly ended; abuse against or by carers; forced marriage; so-called 'honour-based violence'; female genital mutilation; inter-familial violence and parental abuse. It responds to the needs of:

- All adults experiencing abuse or survivors of abuse;

- Children and young people who are experiencing domestic abuse;
- Children who are exposed to or witness domestic abuse at home;
- Those who perpetrate domestic abuse.

Domestic Abuse is a cross cutting issue that affects individuals, families, children and young people, workplaces, schools and communities. It impacts on physical and mental health and limits the wider wellbeing and life chances of people who experience abuse. It also drives wider crises such as homelessness, financial hardship, exclusion and social isolation.

Everyone in Oldham should be able to expect equality and respect in their relationships. Therefore, every agency should understand the fundamental nature of domestic abuse, coercive and controlling behaviours and how to respond effectively at whatever level abuse occurs. As a Partnership we want to make sure the right help and support is available so that fewer victims and their children reach crisis point, and the harm caused by abuse is reduced or avoided completely. Domestic Abuse will only be fully addressed if all services play their part recognising that domestic abuse is everybody's business.

The Partnership commitment

Domestic Abuse is a crime. As a Strategic Partnership our commitment is to prevent and reduce abuse to keep more people safe from harm. Tackling abuse must become everybody's business if we are to achieve equality; the way we collectively respond to abuse reflects our values and our commitment to the borough. All members of the Domestic Abuse Partnership commit to this strategy and its intentions. As a Partnership we are sending a clear message that:

- We will not tolerate domestic abuse in any form
- We will invest in, increase and improve our support offer for victims and survivors so they can move on with the lives they want to lead, free from abuse;
- We will take robust and appropriate action against those that perpetrate abuse;
- We will drive the significant culture change required to influence the behaviours of organisations and future generations to eradicate domestic abuse;
- All our work will be informed by the voices and experiences of those who have experienced abuse; and
- Our services will be responsive to the equalities agenda, ensuring all communities and those with protected characteristics are fully able access the support they need

In order to identify and prioritise our work areas we have consulted widely and listened to victims and survivors, statutory partners, voluntary and community organisations. The action plan that accompanies this strategy sets out what we will do over the next one, two and three years to prevent future abuse, support victims and effectively work with those that perpetrate abuse.

Oldham Domestic Abuse Strategy 2022-2024

We know that some people have more complex needs, and that some individuals and communities experience additional barriers to accessing services. We want to ensure that everyone in Oldham can get the help and support they require when and where they need it. During the consultation for this strategy, and in previous consultations, survivors and victims tell us that they want to be more involved in the design of our services, not only as they have the expert understanding, but also because they want to help others in similar situations to be able to get support.

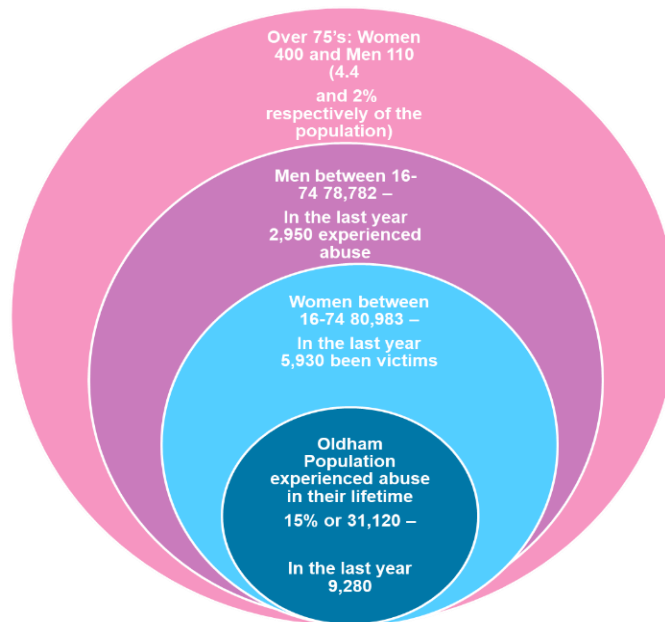
"I found being around women who also have lived the experience made me feel less lonely- it isn't just me, they understand. It was great to speak with someone who wasn't telling me what to do"

"We should know from being young women where to go for help, they should be telling us this in school"

Strong Her Together, Collective Partnership report to inform Oldham's Domestic Abuse Strategy 2019

Prevalence of abuse in Oldham

The SafeLives prevalence tool uses data from the Crime Survey England and Wales (CSEW) merged with local population data. It is in the Office for National Statistics Domestic Abuse bulletin and more specifically the prevalence and trends paper. We also use MARAC data to capture a true understanding of the prevalence of domestic abuse



