



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Service Framework to meet the needs of people with Domestic Abuse and Substance Misuse Problems





ISBN 978 0 7504 5094 2

© Crown copyright April 2009

CMK-22-04-045(251)

D7310809

Contents

Summary	2
Models of Joint Working between Substance Misuse and Domestic Abuse services	3
Service Aims and Objectives	4
Service Standards	5
Access to Refuges	6
Other Services	6
Child Protection Issues	7
Education and Awareness for Children	7
Protection of Vulnerable Adults	8
Multi Agency Risk Assessment Conference (MARAC)	8
Wales Integrated In-depth Substance Misuse Assessment Toolkit (WIISMAT)	9
Groups with Special Needs	9
Perpetrators	9
Needs Assessment and Service Planning	10
Care Pathway	11
Directory of Services	11
Training and Qualifications	11
Appendices	
Integrated care pathway referral flow chart	13
Directory of domestic abuse service providers in Wales	15
Directory of substance misuse service providers in Wales	29
Glossary	43

A Service Framework to Meet the Needs of People with Domestic Abuse and Substance Misuse Problems

Summary

It is the priority of the Welsh Assembly Government to reduce the harm to individuals and their families from the increasing problems of domestic abuse and the misuse of drugs and alcohol. It is the aim of this framework to assist domestic abuse and substance misuse planners, commissioners and providers to establish robust links between Domestic Abuse and Substance Misuse services which will provide a seamless care pathway for all clients. It also makes reference to issues with identified domestic abuse perpetrators.

Evidence shows that of the 4391 calls to the Wales Domestic Abuse Helpline 387 (9%) have disclosed substance misuse. Of these 364 (94%) were women and 23 men. However, it is important to highlight that although the Helpline procedures ensures that enquiries are made about the use of drugs and alcohol while carrying out a refuge referral the caller will not always disclose substance misuse. The evidence also shows that 7% of the callers reported that the perpetrator had a substance misuse issue. These figures cover the period April 2006 to March 2008. Anecdotal evidence shows that many women use substances as a coping mechanism when they are experiencing domestic abuse.

This module has been developed by a Specialist Sub Group whose membership includes stakeholders and providers from both substance misuse and domestic abuse services. This document is victim focussed and considers the needs of those who have co-existing domestic abuse and substance misuse issues and needs to be read in conjunction with the Welsh Assembly Government Domestic Abuse Strategy - Tackling Domestic Abuse: The All Wales National Strategy - A Joint-Agency Approach and the Working Together to Reduce Harm Substance Misuse Strategy for Wales 2008 - 2018 -. It should also be considered alongside existing and developing Substance Misuse Treatment Framework for Wales documents. Of particular relevance are:

- Service User Involvement.
- Guidance on Good Practice for the provision of services for Children and Younger People who Use or Misuse Substances in Wales.
- Wales Integrated In-depth Substance Misuse Assessment Tool (WIISMAT).
- Alcohol Misuse in Wales.

Models of Joint Working between Domestic Abuse and Substance Misuse Services in Wales

Four models in which the delivery of services to people with co-existing domestic abuse and substance misuse problems can potentially be delivered are set out in the table below.

Model of Treatment	Description	Issues for Consideration
1. Joint liaison/ collaborative approach	The care of clients is jointly managed by both services, possibly a link worker.	<ul style="list-style-type: none"> • Joint working required between substance misuse and domestic abuse services • Joint responsibility • Ensures the skills and expertise of both spheres of care is utilised
2. Parallel	Substance misuse and domestic abuse services establish links to provide the two services concurrently	<ul style="list-style-type: none"> • Clients are shunted between two services • Problems are treated as separate entities • Client care responsibility is not clearly defined • Clients have to go through their details twice and build up relationships with two sets of professionals • Clients have to negotiate two different systems
3. Integrated	There is concurrent provision of both domestic abuse and substance misuse interventions by the same team (designated service)	<ul style="list-style-type: none"> • Isolated from mainstream services • Expensive service provision

4. Serial or consecutive	Domestic abuse and substance misuse issues are treated consecutively with little communication between the services	<ul style="list-style-type: none"> • Clients are shunted between two services • Problems treated as separate entities • Limited/no communication between the services • Clients have to go through their details twice and build up relationships with two sets of professionals • Clients have to negotiate two different systems
--------------------------	---	---

Models 2 & 4 above are not considered effective models for the delivery of seamless care. Model 3 would be likely to deliver effective care but does not fit comfortably with the domestic abuse and substance misuse strategies within Wales. Therefore model 1 the joint liaison or collaborative approach should be adopted as the preferred model for the delivery of care to people with a co-existing substance misuse and domestic abuse problem. The application of the model will require local interpretation reflecting local geographic, demographic and service configuration issues. The definition of a link worker in this module is a specialist in assessment of risk, case/care management and support for co-existing cases. It is essential that information and communication from/to the key worker is continuous throughout all service provision.

Joint Working Aims and Objectives

Whichever model of provision is adopted, domestic abuse and substance misuse services need to agree clear aims and objectives for co-existing services. These should ensure:

- effective joint working protocols between domestic abuse and substance misuse services; to include care pathways, referral options and eligibility criteria
- a comprehensive staged approach including, where appropriate, assertive outreach, motivational interventions and provision of help to clients using skills to manage both domestic abuse and substance misuse problems
- cultural sensitivity and competence
- the availability of early interventions
- rapid access to services that should be flexible and appropriate to individual need

- broadly based interventions that include social, housing, education and employment components
- advocacy, with key workers helping service users through the processes
- realistic expectations of what can be achieved
- joint planning
- the provision of inreach to refuges and detoxification facilities.

Service Standards

Planning organisations and provider agencies need to establish effective service standards for their locally developed substance misuse and domestic abuse services. These should include as a minimum:

- Duty of Care responsibility for the client/victim.
- A clear and agreed local definition of substance misuse and domestic abuse.
- Clear and agreed care pathways.
- Training plans to ensure the delivery of training and supervision at a sufficiently senior level, in substance misuse treatment for all members of the domestic abuse services and equivalent training in domestic abuse issues for substance misuse workers.
- The provision of a single co-ordination point within domestic abuse and alcohol and drug services ensuring access to services outside normal office hours.
- The provision of a link worker specialising in assessment of risk, care management and support.
- The use of compatible models and conceptual frameworks for both services.
- Clear definitions of which clients will receive which appropriate services.
- Service User involvement at all stages.
- Common referral criteria and process.
- Routine questioning.
- Access to out-reach services, community treatment, home visits, outpatient treatment, inpatient treatment and day care provision.
- Involvement with patient's GP.
- Retention of clients in active treatment.
- Provide interventions that facilitate motivation to change.
- Access to relapse prevention services.
- Facilitation of reintegration into the community.

