



HAVERING
COMMUNITY
SAFETY PARTNERSHIP



DOMESTIC
VIOLENCE

A PRACTICAL
GUIDE TO
SERVICES

November
2006



Havering Community
Safety Partnership

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INTRODUCTION

A practical guide to domestic violence services

Domestic violence is a crime

This booklet is written to help you. Maybe you have lived with domestic abuse for a long time, maybe it has only happened once; maybe you work with or live next to someone who is being abused right now. This booklet can show you what you can do about it and where you can get help, advice and support for those experiencing domestic violence.

The booklet also gives a brief guide to your rights in areas such as housing, welfare rights and the law but does not cover every situation.

However further information, advice and support can be obtained from the organisations listed.

HOW CAN I GET HELP?

If you are being abused, there are three steps you can take:

- Recognise that what is happening to you is domestic abuse.
- Accept that you are not to blame. You cannot control another person's violence and abuse towards you.
- Find help and support to work out your options and increase your safety.

This booklet has been designed and published by the Havering Domestic Violence Forum as part of the Havering Community Safety Strategy.

The Havering Domestic Violence Forum includes representation from the following organisations:

Havering Council – Community Safety Service, Social Services, Education and Housing

Havering Victim Support

Havering Women's Aid

Havering Primary Care Trust

Havering Police

Barking, Havering and Redbridge Acute Trust

Sure Start, Harold Hill

Havering Home Start

Havering Magistrates Court

London Probation Service

Ashiana Women's Refuge

North East London Mental Health Trust

First Stop

Drug Action Team

Havering Association of Voluntary and Community Organisation

SAFE partnership

The Havering Domestic Violence Forum is a multi agency Forum. The group meet bi-monthly to respond to the concerns expressed by victims of Domestic Violence living and working in the borough. Issues affecting women are discussed and recommendations for service developments are made to partner agencies.

To find out how to get involved in the Havering Domestic Violence Forum please contact the Domestic Violence Coordinator at

Community Safety Service
Room 515, Fifth Floor
Mercury House, Mercury Gardens
Romford, RM1 3SL
Tel: 01708 432028
Fax: 01708 432448
Email: community.safety@haverling.gov.uk

WHAT IS DOMESTIC VIOLENCE?

Having Domestic Violence forum defines domestic violence as

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between two adults who are or have been intimate partners or family members, regardless of gender or sexuality.”

- It can include mental, emotional, sexual and physical violence.
- It can lead to miscarriage, broken bones, and internal injuries, mental breakdown and death caused by murder, manslaughter or suicide.
- Domestic violence occurs in all social classes, cultures and age groups.
- 4 • Approximately 95% of the victims of domestic violence are women.
- Violence also happens in lesbian and gay relationships and less commonly by women against men.
- All forms of abuse, psychological, economic, emotional and physical, come from the abuser's desire for power and control.

Is this booklet for me?

- Does your partner hit you?
- Does your partner threaten to hurt you, your children, your friends, your family, your pets or even themselves?
- Do they put you down and make you feel bad about yourself?
- Are they jealous and possessive?
- Do they control all the money?
- Do they make you do things you feel bad about?
- Do they make you have sex when you don't want to?
- Do they humiliate you in front of others, including your children?
- Do they constantly criticise you and blame you for everything?
- Do they constantly tell you that you are a bad mother?

This list can help you to recognise if you, or someone you know, are in an abusive relationship.

Am I the only one to suffer domestic violence?

No, you are not the only one. Domestic abuse happens in all sorts of relationships, across all communities.

It may be hard for you to admit, even to yourself, that you are a victim of domestic violence. However, this is the first step to getting help and being safe.

- You may feel that you are in some way to blame for your partner's behaviour.
- You may feel embarrassed or ashamed that this is happening to you.
- You may keep living in hope that things will change.

Unless your partner takes responsibility for their abusive actions and gets help, the chances are that they will not change. Their violence and abuse is not your fault.

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Remember

- No one has the right to abuse you.
- You have the right to be safe.
- You have the right to be protected.
- You have the right to get support.

DOMESTIC VIOLENCE STATISTICS

UK Reality

A Home Office report from 2002 found domestic violence to have a higher rate of repeat victimisation than any other crime.

Every minute police in the UK receive a domestic assistance call - yet only 35% of domestic violence incidents are reported to the police (Stanko 2000 & Home Office 2002).

On average, two women per week are killed by a male partner or former partner. Nearly half of all female murder victims are killed by a partner or ex-partner.

Domestic violence accounts for nearly a quarter of all recorded violent crime in England and Wales.

The British Crime Survey estimates that approximately three-quarters of a million women (754,000) have been raped on at least one occasion since age 16.

Health

A report from the Royal College of Midwives found that 25% of women experiencing domestic violence are assaulted for the first time during pregnancy.

About 750,000 children witness domestic violence every year - Department of Health (2002) Women's Mental Health: into the mainstream.

The World Health Organisation has reported that up to 70% of female murder victims are killed by their male partners.

Nearly three-quarters of children on the 'at risk' register live in households where domestic violence occurs - Department of Health (2002) Women's Mental Health: into the mainstream.

Rape and Sexual Violence

'Current partners' (at the time of the attack) were responsible for 45% of rapes reported to the British Crime Survey.

Cost to Society

Domestic violence leads to pain and suffering that is not counted in the cost of services. This amounts to over £17 billion a year. Including all costs, the total cost of domestic violence for the state, employers and victims are estimated at around £23 billion [per year]'. Walby (2004)

How can I help a friend or family member who is experiencing domestic violence?

Unless you are attempting to assist someone who has been very open about their experiences it may be difficult for you to acknowledge the problem directly. However, there are some basic steps that you can take to assist a friend, family member, colleague, neighbour or anyone you know who confides in you that they are experiencing domestic abuse.

- Approach her in an understanding, non-blaming way. Explain to her that she is not alone and that there are many women like her in the same situation. Acknowledge that it takes strength to trust someone enough to talk to them about experiencing abuse. Give her time to talk. Don't push her to go into too much detail if she doesn't want to.
- Acknowledge that she is in a scary, difficult situation. Tell her that nobody deserves to be threatened or beaten, despite what her abuser has told her. Nothing she can do or say can justify the abuser's behaviour.
- Support her as a friend. Be a good listener. Encourage her to express her hurt and anger. Allow her to make her own decisions, even if it means she isn't ready to leave the relationship. This is her decision.
- Ask if she has suffered physical harm. Offer to go with her to the hospital if she needs to go. Help her to report the assault to the police if she chooses to do so.
- Be ready to provide information on the help available to abused women and their children. Explore the available options with her. Go with her to visit a solicitor if she is ready to take this step.
- Help her plan safe strategies for leaving an abusive relationship. Let her create the boundaries of what is safe and what is not safe; don't encourage her to follow any strategies that she is expressing doubt about.

- Offer the use of your address and/or telephone number for information and messages relating to your friend's situation.
- Look after yourself while you are supporting someone through such a difficult and emotional time. Ensure that you do not put yourself into a dangerous situation; for example, never offer to talk to the abuser about your friend or let yourself be seen by the abuser as a threat to their relationship.

It is recognised that Domestic Violence occurs across both genders. Therefore although the advice given in this section applies in reference to women, it is relevant for male victims also.

PERSONAL SAFETY PLAN

In an emergency the most important single factor is the physical safety of yourself and any children you may have. These are some steps to follow but please remember that everyone's situation is different, you may need to take all or only some of these steps and not necessarily in this order.

Safety during a violent incident.

- If an argument seems unavoidable and you are unable to leave the house, try to have it in a room or area where you have access to an exit. Try to stay away from the bathroom, kitchen, bedroom or anywhere else where weapons might be available.
- Time-outs can be useful in stopping the escalation of an argument, where each of you goes to a quiet, safe place in the home to be by yourself until the situation becomes calm. Time-outs work best if they have been discussed, agreed upon, and understood in advance and usually last no more than half an hour. Time-outs are there to prevent abuse and violence, both physical and verbal, and are not designed to avoid discussing important issues or for the abuser to use it as a control tool. Also, a time-out in which you stay in the home is not appropriate if you remain in danger.
- Practice how to get out of your home safely. Identify which doors, windows, elevator or stairwell, would be best.
- Have a bag packed ready and keep it at a relative's or friend's home in order to leave quickly.
- Identify one or more neighbours you can tell about the violence and ask that they call the police if they hear a disturbance coming from your home.
- Devise a codeword to use with your children, family, friends and neighbours when you need them to call the police.

