

DOMESTIC ABUSE

Guidance for practitioners working in Berkshire East

(Bracknell Forest, Royal Borough of Windsor and Maidenhead, Slough)



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PART ONE: Information & Advice

INTRODUCTION

The aim of this guide is to provide local practitioners, working with both families and individuals who may be experiencing or committing domestic abuse, with information and contact details for support agencies (local and national). It is in two parts: the first being a practitioners' guide with information and advice, and the second part lists useful telephone numbers and websites of both local and national support agencies (listed by A-Z category). All contact details for services listed under part one, are listed under part two. There is also a literature list as an appendix.

This guide should not be used without some basic understanding of domestic abuse and it intended to be used as a reference document for those advising people experiencing domestic abuse in seeking the help and support they need. Specific training around domestic abuse is provided in all three local authority areas across Berkshire East. For further details around training courses available, please contact your local authority training department.

This guide is based on one initially produced in Bracknell Forest in 2005. Since that time, it has been developed in consultation with members of all three local Domestic Abuse Forums. All of these groups promote multi agency working in preventing and responding to domestic abuse; does not condone domestic abuse; and encourages the development of services to support those in violent and abusive relationships or families whether they be the victim, perpetrator, child, friend or other family member witnessing what is going on.

WHAT IS DOMESTIC ABUSE?

Definitions of domestic abuse will vary across the country, between local areas and agencies. The definition used for the purpose of this guide is that used by Thames Valley Police, in line with the one used by the Association of Chief Police Officers (ACPO):

Domestic abuse is "any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 and over, who are or who have been intimate partners or family members, regardless of gender and sexuality" (family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in laws or step family).

'Family members' are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family. An 'adult' is defined as aged 18 and over. A 'child' is defined as under the age of 18.

Please note that in March 2013, the government will widen the definition of 'domestic violence' to include those aged 16-17 and wording to reflect coercive control. They will also be changing the title of the definition to 'domestic violence and abuse'.

Domestic abuse is a crime involving many different forms of violence and abuse used by the abuser over their victim as a means of power, control and intimidation. Domestic abuse is not normally a one-off incident, but involves a pattern of abusive and controlling behaviour. Each situation is unique and can occur both during a relationship or after it has ended.

Examples of domestic abuse:

- Physical abuse, for example hitting, slapping, punching, biting, burning, stabbing, strangling, killing.
- Sexual abuse, for example sexual assault using objects, being forced to take part in sexual acts, being spoken to in a sexually degrading way.
- Financial abuse, for example such as not being allowed any money, or only if you have 'been good', having money taken from you, not being allowed to earn your own money, being forced to do certain things for money.
- Emotional and/or psychological abuse, for example being isolated from your friends and family; being kept exhausted (physically and emotionally); being threatened and degraded by the abuser.
- Harassment and stalking, for example being followed, watched, pestered, receiving unwanted phone calls/emails/texts.

HOW COMMON IS DOMESTIC ABUSE?

- ⌘ There were 6,811 incidents of domestic abuse reported to Thames Valley Police in 2011-12, across Bracknell Forest, the Royal Borough of Windsor & Maidenhead, and Slough.
- ⌘ There were over 1 million female victims of domestic abuse in England and Wales in the last year (Figures derived from 2009/10 British Crime Survey data <http://rds.homeoffice.gov.uk/rds/>)
- ⌘ In 2009/10, women were the victim of over seven out of ten (73%) incidents of domestic violence (Figures derived from 2009/10 British Crime Survey data <http://rds.homeoffice.gov.uk/rds/>)
- ⌘ Almost 30 per cent of women and 17 per cent of men in England and Wales have experienced domestic abuse since the age of 16 (*Chaplin, Flatley, Smith 2009*).
- ⌘ Repeat victimisation accounts for 66% of all incidents of domestic violence and 21% of victims have been victimised three times or more (*Walker et al., 2009*).
- ⌘ Domestic violence accounts for 1 in 7 (14%) of all violent incidents in England and Wales (*Walker et al., 2009*).
- ⌘ Domestic abuse costs the tax payer an estimated £3.9bn per year and high risk domestic abuse makes up nearly £2.4bn of this (*Walby, 2004; Walby, 2009; CAADA, 2010*).
- ⌘ It is estimated that before intervention by a MARAC (Multi Agency Risk Assessment Conference) or IDVA (Independent Domestic Violence Advisor) service, it costs nearly £20,000 to support the average high risk victim of domestic abuse over the course of a year (*CAADA, 2010*).
- ⌘ At least 750,000 children a year witness domestic abuse, and nearly three quarters of children on the 'at risk' register live in households where domestic abuse occurs (*Department of Health, 2003*).
- ⌘ Research findings from the British Crime Survey (2004) found that:
 - 34% of women and 62% of men have never told anybody about their experience of domestic abuse;
 - 30% of women, and 14% of men sought medical advice following domestic abuse resulting in injuries;
 - Only 29% of women suffering serious sexual assault sought medical advice;
 - 27% of women with serious medical injuries sought no medical attention;
 - Of those who sought medical help, 65% did so with their GP, 35% at A&E, and 10% with mental health services;
 - 31% of British women asked about the worst incident of domestic abuse said it caused mental or emotional problems (*BCS, Walby & Allen, 2004*)
- ⌘ In 2009/10 in England and Wales, 21 men and 94 women were killed by partner, ex partner or lover. 10 year figures suggest an average of 111-146 murders annually with little longer term reduction in trend (*Home Office 2011*)
- ⌘ 9.3% of men and 18.7% of women have been victims of stalking since the age of 16 (Home Office January 2011). Offenders being 39% partners/ex partners, 36% know people (date, friend, acquaintance or colleague), 33% strangers, 4% family members (*Home Office 2011*)