Access to Domestic Abuse Services

There are a range of different services available in each local area. The list of service providers are at Appendix 3.

As part of the standard procedures all domestic abuse services in Wales complete a holistic risk assessment. This assessment will ensure that the domestic abuse needs can be met, potential risk can be managed and correct referral is to the most appropriate support service.

Refuge

Access to refuge, which is temporary safe accommodation, can be accessed 24 hrs, 7 days a week for people who are fleeing domestic abuse. The priority need will have to be a risk of homelessness due to domestic abuse. Barriers that may prevent people being accepted into refuge are substance misuse with the lack of support from local substance misuse specialist services, difficulty in the transferring of prescriptions between pharmacies/services in the local refuge areas and whether this makes the risk unmanageable. It is important to note that, within a refuge environment, men/ women will share their own bedroom with their children but have access to communal facilities. Refuges are staffed generally from 9-5 and have an out of hours on call service for emergencies. Refuge operates an open door policy and will accept referrals outside their local authority area. Traditionally refuge provision has been available for women and children only. There are now a number of refuge bedspaces available for men and their children.

Safe Houses

Refuge is not always the most appropriate domestic abuse service, and some localities have “safe houses”. These safe houses are fully self contained and are often available to people whose needs can not be met within the traditional “refuge” environment. These facilities will accept referrals outside their local authority area.

Floating Support

Floating support services are offered to service users who have a housing related support need and wish to remain in their own homes. Support can be offered irrespective of whether they are still in a relationship with their abuser. The support will either take place in their homes, a more public place or external offices (dependant upon risk assessment). The provision of floating support is established to meet local needs and can vary across Wales.

Outreach and Drop in Services

Outreach and Drop in Services are earlier interventions and are available to anyone who has experienced domestic abuse. The availability and open hours of these services can vary.

Child Protection issues

The link between child abuse and domestic abuse is high, with estimates ranging from 30% to 66% depending upon the study (Stark, E and Flitcraft, A., 1988). Many children are themselves the direct target of abuse as well as experiencing indirect abuse through witnessing domestic abuse. Both of these experiences can cause immense damage to children. This is further compounded when one or both parents have problematic substance use (Stella Project, London).

The report of an Inquiry by the Advisory Council on the Misuse of Drugs (ACMD) - Hidden Harm Responding to the needs of children of problem drug users published in 2003 states that the safeguarding and promoting of the interests of the children of problem substance misusers and reducing drug-related harm is the responsibility of statutory and voluntary organisations. They are to ensure that this is translated into effective, integrated, multi-agency service provision.

The strategy for social services in Wales, *Fulfilled Lives, Supportive Communities*, identifies a need to focus services on family support across the life-course. In particular it identifies a number of key themes for development to strengthen the links between children and adult services. One of these key themes is to develop early support and targeted interventions which meet the needs of all family members, arising from risk to children from parental substance misuse, mental health problems, learning disabilities, domestic abuse and relationship breakdown.

The role of statutory and voluntary organisations and their responsibilities for the safeguarding and promoting the welfare of children is described in *Safeguarding Children: Working Together Under The Children Act 2004*. When children and young people are identified as at risk refer to the 2008 All Wales Child Protection Procedures.

Referrals can either be made to the Welsh Women's Aid peripatetic children's workers for children in refuge or who require outreach support, or the children and young people workers. Referrals can also be made to specialist substance misuse children and young people's workers.

Education and Awareness for Children

The Welsh Assembly Government funds the All Wales School Liaison Core Programme (AWSLCP) which delivers modules on domestic abuse and substance misuse and Tai Hafan's "Spectrum" Project. A number of other programmes are available.

Protection of Vulnerable Adults

The Welsh Assembly Government's 'In Safe Hands' guidance sets out the framework for the development of local policies and procedures for the safeguarding of vulnerable adults.

This guidance generally defines a vulnerable adult as a person over the age of 18 who is or may be in need of community care services by reason of mental or other disability, age or illness and who may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or exploitation.

The guidance defines abuse as a violation of an individual's human and civil rights by any other person or persons and embraces physical abuse, sexual abuse, psychological abuse, financial or material abuse and neglect.

Local authority social services departments have the key co-ordinating role in developing and implementing local adult protection arrangements. The multi-agency methodology of local adult protection arrangements is effective in focussing upon the best ways to achieve or work towards safety for clients of abuse and has access to resources which might otherwise not be available such as qualified, specially trained and experienced investigators who can carry out detailed investigations of possible abuse and assessments of risk.

It is important for colleagues in domestic abuse and substance misuse services to develop links with their local social services adult protection co-ordinators to ensure that an effective co-ordinated local approach to the protection of vulnerable adults is achieved that also provides the necessary clarity about the roles and responsibilities of those involved.

Multi Agency Risk Assessment Conference (MARAC)

The MARAC is a process to address the safety and protection of those most at risk from serious assault or murder as a result of domestic abuse. Effective protection of clients, their children and vulnerable adults is a multi agency responsibility and this conference to facilitate the risk assessment process is attended by a partnership of criminal justice agencies, other statutory bodies and the voluntary support sector.

The MARAC process is aimed at high or very high risk victims of domestic abuse. In order to establish the level of risk, a domestic abuse Risk Indicator Checklist should be completed for all clients who are experiencing domestic abuse. On completion these checklists are to be referred to the local Domestic Abuse Co-ordinator. (www.caada.org.uk refers).

If a substance misuse key worker considers there is a high risk of domestic abuse they should refer the case immediately to an appropriate local domestic abuse service or directly to the MARAC co-ordinator in accordance with the Wales Accord on the Sharing of Personal Information (WASPI) (Tier 1).

Wales Integrated In-depth Substance Misuse Assessment Toolkit (WIISMAT)

The Wales Integrated In-depth Substance Misuse Assessment Toolkit (WIISMAT) includes questions/enquiries which indicate high potential risk to children or vulnerable adult(s). Due to the nature of the questions/enquiries, it is considered imperative to respond by urgently discussing them in a multi-agency context and/or taking immediate action, based on professional judgment. Throughout the risk assessment a numerical value to most questions has been offered, however in these questions/enquiries a response in the affirmative must be regarded as a serious and immediate threat to the welfare of those involved. Immediate action should be taken to engage appropriate safeguards.