- Decide and plan for where you will go if you have to leave home (even if you don't think you will ever need to).

Use your own instincts and judgment. If the situation is very dangerous, consider giving the abuser what he/she wants to calm him/her down.

You have the right to protect yourself until you are out of danger.

Always remember, you don't deserve to be hit or threatened.

After a violent incident

- Call the police if you are able to do so.
- If your partner injures you, see your doctor or attend hospital as soon as possible.
- Think about speaking to a police officer from the Community Safety Unit.
- Consider seeking advice from a solicitor or law centre.
- Call a domestic violence agency for information and support.

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Safety when preparing to leave

- Open a savings account and/or a credit card in your own name to start to establish or increase your independence. Think of other ways in which you can increase your independence.
- Get your own post office box. You can privately receive cheques and letters to begin your independence.
- Leave money, an extra set of keys, copies of important documents, extra medicines and clothes with someone you trust so you can leave immediately.
- Determine who would be able to let you stay with them or lend you some money.
- Keep the women's refuge helpline phone number.

Safety at work and in public

- Decide who at work you will inform of your situation. This should include office or building security. Provide a picture of your abuser if possible.
- Arrange to have an answering machine, caller ID or a trusted friend or relative to screen your calls if possible.
- Devise a safety plan for when you leave work. Arrange for someone to escort you to your car, bus or train and wait with you until you are safely on your way. Use a variety of routes to go home if possible.

Think about what you would do if something happened while going home (i.e. in your car, on the bus, etc).

Your safety and emotional health

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- If you are thinking of returning to a potentially abusive situation, discuss an alternative plan with someone you trust.
- If you have to communicate with your partner, determine the safest way to do so.
- Have positive thoughts about yourself and be assertive with others about your needs. Read books, articles, and poems to help you feel stronger.
- Decide whom you can talk to freely and openly to give you the support you need.
- Look into joining a women's group or counselling to gain support from others and to build confidence and self worth.

Checklist

What you need to take should you leave

Identification

- Birth certificate
- Passport or travel document for you and your children
- Children's birth certificate
- Driving license
- National Insurance number

Financial

- Money and/or credit/debit cards
- Bank details
- Chequebook

Legal papers

- Tenancy agreement, lease, rental agreement, house deed
- Car registration and insurance papers
- Marriage certificate or divorce papers
- Custody papers

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Other

- Benefit books - income support, child benefit, housing benefit, etc
- House and car keys
- Mobile phone, phone card, small change
- Medication
- Jewellery
- Address book
- Pictures of you, your children and your abuser
- Children's small/favourite toy(s)/comforter
- Toiletries/nappies and any essential baby equipment
- Change of clothes for you and your children

THE POLICE

Domestic Violence is a Crime and the police deal with it as a serious matter.

The role of the police

The role of the police in a domestic violence situation is:

- To protect the individual from further attack and provide support.
- To take firm and positive action against the offender which may include arrest.
- To give details of other agencies who will be able to give immediate continuing support and help.

What will the police do?

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The police will:

- Talk to you separately from the suspect.
- Keep records of all incidents of domestic violence against you.
- Take steps to prevent a breach of the peace.
- Assist in securing a place in a refuge.
- Refer you to other agencies where help can be obtained.
- Arrest the suspect where there is sufficient evidence and applicable power to arrest for a criminal offence, breach of bail conditions or injunction.
- Arrange for immediate medical aid for you if you need it.

A written statement will be taken about the event and if appropriate will be used in court as evidence. The police will in, appropriate cases ask for a photograph to be taken of any injury.

If the victim wants to have the charges dropped, and this may be for a variety of reasons, a written statement will be required setting out the reasons for this course of action. Careful consideration will be given by the police as to whether the case can continue via alternative means, i.e. a written statement may be used as evidence. It may be necessary for the victim to attend court. The police send all relevant information to the Crown Prosecution Service who will decide whether a case should go to court.

The police will explain the procedure and be supportive throughout, including going to Court with the witness if the victim wishes.

Police powers

- The police may enter a house, without a search warrant, if necessary to save injury or prevent a breach of the peace.
- The police may be invited into a house by an occupier, and this invitation cannot be withdrawn by another person whilst the complaint is being investigated.
- The police can arrest any person reasonably suspected of committing an offence if it is necessary to prevent that person injuring someone.

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If a suspect is arrested and charged with an offence, that person may be released on bail. Bail conditions which are set by a court or police, will usually state that the suspect is not to contact you in any way and must keep away from you.

The police will inform you:

- When the suspect has been released, whether on bail or otherwise.
- Whether the suspect has been charged.
- Of any action taken, including forthcoming court appearances.
- Offer you support for court appearances.

In Havering there is a Community Safety Unit that specialises in the investigation of domestic incidents/crimes as well as racial, homophobic and elder abuse.

It has dedicated staff, all police officers, who work in plain clothes. They can provide you with confidential advice and assistance.

If the police have been called to your home in an emergency, your case will be referred to the unit.

You are also welcome to contact the unit when not in immediate crisis. **In an emergency dial 999**

USEFUL CONTACTS

Community Safety Unit, Havering Police.

(Dealing with domestic violence, homophobia racial incidence and elderly abuse)

16 Hornchurch Police Station

74 Station Lane, Hornchurch RM12

Tel: 01708 779412

The Unit is staffed between the following times:

Monday - Friday 8am - 4pm

Saturday - Sunday 8am - 4pm

POLICE STATIONS

Romford Police Station Open 24 hours a day Tel: 01708 779125

19 Main Road

Romford RM1 3BJ

Harold Hill Police Station Tel: 01708 779625

Gooshays Drive

Harold Hill RM3 8AE

Hornchurch Police Station Tel: 01708 779425

74 Station Lane

Hornchurch RM12 6NA

Rainham Police Office Tel: 01708 779700

Bridge Road
Rainham RM13 9YZ

Upminster Police Station Tel: 01708 779525

223 St Mary's Lane
Upminster, RM14 3BX

Victim Support

Victim Support is the independent national charity that helps you cope with crime. Trained volunteers and staff can contact you after a crime to offer free, confidential support and information. Some of the staff and volunteers have been specially trained to offer support and advice to anyone suffering from domestic violence. Their Witness Service can help you if you have to attend either the Magistrates or Crown Court.

The police and other organisations refer people to Victim Support, or you can contact them direct to ask for help.

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Domestic Violence Advocate

Victim Support Havering has a dedicated member of staff, who will make contact with victims of domestic violence soon after the police have charged the perpetrator. She is there to offer support and advice to help those having to attend court. This support will be tailored to the clients individual needs but is aimed at making the experience of going to court and giving evidence less of an ordeal.

Mobile Phones Scheme

As part of a new initiative Victim Support is able to offer the loan of pre-pay mobile phones to victims of domestic violence to enable you to access emergency and support services.

Victim Support

- Offers you someone to talk to in confidence.
- Will support you through difficult decisions you may need to take.
- Gives you information on police and court procedures.
- Works with other organisations on your behalf.
- Gives you information on insurance matters and compensation.
- Puts you in touch with other sources of help.

Havering Victim Support

74b Station Lane, Hornchurch, RM12 6NA Tel: 01708 451000

Monday - Friday 9am - 5pm

(telephone calls are answered between 11am - 4pm

Outside these hours there is an answer-phone on which you can leave a message and a safe contact number and they will call you back.

LEGAL MATTERS

Domestic violence can begin at any stage of a relationship and may continue after the relationship has ended.

Domestic Violence is a serious matter, and can lead to arrest and prosecution.

How the law can help you?

Whether or not you decide you want to leave your partner, you have a right to be protected under the law; there are a number of legal options available to you. There are also organisations listed in this booklet that can give practical and emotional support.

What is the difference of Civil Law and Criminal Law?

The two systems of Criminal Law and Civil Law are separate and administered by separate courts.

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The Civil Law

An Act of Parliament, the Family Law Act 1996, strengthens the Civil Law.

The Civil Law is primarily aimed at protection. You can make an application for an injunction (court order) either to a Family Proceedings Court or the County Court, usually via a Solicitor.

Other Family Proceedings such as child contact and divorce also take place in the County Court.