HELPING SOMEONE YOU KNOW

If we have more than 3 female friends and more than 5 male friends then it is likely that we will know someone who at some time will be a victim of domestic abuse. Domestic abuse still remains a hidden issue with many people feeling they cannot speak to anyone, including friends, family, colleagues or support agencies. Additional issues such as disability, mental health, substance misuse, gender, ethnicity, previous experiences with agencies and/or perception of agencies for example often compound fears, causing further isolation and fear.

There are a number of ways that we can support someone who may be experiencing domestic abuse, whether you are speaking to a client you are working with or a family member or friend you suspect is being abused:

1. Recognising the early warning signs

As many victims of domestic abuse may not seek help when the abuse first starts, it is key that we are able to identify early warning signs rather than waiting for someone to make a disclosure, or wait until obvious physical signs of violence are displayed. Do not ignore your intuition if you suspect someone is suffering from abuse. Individuals suffering domestic abuse may react very differently – some will seem depressed or withdrawn, some may be agitated and angry. Similarly, perpetrators of domestic abuse will not necessarily fit stereotypes – while some will be overtly aggressive and domineering, others may appear concerned, attentive and charming.

Physical signs to look out for may include: unplanned or unwanted pregnancy; a high incidence of miscarriage and problems during pregnancy; smoking, alcohol and drug abuse; chronic pain with or without physical evidence of trauma; explanations that do not fit injuries; minimisation of injuries; over elaboration of explanations of injuries; eating disorders; panic attacks; self-harm; suicide attempts; depression; physical symptoms related to stress and anxiety disorders

Behavioural signs to look out for may include: missed appointments/non compliance with care; partner accompanies victim, answers all questions; may appear to be dominant; victim appears frightened, ashamed, embarrassed, reluctant to speak or disagree with partner, avoids eye contact

2. Asking the question

Many people may be afraid to ask someone, whether it be a client, colleague, friend or family member, if they are suffering domestic abuse. Remember that anyone who is a victim of domestic abuse is often crying out to be asked the question! The following questions could be used as prompts:

- Is everything alright at home? How are you feeling?
- Are you getting support from your partner at home?
- I noticed some bruising/cuts/scratches/burn marks, how did they happen?
- Do you ever feel frightened or have you ever felt frightened of your partner?
- Everyone has rows at times, what happens when you and your partner fight or disagree?
- Does your partner ever treat you badly/call you names/push you round/threaten you?
- Have you ever been in a relationship where you have been hit or hurt in some way? Is this happening now?
- Many people tell me that their partners are cruel, both emotionally and physically. Is this happening to you?
- Does your partner get jealous of you seeing friends or talking to other people? If so, what happens?
- Your partner seems anxious. Sometimes this happens when someone is feeling guilty or worried. Were they responsible for your injuries?
- You mentioned that your partner uses drugs/alcohol. How do they act when drinking or on drugs?