Marginalised groups

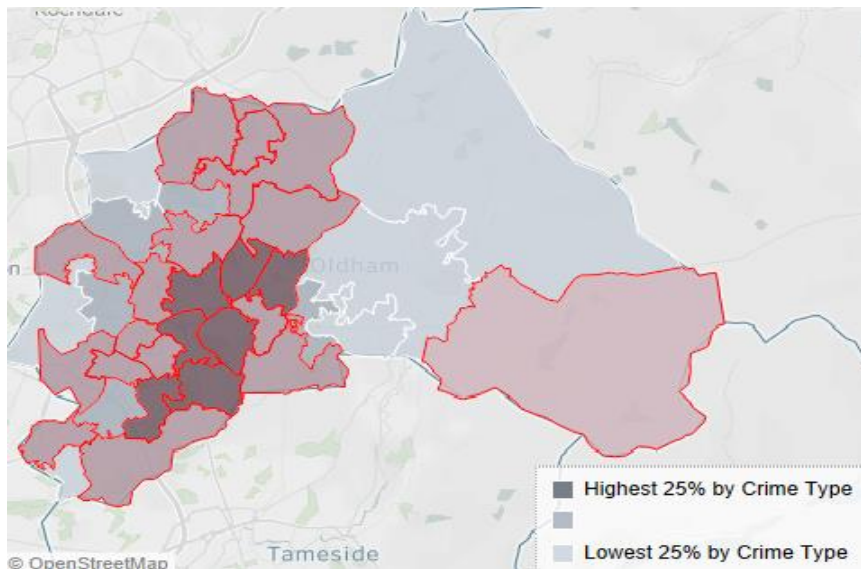
The diagram below shows how many people from each group were presented at MARAC and the recommended numbers based on Oldham's prevalence data.

Oldham Domestic Abuse Strategy 2022-2024

Group	Prevalence	Marac
Ethnicity including BARM	1,530 total in the area (,1060 female, 470 male) 24% of Oldham's population are BARM	187 people or 23% Marac referrals
Older people	1,500 (1110 female, 390 male)	Unknown
Young People	2310 (1630 female, 680 male)	3 or 0.4% of Marac referrals 16/17 year olds in the last year
Disabled	4920 (3520 female, 1400 male)	7 cases or 0.9% in the last year Recommended 19%
LGB	1130 total (770 female, 360 male)	5 cases 0.6% in the last year Recommended 3-5%
Males	110 in the area this year.	33 Victims 4.1% in the last year Recommended 5-10%

Domestic Abuse crime by locality

Using six years of crime data, researchers from the London School of Economics built a statistical model that compares recorded crime in an area to over 2000 other measures, including local demographics, health and deprivation. This model can predict how many annual crimes would be expected based on the local population and place. The chart below compares the prediction to the actual recorded crime type over the last year, highlighting where this is different to what would be expected. The darker shading shows where crime is higher than would be expected.



In 2020 there were 3,407 domestic abuse crimes reported to the police in Oldham, of these 58% were classified as medium risk. SafeLives estimate nationally around 10% of victims are at high risk, but in Oldham 18% of police incidents are classified as at high risk of harm or homicide.

For children open to social care, 51% of cases cited domestic abuse as a factor of concern.

7) Legal context

Domestic Abuse Act 2021

The Domestic Abuse Act 2021 is designed to strengthen protections for victims and survivors; it establishes in law the role and statutory powers of the Domestic Abuse Commissioner and places a duty on local areas to monitor and report on domestic abuse. It recognises children as victims in their own right where they have seen, heard or experienced domestic abuse.

The Act creates new Domestic Abuse Protection Notices (DAPN) and Domestic Abuse Protection Orders (DAPO) which will replace the former Domestic Violence Protection Notices and Domestic Violence Protection Orders with an increased scope and power. It also puts the guidance for the Domestic Violence Disclosure Scheme (known as Clare's Law) on a statutory footing. This was introduced in 2012, giving any member of the public 'the right to ask', which enables someone to ask the Police about a partner's previous history of domestic violence or violent acts, and gives the Police powers to disclose information through 'the right to know'.

The Act also provides an updated statutory definition of domestic abuse which is based on the existing cross-government definition adopted in 2013. The act creates a statutory definition of domestic abuse based on the existing cross-government definition.

'Abusive behaviour' is defined in the act as any of the following:

- physical or sexual abuse;
- violent or threatening behaviour;
- controlling or coercive behaviour;
- economic abuse; and
- psychological, emotional or other abuse including 'so called' honour-based violence, forced marriage and female genital mutilation.

For the definition to apply, both parties must be aged 16 or over and 'personally connected'. 'Personally connected' is defined in the act as parties who:

- are married to each other;
- are civil partners of each other;
- have agreed to marry one another (whether or not the agreement has been terminated);
- have entered into a civil partnership agreement (whether or not the agreement has been terminated);
- are or have been in an intimate personal relationship with each other;
- have, or there has been a time when they each have had, a parental relationship in relation to the same child; or
- are relatives

Abuse directed at a person under 16 is dealt with as child abuse not domestic abuse.

Further details of the measures contained within the Act and factsheets can be found at:

www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets

Care Act 2014

The Care Act 2014 sets out the legal framework for how Health and Social Care systems should protect adults at risk of abuse or neglect, protecting their rights to live in safety, free from abuse and neglect; freedom from abuse is a key aspect of a person's wellbeing. There is an overlap between those who are adults at risk as defined by the Care Act and a significant number of people who require support because they are experiencing domestic abuse.

Mental Capacity Act 2015

Some victims of domestic abuse may lack the capacity to make decisions for themselves and they will require additional support to empower them within a legal framework. The purpose of the Act is to protect a person's right to make their own decisions; a range of safeguarding and legal approaches are available to support people experiencing domestic abuse who need help to make decisions about their lives and future.

The Adoption and Children Act 2002

The Adoption and Children Act 2002's definition of harm includes 'impairment suffered from seeing or hearing the ill treatment of another' and requires that children who witness abuse to be considered in need of help and protection, the new Domestic Abuse Act now recognises children as victims in their own right.

