

## **Domestic Violence - Information and Advice**

**W**hen you suffer from domestic violence you can feel very alone. But you're not. And while there are lots of other people out there suffering in the same way it is important to also be aware that there are many people and organisations which can help and support you.

Statistics show that one in four women and one in six men experience domestic violence at some stage in their lives. We know that anyone can be abused. Domestic violence takes place across all social groups, regardless of age, religion, culture, ethnic background or sexuality.

In the majority of cases the abuse is carried out by a man and the victim is a woman. But domestic violence can also occur within lesbian, gay, bisexual and transgender relationships and can be suffered by men in heterosexual relationships.

## What is Domestic Violence?

The phrase 'domestic violence' makes most people think of physical abuse. Domestic violence can involve behaviour by your partner such as slapping, beating and kicking which can at its worst lead to permanent injury. But there are also other ways your partner can abuse you. These can be sexual, emotional and mental. For example:

- ☐ Threatening to harm or kill you or your children.
- ☐ Forcing you to have sex when you don't want to or in ways you don't like.
- ☐ Criticising and humiliating you. For example, saying you are ugly, worthless, a bad parent or unable to get by on your own.
- ☐ Isolating you from your family and friends.
- ☐ Not allowing you money, food or sleep - making you a virtual prisoner in your own home.

Often it's not only you who is affected by the abuse. Your children can also suffer emotionally by seeing their mother being abused by her partner.

We also know that domestic violence is very rarely a one off event. It does tend to get

worse and to happen more often over time.

## Remember

- ☐ You are not alone.
- ☐ Your partner has no right to beat, verbally or sexually abuse you or your children. Assault is a criminal offence.
- ☐ You are not to blame. You are not responsible for the abuse. It is your partner who must take responsibility for their actions.
- ☐ Being under the influence of drugs or alcohol is not an excuse for violent or threatening behaviour.
- ☐ Violence is never the way to solve conflict in the home.
- ☐ You can survive and move on from an abusive relationship.

### How to get help

We know it can be difficult to ask for and find help. Domestic Abuse can undermine your confidence and make you feel unable to act. But there are lots of people who can help and advise you on the course of action which is best for you.

If you feel you or your children are in immediate danger from your partner then your first priority must be the safety of yourself and your family.

**Call 999 for the police emergency service.**

## Safety planning checklist

- Be ready to call 999 if you or your children are in danger.
- Keep some money safe 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.

## Support services and contact details

### Key National Numbers

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Below is a list of organisations which can give you help if you are experiencing domestic violence:

#### **National Domestic Violence 24 hour helpline 0808 2000 247**

Provides: an information service; access to 24 hour emergency accommodation; availability of refuge spaces; advice on safety planning etc. Translation facilities can be provided. Calls are free of charge. Run in partnership between Women's Aid and Refuge

### Police Emergency

#### **999**

Contact the emergency service if there is any immediate threat to safety.

## **Services in Hammersmith & Fulham**

### **Specialist Domestic Violence Services**

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#### **Westside Floating Support**

***07771 905 306***

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.

#### **Hammersmith Women's Aid Floating Support Service**

***07946 615 873***

The Floating Support Service provides help to women who have experienced domestic violence to help them to maintain their tenancies. The service is available to women where the abuser is no longer living in the household.

#### **Advance Advocacy Project**

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

Provides crisis intervention, risk assessment, safety planning, support through the criminal and civil justice processes, advice and crisis counselling to survivors of domestic violence. Services are available to women referred by the police, housing advice and Charing Cross Accident and Emergency and the Parsons Green walk in centre.

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

***020 7633 9181***

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

DVIP runs 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.

#### **Al-Aman Family Safety Project (DVIP) Violence Prevention Programme**

***020 8748 2577***

#### **Women's Service**

***020 8563 2250***

The project offers a Violence Prevention Programme and Women's Support Service for members of the Arabic speaking communities across west London

# London Borough of Hammersmith & Fulham

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## H&F Council

**020 8748 3020** (8.00am to 8.00pm Monday to Friday and 9.00am to 1.00pm Saturday)

**020 8748 8588** (emergency out of hours number)

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

General information on council services.

## H&F CSU

**020 8753 2459**

## H&F Children's Services

**020 8753 5392**

## Emergency after hours

**020 8748 9787**

Referral to, and information on, social services for children and families.

