

# What people say...



## From a Service-user:

“Thank you so much for matching me with my volunteer. She has become a part of our life. When I felt lonely she made my week, I looked forward to our meetings.

She listened to everything I had to say, with no judgement and she gave advice when I needed it. She was a true person who helped me through a really tough time.”

## From a Volunteer:

“Helping Hands provides vital positive support for their service-users. The high standard training allows volunteers to place themselves in a service-user’s shoes. I’ve learnt that sometimes all my service-user needed was to be listened to and to feel supported.”



For Volunteer Support in Sutton, Merton and Croydon, please contact:

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HHP Co-ordinator for Sutton

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Domestic Abuse Support | **Jigsaw4u**



# Helping Hands Project



Supporting survivors and their families who have experienced domestic abuse



**Jigsaw4u**

Helping put the pieces back together



**0208 687 1384**

# Domestic Abuse: The Facts

Domestic Abuse is any incident of threatening and/or abuse between individuals who are or have been intimate partners or family members, regardless of gender or sexuality.

This can include:		
Psychological	Physical	Sexual
Financial	Emotional	Controlling Behaviour

**1 in 4 children said that they have witnessed domestic abuse between adult family members. Around half of the incidents involved physical assaults.**



Domestic Abuse can include:		
Harassment	Isolation	Threats
Physical / Sexual Violence	Verbal Abuse	Disrespect
Pressure Tactics	Denial (including financial)	Coercive Control
Financial Abuse		

You may not even recognise that you are being affected by domestic abuse.



# Volunteer Support

The HHP has a group of well-trained volunteers able to provide support for survivors affected by Domestic Abuse in the London Boroughs of Sutton, Merton and Croydon.

Volunteers can offer befriending and practical support to help reduce isolation; to offer a listening ear to signpost to other services; and to help prevent family breakdown.

## Volunteers can:

- Offer support (emotional and practical)
- Attend appointments/meetings/court with families
- Encourage families to access local services and leisure activities

Other support will be offered according to the individual family needs.

## About our Volunteers:

The Helping Hands Project has Volunteers from all communities with different skills, experiences and backgrounds.

Volunteers receive:	
Full Training	Regular support and supervision

## Volunteers have:

- A willingness to support families to achieve positive change
- An understanding of the effects of domestic abuse on adults and children
- No Hidden agenda
- An enhanced DBS Check



# How to make a Referral

## Self-Referral

1. Contact the co-ordinator by phone or email
2. Attend the initial meeting with the co-ordinator to discuss the type of support required - This can be at the Jigsaw4u office or at a venue to suit.
3. Attend an introductory meeting with individually matched HHP volunteer and co-ordinator.
4. Weekly / Fortnightly meetings with volunteer as required.

## Agency Referral

1. Phone or email the project co-ordinator to request a referral form
2. Complete the Helping Hands referral form and return to co-ordinator
3. Co-ordinator will arrange an initial meeting with the service-user as above.

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