Coercive Control offence 2015

Controlling or coercive behaviour was written into law under section 76 of the Serious Crime Act 2015. Controlling behaviour is that which makes people dependent by isolating them from friends and family and other sources of support, taking control of resources and depriving them of their independence. Coercive behaviour includes acts of assault, threat, humiliation or intimidation that are used to harm, punish or frighten another person.

Stalking Protection Orders 2020

In January 2020 Stalking Protection Orders (SPOs) were introduced to protect from stalking, harassment and other unwanted contact from perpetrators. These orders enable early police intervention, pre-conviction, to address stalking behaviours before they become deep-rooted or escalate.

Housing Act 1996 – summary of the changes to homelessness legislation

The Domestic Abuse Act 2021 amends the Housing Act 1996 in two respects. First, it replaces the concept of "domestic violence", with the new, expanded definition of "domestic abuse". Secondly, it amends the priority need provisions so that a person who is a victim of domestic abuse is in priority need of housing without additionally needing to be "vulnerable".

By expanding the definition of domestic abuse there may be an increase in homelessness presentations from victims of abuse seeking assistance. The amendment of priority need provisions means more households may be eligible for temporary accommodation due to automatically qualifying as vulnerable. Victims of domestic abuse will be prioritised for social housing in line with other homeless households under the Council's allocations policy, as

'reasonable preference' must be given to all homeless people. No changes have been made to the national allocation framework as part of the Domestic Abuse Act.

'I went in (to temporary accommodation) and the court have said that until I have a safe environment, I can't have my son back.....At that point I wanted to be put into a flat or a house as a safe environment... but I have to go to my Mum's to meet my son now because I don't have a safe space to meet him'

Interview extract shared from lived experience, Oldham Safeguarding Adults Board, practice learning seminar, 2020

8) Local Strategic context

Domestic Abuse Needs Assessment 2021

The Act requires local domestic abuse partnerships to produce a needs assessment (attached at Appendix 1) to help understand the scale of the issue locally and to identify gaps in services / provision. The findings of this assessment will inform our domestic abuse action plan

Domestic Abuse Perpetrator Strategy

The Domestic Abuse Act introduces a new statutory duty on the Secretary of State to publish a perpetrator strategy for the prosecution and management of domestic abuse offenders. The Home Office has indicated that this will be published as part of a wider domestic abuse strategy later in 2021.

Greater Manchester Domestic Abuse Partnership Board

This board provides both a strategic and advisory function and influences the Greater Manchester partnership response to domestic abuse. It leads the development and delivery of the Greater Manchester Partnership strategy and action plan. The Greater Manchester Gender Based Violence Strategy was published in September 2021 setting out how GMCA will respond to and tackle gender-based violence; the establishment of the Gender Based Violence Board will oversee the work and monitor the delivery of the strategy over the next ten years.

Oldham Domestic Abuse Partnership Board

It is a requirement of the Act that every local authority has a partnership board made up of, but not limited to, the police, health care providers, local authority representatives, local voluntary organisations, and to make provision for the voices of victims/survivors and their children. Oldham's local Domestic Abuse Partnership is well established and provides the strategic direction, oversight and leadership for all domestic abuse work.

Housing providers and secure tenancies

The Domestic Abuse Act provides a clear steer to social housing providers to adopt practices which recognise, identify and address domestic abuse in all its forms as set out in the guidance. In practical terms this is likely to broaden the circumstance in which priority need is applied and homelessness applications accepted. Housing providers should

consider updating allocation policies, policies for addressing anti-social behaviour and tenancy terms and conditions to reflect the Act. The Act also ensures victims with a lifetime social tenancy who have had to move are granted equal security of tenure if the local authority is satisfied that the tenant or a member of their household has been a victim of domestic abuse and the new tenancy is granted in connection with that abuse.

Requirement for Local Authorities to provide support in safe accommodation

The Domestic Abuse Act places a new statutory duty on Local Authorities to provide support to victims of domestic abuse, and their children, in safe accommodation. This is referred to as the Safe Accommodation Duty, a requirement of which is to assess the needs of victims and their children and provide support based on the findings, which are set out locally in Oldham's needs assessment. The provision of support in safe accommodation may include, but is not limited to: advocacy, domestic abuse safety advice, specialist support for people with protected characteristics, housing support, immigration advice, play therapy and counselling.

The Department for Levelling Up, Housing and Communities (DLUHC) define the types of safe accommodation as: refuge; dispersed; move-on or second stage accommodation; specialist safe accommodation for those with more complex needs; and sanctuary schemes to enable victims to stay in their own homes. This option would include safety planning for the victim and practical safety measures where the perpetrator does not live at or have any legal rights to occupy the home.

In Oldham there are currently 25 safe accommodation spaces - a Refuge which has 17 units, which can be used flexibly to accommodate different household sizes, and a further 8 self-contained units which can support move-on. Sanctuary schemes are delivered through our Community Safety Service, supported by the IDVAs. We will increase the current support offer available in all our housing options through the provision of new resettlement worker posts, counselling and therapeutic work for victims and their children. We will also provide support in safe accommodation to victims who present as homeless through integrating IDVAs within the Housing Options Team and increase the portfolio of dispersed accommodation for all groups - including male victims and households with multiple needs.