3. Support

If someone you know does disclose they are suffering domestic abuse, it can be frustrating and worrying, but there are things that you can do to support that person including the following:

- **Be understanding.** Explain that there are many people in the same situation. Acknowledge that it takes time to trust someone enough to talk about the abuse. Allow them time to talk and don't push them to give too much detail if they don't want to.
- **Treat people with respect and dignity** and ensure that when asking questions, you do so in a non-blaming and sympathetic way. Do not be flippant, cynical or sceptical.
- **Be supportive.** Say that no one deserves to be threatened or beaten, despite what the abuser may have said. Be a good listener and encourage them to express their hurt and anger. See them by themselves and make sure they know you are there for them - do not walk away from them, or give up on them just because things are taking longer than you think they should, no matter how frustrated you feel.
- **Reassure** the person that: you are taking their disclosure seriously – do not minimise what has gone on; you are concerned for them; you are willing to help; that witnessing the abuse will have/be having an effect on their children; there are places to go for help and support.
- **Make your role clear** explain boundaries and the limitations of confidentiality, the extent and limits of your powers, and legal duties.
- **Let them make their own decisions**, even if this means that they aren't ready to leave the relationship, or if they want to return to the offender. This is their decision.
- **Respect** confidentiality (and explain the limits to this), and privacy.
- **Ask if they have suffered physical harm.** Offer to go along with them to hospital if they need to go. Help them to report the assault to the Police if they choose to do so.
- **Provide information**, as far as you can, on the help, which is available. Explore the options together so they can make informed and safe choices to protect themselves and their children.
- **Plan safe strategies for leaving the abusive relationship.** Letting them decide what is safe and what is not. Do not encourage them to follow any strategies that they are expressing doubt about – see below Safety Strategies section for further information. Remember to ensure the safety of the victim and any children at all times.
- **Offer the use of your address and/or telephone number** for information and messages.
- **If using an interpreter**, it is not appropriate to use partners, children or relatives.
- **Above all, look after yourself while you are supporting someone else.** Do not put yourself in a dangerous position: for example do not offer to talk to the abuser, or let yourself be seen by the abuser as a threat to their relationship. Be aware that the offender will not appreciate your involvement whether you are a professional or a friend/family member.

4. Risk Identification

In order to identify and assess the risks posed to victims of domestic abuse, and provide effective and appropriate support, risk identification, assessment and management is key. A risk assessment checklist, known as DASH (Domestic Abuse, Stalking, Harassment and Honour Based Violence) has been developed nationally, and has the sole purpose of providing a consistent and simple tool for practitioners working with adult victims of domestic abuse to help them identify those at high risk of harm and whose cases should be referred to a MARAC (Multi Agency Risk Assessment Conference) meeting in order to manage their risk.

DASH asks a series of questions around: physical abuse; whether the victim is frightened; isolation; feelings of depression or suicide; separation; conflict over child contact; stalking and harassment; pregnancy; escalation of abuse (either frequency or severity); control; honour based violence; use of weapons; threats to kill; sexual assault; strangulation, choking, suffocation, drowning; whether the abuser has hurt other people; mistreatment of pets; finances; drug and alcohol misuse; injunction history; and criminal history.

Before using a DASH, practitioners should have attended local training. DASH should not be seen as a tick box exercise; professional judgement and the potential escalation. If using a DASH checklist with a client, it should be introduced within the framework of your agency's confidentiality policy, information sharing policy and protocols, and the MARAC referral policies and protocols.

To view the DASH checklist, visit:

- CAADA (Co-ordinated Action Against Domestic Abuse) website: www.caada.org.uk which also lists relevant guidance and has the DASH checklist available in a number of different languages.
- DASH risk checklist website www.dashriskchecklist.co.uk which also has the DASH checklist adapted for victims to complete themselves (V-DASH 2010), and additional screening questions around stalking (S-DASH 2009) for professionals to complete, and VS-DASH 2009 for victims who believe they are being stalked. The additional questions around stalking can also be used for non-domestic stalking cases.

5. Making a referral and information sharing

A large number of victims of domestic abuse never tell anyone what they are experiencing, however if someone discloses domestic abuse to a professional (or even a friend or colleague) encouraging or making a referral to the relevant agencies should be done. Barriers to further help seeking by victims can include the stigma of domestic abuse, not knowing what other help is available, poor responses in the past from agencies, hanging onto the hope that things will get better, fear of what may happen if they do disclose, family values and fear of not being believed.