The Criminal Law

The Criminal Law is aimed at punishing the offender. The police together with the Crown Prosecution Service initiate the process. Criminal cases are heard in either the Magistrates Court or the Crown Court depending on the severity of the charge.

What Court orders can be made?

There are two main types of injunctions available under Part IV of the Family Law act 1996:

A non-molestation order

A non molestation order is aimed at preventing your abuser from using or threatening violence against you or your child, or intimidating, harassing or pestering you in order to ensure you and your children's safety.

Under forthcoming legislation: a breach of a non molestation order will become a criminal offence, you can also request a Power Of Arrest to be attached to the non-molestation order, and this comes into effect if your abuser breaches the non-molestation order.

A non-molestation order can instruct the abusive person to do or not to do certain things:

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- To stop the harassment and/or assault.
- To get the abuser out of the house, and/or
- To keep them out of the house.

An Occupation Order

An Occupation Order regulates who can live in the family home; this order can also restrict your abuser from entering the surrounding area. If you do not feel safe continuing to live with your partner, or if you have left home because of violence, and you wish to return to the home, and exclude your abuser you can apply for an Occupation Order.

For example, it can:

- Order the violent person to leave the home, or a part of it.
- Order the violent person not to come near the home.

- Order the violent person to allow the victim of violence to enter and stay in the home, or a part of it.
- Decide what rights the violent person and the victim have to occupy the home.

Who can apply to the court for an order?

In order to apply for one of these orders you must be an 'associated person'.

This means a number of different people can apply for an order against another person with whom they are linked by a domestic or family relationship.

These include:

You are both involved in the same family proceedings for e.g. Divorce or child contact

- People who are or have been married to each other.
- People who, although not married to each other, are living together or have lived together as husband and wife.
- Close relatives, including parents, grandparents, children, grandchildren, step-parents, step-children, brothers, sisters, uncles, aunts, nieces and nephews.
- People whom live or have lived in the same household (other than as employer and employee, or landlord and tenant or lodger).
- People who have agreed to marry each other (provided that the agreement has not ended more than three years ago).
- The parents of a child, or people with parental responsibility for that child. Where a child is adopted, the natural parents and grandparents of the child, the adoptive parents, and the child.

Recent legislation: The Domestic Violence Crime and Victims Act 2004 amends the Family Law Act so that cohabitating same sex couples will be able to apply for Occupation orders and non-molestation orders.

If you are not eligible to apply under the Family Law Act, or if you are continually harassed, threatened, pestered or stalked after a relationship has ended you can apply for a civil injunction under the Protection from Harassment Act 1997.

What happens if someone disobeys the court order?

When it makes an occupation order or a non-molestation order, the Court can give the police the power to arrest a person who has used or threatened violence against you or any child involved, if the person then disobeys the order, the police will arrest them and bring them before the court. If the court does not give the police a power of arrest and the person then disobeys the order; you can ask the court to issue a warrant for their arrest.

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How do I apply for a court order?

You can apply to any magistrates' court or county court, which deals with family cases. If you telephone or call in at your local court they will be able to help you or tell you which the nearest family court is. Any member of staff at the enquiry point will be able to help you, although they will not be able to give you legal advice. The court will provide you with an application form.

For legal advice on all the options available to you, you should consult a solicitor. The solicitor can also help you fill in the application form, this needs to be returned to the court.

Can a child apply for protection?

Yes, it is possible for a child to apply. Someone over 18 should help the child to make an application. If the child is under 16 the

court will allow the application to be made only if it is satisfied that the child understands what is involved.

What can I do in an emergency?

If an order needs to be made urgently, the court has the power to do so immediately, before the person whom the order is being made is told that you have applied.

The court must consider whether there is a risk of significant harm from that person to you or any child involved if the order is not made immediately.

If the court makes this type of order, it must allow the person whom the order has been made an opportunity to put their side of the case.

This will happen at a further hearing to which everyone can give evidence.

Can I get legal aid to apply?

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Yes, if you can show your savings and your income are within the current limits.

You must also show that you have reasonable grounds for making the application and that it is reasonable to grant you legal aid in the circumstances of the case.

If your case is urgent, your solicitor can apply for emergency legal aid, this can be granted at once. Emergency legal aid lasts until a decision has been taken on your full application for civil legal aid.

When you apply for emergency legal aid you must agree to co-operate with the assistant officer in the enquiries into your financial position and also pay any contribution that is assessed. You must also agree to pay the full cost of your case if it is found that you do not qualify for civil legal aid or if you refuse it when it is offered to you because you are being asked to pay a contribution.

If you need help, you can find out more from the police, a solicitor, your local magistrates' court or county court, Citizens Advice Bureau or Women's Aid.

If you need to contact a solicitor

Victim Support holds a list of solicitors who are experienced in domestic violence. They can be contacted on 01708 451000

Other solicitors firms are listed in Yellow Pages. You need to make sure they specialise in family law and domestic violence issues.

For a list of local family solicitors contact:

The Solicitor's Family Law Association

PO Box 302 Orpington, BR6 8QX

Tel: 08457 585671

www.sfla.org.uk

Email: info@sfla.org.uk

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You can also get help and advice on how to apply for an injunction or any other legal advice from the Rights of Women Legal Helpline. Tel: 020 7251 6577

Open: Tuesday, Wednesday and Thursday 2pm - 4pm and 7pm - 9pm; Friday 12pm - 2pm.

This is a service run by female volunteers from the legal profession, both solicitors and barristers. They can give you advice on any legal problem, including domestic violence issues.

If you are worried that your immigration status might be affected by leaving your home, contact:

The Joint Council for the Welfare of Immigrants

115 Old Street, London EC1V 9RT

Helpline Tel: 020 7251 8706 Tuesday and Thursday 2pm - 5pm

Tel: 020 7251 8708 at other times.

Email: info@jcwi.org.uk

Going to court

When going to court it is a good idea to:

- Arrange for someone to look after your children
- Arrange to take a friend
- Contact the court witness service through Victim Support who will offer support and advice. This service is available in all Magistrates and Crown Courts. The Witness Service can also arrange pre trial visits so you can familiarise yourself with what is going to happen.

Support and advice

Victim Support have a dedicated worker who can offer support and advice to victims of domestic violence having to attend court. This support will be tailored to the client's individual needs but is aimed at making the experience of going to court and giving evidence less of an ordeal.

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Tel: Havering Victim Support 01708 451000

Compensation

If your abuser is prosecuted by the Police, then you may be able to ask for compensation to be paid to you by the abuser once convicted. You must inform the police or the CPS that you wish to make an application, before the end of the trial.

If you have suffered injury you may be able to claim from the Criminal Injuries Compensation Authority provided the incident has been reported to the Police and you have been willing to help them with their enquires.

CICA

Morley House, 26-30 Holborn Viaduct, London, EC1A 2JQ

Tel: 020 7842 6800

Fax: 020 7436 0804

For further advice about applying for compensation please call freephone: 0800 358 3601 or contact Victim Support Tel: 01708 451000 who can advise you and process your application free of charge.

Please note:

You should not treat this as an authoritative statement of law. If you do require to take legal action or you need to clarify your legal rights then you must take your own independent legal advice.

HOUSING

If you decide to leave or your abuser throws you out, there are several housing options available to you.

Stay with family or friends

This may be a safe option for you and give you some support. However, it is possible that your abuser will guess where you are, which may cause problems and for many women this is only a short term solution.

If you do decide to take this option, and you are renting your home from a social landlord, inform your Local Housing Office or your Housing Association immediately to let them know that you are unable to stay in your home.

Going to a women's refuge

Refuges are houses which provide safe temporary accommodation in a secure supportive environment for women and children who are escaping domestic violence. The workers will be able to give advice on matters such as welfare benefits, legal issues and accommodation options. They will also be able to talk to and counsel women about their experience and help deal with the situation. At no time will information be given to their ex-partner. Refuge addresses are confidential to ensure the safety of the women and children.

Refuges accept women, with or without children (although some do not take boys over 12) who have experienced domestic abuse.

Conditions in refuges vary according to availability of resources and you will almost certainly have to share communal facilities, such as the bathroom and kitchen. However, the workers will try to make you welcome and comfortable. Many women find that sharing with other women who have had similar experiences an immense support to them. You can refer yourself to a refuge.

