

# Where to Go for Help

## Key Contacts for Domestic Violence Services Hammersmith and Fulham

Updated September 2011

### Foreword

**For over ten years** locally based projects in Hammersmith and Fulham have been delivering much needed, innovative responses to survivors of domestic violence. Working together effectively has brought local and national recognition of our progressive practice.

However we are not complacent and continue to push for improvements across all agencies, working with specialist services and statutory partners to ensure our responses keep survivors and their children safer.

Even though much domestic violence occurs within the privacy of personal relationships, it can not be considered a private issue. We all have a responsibility to respond effectively to domestic and sexual violence; every agency, every frontline worker and service director can make a significant contribution to addressing this serious crime and endemic social issue.

This booklet has been updated as part of our on going work to improve access to services for anyone in the borough affected by domestic violence. I hope that you find it a useful resource.



*L. Carpenter  
Director of Resident Services, LBHF, Chair Domestic Violence  
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## **Where to Go for Help Booklet**

This booklet contains key contact details for local and national agencies delivering services in response to domestic violence. It can be used by survivors of domestic violence as well as staff and volunteers in conjunction with internal policies and procedures.

### **What is Domestic Violence?**

Domestic violence, also referred to as domestic abuse, is a pattern of behaviour characterised by the exercise of control by one person over another within the context of an intimate or family relationship. The abuse may take many forms such as physical, sexual, emotional (including enforced social isolation), psychological or financial; most commonly domestic violence is a combination of all these forms, tends to be ongoing, and is likely to get worse over time and increase in frequency .

Domestic violence is primarily a gender-based crime, consisting mainly of violence by men against women in the overwhelming majority of cases. However domestic violence does occur in same sex relationships and heterosexual men can also be abused by their partners or other family members. It is never acceptable.

Domestic violence severely impacts on children and young people as witnesses to the abuse. Current research also highlights that young people experience violence in their own intimate relationships.

Domestic violence is deeply rooted and widespread in all communities affecting women, children and men across all social, geographical and cultural groups.

## **First Responses**

Seeking help is a big step and likely to be daunting. First responses may be crucial in helping a survivor get the right help. Staff / volunteers / friends are asked to:

- Take you seriously
- Reassure you it is not your fault
- Prioritise your safety
- Where language barriers exist, use advocates or qualified interpreters (under no circumstances use children, relatives or friends as interpreters)

### **Preparing to Leave an Abuser: Some Basic Guidance**

- Be ready to call 999 if you or your children are in danger.
- Keep some money and a set of keys in a safe place.
- Find out about your legal and housing rights, e.g. talk to a solicitor.
- Keep copies of important papers (passports, birth certificates, court orders, marriage certificate) in a safe place and have them readily available to take with you should you decide to leave.
- Carry a list of emergency numbers with you: police, relatives, friends, your children's school, your solicitor, social worker, domestic violence services etc.
- Tell someone you trust about the abuse.
- Make calls from a phone box or a friend's house.
- Report any injuries to your GP so there is a record of the abuse.
- Talk to family or friends about staying with them in an emergency.
- Think about escape routes. Rehearse your escape plan and make sure both you and your children can get away safely in an emergency.
- Pack an emergency bag. Include clothing, medication, money, keys, important documents, small toys for children.

## Immediate Action

**If you feel you are in immediate danger call the police on:**

- Dial 999

### **Emergency Accommodation:**

- Contact the National 24 hour Domestic Violence Helpline who can help find refuge accommodation for women.

*Tel: 0808 2000 247*

### **Children's Safety:**

- Contact H&F Children's Services if you have concerns about a child's wellbeing (page 8).

### **Vulnerable Adults:**

- Contact H&F Adults Social Care if you have concerns about a vulnerable person aged 18+ (page 8).

### **Medical Assistance:**

- In an emergency call the police on **999**.
- *Accident & Emergency Departments:*

Charing Cross Hospital, A&E: 020 3311 1005

Hammersmith Hospital, Emergency Unit: 020 3313 4691

- Sexual Assault Referral Centre (The Haven) provide medical help and advice for anyone who has been raped or sexually assaulted (page 11, 13).