The below points are taken from 'Information Sharing: Pocket Guide' (2008) published by the Department of Children, Schools and Families, and Communities and Local Government. The guide also lists a series of questions under each 'golden rule' to support your decision making so you can be more confident that you are sharing information legally and professionally. To download the guide, visit: <http://publications.teachernet.gov.uk/eOrderingDownload/00808-2008BKT-EN-March09.pdf>

Seven golden rules for information sharing:

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living people is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or appropriate to do so.
3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

6. Safety Strategies

Leaving an abusive relationship does not mean that someone will be safe. Research has shown that victims trying to end relationships, or who are participating in child contact processes face increased danger with the first 3 months of separation being particularly dangerous. The decision to leave should therefore not be taken lightly and planning ahead is a sensible option.

Advice for practitioners

Practitioners working with victims of domestic abuse can help in someone's safety strategies by doing the following:

- Do not hold joint sessions with the victim and alleged perpetrator of domestic abuse

- If the victim has left the relationship/family home, do not give the alleged perpetrator the address/telephone number of where the victim is staying, whether it be with friends, family or in a refuge
- If living in a refuge, the address and location must be kept confidential in all circumstances to protect both the victim as well as other residents and workers in the refuge
- Do not agree to pass on a letter or message, or help facilitate contact unless the victim requests this. This demonstrates to the alleged perpetrator that you know how to contact the victim, putting the victim, any children, yourself and other colleagues at risk
- If the victim decides to return to the relationship, ensure that they have a safety strategy in place
- Ensure that you have 'safe' contact details for the victim and these are up to date
- If you have to write down a victim's contact details on any file or paperwork, only do so if essential. Mark as confidential to ensure that this can not fall into the hands of the alleged perpetrator
- Ensure that you document any encounters and act on any disclosures as per your agency's policies. Documentation should include time, date, place, witnesses, and size, pattern, age, accurate description and location of any injuries seen. If available, take photographs and use body maps to record injuries. Also record other evidence of abuse such as torn clothing and damaged property. All records could help in future legal action
- Ensure that you have provided the victim with as much help and support as possible, whether it be short or long term support. If offering to make referrals to other agencies, remember that the consent of the victim must be obtained before making referrals, unless there are serious concerns for the victim and their child(ren). Encourage medical support if necessary whether it be for physical injuries or mental health, for example depression, self harm. Do take responsibility when referring someone elsewhere
- Discuss the below safety strategies:

Safety during an incident

- Stay out of rooms that contain objects which could be used as weapons such as knives in the kitchen
- Stay out of rooms/places where you can be trapped
- Stay in a room with windows or a door that could be used as an escape route in an emergency
- Stay in a room with a phone so help can be summoned, or find somewhere safe to use a phone such as a telephone booth, a friend or neighbour's house. Always ensure mobile phones are fully charged
- Summon help by calling out loud so someone can hear what is going on. They may be able to summon help. If neighbours or friends are aware of what is going on and a pre-arranged signal is arranged, they could call the police if they hear an incident going on

Having a strategy

- Carry a list of useful telephone numbers, photocopy or keep safe important documents such as passport, birth and marriage certificates, benefit books, cheque books, driving license, court orders, work permits (if not a British citizen), details of any debts with your partner etc. Keep a copy of any injunction in place and make sure the police have a copy. Remember to keep any telephone numbers and documents safe from the abuser
- If one is not already set up, consider opening a bank account in your name for some financial independence
- Get a spare set of keys cut and keep them in a safe place or leave them with a friend or neighbour
- Think about who you could stay with should you decide to leave
- Keep spare change for taxi fares, telephone calls etc.
- Consider packing a bag with the keys, spare change and clothes for you and your children etc packed in a bag which is kept safe, but easy for you to get to, or leave it with a friend you can trust
- Seek help from local support agencies or report any incidents to the police who will investigate the report. If you do not wish to report any incidents, consider keeping a record of what is going on, photographing any injuries, saving abusive phone or text messages in case you decide to make any reports in the future

If remaining in the house but the abuser leaves

- Consider changing the locks. This may need to be checked with the landlord if you do not own the property
- Think about installing a security system such as a burglar alarm, and outdoor security lights
- Install smoke and fire detectors
- Think about making your telephone number ex directory
- If calling the abuser, dial 141 before calling as this disguises the number being dialled from
- Inform neighbours that the abuser has moved out of the address, even show them a picture

When out of the house

- Tell friends or work colleagues so they are aware of what is going on
- Think about changing usual routes home
- Avoid going out alone
- Carry around court orders and useful telephone numbers
- Carry a personal alarm/fully charged mobile phone