Consultation with women living in the Refuge and second stage accommodation found the most common reason for not moving into more permanent housing sooner was a lack of availability of suitable property in Oldham. Commissioners and the Refuge provider will work together with all the local housing providers to try to address this, in order that survivors can move on in a timely way.

In Greater Manchester domestic abuse is recognised as one of the main causes of loss of accommodation. Across the region the demand for social and affordable housing is far greater than the supply. Work is currently being undertaken by homelessness leads across GM to look at how cross-borough moves can be more easily facilitated to ensure the safety of those effected by domestic abuse. Proposals for cross borough protocols and agreement are currently being developed and will be consulted on prior to any agreement being made.

9) Resources

Oldham Council provides considerable investment for a wide range of domestic abuse services, and these resources have steadily increased since our last Domestic Abuse strategy in 2017. Current resources include; the IDVA service, Sanctuary Schemes, Refuge accommodation, Freedom and Stepping Stones Programmes, Early Help for medium and standard level victims, community support via our voluntary, community and social enterprise (VCSE) sector, support for schools through a comprehensive training package and support for practitioners via the training offer from the Safeguarding Boards.

Partnership resources are provided by the Police, Health services, Probation, the Fire service, Housing providers and the VCSE. Brought together this represents a significant resource across Oldham which we know offers the best value for money and maximises outputs when we work together as one system.

To fulfil the functions of the new statutory duty under Part 4 of the Domestic Abuse Act the Department for Levelling Up Housing and Communities has allocated £578,516 for 2021/22 to Oldham.

During 2021/22 the Council were also successful in securing £227,000 from the Home Office to further develop our domestic abuse offer. This work includes research into the needs of older adults and development of resources, preventative and therapeutic work with young people and a new perpetrator programme. Funding from Greater Manchester Combined Authority (GMCA) has also been agreed for an extension to Project Choice supporting victims of Forced Marriage and Honour Based Violence, with this service under review in 2022.

At the time of writing there is still uncertainty about any future funding announcements which limits more longer-term commissioning arrangements. However, it is our aim to commit to longer term funding arrangements for domestic abuse projects. By using all the resources we have available flexibly, we will be able to deliver the intentions set out in this strategy over the next year, until which time we receive greater clarity on any future funding allocations.

In addition to the service set out above, it is our intention to increase our domestic abuse offer during 2022 as follows:

- Create the post of Strategic Domestic Abuse Manager to drive forward this strategy;
- Increase the resettlement offer across all safe accommodation and into permanent homes;
- Increase the Sanctuary Scheme with additional staffing;
- Increase the availability of safe housing options through the Homelessness Service along with additional housing / IDVA staff to provide support and accessibility;
- Deliver a programme for perpetrators which includes wrap around support for the victims and their children;

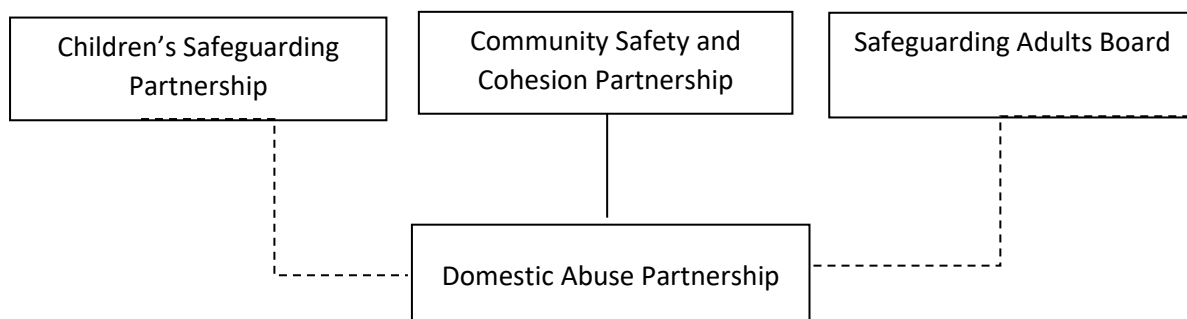
- Deliver a young people’s prevention programme, reducing the likelihood of young people entering abusive relationships;
- Deliver a programme for young people who are exhibiting abuse behaviours towards their parents and carers;
- Increase the number of therapeutic and counselling options specifically for victims of domestic abuse and their children;
- Increase the number of staff available to support victims at lower and medium risk level; and
- Increase the amount of training available to upskill staff to be able to provide support for victims and their children at the earliest point. This will reduce the pressure on more specialist services and allow them to concentrate on victims at the highest level of risk.

The Council and the Domestic Abuse Partnership are committed to resourcing all our domestic abuse services in order to provide the best outcomes for victims, their children, families and perpetrators of abuse. It is our intention to seek out local and national funding opportunities and pool budget streams to maximise the provision we collectively offer.

10) Local governance arrangements

The Domestic Abuse Partnership is responsible for ensuring the resources we deliver provide quality and value for money. The Partnership has responsibility for setting the local priorities based on the needs assessment and the requirements of the Domestic Abuse Act. The group steers and oversees the commissioning and delivery of services against the multi-agency action plan and in line with the resources available. It is the responsibility of the Partnership to monitor the progress and delivery of all domestic abuse services, providing quality assurance, driving continual improvement and financial accountability.

