

# Montgomeryshire Family Crisis Centre

## Information Pack



Community  
Legal Service



**COMMUNITY  
FUND**  
Lottery money making a difference

**contact**  
NATIONAL ASSOCIATION OF  
Member No. 50977



Denbighshire CC  
SP Accreditation

**Registered Charity No: 1124411**  
**Company Limited by Guarantee 6553792**  
**Registered in Wales**

# Montgomeryshire Family Crisis Centre

## Mission Statement

Montgomeryshire Family Crisis Centre will strive to Protect, Assist, and Support any persons requesting or requiring the unique philanthropic provision available.

From a Professional\* organisation where staff embrace an Amateur\*\* philosophy.

“Montgomeryshire Family Crisis Centre boldly go where no one has gone before”.

(From chambers dic.)

\*Professional

Having to do with a profession art game.  
Showing the skill etc of one who is trained.

\*\*Amateur

One who practice an art takes part in a sport etc.  
For the love of it not for professional gain.

# The Haven

## Montgomeryshire Family Crisis Centre



Montgomeryshire Family Crisis Centre runs the Haven Project in the Powys area.

The Haven project is designed to give women and their children a safe place to stay whilst they decide what their future course of action may be.

Within this safe environment, residents are able to access the advice and support that they need in order to enable them to make informed decisions about their future.

Montgomeryshire Family Crisis Centre takes a holistic approach to clients and function as a one-stop agency. This means that any support or advice that the clients need can be accessed through their key worker.

MFCC recognise that our clients may need advice and support in relation to other problems that they may have and MFCC see it as part of their function to help them to access such advice and support as part of a multi agency approach to their needs.

All clients in the safe house have access to the staffed 24 hour emergency helpline.



# Kendal Lodge

## Montgomeryshire Family Crisis Centre

Montgomeryshire Family Crisis Centre opened the male safe house known as Kendal Lodge in 2006.

Kendal Lodge is a confidential house provided for men and their children who are in imminent danger or crisis. Each bedroom is fully equipped including a TV with remote control. The house is fully furnished to a high standard with communal areas being shared. Montgomeryshire Family Crisis Centre is here to assist by providing a holistic approach with access to support, counselling, rebuilding confidence and self esteem. Montgomeryshire Family Crisis Centre offers encouragement to men to take control of their own lives and make decisions for themselves and their children. Kendal Lodge is temporary accommodation with support being provided to assist the individuals in finding alternative safe permanent accommodation.



### Support provided in areas such as:-

- . DHSS benefits
- . Solicitor appointments
- . Attending court
- . Housing benefit
- . Accessing schools

Referrals are regularly received via agencies or clients, risk assessments are carried out on all referrals to ascertain the needs of all clients as each client is unique and individual.

# Understanding Adults Project

## Montgomeryshire Family Crisis Centre

**UNDERSTANDING ADULTS** is an informal presentation delivered to year eight high school children highlighting Domestic Abuse. The project started in 2006 and to date has been very successful.

- The presentation assists students to understand Domestic Abuse as many have, or may, experience Domestic Abuse at some point in their lives.
- Involves young people to inform their peers that Domestic Abuse is not acceptable.
- Provides young people with accurate information regarding the extent and nature of Domestic Abuse.
- Provides appropriate information from agencies that could also help and support.
- Encourages young people to consider how they would respond to a range of Domestic Abuse situations.

Many young people do not perceive Domestic Abuse to be wrong, as it may have become part of a normal life to them. Very often Domestic Abuse can develop during a short-term situation because of illness; financial difficulties, stress or a child may have joined a new family through parents' divorce or the death of a parent. Only through education can we positively change lives.



**Today's young people are tomorrow's adults.**

This presentation assists young adults in to the future with insight and self-awareness.

# Perpetrator Programme

## Montgomeryshire Family Crisis Centre

The project is designed to increase the safety of victims and their children who have suffered domestic abuse by working with the perpetrators of such abuse in an effort to change or modify their behaviour.

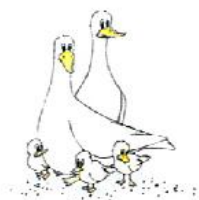
Perpetrators on the programme will undertake a 26-week programme. The programme works at several levels and will confront all aspects of abusive behaviour. Our aim is for the perpetrator to acknowledge his abusive behaviour and take responsibility for his actions; whilst ultimately changing his behaviour. The programme, with follow up, can take up to two years.

Perpetrators of domestic violence who attend the programme will be given limited confidentiality about the work undertaken with them and their reactions to the programme. We will work with perpetrators in consultation with their partners/ex partners if such consultation is appropriate or welcomed by the victims of abuse. We feel that to guarantee absolute confidentiality to perpetrators of domestic abuse could compromise our primary goal, that of increasing the safety to those suffering from domestic abuse.