Safety strategies for children

- Even if children do not directly witness any abuse or violence, they can still be affected by it going on
- As a result of witnessing, or hearing arguments, children may develop psychological, medical and/or social problems; they may lose confidence, become afraid, angry or blame themselves
- Teach children not to become involved in any violent or aggressive incidents
- Teach children how to get out of the house safely, for example do they know how to unlock the front door
- Inform children of how to call the police or other people who may be able to help and what information they may need to give over the phone. Perhaps think of a code word for your children and friends so that they will know it is an emergency
- If other people are looking after your children or they are still at school, make sure they know of any court orders, show them a photograph of the abuser etc.

Leaving safely

- If deciding to leave, do so when your abuser is not around
- Take your children with you. Some teenagers may not want to leave and in some cases it may be best not to force them
- Take all relevant documents, certificates, bank books, sentimental possessions or things of sentimental value, favourite toys for the children or any medication
- In an emergency, get yourself and your children somewhere safe. Police attendance can be arranged at a later date to collect the rest of your belongings with you
- If you need an injunction, speak to your local Women's Aid, or the National Centre for Domestic Violence, or a local solicitor
- You may also wish to consider diverting phone bills, credit card and bank statements which could give clues to the abuser of your whereabouts/who you are in contact with etc.

DOMESTIC ABUSE, CHILDREN & YOUNG PEOPLE

Domestic abuse can have a profound impact on the children who witness, or worse still experience, violence and abuse first hand. The impact is immediate and long lasting. Where there is violence and abuse in the home, factors such as stability, consistency, love, understanding and trust are eroded, all of which are crucial to a child's healthy development

Problems for children and young people can manifest themselves in a multitude of behaviours and emotions, including: lacking in self-confidence, disrespect of parents, disruptive behaviours, deceitfulness, nervousness, anxiety, problem with sleep, guilt, confusion, torn loyalties, depression, self harm, aggressive behaviour, disruption in schooling, running away, the list is endless. Many children feel that they are to blame for what is going on at home.

Youth homelessness studies suggest that "violence at home" can make life intolerable for teenagers that the disruption and uncertainty of an unplanned departure, resulting in them moving between friends, hostels, squats and the streets.

'Almost a quarter of young adults in the UK have witnessed domestic violence during their childhood, and almost 1 in 20 (4.5%) children and young people in the UK have experienced severe forms of domestic violence'¹. It is estimated that where there are children in the family, where domestic abuse is occurring, 90% will be in the same or next room, when violence occurs between parents. Almost 2000 children contact Childline every year due to domestic abuse problems. The Department of Health estimates that at least 750,000 children a year witness domestic abuse, and nearly three quarters of children on the 'at risk' register live in households where domestic abuse occurs (2003). An NSPCC study in 2002, in a survey of 3000 young adults, indicated that 26% had witnessed violence between their parents at least once, and for 5% the violence was frequent and ongoing².

The link between child physical abuse and domestic abuse is high with 30% - 66% depending upon the study (Hester et al 2000, Edlson 1999, Humphreys & Thiara 2002). Studies show that the more severe the domestic violence, the greater the risk of children being physically abused³. Often the abusive adult may not discriminate between different members of the family; adult victims may not be able to meet the emotional, physical or supervisory needs of their children due to their own physical injuries and/or poor mental health; children may be injured while trying to intervene⁴.

Pregnancy is a high risk factor for women experiencing domestic abuse, with 30% of domestic abuse starting or escalating during pregnancy. During this time, women are less likely to be able to protect themselves and their unborn child, resulting in possible miscarriage or injury to the unborn child.

Children's responses to family violence vary according to their sex, stage of development, role in family, the extent and frequency of the violence, whether there are repeated separations and moves and economic and social disadvantage. Individual children may react differently, even from the same family.

Younger children are emotionally at greater risk from family abuse, because they are more dependent on their parents. Many symptoms seen in young children (irritability, regressive behaviour and sleep problems) are related to insecure attachment. These patterns of behaviour, designed to elicit more care, elicit in stressed mothers further rejection, which exacerbates the insecure attachment, ensuring the persistence of symptoms. Young children often feel they are the cause of their parent's victimisation.

