

Domestic and Economic Abuse Partnership



Money Advice Plus has been delivering a dedicated national money, benefit and debt telephone advice and casework service to survivors of domestic and economic abuse since 2012. It was originally called DAME and was first funded by The Nationwide Foundation and then The Henry Smith Trust.

Domestic abuse survivors need specialist services for many reasons. All of our DEAP advisers have been trained by Women's Aid and have full knowledge of domestic abuse issues that a generalist adviser or someone who doesn't advise on these types of a cases on a regular basis may not have.

Domestic abuse survivors may need to move from one area of the country to another so they are safe. Clients will have the same DEAP adviser wherever they live in England and Wales. This avoids any problems that may arise by needing to find another service in a new area and having to start all over again, which survivors often feel unable to do.

Most of our referrals come directly from domestic abuse and women's organisations that the client is already involved with, so there is already a trusted relationship to begin with. Clients can be confident that they are being referred to an organisation that can really help, with the specialist knowledge and understanding that they need.

Domestic abuse survivors often have serious concerns about their ongoing safety. Clients will be assured that any safety issues have been noted on the referral, for example is it safe to leave a message on a phone number, or write to an address? They will also be aware that the adviser has been given a small amount of history about their circumstances. All of this will make the client feel more comfortable and confident when DEAP contacts them for the first time.

Domestic abuse survivors may not have been 'allowed' to have any dealings with money. Our DEAP advisers specialise in the specific needs of survivors of domestic abuse and help to build financial capability, skills and confidence in survivors to help them move forward in their lives, to live independently, be in control of their finances and improve their quality of life.

Many domestic abuse survivors may not have the paperwork needed to deal with debt and benefit issues. Our DEAP advisers are skilled at contacting organisations on their clients' behalf to find ways to resolve this problem. This, as well as the clients'

sometimes fast changing circumstances means that matters may take longer to resolve. There is no time limit on the service we provide. Each client will have one adviser for the length of the case.

DEAP advisers have expertise in both Debts and Benefits. In most other advice organisations these 2 issues are dealt with separately, meaning the client has 2 advisers and may have to go through their circumstances twice. Also, advice given about debts may affect benefits or vice a versa and the client's circumstances and safety as a whole. Therefore having one adviser for the length of the case who can help with all debt and benefit issues means the client receives a fully holistic service.

Domestic abuse survivors can contact DEAP directly and don't have to be referred by a third party. Everyone who contacts us will be offered an appointment. As the majority of survivors are female we have an all female adviser team; although female advisers seem to put all clients at ease, male and female alike.

This work is vital as the economic impact of abuse can limit women's choices, ability to access safety and can last long after the relationship has ended, acting as a barrier to rebuilding lives.

How to access this service? Go to <https://www.moneyadviceplus.org.uk/advice-and-support/>