

Press release

For Immediate Release, 9 February 2016

The Haven, Wolverhampton is recognised nationally for high-quality service

The Haven Wolverhampton has been awarded the Women's Aid National Quality Mark today, demonstrating that it provides a high quality of service to women and children experiencing domestic violence in Wolverhampton. The Women's Aid Quality Standards are national standards which measure the quality of specialist domestic violence services on a number of factors. The Haven Wolverhampton were particularly commended for their specialist service for women.

Kath Rees, CEO of The Haven, Wolverhampton:

"We are delighted to be recognised by our peers as a provider of exceptionally high quality, specialist services; obtaining the standard involved a lot of additional work for the Team and my thanks to all, especially Michaila Tope, Head of Operations and Maureen Staddon, Assistant to Senior Management Team.

We have always recognised that it is vital to provide quality, specialist support services to help women and children who are affected by domestic violence to have a life free from violence.

"The Haven Refuge," a well-known Charity in the City has provided services since 1973, originally supported by Volunteers. Our Team of Staff and Volunteers are diverse in language and culture, enabling the needs of women in the City to be met. After 23-years, I will be retiring at the end of March 2016 and have valued greatly the close working relationships with other professionals, especially Voluntary Sector colleagues in the City.

The reduction in our funding had been negotiated with Wolverhampton City Council and The Haven Board are now planning the way forward to ensure Haven Services retain a high level of specialist service delivery.

If you wish to know more about The Haven, please visit our website www.havenrefuge.org.uk

Haven Helpline No 08000 194 400

Polly Neate, Chief Executive of Women's Aid Federation England said:

"We are very proud to award The Haven, Wolverhampton the Women's Aid National Quality Mark for their excellent work supporting women and children in Wolverhampton. Specialist, high-quality domestic violence services can make the difference between a full, independent life and living in fear of your life for women escaping abuse. The hard work and dedication of the team at The Haven is making that difference, and I thank them for the very high quality of the service they provide."

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Notes to editors

1. About Women's Aid

Women's Aid is the national domestic violence charity that co-ordinates and supports an England-wide network of over 250 local services working to end domestic violence against women and children. Keeping the voices of survivors at the heart of its work, Women's Aid campaigns for better legal protection and services, providing a strategic "expert view" to government on laws, policy and practice affecting abused women and children. In partnership with its national network, Women's Aid runs public awareness and education campaigns, bringing together national and local action, and developing new training and resources. Women's Aid provides a package of vital 24 hour lifeline services through its publications (available in 11 languages including English), websites (www.womensaid.org.uk and www.thehideout.org.uk), and running the Freephone 24 Hour National Domestic Violence Helpline in partnership with Refuge. Women's Aid is a registered charity no 1054154.

2. 0808 2000 247: Freephone 24 Hour National Domestic Violence Helpline (run in partnership between Women's Aid and Refuge).

3. The Women's Aid Website can be found at: www.womensaid.org.uk. This is a comprehensive website about domestic violence and its impact on women and children. The website has help sections for women experiencing domestic violence, as well as policy briefings and research findings. Women's Aid also runs a website for children and young people experiencing domestic violence www.thehideout.org.uk

4. **About The Haven Wolverhampton**

- For more information, photographs or interviews please contact Baljeet Farmah on 01902 572173 or email communications@havenrefuge.org.uk
- The Haven Wolverhampton is a registered charity - number 1065427
- The Haven Wolverhampton is a company ltd by guarantee (registered in England) - number 03159029
- Established in 1973 by Honor Pringle and Colin Brown who campaigned tirelessly for provision for women and girls who were homeless and those experiencing Domestic Violence.