The family provides role models for children and they may learn that violence and abuse is a means of resolving conflicts. Victimisation may be learned, externalising these behaviours will undermine adjustment

¹ 'Children Experiencing Domestic Violence: A research review'. Research in practice (Stanley 2011)

² Cawson, P (2002) *'Child Maltreatment in the Family: The experience of a national sample of young people'*. London: NSPCC

³ Humphreys, C and Houghton, C (2008) *'Literature Review: Better outcomes for children and young people experiencing domestic abuse - directions for good practice'*. Edinburgh: Scottish Government.

⁴ Goddard, C and Bedi, G (2010) 'Intimate partner violence and child abuse: a child-centred perspective', *Child Abuse Review*, 19, 1, 5-20.

at school and abuse patterns may continue into adulthood. It is estimated that a third of children exposed to violence at home will be violent as adults and become abusive parents. A survey carried out by Bliss magazine in 2008 with its readers found that approximately 1 in 5 Bliss readers under the age of 16 had been physically hurt by someone they were dating – and for sixteen year old girls, this rose to 1 in 4. The survey also found that nearly a quarter of fourteen year old girls who responded had been forced to have sex or do something else sexual they did not want to do by someone they were dating.

A supportive relationship with one parent or a caregiver seems to reduce the likelihood of transmission of violence across generations and a strong relationship with a mother can buffer adolescents against inter-parental conflict. The opportunity to discuss the violent exposure with supportive others is associated with less intrusive thinking and consequently fewer internalising symptoms. In addition friendship quality and reciprocated friendship moderates the effects on self-esteem.

Child Contact Orders

'Parental separation does not guarantee an end to violence. For one in two families who separate, the domestic violence continues beyond separation, and separated women are at particularly high risk. For many families, contact provides a context for domestic violence to continue⁵. Between 1994 and 2004 it is estimated that 29 children from 13 families have been killed during contact visits (or in one case when granted residency) by their violent fathers (Women's Aid, 2004).

Following divorce or separation, the Court decides on Child Contact Orders. Application to the Court can be made either by a parent as a litigant in person i.e. without legal advice or with the help of a McKenzie friend, or with the advice of a family law solicitor (ideally a Resolution Family Law Accredited Specialist). CAFCASS – Children And Family Court Advisory Support Service, have a duty to assess risk for all cases involving domestic abuse. By forcing contact with abusive and violent parents, both the non abusive parent and child can be put at risk. In a 2002 study of 100 refuge residents, 27% had major, ongoing problems with child contact.

'Findings from the Multi-agency Domestic Violence Murder Reviews in London' (2003) state that 'In just under half of the cases, the context of the argument preceding the murder was regarding separation, with child contact featuring strongly in cases where children were resident in the household'.

⁵ 'Children Experiencing Domestic Violence: A research review'. Research in practice (Stanley 2011)

HEALTH ISSUES

The impact of domestic abuse on someone's health is enormous and can affect both physical and mental health as well as leading to some of the most common associated health problems such as drug and alcohol dependency. The majority of domestic abuse incidents are not reported directly to the Police or emergency services, but victims do present to other statutory and voluntary agencies. The Health Service is ideally placed not only to identify domestic abuse when it is occurring at perhaps a less critical stage, but also proactively intervene at an earlier stage to the benefit of the victim and any children that may be involved.

Victims of domestic abuse will not only attend hospitals and outpatient departments for the treatment of direct injuries, but will also present on a regular basis to doctors, nurses, health visitors and midwives for a variety of associated problems

Physical Health

There are the obvious physical effects of domestic abuse which can include injuries such as bruises, cuts, broken bones, loose or lost teeth and complications around pregnancy. Effects can be both short and long term, leading to chronic health problems including migraines, hypertension, Post Traumatic Stress Disorder.

Visits to any medical professional should be recorded and could be used in future reports to police, other agencies or in getting an injunction. Research shows that domestic abuse can often start or intensify during pregnancy or new birth and midwives now ask routine questions around domestic abuse, regardless of whether there are signs or suspicions of domestic abuse.

Mental Health

Research indicates (taken from Women's Aid):

- Abused women are at least three times more likely to experience depression or anxiety disorders than other women
- One third of all female suicide attempts and half of those by Black and ethnic minority women can be attributed to past or current experiences of domestic abuse.
- 70% of women psychiatric in-patients and 80% of those in secure settings have a history of physical or sexual abuse.