The toolkit also includes questions/enquiries which indicate potential risk to domestic abuse clients and the imperative to respond is the same as for children or vulnerable adults mentioned above. If the response to these questions indicates the client is a victim of domestic abuse depending on the level of assessed risk take immediate action or agree an action plan to safeguard them.

Patients who present to A&E, Obstetrics, Mental Health, Primary Care and other NHS services with co-existing drug and alcohol and domestic abuse problems are to be encouraged to seek advice from the local substance misuse and domestic abuse services. Systems should be put in place to assist staff to make referrals to both services with the patients consent. The Domestic Abuse All Wales Care Pathway is currently being used by all ante natal staff and is being implemented in A&E for assessment and referral of patients accordingly. Those presenting to mental health services with co-occurring mental health and substance misuse problems will be subject to the Care Programme Approach (CPA). All referrals are to be made in accordance with the Wales Accord on the Sharing of Personal Information (WASPI) (Tier 1).

Groups with special needs

All diversity needs for clients must be considered and met as necessary.

Perpetrators

Substance misuse services will have clients who are perpetrators of domestic abuse. However, perpetrators of domestic abuse are unlikely to present to services and disclose their violence as a problem with which they need help. In drug and alcohol services they are more likely to associate their violence as a negative effect of their substance misuse (Stella Project, London).

Perpetrators who disclose to substance misuse or domestic abuse key workers should be encouraged to contact the all Wales Domestic Abuse Helpline or the RESPECT Helpline (see Appendix 2) website at www.respect.uk.net.

The development and production of a separate perpetrator document will be considered by the Welsh Assembly Government domestic abuse policy team at a later date.

Forced Marriages

Guidance is available from the Foreign and Commonwealth Offices' Forced Marriage Unit about how to identify the possible signs of a forced marriage, and can be found at <http://www.fco.gov.uk/en/fco-in-action/nationals/forced-marriage-unit/>. In particular, there is a helpline number manned by trained professionals and able to provide confidential advice and assistance for anyone worried that they might be forced into marriage, or are worried about someone else: 0207 008 0151.

Needs Assessment and Service Planning

Local Health Boards (LHBs) and Local Authorities (LAs), through their Community Safety Partnerships and Supporting People Planning Groups, need to be aware of the nature and the scale of co-existing substance misuse and domestic abuse problems within their local population should consider including services to meet local needs in their plans. Gaps in current service provision need to be identified and the voluntary sector should be resourced to play a key role in both the planning and delivery of care to this client group. This will allow services to be targeted appropriately.

Data on co-existing substance misuse and domestic abuse problems are currently poor. Services should therefore be provided on the basis of perceived need incorporating what data is available. This should include the needs mapping data that the local authority Supporting People teams collect. However, improved data collection methods should be pursued with partner organisations to enable future accurate needs assessments to be undertaken.

The Domestic Abuse Forum and the Substance Misuse Action Team are responsible to the Community Safety Partnership. These groups have responsibility for developing formal plans to meet the needs of those people within their local population. In order to ensure a co-ordinated approach to provision, all planning groups must share and reconcile their strategies and action plans. This includes linking into the Supporting People Planning Group (SPPG). Both the Domestic Abuse Forum and the Substance Misuse Action Team should feed into the Supporting People planning process to ensure that people with a substance misuse or domestic abuse issue have access to appropriate services that have been planned in a coordinated way and are based on an analysis of the needs and supply of services within the local area.

Care Pathway

An example of a care pathway for clients with co-existing domestic abuse and substance misuse issues is at Appendix 1.

Directory of Services

A directory of current domestic abuse services, which includes helpline telephone numbers, is at Appendix 2 and Substance Misuse service providers in Wales at Appendix 3.

Training and Qualifications

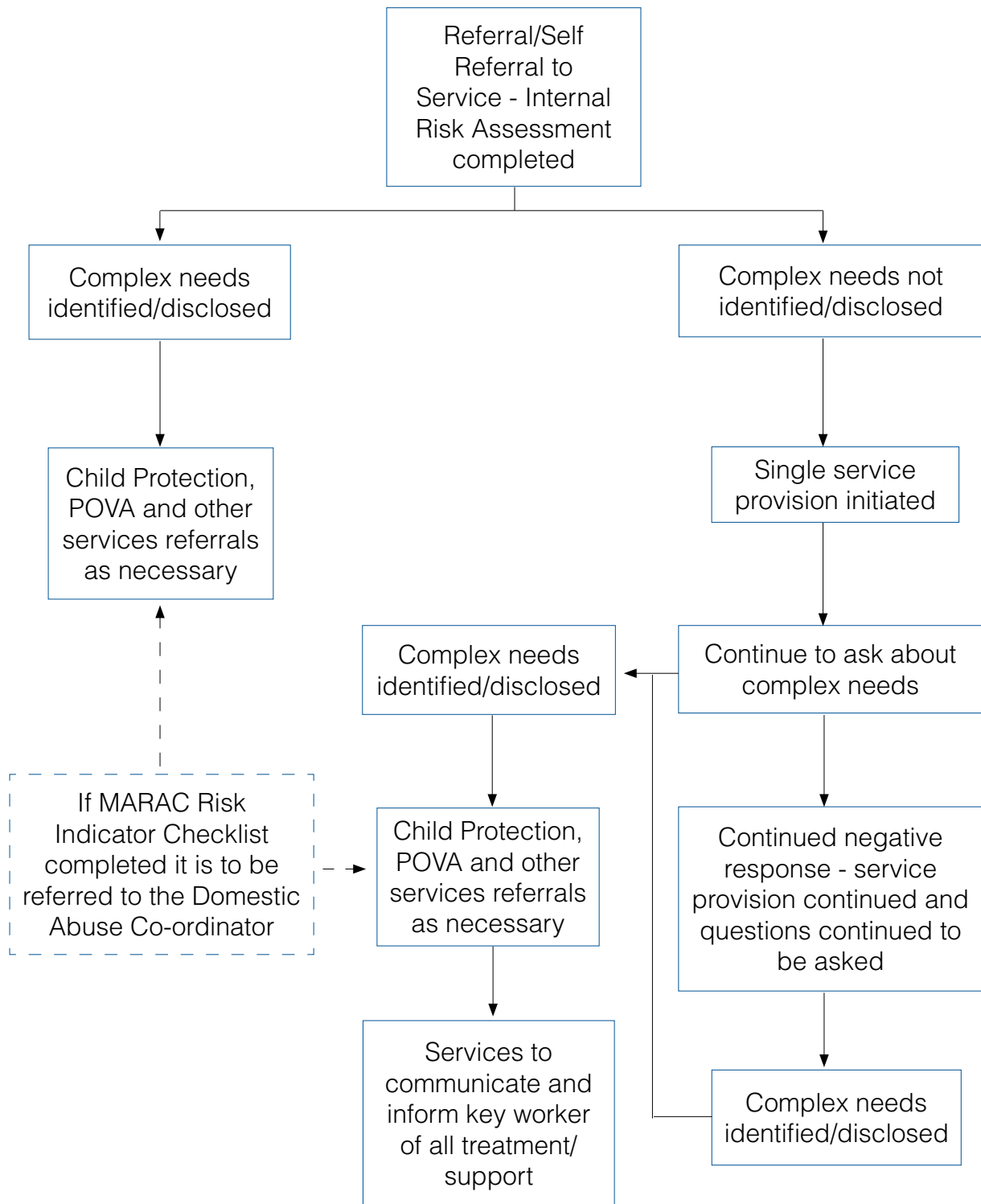
Staff, whether in domestic abuse or substance misuse services, need to develop the skills necessary to identify and understand clients with co-existing problems, to develop the confidence to deal with them and to be given the capacity to have full awareness of the referral system. Effective staff supervision, both clinical and managerial, is equally important. Support structures should be in place for staff of all levels to help them cope with this challenging client group.