Specialist services in London

National Domestic Violence Helpline Tel: 0808 2000 247
Freephone 24hr - Assist to locate a vacancy in a Women's
Refuge.

Havering Women's Aid Tel: 01708 728759
PO Box 74, RM1 2HN.

Dove Project Tel: 01702 300006 – based in Southend and
deals with refuge vacancies in the home counties.

KIRAN Women's Aid Tel: 020 8558 1986
PO Box 899, E11 1AA
for Asian women and their children.

Ashiana Tel: 020 8539 9656
PO Box 816, E11 1QY Tel: 020 8539 0427
for Asian, Turkish/Kurdish and Iranian women without children.
Tel: 020 8539 6800

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Jewish Women's Aid Tel: 0800 591 203

Latin American Women's Aid Tel: 020 7275 7444

Ebony Sistren Tel: 020 7731 1902

East London Black Women's Organisation
Tel: 020 8534 7545 Clinton Rd, E7 OHD

Turkish Cypriot Women's Project Tel: 020 8340 3300

Beverley Lewis House Tel: 020 7473 6168
Refuge for women with learning disabilities.

London Irish Women's Centre Tel: 020 7249 7318
Advice, support and counselling for Irish women and women of
Irish descent.

Dogs Trust Freedom Project

Pet fostering scheme for women fleeing domestic violence in Greater London. They arrange volunteer foster carers who care for the dog in their own home. Also arrange cat care through Cats Protection. Carers are not given owner contact details, and animals are not fostered in the home area. There is no charge.
Tel: 0800 298 9199 www.dogstrust.org.uk

Supporting People Team

If you are elderly, disabled, homeless, an ex-offender, a victim of Domestic Violence, someone with a drug or alcohol dependency or mental health problem, if you live in Sheltered housing, a hostel or a refuge or in your own home and need housing related support to increase or maintain your independence. Supporting People team may be able to help you; they can pay your support costs if you are in receipt of housing benefit. If you are not you may still be able to apply for help.

Tel: 01708 432126

Email: supporting.people@haverling.gov.uk

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London Borough of Havering, Housing Department

Victims of domestic violence needing advice on housing issues can contact the Housing Advice and Homelessness

Public Advice and Service Centre (PASC)

Mercury House, Mercury Gardens, Romford RM1 3SL

Tel: 01708 432824.

The housing advice team will:

- Help you understand your legal rights in relation to the property you live in.
- Help you find safe, temporary accommodation if you want to leave.
- Explain other housing options which you may have.

If you are homeless, all councils have a legal duty to give advice and assistance to homeless people. If you are too frightened to stay in Havering you can apply to any other council. If you have left your home due to violence, you will not be considered intentionally homeless. You may be required to stay in temporary accommodation, usually a hostel in Havering.

If you live in council property, our Homes In Havering Team can:

- Discuss whether you could transfer to another council property.
- Give you advice about what to do if you want to stay in your home.
- Under special circumstances, take legal action against your partner if they are a tenant of the house you live in.
- Give practical help to make you safer.

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Homes in Havering

Chippenham Road, Harold Hill, Romford RM3 8YQ

Tel 01708 434000

Safe as Houses

The Havering Community Safety Partnership has developed the new 'Safe as Houses' scheme, to offer free additional home security to residents of Havering who have been identified as vulnerable to crime due to their personal circumstances.

Referrals to the scheme can only be made following assessment by one of the agencies involved. Currently referrals can be made through the Police, Victim Support, Housing and Social Services. However any voluntary or statutory agency can refer clients they have assessed as vulnerable to crime due to their personal circumstances.

Eligibility criteria

- The dwelling is within Havering.
- The resident has received, or is in danger of receiving attacks or repeated attacks on themselves, their family or their dwelling.
- Particularly if the person is vulnerable due to religious belief, ethnicity, sexuality or if the person has physical or learning special needs, is elderly or is experiencing domestic violence and has reported these to the Police.
- An agency (Crime Prevention Unit, Victim Support) has identified that the resident is particularly vulnerable to:
 - attacks on themselves
 - attacks on their family or their dwelling.

Especially if the person is vulnerable due to religious belief, ethnicity, sexuality or if the person has physical or learning special needs is elderly or is experiencing domestic violence.

The standard package fitted by the 'Safe as Houses' scheme consists of door chains, door viewers, five lever mortice locks, window locks and smoke detectors. All appointments are carried out by pre-arranged appointment only. The highly trained fitter, from the council building works unit, will wear a distinctive Safe as Houses uniform and drive a fully liveried van.

CHILDREN

Children are at risk if they are living with ongoing domestic violence.

The longer children stay in a violent situation, the more likely they are to be affected by violence. If families are to stay together, it is essential that the violence stops.

Particular issues for teenagers living in violent homes can be, the risk of alcohol and drug use, early sexual activity, teen dating, violence and dropping out of school.

Eighty percent of runaways said problems at home contributed to their running away, with physical violence the most common reason (Times Educational Supplement 1999).

They may have witnessed violence, heard threats of severe violence or heard threats to kill. They may be directly abused by the perpetrator.

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Research shows that there is a direct link between domestic abuse and child abuse. To help your children you will first need to recognise and accept that the abuse you are suffering affects your children.

Children will react in different ways to growing up in a home with a violent person, but they can be helped. Some children will be affected by tension or by witnessing arguments, distressing behaviour or assaults. They may feel that they are to blame, or feel insecure, alone, frightened or confused, just like you.

Indicators of children who are exposed to violence can range from acting out behaviour such as aggression that is out of control, withdrawn behaviour, learning difficulties at school, getting into fights more than is usual, being prey to bullies on a consistent basis, chronic bedwetting, to name a few.

Talk to them. Be as honest as you can about the situation without frightening them. Reassure them that the violence is not

their fault and that they are not responsible for adult behaviour. Explain to them that violence is wrong and that it does not solve problems. Remember, your children will naturally trust you. Try not to break that trust by directly lying to them.

Men who are abusive to women do not necessarily abuse children too, but it can happen. If you suspect that this is happening or that it has happened, it is important that you raise this issue with your children and take steps to protect them, for example, by seeking advice from the social services or other agencies that are there to assist and protect children.

Social workers will not take your children away if they can work with you to make sure they are safe. If you are worried about contacting your local Social Services directly, there are organisations such as the NSPCC and Childline which have 24 hour helplines and can give advice. You should also consider seeking legal advice.

If your child, or a child you know, tells you that they have been abused or have witnessed violence and abuse in their home, here are some guidelines to help you acknowledge the problem with them:

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- Listen carefully to the child and let them tell the story in their own time.
- Reassure the child that they are not to blame for what is happening at home.
- Show the child that you are concerned for them. Try to stay calm and not let the child see how shocked you are.

Remember that children have rights of their own.

It is very common for abusers to threaten women that if they leave or tell anyone about the violence, their children will be taken away.

In most cases this will not happen. Women have legal rights to their children. If the parties are not married and the man does not have a custody order or a parental responsibility order, the woman has all the rights in relation to the children.

If a woman decides to leave home and wants her children to continue to live with her, it is much better if she takes them with her when she leaves.

What if we have to go into a refuge?

Women's Aid has done much work on the effects of domestic violence on children and will be able to offer them help. Most refuges have special Children's Workers to help your children adjust and to organise activities for them. Whilst you are staying in a refuge, the staff will help you make arrangements for your children to attend local schools and nurseries.

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What if my children have to move schools?

If you move to a new area you may wish to change your child's school.

If your child is at primary school you should contact the nearest school to your new address. Havering Children's Services, School Support & Pupil Services can let you know which your closest schools are.

Tel: 01708 433842.

If your child is at secondary school you should contact Havering Children's Services, School Support & Pupil Services who will be able to tell you which schools have vacancies.

Tel: 01708 433842.

If there are problems with your children attending school, you can approach Havering Children's Services, School Support & Pupil Services.

Havering Excellence Cluster have Home School Support Workers in the following schools:

Britton's School And Technology College

Bower Park School

The Chafford School

Redden Court School

Royal Liberty School

Kings Wood School

Brookside Infant School

Brookside Junior School

St Ursula's Catholic Infant School

St Ursula's Catholic Junior School

Hilldene Primary School

Ingrebourne Primary School

Broadford Primary School

Mead Primary School

Pyrgo Priory Primary School

Home School Support Workers would be happy to hear from you to discuss any concerns, school related or not, you may have about your child/ren or yourself. Home School Support Workers can act as a link between home and school as well as helping you and your family to access help and advice from other organisations, when necessary.