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## **Specialist Local Services**

### **◆ ADVANCE Advocacy Project**

Provides crisis intervention, risk assessment, safety planning, support through the criminal and civil justice processes, advice and crisis counselling to survivors of domestic violence. Due to funding, main referring services are: the police, Housing Advice, Charing Cross A+E, Parsons Green walk-in centre, health visitors, and midwives. They do accept self-referrals.

**Tel: 020 8748 0979**

**[www.advanceadvocacyproject.org.uk](http://www.advanceadvocacyproject.org.uk)**

### **◆ Al-Aman Family Safety Project (DVIP)**

Provides a Violence Prevention Programme for abusive men and a Women's Support Service for members of Arabic speaking communities across West London.

**Tel: 020 8563 2250** (*Women's Support Service*)

**Tel: 020 8748 2577** (*Violence Prevention Programme*)

### **◆ Domestic Violence Intervention Project (DVIP)**

Provide a Violence Prevention Programme for men who have been violent and abusive towards a partner or ex partner. A Women's Support Service is offered to the partner or ex-partner of men referred to DVIP.

**Tel: 020 7633 9181**

**[www.dvip.org](http://www.dvip.org)**

### **◆ Refuge Eastern European Community Outreach Project**

Provides holistic and individual support based on a needs assessment and planning process, with outreach support to Eastern European women in LBHF, Brent, Barnet and Ealing. *Sponsored by the Big Lottery Fund*

**Tel: 020 8453 7190**

**Tel: 020 8543 7173**

**Email: [communityoutreachreferral@refuge.org.uk](mailto:communityoutreachreferral@refuge.org.uk)**

### **◆ Westside Floating Support**

Provides support and advice on domestic violence for women living in Hammersmith & Fulham. The focus is particularly on helping women who are experiencing domestic violence and who want to stay in their own home or help in moving into a new home. Offers a peer support drop-in service on a monthly basis and counselling is available to SBHG tenants and clients.

**Tel: 020 8996 8810**

**[www.sbhg.co.uk](http://www.sbhg.co.uk)**

**Email: [westside.support@sbhg.co.uk](mailto:westside.support@sbhg.co.uk)**

### **◆ Women and Girls Network**

Provides telephone advice, information and support to women and girls who have experienced any form of violence and abuse.

**Tel: 020 7610 4345**

**[www.wgn.org.uk](http://www.wgn.org.uk)**

## **H&F Council Services**

### **◆ H&F Adult Social Care**

Information and assessment for adults seeking help from social services.

**Tel: 020 8753 5101**

### **◆ H&F Advice**

Central and initial point of contact for all council services including housing, children and adult services.

**Tel: 0845 313 3935**

### **◆ H&F Careline**

Provide alarms, which are connected via their service directly to the local police for anyone experiencing domestic violence. Free to council tenants but a small fee for all other tenants.

**Tel: 020 7386 8763**

### **◆ H&F Children's Services**

For information or direct referrals to social services for children and families.

**Tel: 020 8753 5392**

**Tel: 020 8748 8588** (*Emergency out of hours*)

### **◆ H&F Council**

General information on council services.

**Tel: 020 8748 3020** (*Switchboard*)

*Mon to Fri 8am-8pm; Saturday 9am - 1pm*

**Tel: 020 8748 8588** (*Emergency out of hours*)

**[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

### **◆ H&F Community Safety Unit**

Work to reduce crime and improve the quality of life for residents, visitors and employees in the borough of Hammersmith and Fulham.

**Tel: 020 8753 2816**

## Police, Legal and Other Advice Services

### ◆ Bishop Creighton House Safer Homes Service

Provides door and window locks, spy holes and other security devices for vulnerable residents including victims of domestic violence.

**Tel: 020 7385 9689**

### ◆ Citizens Advice Bureau

Advice and information on a range of subjects including benefits, employment rights and housing. Covers the W14, SW6 and W6 areas of Hammersmith and Fulham.

**Tel: 0845 458 2515**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### ◆ Crimestoppers UK

A confidential phone line to anonymously report crime.