The Domestic Abuse Partnership is a sub-group of, and accountable to, the statutory Community Safety and Cohesion Partnership for delivery of work on domestic abuse. It also reports to the Children’s Safeguarding Partnership and the Safeguarding Adults Board in relation to safeguarding children and vulnerable adults from domestic abuse.



11) Partnership priorities

Priority 1 - Deliver leadership and promote change

We will work together as a partnership to lead a programme of work that will support changing attitudes towards domestic abuse. As part of achieving this priority we need to strengthen our governance arrangements, leadership and accountability, improve our knowledge and data collection, and implement effective arrangements for systematically monitoring and evaluating our collective progress.

What we will do:

- Introduce the role of Strategic Domestic Abuse Coordinator to drive forward all the work around domestic abuse.
- Create a comprehensive needs assessment to improve our understanding of all aspects of domestic abuse.
- Develop a consistent, systematic process for collecting and sharing domestic abuse data and insight across the partnership to inform our strategic direction and action plan.
- Use high quality data to inform our commissioning decisions, setting out the outcomes we want to achieve and using the data to continually monitor our progress.
- Use the data to identify where we have unreported abuse and understand the reasons for this in order to improve.
- Track and monitor our collective progress against set actions in the detailed action plan to demonstrate improvement or highlight any gaps in effectiveness. We will monitor the impact of any remedial actions to ensure we continually progress and improve.
- Systematically use and implement the learning from Domestic Homicide reviews and serious case reviews, along with the lived experience of victims / survivors to inform and continually improve our service offer at all levels of need.
- Deliver a programme of communications to raise awareness of domestic abuse, encourage reporting and to change attitudes towards domestic abuse.
- All agencies in the partnership will commit to work towards achieving White Ribbon status where possible.
- All agencies will set out their domestic abuse offer and work collectively together to provide seamless support for victims, their families and perpetrators.
- Each partnership agency will review their policy and practice regarding people with protected characteristics and those from more marginalised communities.
- Develop a clear understanding, policy and practice with regard to the complexity of needs of older adults who experience or perpetrate abuse. Support all partnership services through a developing training resource.
- Continually seek out new developments which will assist us in improving the domestic abuse offer in Oldham, both through learning from evidence of good practice elsewhere and identifying funding opportunities to resource delivery of the Strategy.

- We will commit to the work of local grass roots and small voluntary organisations, ensuring they have adequate resource and funding opportunities to deliver their services and maintain a strategic voice across the partnership.
- The partnership will have a strong link to the Equality Advisory Group to drive quality and enable better access for those people and groups currently underrepresented in our services.
- The partnership will ensure there are explicit links to substance misuse and mental health services through strong partnership arrangements. We will ensure that domestic abuse is referenced in all relevant strategies such as the Suicide Prevention Strategy

Priority 2 - Prevent abuse and intervene at the earliest point

We will promote respectful relationships through the curriculum and work with schools and youth services to challenge gender inequality and stereotypes. A clear focus on early recognition of the signs of abuse will help to prevent escalation and minimise the harm caused by domestic abuse. A skilled, confident and collaborative workforce are key to achieving this priority, through promotion of healthy relationships and sharing of professional skills and knowledge. What we will do:

- Provide high quality education for children and young people in primary and secondary schools promoting positive, respectful and healthy relationships and a climate of equality and respect for one another.
- Build on the findings from the Make Your Mark survey by supporting the Youth Council to involve and consult with young people.
- Deliver training and awareness training to professionals about reducing parental conflict interventions in order to prevent conflict escalating into domestic abuse.
- Support the VCFSE Women's Network to respond to need that is often hidden from statutory services, enabling them to move from reactive to responsive approaches.
- Enable staff to access training in trauma informed practice and to understand the additional complexities of those people who may be more vulnerable to abuse or to perpetrating abuse.
- Deliver training to encourage staff to be professionally curious, recognise early signs of abuse, coercive and controlling behaviours, and how to respond sensitively so that victims feel supported, listened to and able to get the help they need.
- Deliver partnership training to better understand and respond to the needs of older people including unintentional abuse experienced by carers looking after family members with challenging behaviour.
- Develop a comprehensive offer and clear pathway for victims in the standard and medium risk cohorts. Training will be delivered across the partnership to provide staff with the skills and resources to work with people who do not require support from more specialist teams.

- Deliver a local communication plan that reaches out to all communities to let them know what services are available to them and how to get the help they need.

“things like childcare and travel costs need to be considered in planning services; women often feel embarrassed to say they can’t afford the bus fare to get to appointments”

Strong Her Together - Collective Partnership report to inform Oldham’s Domestic Abuse Strategy 2019

Priority 3 - Provide support for those who experience abuse

Complex and multiple funding arrangements have historically funded domestic abuse provision. The new duty on partnerships to deliver and monitor support services for victims and their children offers the opportunity to review and align our service delivery model. We will establish clear pathways into and between support services, including voluntary and community-based provision through to safeguarding and statutory protection services.