Training and continuous professional development (CPD) is therefore vital to develop and sustain effective services. Training and CPD should include as a minimum:

- development of assessment skills based upon substance misuse assessment frameworks
- development of routine domestic abuse questioning skills
- the awareness of the referral process to ensure clients receive seamless care and support.

Each local area should develop a training strategy to ensure all staff working in statutory and voluntary organisations have formal training in dealing with clients with co-existing substance misuse and domestic abuse problems.

Complex Needs Care Pathway



To assist in establishing complex needs protocols local care pathways are to be developed - see paragraph 3.

Directory of Domestic Abuse Service Providers in Wales

Helpline telephone numbers

Domestic Abuse Helpline	0808 8010 800
Project Dyn (Male Helpline)	0808 801 0321
RESPECT	0845 1228609
Forced Marriages	0207 008 0151

Community Safety Partnerships (Csps) Domestic Abuse Co-ordinators in Wales

Vale of Glamorgan Domestic Abuse Co-ordinator
Community Safety
2-8 Holton Road
BARRY
Vale of Glamorgan
CF63 4HD
Tel: 01446 709503
Mob: 07769 784571

Pembrokeshire Domestic Abuse Co-ordinator
Unit 4
Agamemnon House
Nelson Quay
Milford Haven
SA73 3AA
Tel: 01646 696857
Tel: 01239 851117

Ceredigion Domestic Abuse Co-ordinator
Public Protection Unit
Aberaeron Police Station
Penmorfa
Aberaeron SA46 OBR
Tel: 01545 571408 or
Mob: 07966 648963

Carmarthen Domestic Abuse Co-ordinator
Joint Strength
2, Church Street
Ammanford
SA18 2NR.
Tel: 01269 598120
Mob: 07792 493390

Powys Domestic Abuse Co-ordinator
Lower Ground Floor
The Gwalia
Ithon Road
Llandrindod Wells
Powys
LD1 6BG
Tel: 01597 851416
Mob: 07904 254744

Ynys Mon Domestic Abuse Co-ordinator
Community Safety Partnership
Ynys Mon County Council
Llangefni
LL77 7TW
Tel: 01248 751881
Fax: 01248 752705

Gwynedd Domestic Abuse Coordinator
Y Gwasanaeth Tan
Pencladlys Rhanbarth Gorllewinol
Stryd y Jei
Caernarfon
Gwynedd
Tel: 01286 679931
Mob: 07766 440550

Denbighshire Domestic Abuse Co-ordinator
Community Safety
Planning and Public Protection Services
Denbighshire County Council
Ruthin
LL15 1QA
Tel : 01824 708033
Fax: 01824 708039 or
Mob: 07769 912522

Conwy Domestic Abuse Co-ordinator
Community Safety Unit
Civic Offices
Abergele Road
Conwy CBC
Colwyn Bay
Tel: 01492 575259
Mob: 07795 223386

Flintshire Domestic Abuse Coordinator
Community Safety Partnership
Flintshire County Council
County Hall
Mold
Flintshire
CH5 6NG.
Tel: 01352 702742

Wrexham Domestic Abuse Co-ordinator
Wrexham Community Safety Team
1, Nelson Street
Hightown
Wrexham
LL13 7YD
Tel: 01978 317030
Mob: 07800688789

Monmouthshire Domestic Abuse Co-ordinator
Domestic Abuse Co-ordinator
6th Floor
County Hall
Cwmbran
Torfaen
Tel 01495 233936
Mob: 07859 062262

Rondda-Cynon-Taff Domestic Abuse Co-ordinator
Community Safety Partnership
Glenview House
Court House Street
Pontypridd
CF37 1JY
Tel: 01443 494194
Mob: 07795 391674

Blaenau Gwent Domestic Abuse Co-ordinator
Blaenau Gwent CSP
The Lodge
Bedwellty Park
Tredegear
NP22 3LX
Tel: 01495 356099

Caerphilly Domestic Abuse Co-ordinator
Safer Caerphilly MAC
57 Commercial Street
Ystrad Mynach
CF82 7DW
Tel: 01443 819317
Mob: 07899 893707

Newport Domestic Abuse Co-ordinator
Newport Central Police Station
1-3 Cardiff Road
Newport
NP20 ZEH
Tel: 01633 245443

Swansea Domestic Abuse Co-ordinator
Safer Swansea Partnership / Social Services
4th Floor, Oldway Centre
36, Orchard Street
Swansea
SA1 5AU
Tel: 01792 637524

Bridgend Domestic Abuse Co-ordinator
3rd Floor
Derwen House
Court Road
Bridgend
CF31 1BN
Tel: 01656 679945

Neath-Port-Talbot Domestic Abuse Co-ordinator
73, Windsor Road
Neath
SA11 1NG
Tel: 01639 640670
Mob: 07812 160383