**Tel: 0800 555 111**  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### ◆ Fulham Legal Advice Centre

Free advice service offering advice on welfare rights, legal and general matters, but not immigration. Please call for further information.

**Tel: 020 7731 2401**  
**Email: [admin@flac.org.uk](mailto:admin@flac.org.uk)**

### ◆ H&F Law Centre

Legal advice including homelessness, immigration and domestic violence.

*Drop-in Immigration Advice*  
*Tuesday 5.00 - 7.00pm.*

**Tel: 020 8741 4021**  
[www.hflawcentre.org.uk](http://www.hflawcentre.org.uk)

### ◆ H&F Police Community Safety Unit (CSU)

Investigate hate crimes including domestic violence. Officers are specially trained. There is an answer phone for out of hours calls.

The CSU can make direct referrals to ADVANCE (page 7).

**Tel: 020 8246 2828** (CSU)  
**Tel: 020 8563 1212** (Main Police Switchboard)

### ◆ H&F Victim Support

Help, support and advice to all victims of crime including those not reported to the police.

**Tel: 020 7259 2424**  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Health, Counselling and Mental Health Services

### ◆ Hospitals

#### Charing Cross Hospital

Fulham Palace Road  
London W6 4UL

**Tel: 020 3311 1234**

#### Chelsea and Westminster Hospital

Fulham Palace Road  
London SW10 9NH

**Tel: 020 8746 8000**

#### Hammersmith Hospital

Du Cane Road  
London W12 0HS

**Tel: 020 3313 1000**

#### Queen Charlotte's Hospital (Maternity services)

Du Cane Road  
London W12 0HS

**Tel: 020 3313 1111**

### ◆ Primary Care Trust

Information about health services in the borough— GPs, pharmacies, dentists, opticians, local hospitals and key social services team.

[www.northwestlondon.nhs.uk/hammersmith-fulham](http://www.northwestlondon.nhs.uk/hammersmith-fulham)

### ◆ DVP-CPT Family Life Skills

Counselling and support for anyone affected by domestic violence.

**Tel: 020 7384 9212**  
[www.counsellingpray.org](http://www.counsellingpray.org)

### ◆ H&F MIND

Provides services for people with experience of mental health problems or emotional distress.

**Tel: 020 7471 0580**  
[www.hfmind.org.uk](http://www.hfmind.org.uk)

### ◆ Samaritans 24hr Helpline

Support for people suffering crisis.

**Tel: 08457 90 90 90**  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

### ◆ West London Action for Children

Offers a range of counselling and therapy services for children in need, and their families.

**Tel: 020 7352 1155**  
[www.wlac.org.uk](http://www.wlac.org.uk)

## Drug and Alcohol Services

### ♦ Community Assessment & Primary Services (CAPS)

Primarily for opiate users, CAPS offers a drop-in service for new clients, a gateway to other health services, detoxification, substitute prescribing, harm minimisation and one to one counselling.

*Drop-in: Mon to Thurs 9:30 – 11:30*

**Tel: 020 3315 5800**  
[www.cnwl.nhs.uk](http://www.cnwl.nhs.uk)

### ♦ Turning Point DrugLink

Supports drug users, their family and friends; offering a free needle exchange, a specific stimulant service, key working and a Blood Borne Viruses nurse.

*Open access: Mon to Fri 9am - 5pm;  
Weds closed between 12 - 2pm  
BBV Nurse: Tues 11am - 3.30pm*

**Tel: 020 7481 7600**  
[www.turning-point.co.uk](http://www.turning-point.co.uk)

## Rape and Sexual Assault Services

### ♦ The Haven

Specialist centre for anyone who has been raped or sexually abused in the last 12 months: men, women, young people and children. Medical help, counselling, practical and emotional support. This is an open access service - no need for GP or other referral. There is no requirement to report an incident to the police.

**Tel: Day: 020 3312 1101**  
**Out of hours: 020 3312 0666**  
[www.thehavens.org.uk](http://www.thehavens.org.uk)

### ♦ Rape and Sexual Abuse Support Centre (RASASC)

Free phone service for female and male survivors, as well as non-abusing family members, partners, friends and other agencies.