The Children's Act

The Children's Act encourages parents to come to agreements together and only involve the courts when absolutely necessary. When the courts do decide about these matters, the welfare of the child or children is their primary concern. Lots of factors will influence the decision such as the wishes of the child, their physical, emotional and educational needs, their age, sex and

background, the harm or risk of harm suffered by the child or children, and parental capabilities.

Contact with the children does not have to mean contact with you.

You will still be able to keep a new address secret by, for example meeting the father in a public place to collect the children, or by using a specialist contact centre.

If you are concerned about your children and think that you need support, you can contact a number of agencies.

- If your child goes to school, you can contact your child's school nurse or the school's child-protection co-ordinator. You can get the name and contact details from your child's teacher.
- If your child is under five, you can get help and advice from your health visitor or doctor. This number will be in your Child Health record (Blue Book).
- If you are pregnant, you can get help and advice from you midwife. This number will be in your maternity notes.

Many children who live in households where there is domestic violence also become affected in different ways. If you are concerned about a child's safety or welfare you can seek advice and support.

USEFUL NUMBERS

Havering Social Care Tel: 01708 433222

The Safeguarding Children Team

(Havering Primary Care Trust) Tel: 01708 464974

Social services (Havering Direct) Tel: 01708 432000

Outside hours contact the **Emergency Duty social worker**
Tel: 01708 433999

Children's Services Tel: 01708 433359

Children and Families Consultation Service

Tel: 01708 796800

Havering Education Department - Admissions

Tel: 01708 433928

Sure Start Harold Hill Area Tel: 01708 379262

Support for parents with children under age of 4 years.

Homestart Tel: 01708 738868

Befriending service for families with children under age of 5 years.

Children's Legal Centre Tel: 01206 873820

PO Box 3314, London N1 0BR

www.childrenslegalcentre.com

The Centre operates a free and confidential legal advice and information service covering all aspects of law and policy affecting children.

NSPCC Helpline Tel: 0800 8005000

The NSPCC Child Protection Helpline 24 hours a day. Calls are free, unless you're calling from a mobile phone. We provide counselling, information and advice to anyone concerned about a child at risk of ill treatment or abuse.

Childline Tel: 0800 1111 www.childline.org.uk

A free, 24-hour helpline for children and young people in the UK.

Youth Zone Tel: 01708 768512

10 Headley Close, Romford, RM1 1AH

Free information and advice for young people aged between 11 and 25. Services include emergency contraception, pregnancy testing and counselling, a full contraceptive service, HIV counselling, relationship counselling.

WELFARE BENEFITS

Money can be a problem for women who experience domestic violence. The Citizens Advice Bureaux and local Advice Centres can help. The services offered are completely confidential.

You may be entitled to various welfare benefits. The benefits you receive will depend on your circumstances.

If your abuser is receiving benefits for you and any children, you can apply to the Benefits Agency to have all or a proportion of the benefit paid to you directly. If you separate from an abusive partner who was claiming benefits for you and any children, you need to make new benefit claims as soon as possible. An advice agency can help you with this.

If a woman needs to leave home she can make a claim for benefits, even if her partner was claiming for her before. The advice agencies can advise her about the money she may be entitled to in the future, even if she does not want to leave immediately.

If she is working, she may still be able to claim certain benefits. She may also be able to claim if she needs to stay at home to look after children under the age of 16.

Remember benefit rules change frequently, so if you are not sure of your entitlement get advice.

USEFUL NUMBERS

Benefits Agency Tel: 01708 774000
Main Road, Romford

Welfare Rights Unit Tel: 01708 434444
16 Marks Road, Romford, RM7 7AB
Wednesday 1.30pm - 4pm, Thursday 10am - 12.30pm

Havering Customer Contact Centre Council Tax

The customer contact centre is now open Tel: 01708 433997 from 8am - 8pm weekdays. These extended Benefits hours are a direct result of feedback from our customers.

Tel: 01708 433996

Citizens Advice Bureaux

Hornchurch Tel: 01708 445983

Romford Tel: 0870 120 4200

Rainham Tel: 01708 520350

General Advice Line Tel: 0870 840 8080

Department of Work and Pensions (DWAP)

Benefit Enquiries for people with disabilities Tel: 0800 882 200

Child Tax credit helpline Tel: 0845 300 3900

Child benefit centre Tel: 0845 302 1444

Child benefit Enquiry Line Tel: 0845 302 1444

Child support Agency Enquiry Line Tel: 0845 133 133

Working Families Tax helpline Tel: 0845 609 5000

New Deal for Lone Parents Information Line Tel: 0800 868 868

HEALTH AND FEELINGS

Domestic Violence can affect both women and men. It can have a huge impact on your health, physically and emotionally. You may feel tired and run down, you may be depressed and feel you cannot cope. This may happen after you have left the relationship because of all the changes you will have been making. Some people may turn to alcohol, drugs, self-abuse or even suicide just to get through the pain they feel. Your health is important.

It is important that you receive medical treatment for any injuries you may have, as sometimes injuries can be a lot worse than they first appear. There are lots of people willing to help you.

IN AN EMERGENCY

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You can go to the URGENT CARE CENTER based next to Accident and Emergency at your local hospital. This has a doctor and senior nurse available 24hrs a day, 7 days a week or you can go to the ACCIDENT and EMERGENCY department (A&E) at your local hospital.

Queens Hospital, Rom Valley Way, Romford, RM7 OAG
Tel: 0845 130 4204.

FEELINGS

Try to talk about your feelings rather than blocking them out.

You can talk to your GP or Practice Nurse. If you do not have a GP or if your GP is unsympathetic contact the Primary Care Trust on 0800 328 2556. They will allocate you a new GP in your area. However, changing GP's is not easy and it may be better to see another GP within the same practice if this is possible. In the meantime you can be seen by any GP as a temporary resident for immediate and necessary treatment Remember evidence will be useful if you take your abuser to court.

WHAT IF YOU ARE PREGNANT?

You can contact your Community Midwife. Her number will be in your Maternity notes. If you do not have her number contact Maternity Services at Harold Wood Hospital on 01708 708122.

Sometimes pregnancies are not planned and you may be unsure of what to do. If you would like to talk to someone confidentially you can contact.

Choices Crisis Pregnancy Centre

The centre aims to help pregnant women, providing free pregnancy test and counselling for those with difficulties or unsure of continuing the pregnancy.

Craigdale Centre, Hornchurch, RM11 1AE
Tel: 01708 723355

HEALTH VISITOR/SCHOOL NURSES

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If you have a Health Visitor or School Nurse you can discuss matters with them. Their number will be in your Child Health Record. If you do not know who your health visitor / school nurse is, contact your local clinic.

Collier Row Clinic Tel: 01708 796777
Cranham Health Centre Tel: 01708 796100
Elm Park Clinic Tel: 01708 796066
Harold Hill Health Centre Tel: 01708 796400
Harold Wood Clinic Tel: 01708 796300
Hornchurch Clinic Tel: 01708 796040
Rainham Clinic Tel: 01708 796555
Romford Clinic Tel: 01708 796700
South Hornchurch Clinic Tel: 01708 796500
Upminster Clinic Tel: 01708 796166

Whatever form of help and support you may need please contact any of the Health Professionals above.

The Haven

The Haven is a sexual assault referral centre. There are three Havens in London which are open 24 hours a day, 365 days a year and are funded by the NHS and the Metropolitan Police. To access The Haven please contact:

Haven Whitechapel
Royal London Hospital, Whitechapel
Tel: 020 724 74787

Haven Paddington
St Mary's Hospital, Praed St
Tel: 020 788 61101

Haven Camberwell
King's College Hospital, Denmark Hill
Tel: 0203 299 1599

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PLEASE DO NOT SUFFER IN SILENCE

Domestic Violence Drop In Advice Service

Havering Domestic Violence Forum provides weekly Domestic violence drop-in advice clinics. A Support Group is also available for women who have experienced Domestic Violence.

If you require advice, on any of these issues or require help to access a refuge then contact The Drop-in Service in Havering. This is a free service for Women and men experiencing Domestic Violence, to access advice and support on a wide range of issues including housing, legal and benefits. Clients can also be referred for free Counselling via the Drop In Service.