Cardiff Domestic & Sexual Violence Coordinator
c/o Cardiff Women's Aid
16 Moira Terrace
Adamsdown
Cardiff
CF24 0EJ
Tel: 07500 836620

Torfaen Domestic Abuse Co-ordinator
County Hall
Social Services Department
2nd Floor
Cwmbran
NP44 2WN
Tel: 01633 648296
Mob: 07818 215482

Merthyr Tydfil Domestic Abuse Co-ordinator
47-48 Pontmorlais
Merthyr Tydfil
CF47 8UN
Tel 01685 388444

Domestic Abuse Providers

Domestic Abuse Helpline

Tel: 0808 8010 800

Cardiff Women's Safety Unit and Project DYN
113-116, Bute Street
Bute Town
Cardiff
Tel: 029 2022 2022 Tel: 0808 801 0321
www.dynwales.org

BAWSO (Black Association of Women's Step Out)
9 Cathedral Road
Cardiff
CF11 9HA
Tel: 029 2064 4633

Welsh Women's Aid
38-48 Crwys Road
Cardiff
CF24 4NN
Tel: 029 2039 0874

New Pathways SARC (Sexual Abuse Referral Centre)
Willow House
57/58 Lower Thomas Street
Merthyr Tydfil
CF47 0DA
Tel: 01685 379310

Risca SARC
Laburnum House
Tredegar street
Risca
Gwent
NP11 4YA / NP11 6BU

Carmarthen SARC
Elm Tree House
West Wales General Hospital
Francis Well
Carmarthen
SA31 2AF

Cardiff SARC
Safe Island
Cardiff Royal Infirmary
Glossop Road
Cardiff
CF24 0SZ

Swansea SARC
Beech Tree Centre
Emily Phipps House
Student Villiage
Hendrefoelan
Student Village
Killay
Swansea
SA2 8NB

Blaenau Gwent Domestic Abuse Service
Phoenix House
Surgery Road
Blaina
Blaenau Gwent
NP13 3AY
Tel: 01495 291202

Safer Merthyr Tydfil
Voluntary Action Centre
89-90 High Street
Merthyr Tydfil
CF47 8UH
Tel: 01685 353999

NSPCC
Wales Headquarters
13 Floor
Capital Tower
Greyfriars Road
Cardiff
CF10 3AG
Tel: 029 2044 5201

Tai Hafan
5/6 Queen Street
Carmarthen
SA31 1JR
Tel: 01267 225555

Mewn Cymru
24 Mansel Street
Swansea
SA1 5SQ
Tel: 01792 467722

Victim Support
1a Victoria Park road West
Cardiff
CF5 2EZ
Tel: 029 2056 9059

Henna Foundation
Albany Road
Cardiff
CF24 3RP
Tel: 029 2049 6920
Mobile: 07915212555

Rape & Sexual Abuse Support Centre (North Wales)
Blwch Post
PO Box 87
Caernarfon
Gwynedd. LL55 9AA
Tel: 01286 669 267

North Wales Women's Centre
Interactive Rhyl Ltd.
46-54, Water Street
Rhyl
Denbighshire
LL18 1SS
Tel: 01745 339331

Safer Caerphilly Multi Agency Centre
57, Caerphilly Street
Ystrad Mynach
CF82 7DW
Tel: 01443 819317

Gorwel Anglesey Domestic Abuse Service
33-35, Stryd Fawr
High Street
Llangefni
Ynys Mon
LL77 7NA
Tel: 01248 750903

Joint Strength
2, Church Street
Ammanford
SA18 2NR
Tel: 01269 598120

Montgomery Family Crisis Centre
Unit 2
St. Giles Technology Park
Newtown
Powys
SY16 3AJ
Tel: 01686 629 114
info@familycrisis.co.uk

Internal Women's Aid Group List

Aberconwy WA, Town Hall, Lloyd Street, LLANDUDNO, LL30 2YP; or
PO Box 1052, Llandudno, Conwy
Tel: 01492 872992 (24 hr) Tel: 01492 872202 (office)
Fax: 01492 874742
Email: aberconwywa@btconnect.com

Aberystwyth WA, PO Box 38, ABERYSTWYTH, SY23 1AA
Tel: 01970 625585 (24 hr) Tel/Fax: 01970 612225 (admin)
Tel/Fax: 01970 626619 (refuge)
Tel: 01970 612281 (floating support) Tel: 01970 612225 (Evelyn)
Email: aberystwythwa@tiscali.co.uk

Amman Valley WA, 2 Church Street, AMMANFORD, CARMARTHENSHIRE,
SA18 2NR; or PO Box 27, AMMANFORD, CARMARTHENSHIRE SA18 3YQ
Tel: 01269 597474
Fax: 01269 595041
Email: avwa@ammanvalleywomensaid.org

Angelsey Domestic Abuse Service (Gorwel/Tai Eryri), 33-35 High Street,
LLANGFNI, YNYS MON, LL77 7NA
Tel: 01286 881588 Tel 2: 01248 750903
Fax: 01286 88114
Email: gwyneth@taieryri.co.uk; gwyneth@gorwel.org

Bangor & District WA, Maes y Ffynnon, Penrhos Road, PENRHOSGARDEDD,
BANGOR, LL57 2DW;
or PO Box 873, BANGOR, GWYNEDD, LL57 2QN
Tel: 01248 370877 (24 hr) Tel: 01248 360 384 (outreach)
Fax: 01248 371122
Email: bangorwomensaid@tiscali.co.uk

BAWSO WA, 9 Cathedral Road, CARDIFF, CF11 9HA
Tel: 029 2064 4633
Fax: 029 2064 4588
Email: info@bawso.org.uk

Brecknock WA, PO Box 24, BRECON, POWYS, LD3 7WD
Tel: 01874 625146
Fax: 01874 625724
Email: breconwa@btinternet.com; bwafinanceworker@btinternet.com

Bridgend WA, 4 Court Road, BRIDGEND, CF31 1BN: or PO Box 26, BRIDGEND, CF31 3YJ

Tel: 01656 766139

Fax: 01656 661 840

Email: info@bridgendwa.co.uk

Caerphilly WA, Lion House, 2 Northview Terrace, CAERPHILLY, CF83 1PE

Tel: 029 2086 0255

Fax: 029 2086 1229 (ring before faxing)

