

Centre of Excellence Training Brochure



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Consultation - Training - Intervention

About Us

The Reach Out Centre of Excellence is part of Redbridge Council's award-winning Reach Out service. Founded in 2020, we provide support to survivors of domestic abuse in Redbridge (East London) and deliver training and consultancy to public and private sector organisations. Our services also include behaviour change programmes for perpetrators.

The service provides practical help and emotional support to victims/survivors, including children and young people who have been affected by domestic abuse. There is also help available for those who are worried about their behaviour and wish to address it.

We support all individuals aged 16 and over who are experiencing domestic abuse, regardless of gender or sexuality. We believe every survivor's story and recognise that each individual is an expert of their own experiences.

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Safe & Together Model

The Safe and Together Model training is a cornerstone of our approach to improving outcomes for children and families impacted by domestic abuse.

This evidence-based framework emphasises a child-centred perspective, highlights the strengths and protective efforts of survivors, and focuses on the patterns of behaviour of those causing harm. By shifting the lens from victim-blaming to holding perpetrators to account, the training supports practitioners in delivering more effective, sustainable, and trauma-informed interventions.

We offer the opportunity for individuals or organisations to purchase places on this training. Participants will gain a deeper understanding of how to partner with survivors, keep children safe, and hold perpetrators accountable, all within their professional remit. The training is suitable for professionals across social care, health, education, policing, and the voluntary sector.

Training Options

4-Day Core Training – £320 per person

1-Day Overview – £80 per person

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Domestic Abuse Awareness E-Learning

Spot It. Stop It. Empower your staff to act on domestic abuse with our new e-training tool.

Domestic abuse is everyone's business and your team could be the difference between silence and safety. That's why Redbridge Council's Reach Out Centre of Excellence has created a practical, 25-minute e-learning module designed to help staff across all roles and sectors recognise the signs of domestic abuse and respond with confidence and care.

What's included in the training?

Built by experts using UK legislation, survivor insight, and frontline research, this animated, interactive module introduces key topics through engaging visuals and thought-provoking quizzes. Learners will explore:

- The different forms and definitions of abuse
- National trends and statistics
- Early warning signs and red flags
- Common myths and why people don't always speak out
- How to act safely and supportively when you suspect abuse

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Domestic Abuse Awareness E-Learning

Why it works

Our approach combines clarity, empathy, and evidence. It's designed for everyone, from frontline teams to office-based staff, helping to build a safer culture from the ground up.

What professionals are saying

"This course is packed with helpful information and sensitively explains the various nuances around abuse. Crucially, it has advice about how to intervene thoughtfully and safely." — Head of Service, Redbridge Council

"I had quite traditional views about domestic violence and hadn't considered how wide the issue was. It's opened my eyes—especially around how technology can be used to control victims." — Customer Service Assistant, Redbridge Council

Featured on ITV London News, this module is available for purchase by organisations looking to enhance their domestic abuse training offer.

Cost: £7,500 per organisation

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Open Up Perpetrator Programme

Reflecting on behaviours that may have negatively impacted others can be challenging. Confidential support is available for those seeking to make positive changes.

Open Up (previously named Spotlight) is a Respect-accredited programme for those who have been abusive and are committed to changing their behaviours. It provides a safe space where we will help people to develop respectful and non-abusive relationships.

Grounded in the belief that those who cause harm must take responsibility for their actions, the programme offers structured support to help participants understand the impact of their behaviour and develop healthier, non-abusive relationships. Open Up plays a vital role in breaking the cycle of abuse and promoting long-term safety for survivors and their families.

We welcome spot purchases for places on the programme, making it accessible to a wider range of services and individuals.

Open Up consists of 26 sessions, including one-to-one and group work.

Cost: £855 per person

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Consultancy Offer - Open Up Perpetrator Programme

As part of our consultancy offer linked to the Open Up perpetrator programme, we can help you embed a new module on technology-facilitated abuse and enhance your delivery and evaluation. Our tailored support ensures you can confidently address technology-facilitated abuse and measure the impact of your interventions.

Included in the package:

- 2-Hour training on technology-facilitated abuse
- 2-Hour training on effective module delivery
- Lesson plans and materials to support facilitators
- Evaluation form to support end-of-programme feedback and impact measurement

Timing: Half day / Four hours

Cost: £400

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Coercive Control: The Hidden Harm to Children and Young People

Children and young people living with coercive control often experience fear, confusion, and emotional distress, even when no physical violence is present. This training explores how patterns of manipulation, isolation, surveillance, and control within the home can deeply affect a child's development, relationships, and sense of identity.

Through real-life case examples, interactive discussion, and evidence-based frameworks, participants will gain a deeper understanding of:

- How coercive control manifests in family dynamics
- The psychological and developmental impact on children and young people
- The importance of multi-agency collaboration and trauma-informed practice
- How to identify signs and respond safely and supportively

This session is essential for professionals working with children, families, and survivors of domestic abuse.

Timing: Half day/Four hours

Cost: £300 per person (up to 40 people)

£200 per session (40+ people)

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Health Professionals Domestic Abuse Awareness Training

This training will equip health professionals with the knowledge and confidence to identify and respond to domestic abuse effectively. Participants will explore risk indicators, best practice recording and coding, cultural considerations, colleague support, referral pathways, and the vital role that every team member plays in providing safe, coordinated, and trauma-informed support throughout the patient journey.

Following the training, learners will be able to:

- Understand domestic abuse dynamics, risk factors, and indicators affecting patients, children, and colleagues
- Respond safely and sensitively, including navigating cultural considerations, confidentiality, and safeguarding responsibilities
- Build confidence in having safe and supportive conversations, undertaking appropriate risk assessments, and making timely referrals
- Strengthen awareness of local domestic abuse services, referral pathways, and support available for both patients and staff

Timing: Half day / Four hours

Cost: £480 (up to 40 people)

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Consultancy and Bespoke Training

Designing and Developing a Local Response

We are happy to provide consultancy on service development and/or bespoke training to local authorities, please contact us to discuss your needs.

Contact Information

To find out more or book training, please contact:

Vanya Dzhumerska

Training and Implementation Lead
vanya.dzhumerska@redbridge.gov.uk

Emma Pattison

Head of Service for Domestic Abuse and VAWG Strategic Lead
emma.pattison@redbridge.gov.uk

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