Help is available at drop-in centres

If you wish to access advice, or need more information contact; The Drop-in service on 01708 728759 between 10am - 6pm Monday to Friday.

There is an answer machine at all other times, please leave a message and a safe contact number, you will be contacted between the opening times.

ALCOHOL

Synergy

The first thing to remember is that, although alcohol can be a catalyst for violence, it is never the cause. Alcohol is a depressant and when used excessively, in people who are already predisposed to violence, it depresses the control mechanisms that would otherwise prevent them from resorting to violence. At the same time it causes the person to be depressed increasing any feelings of anger.

Perpetrators of domestic violence, when sober, often use their excessive drinking as an excuse for their violence committed when they are drunk. They try to make the victim feel sorry for them and therefore not report the violence. If the perpetrators of violence cannot control their drinking in order to avoid violence they need help and not reporting any violence that they commit is not helpful to them. Not reporting helps them to continue with their harm to themselves and those closest to them. This is particularly important if there are children in the household, as forms of behaviour are often learned, which may cause violence in households of the future as well as the damaging distress caused to those children.

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If the victim is drinking excessive alcohol the perpetrator may, unfairly, use this as an excuse for their violence and in some cases can make the victim feel 'responsible' for the violence against them. This feeling of responsibility will often, once again, prevent the victim from reporting the violence. The victim is never responsible for another's violence, whatever the circumstances. Excessive drinking by the victim is often a result of the violence in the first place.

Synergy is a charity which has contracts with local authorities and PCTs and can offer strictly confidential and sensitive help whatever your ethnic background, gender, sexuality, age or religion.

The services they can offer to those who are drinking excessively are counselling, a controlled drinking group, women's only group, structured day programme with 12 months aftercare and twice weekly open support sessions.

For partners of those who drink excessively they can offer counselling, a structured 6 week relatives group, weekly relatives open support session and quarterly Saturday relative's workshops. These services are available whether or not the drinker attends the agency, but if the drinker does attend the structured day programme a family group is available for the couple to attend together. The twice-weekly open support sessions for drinkers can also be attended by relatives, but the once weekly relatives open session are closed to excessive drinkers.

For advice, information or an assessment appointment

Tel: 01708 740072

Email: Admin@asromford.demon.co.uk

James Cooke House, Barking, IG11 9JZ Tel: 020 8252 0002

DRUGS

Some victims of domestic violence may turn to drug abuse as a means of escape from their situation. If you have any issues about drugs that you need to discuss you can contact:

First Stop - Havering Drug Programme

An open access service for anyone who is concerned about their own or someone else's drug use in Havering. First Stop can give advice and information, support, brief interventions, referral on to structured treatment and counselling. First Stop use local community centres and premises near to where our clients live and offer a rapid responsive service aiming to see someone within 48 hours of contact. They can give information over the phone to clients, family, friends and professionals and have drop-in sessions for local residents in Rainham and Harold Hill.

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Tel: 01708 747614

Email: first.stop@rugbyhouse.org.uk

Community Drug Advice Service, Havering

An organisation to treat drug users and help their families' friends etc and advise professionals training.

Romford Clinic, Romford, RM1 3BS

Tel: 01708 796740

Daybreak

Daybreak is a specialist service for current/past drug users and/or their families, offering a confidential, safe and friendly environment, facilitated by trained counsellors and nursing staff. Daybreak offers a holistic treatment package to help drug users stabilise their drug use with the aim of becoming drug free, a counselling service for drug users and/or their families, relapse prevention sessions, addressing cravings, relapse and change

and they offer after care and support for those who have become drug free. We offer one to one counselling to family members. The counsellors are qualified with specialist experience within the drug and alcohol field. Our counsellors have many years experience working with families of drug users and can offer short or long term therapy. This service can be accessed without the drug user being a client of the agency. There is a mid week support group for family members from 7pm - 8pm which is facilitated by an experienced counsellor. There is a friendly atmosphere and every fourth week a topic evening is included. These topic groups will cover subjects relevant to the families of drug users and will have guest speakers and videos.

Tel: 020 8595 2010 to make a referral.

Monday - Friday 9.30am - 5pm

Weekends and evenings, answerphone

Daybreak Drug Project

St Luke's Daybreak Centre

Dagenham Road, Dagenham, RM10 7UP

COUNSELLING

If you are unsure about what to do sometimes it helps to talk to someone in total confidence. Various agencies provide a counselling service within the Havering area.

You can speak to your GP, as some services are free through the NHS or contact the agencies direct. Some agencies charge fees so ask about this when you telephone them.

Drop In Service

Victims of Domestic Violence can access counselling, if you attend the Drop In Service & the Women's Support Group.
Tel 01708 728759

Harman House

You can access free counselling at Harman House. Please contact the Drop In Service.
Tel: 01708 728759

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Romford Counselling Service

YMCA Roneo Corner, Romford, RM7 OPH
Tel: 01708 766211

Individual weekly counselling offered, after assessment. Includes bereavement, depression, low self esteem, sexual abuse, eating disorders, relationship difficulties. Telephone for registration form and details.

Key Counselling Services Ltd

74 Farm Road, Rainham, RM13 9LQ
Tel: 01708 559410

www.keycounselling.org.uk

Counselling service for any suffering from bereavement, sexual abuse, relationship problems, HIV/AIDS, debt, anxiety etc. (not couples).

Youth Zone

10 Headley Close, Romford, RM1 1AH

Tel: 01708 768512

Free information and advice for young people aged 11 - 25 years. Services include emergency contraception, pregnancy testing and counselling, a full contraceptive service, HIV counselling, relationship counselling.

Havering MIND

Harrow Lodge House, Hornchurch, RM11 1JU

Tel: 01708 457040

www.havering-mind.org.uk

Drop in centres for people with mental health problems and their carers. Provides support to carers, befriending scheme, elderly mentally ill project, young person's project, including crisis support and Information.

Women and girls network

PO Box 13095, London, W14 0FE

Tel: 020 7610 4345 (helpline)

Offers telephone, individual and group counselling and complementary therapies to women and girls who have experienced any form of violence, whether physical, emotional or sexual. Free service.

Woman's Trust East

Stratford Advice Centre

107-109 The Grove, Stratford

London E15 1HP

Tel: 020 8522 7856/7455

Woman's Trust is a registered charity providing independent confidential services to those who have been or are affected by domestic violence.

Relateen

A confidential counselling service for young people aged 11-18. Relateen counselling offers the opportunity to talk about things that are bothering you in privacy and safety with someone who is specially trained to listen and understand.

For an appointment or more information:

Tel: 01708-441722 or

Email: enquiries@relatenelondon.org.uk

www.relatenelondon.org.uk

SAME SEX RELATIONSHIPS

Violence can also occur in lesbian and gay relationships. What can make getting help more difficult is anti lesbian and anti gay attitudes within services and society resulting in diminished support and fewer services.

Lesbians and/or gay men may feel that they will not be believed and the abuse minimised and not taken seriously. Your partner may threaten to 'out' you to friends and family as a means of controlling you and try to prevent you from seeking help.

Lesbians who have been abused in lesbian relationships have begun to organise around this issue. There is a support group that can help.

SOLA

SOLA (Survivors of Lesbian Partnerships Abuse)

Helpline Monday - Friday 10.30am - 1pm, 2.30pm - 4.30pm

Tel: 020 7328 7389 ask for sola

Email: solalondon@hotmail.com

Lesbians may also suffer domestic violence from ex-male partners, or from other family members. Lesbians with children may be afraid to seek help for fear of losing them. You can get advice from the Lesbian Custody Project

Rights of Women - Lesbian Custody Project

52 - 54 Featherstone St, London, EC1 8RT

Tel: 020 251 6577

Wednesday 1pm - 4pm

London Lesbian and Gay Switchboard

PO Box 7324, London, N1 9QS

Tel: 020 7837 7324

Fax: 020 7837 7300

Minicom: 020 7837 7324

Information for lesbians, bisexuals and gay men on legal services, support services and counselling. Immediate support for distressed people. Referrals to appropriate organisations and services.