Victims of domestic abuse who have a diagnosed mental health disorder are potentially more vulnerable. Perpetrators may use this diagnosis against their victim to abuse them even more, for example saying that they could not cope without them, telling the victim they are 'mad', withholding medication. Seeking help from agencies may also be difficult as the victim may feel the stigma of being diagnosed with a mental health disorder, and fear how agencies will respond. Responses from professionals may also be problematic; victims may be treated, according to their immediate health issues, rather than being offered the opportunity to disclose what is happening/has happened.

Drug and Alcohol Misuse

Victims of domestic abuse may turn to drugs and alcohol as a response to the abuse, as a mechanism of coping. On the other hand, abusers may introduce, or supply, drugs and alcohol to their victim as part of their power and control. They may also use their victim's dependency on drugs and alcohol as an excuse to carry out violence or as a reason to blame the victim for their abuse.

Research indicates (taken from Women's Aid):

- Women experiencing domestic abuse are up to fifteen times more likely to misuse alcohol than women generally
- Women reporting domestic abuse are up to nine times more likely to misuse drugs (including prescription drugs) than other women

- Between 50-90% of women attending substance misuse services may have experienced domestic abuse, either in childhood, or adult life, or both

Victims of domestic abuse who are using drugs and alcohol are potentially more vulnerable and may find it harder to seek help from support agencies, fearful that they may be labelled an 'alcoholic' or 'drug addict'.

Perpetrators of domestic abuse may often blame their use of drugs and alcohol as a reason for their behaviour. It should not be used as an excuse for the violence or abuse. Many will abuse their partners without being under the influence of drugs or alcohol.

MALE VICTIMS

Men also suffer domestic abuse.

Statistics on the extent of male abuse vary widely and therefore it is difficult to comment with any accuracy. Home Office research states that one in six men will be victims of domestic abuse during their lifetime and that at least 40% of victims of domestic abuse are men. Recent crime statistics for England and Wales suggest that as many as four percent of men have been victims of domestic abuse. In 2010, the [Men's Advice Line](#) spoke to almost 3,000 callers and replied to 1,200 emails – an increase of about 35% in comparison to the previous year.

A man experiencing domestic abuse may find it difficult to speak to someone about what is going on, or get help and support indicating that it is probable that there is significant under-reporting. Men may find it hard to acknowledge what is going on for a number of reasons such as embarrassment or shame, as well as finding it difficult to disclose abuse, fearful of not being believed or being taken seriously. There are many myths around male victims of domestic abuse such as "Men who experience domestic abuse are not 'real men'". This is not correct – domestic abuse is about power and control of one person by another, regardless of gender. There are fewer specialist services providing support to male victims, but it should be remembered that male victims have the same recourse to the law as any other victims of a crime.

Each person's experience of domestic abuse is unique and should be dealt with according to that person's needs. What is common for any victim of domestic abuse is that everyone has the right to live without fear of violence and abuse; the abuser is the only person responsible for their behaviour; abusers choose when they are violent and abusive. It is not the fault of the victim.

The Men's Advice Line has published a booklet specifically for male victims of domestic violence and abuse. It can be downloaded from their [website](#) or directly via this link:
http://www.mensadvice.org.uk/data/files/mens_advice_line_booklet_for_male_victims.pdf

Berkshire East & South Bucks Women's Aid's Specialist Service for Male Victims of Abuse

Established in August 2009 with the aim of supporting high risk male victims within the Berkshire East & South Bucks area, this innovative project has supported 72 high risk male victims to date. The project includes a Male Independent Domestic Violence Advocacy Service, Male Outreach and Research into male domestic abuse.

- Male Independent Domestic Violence Advocacy (IDVA) Service:

The Male advocate's primary role is to support high risk victims of domestic abuse. Referrals are accepted from partner agencies such as police, social services, probation, education and health as well as direct self referrals. The Male IDVA carries out a risk assessment to highlight all the risks the client is facing, followed by a tailor made safety plan which is discussed between the male IDVA and the victim to ensure that the victim and any children that he may have, can stay safe.

Additionally, high risk clients will also be referred to the local MARAC (multi-agency risk assessment conference) where all relevant agencies will discuss the case in confidence and produce a further plan to ensure the safety of the victim.

- Male Outreach

The main aim of the Male Outreach worker is to offer longer term and on-going support to male victims of domestic abuse at standard and medium risk. The Outreach worker will work with the victims and discuss options such as safety planning, going back to work/education, volunteering and other such options.

