

About the DAME project

The **DAME** (Domestic Abuse, Money and Education) **Project** has been awarded new funding through the **Henry Smith Charity**.

We deal with the problems connected with financial abuse.



The project is delivered by **money advice plus services (MAPS)** and provides free, confidential telephone support for anyone experiencing financial abuse.

There is a dedicated money adviser available to give information and to enable clients to make informed choices about their options.

“The help I received from you has enabled me to have a new life in being debt free. I could not have done it without your help, thank you so much”

DAME client

Contacting us

DAME enquiry line:
01323 635987

dame-referrals@moneyadviceplus.com
www.moneyadviceplus.com

2nd Floor, 182-184 Terminus Road
Eastbourne, BN21 3BB

money advice plus services is part of Money Advice and
Community Support
Registered in England No. 3029782
Charity No. 1045340

Confidentiality

Everything clients discuss with us is confidential. We will not pass information to anyone else, unless the client agrees to this and it is necessary to resolve their problems, for example sharing a statement of their incomings and outgoings with creditors. Where this is necessary we will ask their permission first.

Complaints procedure

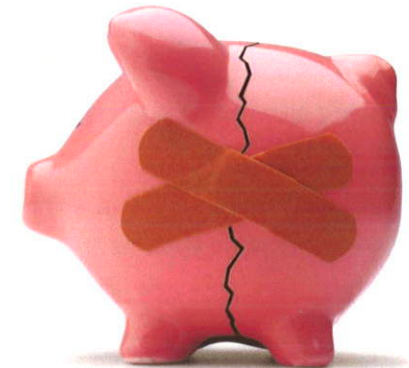
If you have a complaint about any aspect of our service you should contact the Advice Services Manager who will investigate and reply to you within 20 days. If your complaint is not resolved, it will then be reviewed by the Director of Money Advice and Community Support. A further review will be made by the Trustee of the Board if still unresolved, and you will receive a final written response.

advice UK
The voice of independent advice



Money worries and domestic abuse

Financial difficulties can make it more difficult to leave an abusive relationship and can continue to create issues following separation



The DAME project provides a money advice service tailored for survivors of domestic abuse



helping you make money and debt manageable

The Henry Smith
Charity
founded in 1628

MACS
Money Advice and Community Support

What is financial abuse?



Financial abuse can manifest in a variety of ways, for example:

Being made to take out loans and/or credit, incurring large debts in the survivor's own name;

Being prevented from working or claiming benefits, or having benefits put into the abuser's name only;

Having to account for every penny, and/or the survivor not being allowed to spend money on themselves or the children;

Being made to hand over all financial control, with the abuser controlling their bank account and credit cards;

The abuser stealing money or transferring joint assets into their sole name.

Often financial abuse creates financial dependency, making it more difficult to leave an abusive relationship. Survivors may feel isolated and completely dependant on the abuser for financial support. There is a lack of awareness about financial abuse. Even sufferers themselves often do not realise that they are being financially abused.

How we can help

"The encouragement and help from you made me realise I WAS able to cope financially, though I had always been told I was incapable and I believed it... It was quite some feat for your staff to encourage me to believe otherwise. Thank you very much."

DAME client

We offer advice and support to anyone experiencing financial abuse.

The support we provide includes:

Information about what help is available;

Having another person understand what survivors are going through;

Simple budgeting skills;

Making token offers to creditors;

Applying for grants;

Guidance and support all the way through the bankruptcy/insolvency process.

We aim to empower survivors of financial abuse and help people to develop or regain the confidence to manage their finances.



Referrals

We are a free telephone money and debt advice service for survivors of domestic abuse.

If you don't already have a copy of the referral form then please email us at dame-referrals@moneyadviceplus.com and we will email the form straight back to you.

Simply fill in the client's details on the referral form and send it back to us at the same email address. If it is safe to do so, we will then call the client to book a telephone appointment. We will also send the client an appointment letter explaining how they can prepare for the telephone interview.

We are happy to liaise with front line staff and refuge workers, and can carry out the appointment with yourselves if this is better and more convenient for the client.

The appointment can last at least an hour as there is a lot of information we need to gather.

Our main aim is to stop any debts getting worse and to make sure the client has enough money to live on. We will discuss the best course of action for the client and act on their behalf if necessary. We will continue to support clients until their issues are resolved.