Stonewall Housing Advice Line

(Advice on Lesbian and gay housing rights)

Tel: 020 7359 5767

The Bernhard Clinic (NHS Service for lesbians)

Department of GU Medicine, Charing Cross Hospital

Fulham Palace Rd, London

Tel: 020 8846 1221

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PACE

34 Hartham Road, London, N7 9JL

Tel: 020 7700 1323 Minicom: 020 7609 5028

Fax: 020 7609 4909

www.pacehealth.org.uk/info@pacehealth.org.uk

Short term counselling service by appointment for lesbians and gay men including HIV/AIDS counselling. Service offered to lesbians and gay men on a low income or not in employment.

East London Friend

Information and services for lesbian, gay, bisexual people, their families and friends.

Sunday 7pm - 10pm, Monday 4pm - 7pm and

Wednesday 4pm - 10pm

Area covered East London

PO Box 551, Dagenham, RM8 3BZ

Tel: 020 8593 8030 Fax: 020 8220 0112

Email: elf@gaylondon.co.uk

GRAB

Aims to help gay and bisexual men - Social and support group.
Drop-in Monday 7.30pm - 10.30pm and Wednesday

7pm - 10.30pm

Area covered Barking, Dagenham, Havering and Brentwood.

PO Box 551, Dagenham RM8 3BZ

Tel: 020 8517 6111

Fax: 020 8220 0112

ELOP

East London Out Project is a lesbian and gay managed and run community based organisation in East London. It provides a range of advice, information, support and counselling services for lesbians and women who have sex with women, and gay men and men who have sex with men.

Confidential Counselling: ELOP offers a high quality, low cost, self-referral counselling service. All counselling is provided on a one to one basis around any issue.

Daytime and evening appointments available Monday - Friday. For further information or to arrange an appointment contact ELOP.

Tel: 020 8509 3898.

Advice and Information

ELOP provides a combination of practical advice, information and support for a range of general or specific issues. The degree of support offered may involve telephone advice and information during office hours, one-off appointments, or several appointments over a period of time.

Weekly Housing Advice Surgery

This runs from ELOP on Tuesday afternoons in partnership with Stonewall Housing.

Stonewall Housing

Drop-in service 2pm - 3.30pm

Appointments only 3.30pm - 5pm

For further information or for an appointment contact:

ELOP Tel: 020 8509 3898

or the Stonewall Advice Line Tel: 020 7359 5767.

SAFRA

The SAFRA project provides information on issues relating to lesbian, bisexual and transgender women who identify themselves as Muslim, culturally and/or religiously.

SAFRA Project, PO Box 35929

London, N17 0WB

Email: info@safraproject.org

OLDER WOMEN

Domestic violence can impact on women regardless of age, such abuse can also be called elder abuse. Abuse can include physical, emotional, mental and financial actions that impact and cause distress to an older person. As an older woman your abuser may also be an older man or may be your carer or you may be the carer for an abusive partner. You may feel that you will not be believed and may feel embarrassed that you may have suffered abuse for so long and that there is no point trying to change your situation. All women have the right to live free from abuse.

If you are suffering abuse there is help available from Social Services, the housing department and specialist community agencies and national groups.

Age Concern Havering

Inskip Drive, Hornchurch RM11 3UR

Tel: 01708 796600

Provides services for older people aged 55 and over that are normally resident in Havering.

Action on Elder Abuse

Astral House, 1268 London Road, London SW16 4ER

Tel: 0808 808 8141/020 8765 7000

www.elderabuse.org.uk

Helpline Monday - Friday 10am - 4.30pm

Confidential helpline offering information and support to anyone concerned about elder abuse. Hindi, Urdu, Punjabi and Welsh speakers available.

DOMESTIC VIOLENCE AND DISABILITY

Disabled people may feel particularly vulnerable to violence and abuse, especially if the abuser is also their carer. It is particularly difficult for people with disabilities to leave violent relationships due to the limited availability of accessible refuges and temporary accommodation.

Disablement Information and Advice Line, Romford

1-7 Angel Way, Romford RM1 1JH

Tel: 01708 730226

Help and advice on benefits, housing, education, employment and any problem associated with disability issues.

Monday - Friday 10am - 5pm

Havering Association for People with Disabilities

Whittaker Hall, Hornchurch, RM11 3NN

Tel: 01708 476554

An umbrella organisation for people with disabilities and their carers. We provide information, support to disability groups, advocacy, free computer training and an accessible garden.

A Befriending Project is being run.

SOCIAL SERVICES

Services for adults and older people

These services provide you with advice and information as well as other services such as, help at home, meals on wheels, adaptations and equipment, day care, supported living and employment, residential care, transport and support for carers. Social services along with other agencies help to protect you from abuse if you are a vulnerable adult.

You may have to have your needs assessed and meet eligibility conditions for most care services. Also, even though information, advice and assessments are free, a charge may be made to you for services provided. If you require further information please contact:

Havering Social Services (Havering Direct)
Tel: 01708 432000

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Children and Families services

This service will work with you and your family to make sure that your children have a safe and secure childhood and go on to be as successful as possible in their lives. If you and your children are affected by violence at home, the Children and Families Service will work with you to make sure that their services offer you and your family the most effective help and support. You can contact a social worker who will be able to give you advice and information and may refer your child or you to specialist services that you may need.

Social Services - Consultation service Children and Families

Tel: 01708 796800

Emergency Duty Team

Outside office hours, the councils Emergency Duty Team (EDT) will deal with calls about a wide range of issues. Contact with victims of domestic violence out of office hours is usually by telephone. However, EDT workers may be called to attend a police station, hospital or to someone's home. The EDT will provide advice information and practical help.

They will

- Ensure that a woman (and any dependents with her), are safe from immediate danger.
- Ensure that a woman receives medical help if necessary.
- Listen to and support a woman allowing her to give an account of the situation and to express her emotions freely.
- Assess the situation and help a woman identify what she wants to do by discussing the different options.
- Give information about what other agencies may be able to help and facilitate contact between the relevant agency and a victim. These may include the Police Domestic Unit, Rape Crisis, Women's Aid, solicitors, Victim Support and Housing Department.
- Assist in providing whatever practical help is needed immediately, whether it is arranging for locks to be changed, making a referral to the Emergency Housing Officer or arranging transport to a refuge or hospital.
- The Emergency duty team will refer a woman's case on to the appropriate local office team, or an allocated worker the next working day. After 5pm and weekends contact Emergency Service (24 hours). Tel: 01708 433999.

ADVICE FOR MEN

Men can also be victims of Domestic Violence. Research shows that one in six men will experience domestic violence in their lifetime.

If you are a man who is experiencing domestic violence, you can get help and advice from many of the organisations listed in this book.

Other organisations specifically for men are listed below.

Open Door Housing

Open Door Housing offers accommodation and support to men escaping domestic violence or homophobia. Referrals for this project are accepted from individuals (self referrals) and any other agency. For more information contact the Men's services Project worker.

Tel: 020 8743 265

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Survivors UK

Survivors UK supports and provides resources for men who have experienced any form of sexual violence.

Helpline: Tel: 020 7357 6677

Tuesday and Thursday 7pm - 10pm

M.A.L.E

Helpline service for men experiencing Domestic Violence

Tel: 0845 064 6800

If you are a perpetrator of domestic abuse and wish to change your abusive behaviour you can get confidential support and advice from the following organisations.

Respect

This Respect phoneline an association for Domestic Violence perpetrator programmes.

The helpline specialise in providing services to male perpetrators, but will also be available for female perpetrators and those in same sex relationships.

Respect Phoneline: 0845 122 8609

Lines open: Monday- Wednesday - Friday 10am-12pm and 2pm-4pm; Tuesdays 2pm-5pm

Domestic Violence Intervention Project (DVIP)

This project provides services for violent men who want to change their behaviour, while also supporting their partners and making sure they are safe. This programme challenges men's behaviour through structured, educational group work and also provides a support service for women.

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Men's programme

Tel: 020 8563 7983 (answer phone available)

Women's Support services

Tel: 020 8748 6512 (answer phone available)

Camden Men's Centre

Counselling for men who abuse people they love, usually women, although the centre is also experienced in working with gay men. Tel: 020 7267 8713

Everyman Project

This is a counselling service run by men for men, and aims to educate men to stop being violent. Everyman project has a confidential helpline this is available to both men and women.

Tel: 020 7263 8884

Tuesday and Thursday 6.30pm - 8pm

VICTIMS FROM ETHNIC MINORITY GROUPS

Some women suffering domestic violence may face additional difficulties in getting help, especially if English is not their first language.