**Tel: 01962 848 018**  
*Mon 11.am-1.30pm, Tues 7pm-9.30pm, Thurs 7pm-9.30pm*  
[www.rasasc.org.uk](http://www.rasasc.org.uk)

## National Services

### Domestic Violence Services

#### ♦ National 24hr Domestic Violence Helpline

A service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf, run in partnership between Women's Aid and Refuge.

**Tel: 0808 2000 247**

#### ♦ Refuge

Website includes useful information on refuge services, safety planning and the effects of domestic violence on children.

[www.refuge.org.uk](http://www.refuge.org.uk)

#### ♦ Women's Aid

Provides help and support online, learn about local services, as well as statistics and in-depth information on domestic violence.

[www.womensaid.org.uk](http://www.womensaid.org.uk)

#### ♦ Childline 24 hr

Free and confidential advice to children and young people on a number of issues including domestic violence.

**Tel: 0800 1111**  
[www.childline.org.uk](http://www.childline.org.uk)

### Services for Children

#### ♦ Children's Legal Centre

Free and confidential advice on the law affecting children.

**Tel: 0808 802 0008**  
[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

#### ♦ NSPCC Helpline 24 hr

Free, confidential advice for anyone concerned about children at risk. Offers counselling, information and advice.

*Multilingual services offered in: Bengali/ Sylheti, Gujarati, Hindi, Punjabi, or Urdu.*

**Tel: 0808 800 5000**  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

#### ♦ The Hideout

Website aimed specifically at children experiencing domestic violence or who might want to help a friend affected by domestic violence, run by Women's Aid.

[www.thehideout.org.uk](http://www.thehideout.org.uk)

## Lesbian, Gay, Bisexual and Transgender Services

### ◆ Broken Rainbow

Provides services to lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

**Tel: 0300 999 5428**

[www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

### ◆ Domestic Abuse Partnership (DAP)

The DAP works to provide a package of services to LGBT people who have experienced domestic abuse. These include safety advice; help with the police and the criminal justice system, housing advice, emotional support and a survivor's support group.

**Tel: 020 7704 2040**

### ◆ SOLA: Survivors of Lesbian Partnership Abuse

**Tel: 020 7328 7389** (Ask for SOLA)

### ◆ Stonewall Housing

Provides supported housing, advice and advocacy for the lesbian, gay, bisexual and transgender communities of all ages in London

**Tel: 020 7359 6242** (main office)

**Tel: 020 7359 5767** (advice)

## Male Victims: Domestic Violence and Sexual Assault Services

### ◆ The Haven

A service for anyone who has been a victim of rape and sexual assault including men and boys. For the first visit at to The Havens it isn't possible to see a male doctor however follow up appointments are available. For more information please see page 11.

**Tel: 020 7247 4787**

[www.thehavens.org.uk](http://www.thehavens.org.uk)

### ◆ Men's Advice Line

Helpline for male victims of domestic violence as well as their friends and family. Offers advice, information, listening, on going support, referrals and a free booklet for male victims.

**Tel: 0808 801 0327**

Mon to Fri 10am – 1pm, 2pm – 5pm

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)

### ◆ Victim Support Supportline

**Tel: 0845 30 30 900**

[www.victimsupport.com](http://www.victimsupport.com)

## Perpetrators

### ◆ Respect Phoneline

Information, support and advice for people who are abusive / violent towards their partner and are looking to change their behaviour.

**Tel: 080 8802 4040**

Mon – Fri 10am – 1pm, 2pm – 5pm

[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

## Culturally Sensitive Services

### ◆ Aanchal

Helpline for Asian women experiencing domestic violence. Languages spoken include: Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.

**Tel: 08454 512 547** (24hrs)

[www.aanchal.org.uk](http://www.aanchal.org.uk)

### ◆ Chinese Information and Advice Centre

Offer free legal advice and representation on immigration and nationality law, as well as domestic violence support.