What we will do

- Review the current delivery of all support services and the pathways between them so victims are not passed between services and don’t have to keep re-telling their story.
- Review the Multi-Agency Risk Assessment Conference (MARAC) process to ensure it is fit for purpose, supporting those victims at highest risk of death or serious harm and reduces repeat victimisation.
- Review use of the Domestic Abuse Stalking and Honour Based violence (DASH) risk assessment checklist to ensure it is being used effectively across the Partnership.
- Review standard and medium risk cases to inform development of the offer at these levels, to prevent escalation of abuse and enable people to live in safety.
- Increase the availability of safe housing options in the Borough that meets the needs of all victims and survivors; assess the need and provide support in safe housing as set out in the Domestic Abuse Act.
- As part of the offer above, ensure that safe housing options are available to respond to the needs of victims with additional needs, for example limited physical mobility, learning needs or caring responsibilities. This will also be inclusive of people who are moving in and out of the borough, those with more complex vulnerabilities, people with protected characteristics and male victims.
- Develop a clear policy and pathway to support victims who have no recourse to public funds (NRPF) so that they are not ‘passed’ between services.
- Commission and deliver a range of therapeutic support services for victims and their children including those that are living in safe accommodation.
- Recognise the complex safeguarding issues for young people who are exposed to or are perpetrating abuse; understanding the transition between children’s and adult services to ensure continuity of protection, support and challenge.
- Review the delivery of Operation Encompass, the project that ensures all schools and early years providers have timely information about police-attended incidents of

domestic abuse; in order that school staff are better informed and can support children.

- Ensure that victims have easy access to practical advice and support to move on with their lives when they move from/to different accommodation.
- Increase the amount of community support available to enable victims and survivors to stay safely in their own homes surrounded by their own support networks.
- Provide resource to continue development of the peer support network, led by those with lived experience, using consultation findings to further develop the offer.
- Support the VCSFE Women's Network group working with victims and survivors who are less likely to seek support from statutory services.
- Proactively seek out funding opportunities to provide for a more sustainable VCSFE sector supporting victims and survivors, moving away from short term reactive funding.

'women with lived experience would like to access support in women only spaces where they feel what they are going through is understood'

Strong Her Together - Collective Partnership report to inform Oldham's Domestic Abuse Strategy 2019

Priority 4 - Support recovery

We know that the impact of domestic abuse can be long lasting - affecting victims, survivors their children and families. Getting the right support at the right time is important to help ongoing recovery. Recognising and working to reduce the impact of trauma from an abusive relationship is an important step in helping survivors move on and stopping them returning to an abusive relationship. We will provide both practical and emotional support during the process of leaving a relationship and a longer term offer to aid recovery.

What we will do

- Increase the capacity of peer support, mentoring and networks that are accessible for everybody, led and informed by those with lived experience.
- Establish a resettlement worker to support people moving on from safe accommodation into more permanent housing options, providing longer term support for those with more complex problems.
- Provide training for staff to understand the longer lasting effect of abuse on both victims and children to be better equipped to work with trauma.
- Provide training and awareness raising for staff to understand the links between domestic abuse, coercive behaviour, self-harm and suicide and how to work to reduce the impact on victims.
- Provide wrap around support for families of those attending perpetrator programmes, including those that are staying in their relationships.
- Ensure that therapy for victims and their children is available when they are ready to access it, including historical abuse.
- Continue to provide support for survivors when they have left a relationship to break the cycle of abuse and deter them from returning to abusive situations through multi-agency arrangements.

- Continue to deliver the Freedom Programme and provide support for participants to lead and be involved in delivery so their lived experience informs practice
- Create opportunities for survivors to be involved in service development, volunteering and supporting others, learning from their experience to continually improve our services.
- Develop a more systematic approach for consulting with survivors and those that have perpetrated abuse to inform everything we do.

Priority 5 – Address perpetrator behaviour

The Domestic Abuse Act provides additional protection measures enshrined in law for victims and new legislative measures to tackle perpetrators of abuse. We will use a combination of interventions to pursue and rehabilitate perpetrators, be that through the criminal justice system, civil outcomes, rehabilitation and behaviour change programmes, or working with families who wish to stay together.

What we will do:

- Provide training to staff on all aspects of the new Domestic Abuse Act, for example the offences of controlling and coercive behaviour post-separation and revenge porn, so that services can better advise and support victims and challenge perpetrators.
- Commission and deliver a perpetrator programme offer through group and individual behaviour change work that aligns with support for victims and their children.
- Deliver perpetrator programmes that are inclusive and reach those from all communities and levels of need.
- The Domestic Abuse Act strengthens the legislation around protection orders; we will ensure that orders are used to full effect to protect victims and help them move on with their lives.
- Deliver training across the partnership to understand the scope of the new legislation and each service's role in supporting victims to access protective orders.
- Provide staff training to understand how perpetrators may continue to abuse victims through manipulation of situations such as child contact or other family contact or living arrangements. Staff will have the confidence to challenge and work to reach creative solutions that support the whole family.
- Where families wish to stay together, we will provide support and challenge, ensuring that any plan includes both victim/survivor and perpetrator, and does not wholly focus on one party to provide safeguarding or make change.