Email: info@caerphillywa.org

Cardiff WA, 16 Moira Terrace, Adamsdown, CARDIFF, CF24 0EJ

Tel: 029 2046 0566

Fax: 029 2048 4097

Email: cardiffwomensaid@btconnect.com

Cardigan WA, PO Box 5, CARDIGAN, CEREDIGION, SA43 1LE

Tel: 01239 615385

Fax: 01239 621755

Email - cardiganwa@yahoo.co.uk; cwafinance@yahoo.co.uk

Carmarthen WA, 17 Barn Road, CARMARTHEN, CARMERTHENSHERE, SA31 1DD

Tel: 01267 238410

Fax: 01267 220992

Email - all@carmarthenwomensaid.org

Colwyn WA, Metropole Buildings, Penrhyn Road, COLWYN BAY, LL29 8LG

Tel: 01492 534705

Fax: 01492 531028

Email - colwynwomensaid@btconnect.com

Cwm Cynon WA, PO Box 22, ABERDARE, CF44 6XZ

Tel: 01685 879673

Fax: 01685 879673/01685 876016

Email - cwmcynonwa@btconnect.com

Domestic Abuse Safety Unit (DASU), Deeside, 18 Deeside Enterprise Centre, Rowley's Drive, SHOTTON, FLINTSHIRE, CH5 1PP

Tel: 01244 830436

Fax: 01244 810505

Email - deesidewomensaid@btconnect.com

De Gwynedd WA, PO Box 59, BLAENAU FFESTINIOG, LL41 3BY
Tel: 01766 830878
Fax: 01766 830074
Email - cif@btconnect.com

Delyn WA, PO Box 1103, Halkyn Street, Holywell, FLINTSHIRE, CH8 7TX
Tel: 01352 712150
Fax: 01352 714591
Email - delyn@waid.fsnet.co.uk

Glyndwr WA, 12-14 Hall Square, DENBIGH, DENBIGHSHIRE, LL16 3NU
Tel: 01745 814494 (24 hr) Tel/Fax: 01745 813279 (outreach)
Email - glyndwrwomensaid@tiscali.co.uk

Llanelli WA, 2 John Street, LLANELLI SA15 1UH; or PO Box 2, LLANELLI, SA15 2SN
Tel: 01554 741212 Tel: 01554 752422 (outreach/finance)
Fax: 01554 741212 (phone before faxing)
Email - enquiries@llanelliwa.org.uk

Lliw Valley WA, PO Box 503, PONTARDAWE, SWANSEA, SA8 4WN; or 6-8 Herbert Street, PONTARDAWE, SWANSEA SA8 4EB
Tel: 01792 869480 Tel: 01792 862035
Fax: 01792 862920
Email - hsmith@lvwa.org.uk; phardy@lvwa.org.uk; enquiries@lvwa.org.uk

(The Bridge Project)
Merthyr WA, 47-48 Pontmorlais Centre, PONTMORLAIS, MERTHYR TYDFIL, CF47 8UN
Tel: 01685 379888 Tel: 01443 693 737 (refuge)
Fax: 01685 722221
Email - tarian@gotadsl.co.uk; merthyrwa@googlemail.com (refuge)

Neath WA, PO Box 5, NEATH, SA11 1PS
Tel: 01639 633580 (office) Tel: 01639 631731 (refuge)
Fax: 01639 637159
Email - team@neathwa.org.uk; initialsurname@neathwa.org.uk

Newport WA, 56 Stow Hill, NEWPORT, NP20 1JG
Tel: 01633 840258
Fax: 01633 257815
Email - nptwomensaid@tiscali.co.uk

Pembrokeshire WA, PO Box 201, HAVERFORDWEST, PEMBROKESHIRE SA61 1BF
Tel: 01437 769564
Fax: 01437 768047
Email - pembswa@yahoo.co.uk

Pontypridd WA, 1st Floor, 3 Church Street, PONTYPRIDD, CF37 2TH
Tel: 01443 491528 Tel: 01443 480067
Fax: 01443 492879
Email - team@pontypriddwa.org.uk

Port Talbot WA, PO Box 20, PORT TALBOT, SA13 1AA
Tel: 01639 894864 Tel: 01639 898881 (refuge)
Fax: 01639 882640
Email - porttalbotwomensaid@btconnect.com; porttalbotrefuge@btconnect.com

Radnorshire WA, PO Box 26, LLANDRINDOD WELLS, POWYS, LD1 5AA
Tel: 01597 824655
Fax: 01597 825414
Email - info@radnorwa.org.uk;
ruth@radnorwa.org.uk

Rhondda WA, PO Box 1, FERNDALE, RHONDDA CYNON TAFF, CF43 3YD
Tel: 01443 733525 (admin) 01443 731445 (refuge)
Tel: 01443 732277 (finance worker) Tel: 01443 730025 (child worker)
Fax: 01443 731445 (ring before faxing)
Email - rwa-refuge@btconnect.com;
rwa-admin@btconnect.com

Rhyl & District WA, 26b Wellington Road, RHYL, DENBIGHSHIRE, LL18 1BN
Tel: 01745 337104
Fax: 01745 345444
Email - rhylwa@btconnect.com

Swansea WA, PO Box 363, SWANSEA, SA1 2YG
Tel: 01792 644683
Fax 01792 473020
Email - swa@ntlbusiness.com

Torfaen WA, 3 Townsbridge Buildings, Park Road, Pontypool, Torfaen, NP4 6JE
Tel: 01495 742052 Tel: 01633 838426 (24 hour helpline - Jackie)
Fax: 01495 742061
Email - info@torfaenwomensaid.org.uk

Vale of Glamorgan WA, 222 Holton Road, BARRY, CF63 4HS
Tel: 01446 744755 Tel: 01446 746981 (on call)
Fax: 01446 746981
(Between 10am-3pm)
Email - v.gwa@btconnect.com

WAMON, PO Box 31, ABERGAVENNY, MONMOUTHSHIRE, NP7 5EB
Tel: 01873 859011
Fax: 01873 856003
Email - waimon@btconnect.com

Wrexham WA, 6 Temple Row, WREXHAM, LL13 8LY
Tel: 01978 310203 (office) 01978 291983 (refuge)
Fax: 01978 311190
Email - wrexhamwomensaid@btconnect.com; heddwch@btconnect.com

