

Confidentiality

The service offered is confidential unless there are concerns about the risk of significant harm to a child or an adult. We will always aim to obtain the service user's consent before sharing information with another agency.

Access Arrangements

Interpretation services are available on the advice freephone number through Language Line which provides instant phonline interpretation in over 100 languages. We welcome calls from deaf and hearing impaired callers using Typetalk.

Interpreters (including British Sign Language) can be booked for face to face appointments.

With thanks to our funders



How can the Advice Service be contacted?

You can contact the Advice Service by:

Phone: 0808 802 5565*
Email: advice@solacewomensaid.org
Website: www.solacewomensaid.org

Our opening hours are:

Monday: 10.00am-4.00pm
Tuesday: 10.00am-4.00pm
6.00pm-8.00pm
Wednesday: 10.00am-4.00pm
Thursday: 10.00am-4.00pm
Friday: 10.00am-4.00pm

Appointments are available at our Finsbury Park offices and locally in Barnet, Brent, Camden, Enfield, Haringey, Islington and Westminster.

*Calls are free from landlines and mobile phones on 3, O2, Orange, Virgin, Vodafone and T Mobile networks

**Solace Centre
Blenheim Court
Units 5-7
62 Brewery Road
London N7 9NY**

Tel: 020 7428 7656 Fax: 020 7267 7947 Email: info@solacewomensaid.org

Web: www.solacewomensaid.org

Registered in England and Wales (3376716). Charity Number 1082450



**solace
women's
aid**

• *Working to end violence towards women and children*

**Domestic and Sexual Violence
Advice & Counselling Services**

Freephone 0808 802 5565

Solace Women's Aid

Solace Women's Aid works with women and children who have been affected by domestic and sexual violence.

We run a wide range of services, including emergency accommodation, to meet the different needs of service users. All our services work in a holistic and empowering way so that women and children can live independent lives free from violence.

What Is Domestic Violence?

Domestic violence covers a wide range of intimidating and threatening behaviours, including emotional abuse, verbal abuse, physical violence, sexual violence, financial control, forced marriage, honour-based crime and other controlling behaviours.

Domestic violence occurs in all sections of society, regardless of ethnicity, social background, religion or financial status. It occurs in heterosexual and same sex relationships and to people of all ages. An abuser can be a partner, ex-partner or family member.

What is Sexual Violence?

Sexual violence includes, but is not limited to, rape and sexual assault including within marriage, childhood sexual abuse, sexual harassment, forced marriage, female genital mutilation, coerced prostitution, trafficking and other forms of commercial sexual exploitation.

Advice Service

We provide emotional support, information and advice about legal rights and options on:

- Housing and homelessness including emergency accommodation
- Personal safety including injunctions
- Family law including child contact and divorce
- Welfare benefits
- No recourse to public funds

Where appropriate we will refer women to external agencies for specialist advice on:

- Immigration
- Debt and debt management
- Employment and training
- Parenting and parenting support

Solace Women's Aid also offers a range of specialist services including:

- Drug and alcohol support for women going into refuge or other supported accommodation
- Irish and Traveller outreach support
- Advocacy for Somali and Turkish-speaking women at high risk of domestic violence in Islington
- BME, Bangladeshi and South Asian floating support services in Camden, Islington and Lambeth

The Advice Service holds the Legal Services Commission Quality Mark for General Help.

Counselling Service

The Solace Women's Aid Counselling Service offers individual and group counselling to women who have been affected by domestic and/or sexual violence including sexual abuse in childhood. The service offers an assessment followed by 16 individual sessions. Groups are available for women who are not ready for individual counselling and for women who have completed their individual counselling. The service works in a predominantly person centred way to empower women to move forwards with their lives. Referrals to the Counselling Service can be made through the Advice Service.

The Counselling Service holds membership of the British Association for Counselling and Psychotherapy.

Who can use the Advice and Counselling Services?

The Advice and Counselling Services work with women who have been affected by domestic and/or sexual violence and are over 16 years old.

We accept self referrals and agency referrals including from women who use drugs and/or alcohol or have mental health issues.