"On week one I felt like this course didn't relate to me and I was just complying with the courts. But now on week 8, I am now 7 weeks contact free. I feel like such a better person and I feel like I can finally get myself back and my personality is being built again"

Freedom Course attendee feedback 2020

12) Domestic Abuse service principles

As services working with both victims and perpetrators of abuse we often don't know what lies beneath what we see, what we are told, or what is contained within the referral information we receive. Alongside our consultation findings, learning from our local and national domestic homicide reviews, and child and adult serious case reviews tells us that:

- We need to understand domestic abuse not as a series of individual incidents, but as a relationship of power and control that affects everything that the victim and the family does every day of their lives. Services should not underestimate or minimise the impact on victims and families.
- Coercive and controlling behaviours should be recognised as a significant factor driving the behaviour of victims, impacting on their mental health, limiting their choices and access to support services. Seeing the victim as a person who is being controlled can help practitioners to better understand the dynamics of abusive relationships.
- When a victim is unsure or undecided about a course of action to take, we need to recognise that the threats and manipulation they are facing will have an impact on their decision making; for example, to take up support, leave their situation or make positive choices.
- The constant undermining and challenge to their self-worth which victims experience can have a significant impact on their mental health, preventing them from being able to effectively work with services. We need to be mindful of this and continue to offer creative packages of support even when this proves challenging. The importance of mental health support should not be underestimated.
- Where a person makes the decision to remain in a relationship, or to have contact with their abuser, we still need to offer support as our duty of care and to implement protection measures. We must always consider that what may outwardly appear to be an unwise decision may be because of coercion and control.
- When a victim has no access to money, we need to recognise the abuser is likely to have had control over the household finances and any debts which may be in the victim's name. This can prevent people from leaving and needs to be considered when providing support, so they are able to become financially independent and less likely to return to abusive relationships. Small amounts of money for practical necessities can make a huge difference to victims' and survivors' next steps.

'Many women wait too long to move on, we want to get our children settled as soon as possible.....but I can't get to work whilst I'm living here as it's too expensive to travel there'

Strong Her Together -Collective Partnership report to inform Oldham's Domestic Abuse Strategy 2019

- When working with victims and survivors we need to better understand the safety strategies that they use to keep themselves and their children safe, and not blame them for their choices.
- Child contact can be used to perpetuate abuse by undermining, monitoring and checking on the victim, or by threats of bogus reporting to services to have contact stopped or children removed. Professionals need to consider this and the negative impact it may have on the victim when planning for child contact arrangements.
- We need to consider the history of a victim / survivor when children have been removed from their care, or their contact reduced as this can increase their vulnerability where domestic abuse has been and continues to be a factor. Professionals should consider the wider multi-agency support package offered to victims and ensure their vulnerability is not increased.
- Victims and their children are at greater risk when they try to end a relationship or seek help, this is also a time when the abuse can increase in severity. It is especially important that we are providing the right level and type of support to keep people safe during this time, bearing in mind the relationship history.
- Survivors of abuse may return to the perpetrator where other stressors such as child contact, financial insecurity, social isolation, or a lack of support networks make life difficult. Continued support should be available to help survivors rebuild their lives; peer support from others with lived experience was highlighted as important to survivors in moving on and not returning to abusive relationships.
- Perpetrators may present with other factors such as depression, substance misuse or anger issues and cite these as the cause of their behaviour, not referring directly or admitting to the abusive behaviour they display.
- Perpetrators may minimise their actions by focusing on a single violent incident, representing it as out of character or a one off, ignoring the underlying and longer-term controlling behaviours they may exhibit.

“ If a child is removed from a parent there should be somewhere for a mother to go to get legal aid and support from a solicitor. No one has been there to help me to point me in the right direction. I would like to see a service that says right so you have had your kids removed but this is what we are going to do, this is what they will expect you to do, and we have 6 months, and do you know what? it’s doable and we are going to get on and do it. If someone had come in and done that with me, I would have fought harder because I would have had someone who had my back.”

Interview extract shared from lived experience, Oldham Safeguarding Adults Board, practice learning seminar, 2020

Working with domestic abuse

- Our support for anybody who has experienced domestic abuse will not be one size fits all. We recognise that each individual using our services are more than a victim, survivor or perpetrator and services will be flexible to respond to all family members in a holistic person-centred way to support long term change.
- Professionals understand both the presenting and underlying needs of families struggling with unhealthy or abusive relationships, recognise that domestic abuse is everybody's business and understand what they need to do to help each member of the family affected.
- We will be professionally curious, understand the early signs of abuse and take every opportunity to enable people to disclose or report abuse including those using abusive behaviour towards others.
- Professionals understand the potential negative impact of optimism bias or professional optimism, as evidenced in DHR findings; we will ensure risk planning is not compromised by bias, and all available facts and evidence are thoroughly interrogated through a multi-agency approach to improve decision making.
- Our services will be person-centred and family oriented, working alongside individuals and families to help them plan the future they want, providing the right level of support for as long as needed, recognising that the end of a relationship should not be the end of support.
- Every person is entitled to support and we will work together to make sure those who are currently under-represented in our services, or do not feel able to access services, are supported to get the help they need when they need it.
- People who use coercive, controlling, harmful, unhealthy behaviours are held to account through the justice system and supported to change wherever possible.
- We will offer rehabilitation to those who use abusive behaviour using proven interventions that demonstrate lasting change.
- We understand that domestic abuse is never a one-off event but a pattern of controlling behaviour. Practitioners will not focus solely on the incident but look at the broader picture including the wider family and history to contextualise what is happening and plan accordingly.
- For victims with no recourse to public funds (NRPF) who report abuse, negotiating through support services is complex. Not having the necessary paperwork, insecure immigration status, and a lack of knowledge from support services can lead to people being passed from one service to another. Where victims have NRPF or uncertain immigration status we will work together to ensure they are not further disadvantaged.