Directory of Substance Misuse Service Providers in wales

DAN 24/7 Helpline: 0800 6 33 55 88

Gwent

Caerphilly Social Services Drug & Alcohol Team

Old School Building
Mill Road
Caerphilly
CF83 3FD
029 2085 5008

Communities Against Drugs

Communities Against Drugs
Room 35 The Woodlands
Mamhilad Park Estate
Mamhilad
Pontypool NP4 0HZ
01495 768245

Crime Reduction Initiatives (CRI)

Old School Building
Powells Place
Newport
NP20 1BH
01633 245881

Drugaid

StFagan's House
St Fagan's Street
Caerphilly
CF83 1FZ
029 2088 1000 Fax number 029 2086 4946

Drugs and Family Support

Swffryd Clinic
Walters Avenue
Swffryd
NP11 5HT
01495 244623

Fusion Head Office

110 Lower Docks Street
Newport
01633 264463

Fusion Caerphilly

Flat a, 42 Cardiff Road
Caerphilly
CF83 1JQ

Fusion Tredegar

35 Castle Street
Tredegar
Blaenau Gwent
NP22 3DQ

GSSMS Head Office

Mandiff House
Mandiff Court Hospital
Ross Road
Abergavenny
NP7 8NF
01873 735533 Or 01873 735566

GSSMS Newport

139 Lower Docks Street
Newport
NP20 1EE
01633 216777

GP Consortoium

The Lighthouse
Multi-Agency Substance Misuse Centre
George Street
Pontypool
NP4 6BZ
01495 742323

Gwent Alcohol Project

1 Palmyra Place
NP20 4EJ
01633 252045

GAP Admin Centre

The Junction
Cedar House
Station Road
Chepstow
NP16 5PB

GAP Caerphilly

1st Floor, 42 Cardiff Road
Caerphilly
CF83 1JQ

Include/Turnaround, Operations Manager

14-16 Merthyr Road
Whitchurch
Cardiff
CF14 1DG
029 2062 3797

Turnaround, Unit 6

St fagons House
St fagons St
Caerphilly
Gwent
07717 580096

Turnaround

110 Lower Dock St
Newport
Gwent
NP20 2AF
01633 841329

In2change, Trothwy Cyf, 01633 844894**Includes Ffynnon scheme**

5A Clytha Park Rd
Newport
NP20 4MZ
07814 712889

In2change service

3 Palmyra Place
Newport
NP20 4EJ

Kaleidoscope

Old School Building
Powells Place
Newport
NP20 1BH
01633 211001

Kaleidoscope Admin Office

Orion Suite
Enterprise Way
Newport
NP20 2AQ

Teen Challenge Gwent

128 Lower Dock Street
Newport
NP20 1EG
01633 243235

Young Persons Service

Ty Bryn Unit, 01633 436893
St Cadocs Hospital Ty Bryn Unit
Lodge Road
Caerleon
St Cadocs Hospital
Newport
NP18 3XQ

South Wales**Ashcroft House**

147-149 Newport Road,
Roath
Cardiff
CF24 1AG
029 2041 5400 email - manager@ashcrofthouse.org.uk

Bridgend and Neath Port Talbot CDAT

Bettws Road
Bridgend
CF32 8UN
01656 754300

Brynewel House

Brynewel House Alcohol Rehabilitation Centre
Llanharry Road Brynewel House Alcohol Rehabilitation Centre
Llanharan Llanharry Road
Pontyclun
Llanharan
CF72 9RN
01443 226608

CAMHS-Child & Adolescent Mental Health Service

Consultant
Tonteg Child & Family Centre
Tonteg Hospital
Church Road
Tonteg
Pontyrid
CF38 1HE
Dr Meraj Hassan, 01443 480540

Cardiff CADT (Community Alcohol & Drugs Team)

Cardiff Royal Infirmary
House 54
Newport Road
Cardiff
CF24 0SZ
029 2046 8555

Cardiff CAU

House 56
Cardiff Royal Infirmary
Newport Road
Cardiff
CF24 0SZ
029 2046 1742

CARDIFF CAU (Cardiff Addictions Unit)

Whitchurch Hospital Adfer Unit (Ward 1)
Whitchurch Hospital
Park Road
Whitchurch
Cardiff
CF4 7BX

Drugaid

2nd Floor, Oldway House
Castle Street
Merthyr Tydfil
CF47 8UX

Include Turnaround, Operations Manager

Operations Manager
14-16 Merthyr Road
Whitchurch
Cardiff
CF14 1DG,
029 2062 3797

Inroads, 43 Lower Cathedral Road

43 Lower Cathedral Road
Cardiff
Riverside
CF11 6LW
029 2040 7407

Ogwr DASH (Drug & Alcohol Self Help)

74 Nolton Street
Bridgend
CF31 3BP
01656 650686

Pen yr Enfys

182a Cowbridge Road East
Canton
Cardiff
CF11 6AN
029 2038 8715

RCT CDAT (Rhondda Cynon Taff Community Drugs & Alcohol Team)

Llwyn-yr-Eos Clinic
Main Road
Church Village
Pontypridd
CF38 1RN
01443 217026

RISMS (Rhondda Intergrated Substance Misuse Service)

Llwynypia Hospital
Llwynypia
Tonypany
CF40 2LX
01443 440440

SAND -Swansea Drugs Project

8 Calvert Terrace
Swansea
01792 472002

PSALT (Primary Substance Abuse Liaison Team), PSALT

YMCA Swansea
The Kingsway
Swansea
SA1 5JQ
01269 826444

Tai Trothwy (part of Gwalia Housing Group), Tai Trothwy

Includes

4 Dock Chambers
Bute Street
Cardiff
CF10 5AG
029 2045 3030

Ffynnon (Cardiff, Vale, RCT)

4 Dock Chambers
Bute Street
Cardiff
CF10 5AG
029 2045 3030

In2change (Newport)

4 Dock Chambers
Bute Street
Cardiff
CF10 5AG
029 2045 3030

TEDS -Treatment & Education Drug Services, Engine House

Depot Road
Engine House
Aberdare
CF44 8DL
01685 880090

Turning point

57-59 St Mary Street
Cardiff
CF10 1FE
029 2022 7327

WGCADA, (West Glamorgan Council on Alcohol & Drug Abuse)

10 St James Crescent
Uplands10
Swansea
SA1 6DZ
01792 472519

Swansea CDAT (Community Drugs & Alcohol Team)