Organisations working with Specific Ethnic Groups

This list is intended as a selection of cultural groups which are able to provide information and/or support to a woman who is / has been experiencing domestic violence. Local services working with specific Ethnic groups which may be able to offer you additional support include:

Muslim Women's Association

Tel: 01708 444732

Havering Jewish Community

Tel: 01708 748199

Essex Islamic Trust

Tel: 01708 705293

Havering Race Equality Partnership

Tel: 01708 768326

Organisations within the London area which will be able to offer advice.

Ebony Sistren

Tel: 020 7731 1902

Southall Black Sisters

Tel: 020 8571 9595

East London Black Women's Organisation

Tel: 020 8534 7545

KIRAN

Tel: 020 8539 1986

PO Box 899, E11 1AA

Women's Aid for Asian women and their children.

Ashiana

PO Box 816, E11 1QY

Tel: 020 8539 9656

Ashiana offers temporary safe accommodation across two schemes. For Asian, Turkish/Kurdish and Iranian women without children, Floating Support, one to one outreach, in-house counselling.

Newham Asian Women's Project

Tel: 020 8552 5524

For South Asian women, NAWP provides a range of support services, Advice surgeries, training, mental health support, counselling, Zindaagi - project on self harm, and a young women's & Teens support Group and refuge accommodation.

Chinese Information and Advice Centre

Tel: 020 7692 3471

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Jewish Women's Aid

Tel: 0800 591 203

Provide a KOSHER refuge for Jewish women & children experiencing domestic violence.

Latin American Women's Aid

Tel: 020 7275 7444

Turkish Cypriot Women's Project

Tel: 020 8340 3300

ASYLUM

If you have concerns about your immigration status contact the Joint Council for the Welfare of Immigrants before starting any legal proceedings.

Joint Council for the Welfare of Immigrants

115 Old Street, London EC1V 9RT Tel: 020 7251 8708

Email: info@jcwi.org.uk

OTHER ORGANISATIONS

Asylum Aid

Asylum Aid provides free legal representation and advice to asylum seekers and refugees and is specialised in casework for vulnerable asylum seekers.

Tel: 020 7377 5123

Monday, Tuesday, Wednesday 2pm - 4.30pm

Thursday and Friday 10am - 12.30pm

You can also ask for free advice by email or letter.

Asylum Aid

28 Commercial St

London E1 6LS

Tel: 020 7377 5123

www.asylumaid.org.uk

Refugee Women's Resource project (RWRP)

This is a project set up by Asylum Aid specifically for female refugees and asylum seekers, providing free legal representation and advice. The RWRP is very experienced in dealing with difficult and sensitive issues such as rape, sexual violence, forced sterilisation, genital mutilation, domestic violence and HIV/AIDS. The RWRP also does outreach work outside London.

Tel: 020 7377 5123

Immigration Advisory Service

A UK charity giving free legal advice and representation in both immigration and asylum cases to persons eligible for public funding.

IAS Central London
2nd Floor, County House, 190 Great Dover St,
London, SE1 4YB
Tel: 020 7967 1200
www.iasuk.org

Forced marriage

Are you worried about being forced into marriage abroad? You have the right to legal protection. If someone is forcing you into a marriage they may be in breach of the law in the UK and other countries. For more information contact:

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The Community Liaison Unit, G55
Foreign and Commonwealth Office
Old Admiralty Building, London, SW1A 2PA
Tel: 020 7008 0230 / 020 7008 0109

LONDON PROBATION SERVICE

Integrated Domestic Abuse Programme (IDAP)

The Integrated Domestic Abuse Programme (IDAP) is a community based programme for perpetrators of domestic violence. The programme aims to enhance the safety of victims of domestic violence, both adults and children, and to work with offenders by changing attitudes and behaviour.

IDAP is available to the courts for convicted perpetrators of domestic violence as an additional requirement of a Community Rehabilitation Order and also to the Prison Service as a condition of Parole Licence.

Offenders attend a rolling programme of 27 sessions designed to challenge thinking and behaviour and promote victim empathy and awareness.

IDAP, like all probation programmes, is strictly enforced and if offenders fail to comply with a court order to attend IDAP, they will be returned to court and risk being sentenced to prison.

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The programme is intensive and demanding and involves a coordinated community response to the problem of domestic violence with important roles for the courts, probation, police, social services and voluntary agencies. The guiding principle of IDAP is the continuing safety of women and child victims through the process of inter-agency contact and liaison.

A Woman's Service Worker makes contact with victims to ensure a safety plan and to provide links for support from other agencies. Interagency risk management also involves the Police who supply details of 'call outs' and 're-arrests' of incidents involving perpetrators. This is crucial to protect victims and to hold offenders to account for lapses or deterioration in behaviour.

A designated Probation Officer acts as supervising Case Manager throughout this process, undertaking specific pre and post programme work with offenders within the overall supervisory framework. Effective risk management is achieved through the Case Manager's ongoing assessment and review of risk.

Domestic violence is a high priority for LPA in keeping with the national government agenda. LPA is committed to IDAP as we believe the focus on the safety of victims, effective inter-agency work and challenging interventions to reduce re-offending will help us meet our pledge to protect the public.

For further information please contact Sharifa Willemse Senior Probation Officer on 01708 742453.

INTERPRETING AND TRANSLATION ASSISTANCE

If English is not your first language and you would like to see this document in your preferred language, please tick the appropriate box, complete your name and address and return the whole form to the address below.

This information can also be provided on Tape Braille Large Print

<p>Nëse Anglishtja nuk është gjuha juaj e parë dhe ju kishit dashur që ta shihni këtë kërkesë në gjuhën tuaj, ju lusim shenoni katrorin përkatës, plotësoni emrin dhe adresën tuaj dhe ktheni tërë formën në adresën e mëposhtme.</p> <p style="text-align: right;">ALBANIAN <input type="checkbox"/></p>	<p>Haddii afka Ingiriisku uusan ahayn afkaaga koowaad, islamarkaana aad jeclaan lahayd in aad heshid waraaqahaan oo afka aad jeceshahay ku qoran, fadlan calaamadi khaanadda ku habboon ama ku aaddan afkaaga, ku buuxi magacaaga iyo cinwaankaaga, kadibna ku soo celi foomka oo dhan cinwaanka boostada ee hoos lagugu siiyay.</p> <p style="text-align: right;">SOMALI <input type="checkbox"/></p>
<p>यदि अंग्रेजी आपकी पहली भाषा नहीं है, और आपको इसका अनुवाद अपनी पहली भाषा में चाहिए, तो कृपया उचित खाने में सही का निशान लगाकर तथा अपना नाम और पता लिखकर यह पूरा फॉर्म निम्नलिखित पते पर भेज दें।</p> <p style="text-align: right;">HINDI <input type="checkbox"/></p>	<p>Eğer ana diliniz İngilizce değilse ve bu belgeyi tercih ettiğiniz dilde almak isterseniz, lütfen uygun olan kutuyu işaretleyip adınızı ve adresinizi yazdıktan sonra, formun tamamını aşağıdaki adrese gönderin.</p> <p style="text-align: right;">TURKISH <input type="checkbox"/></p>
<p>ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ, ਅਤੇ ਤੁਹਾਨੂੰ ਇਹਦਾ ਤਰਜਮਾ ਆਪਣੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਢੁੱਕਵੇਂ ਖਾਣੇ ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ ਅਤੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਪਤਾ ਲਿਖ ਕੇ ਇਹ ਪੂਰਾ ਫਾਰਮ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਓ।</p> <p style="text-align: right;">PUNJABI <input type="checkbox"/></p>	<p>اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ اس دستاویز کو اپنی پہلی زبان میں دیکھنا چاہتے ہیں تو براہ کرم مناسب خانے پر نشان لگائیے اور پتہ درج کیجئے اور اس پر سہ ماہی کے نام کو لکھنے سے متنبہ رہیں یہ اہم ہے۔</p> <p style="text-align: right;">URDU <input type="checkbox"/></p>
<p>Name _____</p> <p>Address _____</p> <p>_____</p> <p>_____</p> <p>Telephone Number _____</p>	<p>Please return to:</p> <p>Community Safety Team London Borough Of Havering 5th Floor Mercury House Mercury Gardens Romford RM1 3SL</p>