## H&F Adult Social Care Services

**020 8753 5456**

Information and assessment for adults seeking help from social services.

## H&F Advice

**0845 313 3935**

Emergency housing service for people living in the borough.

## H&F Homes

9am – 5pm Monday to Friday.

**South Hammersmith: 020 8753 4427**

**Hammersmith North: 020 8753 4400**

[southhammersmith@hfhomes.org.uk](mailto:southhammersmith@hfhomes.org.uk) or

[hammersmithnorth@hfhomes.org.uk](mailto:hammersmithnorth@hfhomes.org.uk)

**Fulham North: 020 7385 3355**

**South Fulham: 020 736 6000**

[fulhamnorth@hfhomes.org.uk](mailto:fulhamnorth@hfhomes.org.uk) or

[southfulham@hfhomes.org.uk](mailto:southfulham@hfhomes.org.uk)

H&F Homes tenant or leaseholder's can contact the Tenancy Management Team based at their local Area Housing Office for advice and support if experiencing domestic abuse.

## Keep Safe Service

**020 7386 1852**

The service can provide door and window locks, spy holes and other security devices for vulnerable people, including victims of domestic violence.

## Careline

**020 7386 8763**

Careline can provide alarms, which are connected via their service directly on to the local police, for people who experience domestic violence.

## **Police**

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

**020 8246 2828** (voicemail service)

The CSU investigates hate crimes, including domestic violence, in the borough. Officers are specially trained to deal with these crimes. There is an answer phone for out of hours calls.

The local police can put people experiencing domestic violence in touch with ADVANCE, a domestic violence advocacy service which can offer support and advice and help to gain court protection from a violent partner.

### **H&F Police**

**020 8563 1212**

### **Crimestoppers**

**0800 555 111**

## **Legal and Other Advice Services**

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### **H&F Victim Support Scheme**

**020 7259 2424**

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

### **H&F Law Centre**

**020 8741 4021**

Legal advice including homelessness, immigration and nationality, domestic violence. Drop in immigration advice Tuesday 5.00 - 7.00pm.

### **Fulham Legal Advice Centre**

**020 7731 2401**

Free advice service, offering advice on general and legal matters, and welfare rights, but not immigration.

### **Citizens Advice Bureau, H&F**

**0845 458 2515**

Advice and information on a range of subjects, including benefits, employment rights, consumer, housing. Call to check opening hours. Covers the W14, SW6 and W6 areas of Hammersmith and Fulham.

### **Shepherds Bush Advice Centre**

**020 8753 5910**

Advice service including benefits, debt and housing.

## Health Services

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### Hospitals

#### Chelsea and Westminster Hospital

**020 8746 8000**

Fulham Palace Road  
London W6 4UL

#### Hammersmith Hospital

**020 8383 1000**

Du Cane Road  
London W12 0HS

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

**020 8383 1111**

Du Cane Road  
London W12 0HS

### Primary Care Trust

#### H&F Primary Care Trust (PCT)

**[www.hf-pct.nhs.uk](http://www.hf-pct.nhs.uk)**

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

### Drug and Alcohol Misuse

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

**020 7381 7766**

CAPS is mainly for opiate users and 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:** Monday to Friday 10:30 – 12:30

#### Turning Point Druglink

**020 8749 6799**

Supports drug users, their family and friends. They offer a free needle exchange, a specific stimulant service, key working and a BBV nurse.

Open access: Monday to Friday, 9.00am - 5.00pm, except Wednesday, when closed between 12.00 - 2.00pm. BBV Nurse: Tuesday 11.00am - 3.30pm

### Family Planning Clinics

Please ring to check opening times:

#### Charing Cross Hospital

**020 7602 2723**

#### Falkland House Health Clinic

**020 8846 6291**

#### Milson Road

**020 7602 2723 or 8846 6234**

#### Parsons Green Centre

**020 8846 6830**

#### The Hammersmith Surgery

**0844 477 3927**

#### White City Health Centre

**020 8846 6464**

## **Rape and Sexual Assault**

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### **The Haven**

**020 7886 1101**

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

A service for all victims of rape and sexual assault including men and boys. 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.

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

**0808 802 9999**

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

## **Counselling and Mental Health**

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### **DVP-CPT Family Life Skills**

**020 7384 9212**

Counselling and support for people affected by domestic violence.