- Work with perpetrators should always increase the safety of victims and children; any support should not exacerbate or create additional risk or harm.
- In families where young people are perpetrating abuse towards their parents this abuse is likely to be minimised or denied by parents, as they can feel ashamed or humiliated and blame themselves for the situation. When it's difficult for parents to accept the behaviour as abusive they are less likely to seek support and the abuse can escalate; practitioners must be mindful of this and be creative in the support they provide.
- We have a lack of information and data about abuse involving older adults and will address this through a programme of work funded through the Ministry of Justice. This work will improve data, identify need through involvement of those with lived experience, develop and deliver a training package, review risk assessment tools and deliver a communication plan to Oldham residents and services.

'It was very raw for me and each week has been very emotional discussing the abuse that occurred to me and my two beautiful small children. I was able to share for the first time with others how bad my marriage and the abuse actually was. They made me see that it was worse than I thought it was.

I can't thank this programme enough for the help provided and most of all for giving me a platform to speak and simply to be listened to '

Freedom course attendee 2020

13) How we will measure success

In order to measure success against the intentions set out in this strategy we are developing a set of performance indicators which will enable us to measure the impact and outcomes of our work. The headline measures below are set out under each of our strategic priorities and are available in greater detail alongside the partnership action plan.

Strategic priority	Performance	What will success look like?
Leadership and change	<p>Raise the profile of domestic abuse and the way it affects different groups, so that everybody understands what it is, to challenge and change attitudes.</p> <p>Campaign to raise awareness of our services in particular to those currently under-represented in services.</p> <p>Lead and champion the campaigns so that people understand the importance of domestic abuse issues.</p>	<p>There is a better understanding in Oldham of what domestic abuse is, how it can manifest; the impact it can have on victims, children, families and communities.</p> <p>An increased number of people are accessing services that are currently not coming forward.</p> <p>Abuse is reported earlier as people are confident in raising the issue, therefore reducing opportunities for harm.</p>
Intervene early to prevent abuse	<p>Children and Young People understand what forms abuse can take, how it can affect them and their families, what to do if they are experiencing unhealthy relationships, bullying or cyber bullying.</p> <p>Continue to deliver a comprehensive training programme covering all aspects of domestic abuse.</p>	<p>A reduction in young people engaging in unhealthy relationships.</p> <p>Young people report they have the confidence and skills to challenge abusive practices.</p> <p>Staff working in Oldham have the skills to work confidently with all aspects of abuse.</p> <p>People using our services report a positive experience and a right first-time response.</p>
Provide support for those who experience abuse	<p>Victims experiencing abuse at all levels will have access to the right service at the right time.</p>	<p>No victim is turned away without a support offer or plan.</p> <p>Every service knows their role in supporting victims / survivors and gaps are identified and filled.</p>

Support recovery	We will increase the offer for victims and their children when they need to leave their home to be safe.	More survivors will get support to navigate the system and move into suitable accommodation when they need to leave their home, so they are safer sooner.
Address perpetrator behaviour	<p>We will deliver an offer for perpetrators to change attitudes and behaviour and reduce incidences of abuse</p> <p>We will hold perpetrators to account through the justice system using the new Domestic Abuse legislation</p>	<p>Current and future victims are safer because abusive behaviours are known and addressed.</p> <p>Attitudes are challenged and abuse is not allowed to go on unchecked.</p>

14) Next steps

More details about how each of the five objectives will be met, along with the measures that will demonstrate achievement, can be found in the accompanying partnership action plan. The action plan is a live document which is updated and regularly monitored by the partnership to ensure we continue to deliver against this strategy over the next three years. The action plan sets out the agreed priorities for the next three years. At the end of each year we will prepare a report to Government setting out how we have progressed and our key achievements in accordance with section 59 of the Domestic Abuse Act 2021.

Implementation of the strategy requires drive and dedication from all partners if we are to make real and lasting change for the residents of Oldham. All members of the partnership are committed to working together to take forward this strategy and the deliver the actions required to meet our aims, in order to achieve a more positive future for all those effected by domestic abuse.

15) Places to find help and support

If you or someone else is in immediate danger, please ring 999 and ask for the police. If you can't speak, you can ring 999 then press 55 when prompted. This is called the Silent Solution system: <https://policeconduct.gov.uk/news/national-campaign-raise-awareness-silent-solution-system>

Freephone 24-hour National Domestic Abuse Helpline run by Refuge: 0808 2000 247 or visit www.nationaldahelpline.org.uk

National LGBT+ Domestic Abuse Helpline: 0800 999 5428

Men's Advice Line: 0808 801 0327

Respect helpline, for anyone worried about their own behaviour: 0808 802 0321

End the Fear, Greater Manchester Against Domestic Abuse: 0161 636 7525

www.endthefear.co.uk

Survivors Manchester for men who have experienced sexual abuse and exploitation

www.survivorsmanchester.org.uk Helpline 0808 800 5005

Victim Support Greater Manchester: 0330 303 0162 or 0808 168 9111 out of hours

www.victimsupport.org.uk

Oldham Housing Options service: 0161 770 4605

Oldham IDVA Duty number: 0161 770 1572

Paladin National Stalking Helpline www.stalkinghelpline.org

Tel. 0808 802 0300

Samaritans - whatever you're going through, call free any time, from any phone, on 116 123.

Email jo@samaritans.org Response time: 24 hours

Women's Aid website provides information, victim support and a live chat facility

www.womensaid.org.uk