Cwmbwria Clinic
Caebricks Road
Swansea
SA5 8NS
01792 654630

Vale Alcohol & Drug Team

26 Newlands Street
Barry
CF62 8EA

Newlink Wales

Meridian Court
North Road
Cardiff
CF14 3BE
029 2052 9002

Wallich Clifford Community

Severn House
Severn Road
Canton
Cardiff
CF11 9DZ
029 2066 8464

Crime Reductions Initiatives(CRI)

187 Cathedral Road
Cardiff
CF11 9PN
029 2066 9904

OAK HOUSE previously Cardiff Housing link

Oak House
340 Newport Road
Cardiff
029 2044 4524

ADFER UNIT (Ward 1)

Whitchurch Hospital
Park Road
Whitchurch
Cardiff
CF4 7BX
029 2069 3191

FADS (Family Awareness & Drug Support)

9 The Shopping centre
Penywaun
Aberdare
CF44 9HP

Salvation Army

240 Bute Street
Bute Town
Cardiff
CF10 5TY
Bridge Project - Adrian Burke 029 2048 0187

RAID (Rhondda Against Illegal Drugs)

211 Ystrad Road
Pentre
Rhondda Cynon Taff
CF41 7BL
01443 440440

BARNADOS

Barnardos Cymru
Trident Court
East Moors Road
Cardiff
CF24 5TD
029 2049 3387

MIDAS (Merthyr Tydfil Integrated Drug & Alcohol Services)

2nd Floor
Oldway House
Castle Street
Merthyr Tydfil
029 2088 1000

Community Services Substance Misuse Team

Cynon Principle Office
Llewellyn Street
Rhondda Cynon Taff
Trecynon
Aberdare
CF44 8HU

Families First

Engine House
Depot Road
Aberdare
CF44 8HU

Rhondda Cynon Taff Substance Misuse Team

Cynon Valley
Principle Office
Llewellyn Street
Rhondda Cynon Taff
Aberdare
CF44 8HU

Huggard (previously C.A.S.H-Cardiff Action for Single Homeless)

The Huggard Centre
Tresillian Terrace
Cardiff
CF10 5JZ
Tel- 029 2034 9980 Fax - 029 2034 9981

North Wales

CAIS

12 Trinity Square
Llandudno

Cyngor Alcohol Information Services

Princes Drive
Colwyn Bay

Cyngor Alcohol Information Services

Llandudno
Colwyn Bay
LL29 8PD

North East Wales NHS Trust

LLwyn Y Groes
Ysbyty Maelor
LLwyn Y Groes
Wrexham
LL13 7TD
Service Manager CDAS, 01745 338868

North West Wales NHS Trust

Service manager CDAS, 01248 351829/
Old Surgery Cascellfryn
Star
Gaerwen
Ynys Mon
LL60 6AS
07796 337445

Benzodiazepine Service (NE Wales Trust)

Resource Centre
Pwll Glas Road
Mold
CH7 1RA

North East Wales NHS Drug and Alcohol Service

7 Brighton Road
Rhyl
LL18 3EY
Team Mnager CDAS NEWT 01745 332298

North East Wales Trust Drug and Alcohol Service

Deeside Counselling Centre
Rowley's Drive
Deeside Counselling Centre
Shotton
Flintshire
CH5 1PU
Team Manager CDAS NEWT 01244 818110

North East Wales Trust Drug and Alcohol Service

Swn-y-Coed
Grove Road
Wrexham
LL11 1DY
Team Manager CDAS NEWT 01978 261125

Dyfed Powys**West Wales Substance Misuse Service (WWSMS)**

Penlan Road
Carmarthen
SA31 1DN
01267 244424

Prism

Forestry House
Brewery Road
Carmarthen
SA31 1TF
01267 231634

Chooselife

Copperworks Road
Llanelli
Carmarthenshire
SA15 2NH
01554 771122

Cyswllt Contact Ceredigion

Director
Cyswllt Ceredigion Contact
49 North Parade
Aberystwyth
SY23 2JN
01970 626470

Rhosserchan

Capel Seion
Aberystwyth
Ceredigion
SY23 4ED
01970 820575

Powys Drug & Alcohol Centres (PDAC)

Director
PDAC
1st Floor
Gwalia Annex
Ithon Road
Llandrindod Wells
LD1 6AS
01597 825131

Social Care Substance Misuse Team

Manager Social Care Substance Misuse Team
Carmarthenshire County Council
Social Care and Housing Department
Substance Misuse Team
3 Crown Precinct
Llanelli
SA15 3UT
01554 779649

Glossary

Welsh Assembly Government strategy - Tackling Domestic Abuse - All Wales National Strategy

The Welsh Assembly Government strategy - Tackling Domestic Abuse - All Wales National Strategy sets out the Welsh Assembly Government's strategy to tackle domestic abuse. A copy of the strategy can be found at:
<http://new.wales.gov.uk/dsjlg/publications/commmunitysafety/domesticabusestrategy/strategye?lang=en>

Substance Misuse Strategy for Wales 2008 - 2018 - Working Together to Reduce Harm

The Substance Misuse Strategy for Wales 2008 - 2018 - Working Together to Reduce Harm is the Welsh Assembly Governments 10 year strategy for tackling the harms associated with the misuse of alcohol, drugs and other substances in Wales. A copy of the document can be found at:
<http://new.wales.gov.uk/dsjlg/publications/commmunitysafety/strategy/strategy.e?lang=en>

Multi Agency Risk Assessment Conference (MARAC)

The Multi Agency Risk Assessment Conference (MARAC) is a process to address the safety and protection of those most at risk from serious assault or murder as a result of domestic abuse. More information on the MARAC can be found at: www.caada.org.uk and search for MARAC.

Wales Integrated In-depth Substance Misuse Assessment Toolkit (WIISMAT)

The Wales Integrated In-depth Substance Misuse Assessment Toolkit (WIISMAT) has been designed as an in-depth assessment tool and therefore is the first stage in the specialists' systematic approach towards providing care. It has been linked to the Unified and Fair Assessment Process (UAP). The WIISMAT has been produced as a module of the Substance Misuse Treatment Framework for Wales (SMTF), a copy of the document is at:
<http://new.wales.gov.uk/topics/housingandcommunity/safety/publications/wiismat/?lang=en>

Wales Accord on the Sharing of Personal Information (WASPI) (Tier 1)

The purpose of the Wales Accord on the Sharing of Personal Information (WASPI) (Tier 1) is to enable service-providing and other organisations directly concerned with the well being of an individual to share information between them in a lawful and intelligent way.