### **West London Centre for Counselling**

**020 8743 8060**

Counselling for people who have experienced relationship problems (including domestic violence), bereavement, depression, addiction etc.

### **H&F MIND**

**0207 471 0580**

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

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

### **Samaritans 24 hour helpline**

**08457 90 90 90**

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

Support for people suffering crisis.

# National and Cross London Agencies and Helplines

## Domestic Violence

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### Refuge

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

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

### Women's Aid

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

Provides help and support online through the Survivor's Handbook, as well as statistics and in-depth information on domestic violence.

### Women and Girls Network

**020 7610 4345**

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

## Services for Children

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### National Child Protection Helpline (NSPCC) 24 hour

**0808 800 5000**

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

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

### Childline 24 hour

**0800 1111**

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

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

### The Hideout

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

National website aimed specifically at children experiencing domestic violence or who might want to help a friend affected by domestic violence

### Children's Legal Centre

**0808 802 0008**

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

Free and confidential advice on law affecting children.

## Lesbian, Gay, Bisexual and Transgender

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### London LGBT Domestic Abuse Partnership

**0300 0110 327**

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

Confidential Advice and support for lesbians, gay men, bisexual and trans victims / survivors of domestic abuse in London.

### Broken Rainbow

**0300 999 5428**

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

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

### Gay Men's Shared Housing Project

**0208 920 4444**

Temporary supported accommodation for gay men experiencing domestic violence and/or homophobic violence.

## Perpetrators

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### Respect Phonenumber

**0845 122 8609** Monday – Friday 10am – 1pm and 2pm – 5pm

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

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

## Male Victims of Domestic Violence and Sexual Assault

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### Men's Advice Line

**0808 801 0327**

Monday to Friday 10am – 1pm and 2pm – 5pm

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

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

### ManKind Initiative

**01823 334 244**

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

Mankind provides a help-line service for male victims of domestic violence. Welcome calls from male victims, and from friends and family members of victims

### Haven Project

**0207 247 4784**

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

A service for all victims of rape and sexual assault including men and boys. For more information please see the entry in the health section.

### Victim Support Men's Helpline

**0800 328 3623** Monday to Friday 12pm-2pm

## **Support for People from Multicultural Backgrounds**

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### **Refuge Community Outreach Service for Eastern European Women**

**0208 45371 90**

**0208 453 7171**

**communityoutreachreferral@refuge.org.uk**

Project provides holistic and individual support based on a needs assessment and planning process, with outreach support to Eastern European women from H+F, Brent, Barnet and Ealing.

*Sponsored by the Big Lottery Fund*

### **Southall Black Sisters**

**020 8571 9595**

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

### **Jewish Women's Aid Helpline**

**0800 591 203**

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

### **Somalian Women's Refuge Centre**

**020 8752 1787**

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

### **Newham Asian Women's Project**

**020 8552 5524**

**www.nawp.org**

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

### **Kiran - Asian Women's Aid**

**020 8558 1986**

**www.kiranasianwomensaid.org.uk**

Kiran offer temporary accommodation for Asian women escaping domestic violence.

### **Chinese Information and Advice Centre**

**08453 131 868**

**www.ciac.co.uk**

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

## Foreign and Commonwealth Office

**0807 008 0151**

**0207 008 1500**

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

Information and support on forced marriage and repatriation issues.

## Refugee Council

**020 7346 6700** - Enquires

**020 7346 6777** - London Advice Line

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

Support and advice for asylum seekers and refugees.

## Immigration Advisory Service

**0844 974 4000** - Office hours

**020 7967 1299** - Emergency after hours

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

Provides a free legal advice and representation service to immigrants and asylum seekers.

## Refugee Action

**020 7654 7700**

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

A charity providing advice on reception,

resettlement, development and integration of asylum seekers and refugees.

## Other services

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### Rights of Women

**020 7251 6577** (*Tue, Wed & Thu 2-4pm / 7-9pm and Fri 12-2pm – DV, family law etc*)

**020 7251 8887** (*Mon 11-1pm and Tue 10-12pm – Sexual abuse, asylum etc*)

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

A free legal advice service for women. Provides useful information leaflets on legal issues.

### Shelter Advice Line

**0808 800 4444** Mon-Fri 8.00am – 8.00pm / Sat-Sun 8.00am-5.00pm

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

Free advice on housing matters.