In situation where the Montgomeryshire Family Crisis Centre have cause to be concerned for the safety of any person we will contact them directly or to inform other appropriate agencies to warn them of the potential danger. Acceptance of this condition by the perpetrator is a prerequisite to inclusion in the programme.

The Montgomeryshire Family Crisis Centre are happy to receive appropriate referrals from other agencies as well as self-referrals from those seeking help.





# Child Contact Centre

## Montgomeryshire Family Crisis Centre

Montgomeryshire Family Crisis Centre Child Contact Centre opened in 2004. The service was awarded full accreditation by the National Association of Child Contact Centres in 2006.

The service is located within the organisation's head office in Newtown, Powys, Mid-Wales. Established to provide a neutral, confidential and safe place for children and vulnerable adults to meet with absent parents or other family members. The session itself is held in a good-sized room, which contains a variety of toys, games and books to accommodate all ages. To make everyone feel at home there are comfortable sofas and chairs.



A Contact Centre Co-ordinator ensures the smooth running of a large team of staff, possessing a range of skills and experience. Staff are trained in:

*Coram (a course designed by Coram London, in providing supervised contact)*

*Child Protection*

*Domestic Abuse*

*Confidentiality*

*Health and Safety*

*A number of staff also qualified in First Aid and Health & Safety*

Risk assessments are carried out on all referrals. A pre-contact visit is offered to accommodate the needs of the children involved and to ensure necessary arrangements are in place regarding client's feelings and safety.

The services offered are:

***Supervised Child Contact*** (a minimum of 2 fully trained members of staff present).

***Supported Child Contact*** (a minimum of 1 fully trained member of staff present).

***Provisions of 'hand over'*** for children with shared living arrangements

***Community / Outreach Child Contact*** – Contact can be facilitated outside of the centre, supervised or supported.

***Hire of contact room*** – agencies i.e. child psychologists, education, Doctors or private family contact regularly hire the centre's facilities only.

***Reports on Contact Sessions***

Referrals are regularly received from a variety of agencies including:

*Social Services*

*Cafcass*

*Solicitors*

Contact tariffs are calculated following completion of risk assessment.

If you require further information or wish to request a referral pack please telephone the Contact Centre Co-ordinator on 01686 610401.

# Community Support

## Montgomeryshire Family Crisis Centre

This service is run by a Community Support Facilitator who offers emotional and practical advice to all victims of domestic abuse who remain in their own home. As part of this service The Montgomeryshire Family Crisis Centre offers free counselling from a qualified counsellor.



A drop-in community office is also available on the Maesyrrhandir Estate in Newtown, Powys.

This community service is also available to female and male clients who have previously been accommodated in the refuges, but have gone on to be housed locally and require continued support relating to their experiences of domestic abuse.

Advice and support is offered in the following areas:

- . Court hearings
- . Housing
- . Legal
- . Employment
- . Education
- . Financial
- . Benefits



The Montgomeryshire Family Crisis Centre is also in the process of running Women's Safety Sessions. Please contact our head office for more information on this or see the enclosed leaflets.

# Head Office

## Montgomeryshire Family Crisis Centre

The Montgomeryshire Family Crisis Centre offers a large spacious Conference Room that seats approximately 25 people.

Make your life easier by bringing your meetings / training to us.

The Montgomeryshire Family Crisis Centre offers a range of services including photocopying, flipcharts, an overhead projector and screen as well as CCTV.

We offer refreshments and a buffet can be provided on request.



### ROOM HIRE RATES:

£30.00 – Half a day

£60.00 – Full day

(Hourly rates negotiable)

50% deposit to be paid on booking.

Outstanding payment to be paid 7 days before event date.

### CANCELLATIONS:

Cancellations must be made 1 month prior to event date or the deposit will be non-refundable

Please call our Head Office for more details on 01686 610401.

# Contact Details

## **HEADQUARTERS:**

Unit 2, St Giles Business Park, Pool Road, Newtown, Powys, SY16 3AJ

Telephone: 01686 629114 (24 hour Emergency Helpline)

Email: [admin@familycrisis.co.uk](mailto:admin@familycrisis.co.uk)

Contact/Conferencing	01686 610401	<a href="mailto:contact@familycrisis.co.uk">contact@familycrisis.co.uk</a>
MEDA line	01686 610391	<a href="mailto:meda@familycrisis.co.uk">meda@familycrisis.co.uk</a>

## **DROP IN CENTRE / COMMUNITY OFFICE:**

321 Violet Close, Newtown, Powys, SY16 1LD

Telephone: 01686 627392

Email: [mfcc.community@tiscali.co.uk](mailto:mfcc.community@tiscali.co.uk)

## **WRAC CHARITY SHOP / RESOURCE CENTRE:**

8 Broad Street, Welshpool, Powys, SY21 7RZ

Telephone: 01938 554677

Website: [www.familycrisis.co.uk](http://www.familycrisis.co.uk)