**Tel: 08453 131 868**

[www.ciac.co.uk](http://www.ciac.co.uk)

### ◆ Foreign Office Forced Marriage Unit

Advice and assistance to anyone who has been, or is at risk of being, forced into marriage. Friends, relatives and professionals can also call for advice

**Tel: 020 7008 1500**

[www.fco.gov.uk](http://www.fco.gov.uk)

### ◆ Iranian and Kurdish Women's Rights Organisation (IKWRO)

Provide advice, support, and advocacy in Arabic, Kurdish, Turkish, Dari and Farsi to women living in Britain. In particular support to women facing domestic violence, forced marriage and 'honour'-based violence.

[www.ikwro.org.uk](http://www.ikwro.org.uk)

### ◆ Jewish Women's Aid Helpline

Services include a helpline, community support service, refuge, education and awareness raising programmes. Available to Jewish women and their children affected by domestic violence.

**Tel: 0800 591 203**

[www.jwa.org.uk](http://www.jwa.org.uk)

### ◆ Kiran - Asian Women's Aid

Offer temporary accommodation for Asian women escaping domestic violence.

**Tel: 020 8558 1986**

[www.kiranasianwomensaid.org.uk](http://www.kiranasianwomensaid.org.uk)

### ◆ Newham Asian Women's Project

Provides advice and support for Asian women experiencing domestic violence. Services include a refuge, second stage hostel and resource centre.

**Tel: 020 8472 0528**

[www.nawp.org](http://www.nawp.org)

### ◆ Refugee Action

Provide advice on reception, resettlement, development and integration of asylum seekers and refugees.

**Tel: 020 7654 7700**

[www.refugee-action.org.uk](http://www.refugee-action.org.uk)

### ◆ Refugee Council

Support and advice for asylum seekers and refugees.

**Tel: 020 7346 6700** (Enquires)  
[www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

### ◆ Somali Women's Refugee Centre

Advice and information for the Somali community on housing, immigration, nationality, asylum, education, employment and welfare rights.

**Tel: 020 8752 1787**  
[www.swrc1.org.uk](http://www.swrc1.org.uk)

### ◆ Southall Black Sisters

Services focused on Asian, African and African Caribbean women. Provides advice and information on domestic violence, rape, sexual abuse, matrimonial rights and immigration advice.

**Tel: 020 8571 9595**  
[www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk)

### ◆ Turkish Cypriot Women's Project:

Offer help with emergency housing, injunctions, welfare benefits, health care and other issues related to domestic violence. Free service for any Turkish-speaking woman living in London.

**Tel: 020 8340 3300**  
Mon - Fri 10am - 5pm  
[www.tcwp.org.uk/](http://www.tcwp.org.uk/)

### Other Services

#### ◆ Eaves POPPY Project

Provide accommodation and support to women who have been trafficked into prostitution.

**Tel: 020 7735 2062**  
[www.eaves4women.co.uk](http://www.eaves4women.co.uk)

#### ◆ Rights of Women

A free legal advice service for women. Please check web for advice line information and further resources.

**Telephone: 020 7251 6577**  
**Textphone: 020 7490 2562**  
[www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

#### ◆ Shelter Advice Line

Free advice on housing matters.

**Tel: 0808 800 4444**  
Mon-Fri 8am - 8pm  
Sat-Sun 8am - 5pm  
[www.shelter.org.uk](http://www.shelter.org.uk)

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**Notes:**

A number of domestic violence information leaflets are available, in a range of different languages, on the Women's Aid website — [www.womensaid.org.uk](http://www.womensaid.org.uk)

To request a copy, or to update or correct information, please contact:

**Standing Together Against Domestic Violence**

Tel: 020 8748 5717 or email: [admin@standingtogether.org.uk](mailto:admin@standingtogether.org.uk)

This guide was produced by Standing Together on behalf of the LBHF Domestic Violence Partnership as a useful guide for anyone in the borough looking to access domestic violence services. It can be downloaded at [www.standingtogether.org.uk](http://www.standingtogether.org.uk).

*Standing Together gives no warranty as to the accuracy of the information in this handbook and accepts no liability for any such loss, damage or inconvenience caused as a result of reliance on such information.*

***Produced by Standing Together, September 2011***