The male Outreach worker also works alongside young people that have witnessed/experienced domestic abuse. The aim of this is to break the cycle of abuse that many young people have seen within the home and then form abusive relationships themselves. The Outreach worker will uncover and discuss all behaviors associated with domestic abuse to encourage young people to recognise abusive behaviors and have their

own healthy relationships. This support can take place within the local refuges or within the community. Referrals are accepted from schools, local Youth Offending team and any other agencies that believe that this type of support would be beneficial to the young person.

- **Research into male domestic abuse**

The aim of the work is fourfold:

1. To gain a clear understanding of the needs of male victims of domestic abuse
2. To analyse trends in those perpetrating the violence as well as those who are victims
3. To understand public attitudes towards male domestic abuse, in particular those of front-line workers who may have direct contact with victims
4. To map the provision of services for male victims across the UK, including safe refuge and specialist services

The findings from the research will be reported back to the Home Office, Coordinated Action Against Domestic Abuse (CAADA) and other organisations associated with domestic abuse with the hope of illustrating the pressing need for greater support for this specific group.

ELDER ABUSE

The abuse of the elderly is increasingly being recognised as a serious social problem and as populations continue to age it is likely that it will continue to increase in the future. The range of abuse endured is similar to other types of domestic abuse and includes verbal, physical, sexual and psychological abuse, but the elderly can be especially vulnerable to economic or financial abuse and neglect. Action on Elder Abuse defines elder abuse as: -

'A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person'

There has been limited research into the extent of elder abuse. The few population based surveys that have been undertaken suggest that between 4% and 6% of elderly people experience abuse in the home (World Health Organisation & BMJ 1992) and that mistreatment in institutions may be more extensive. It also appears that unlike other forms of domestic abuse a significant number of older men may be victims of abuse. The abusers are usually well known to the victim and can include partners, adult children, relatives, friends, neighbours, care workers, health and social workers or indeed someone for whom they care. Where a partner is being abused it is more likely that an older victim will stay with the abuser than is the case in younger relationships. It should be remembered that sometimes the abuser is the victim's only source of companionship or it may be difficult for a victim to make the correct decisions about the abuse due to physical or cognitive impairments that result from ageing. This can lead to a variety of problems and dilemmas about the best action to be taken.

An analysis of calls to Action on Elder Abuse help line showed: -

- The majority of calls were about abuse in the victim's own home, with a quarter of calls related to abuse in hospitals or care or residential homes
- Abuse appeared to increase with age
- The abuse that was in the home was more likely to be psychological or financial, and most commonly perpetrated by an adult child. Abusers were both male and female family members. The principle carer was not generally the perpetrator.
- Abuse by a spouse was more likely to be psychological or physical
- In care settings abuse was more likely to be physical or neglect and perpetrated by a worker. 5% of people over retirement age live in a care setting (National Statistics 1999) yet 25% of calls related to abuse in these establishments
- There was considerable financial abuse perpetrated by adult children and their partners in a variety of ways, including by appointeeship for state benefits, misuse of personal allowance payments, the fraudulent use of bank accounts and the misuse of enduring power of attorney

The reporting of abuse in a care setting is often problematic because actual access to or available privacy to call may be difficult, and in addition many disabled or older people have problems with communication either in the manipulation of telephones or through speech impairments. Relatives reporting incidents feared retribution against their relative and workers were faced with problems over their continuing employment if reporting other workers.

Risk factors which can heightened the likelihood of abuse may include the stress and frustration associated with older people becoming more dependent, the fact that caregivers may be dependent on the older person for accommodation or financial support and the socio-economic changes that result from family and community networks breaking down.

Older victims of domestic abuse may have additional barriers when seeking support:

- May find it difficult to disclose to someone younger than themselves
- May feel that they have coped with the abuse for so long, it is not worth making difficult changes
- May be embarrassed that they have tolerated the abuse for so long and may minimise the incidents and extent of the abuse
- The abuser may be someone older than the victim and agencies may be less willing to believe this

- Their abuser may also be their carer and source of housing and finance, with an institution being the only alternative

The effects of abuse on older people can be especially serious as they are physically more vulnerable and convalescence takes longer. Other consequences of abuse can be feelings and/or symptoms of isolation, helplessness, anxiety, fear, stress, depression, financial problems, and permanent injury that may result in premature death.

Support and advice is available from your local Adult Social Care Department for those practitioners who are supporting someone experiencing domestic abuse.

DISABLED VICTIMS OF DOMESTIC ABUSE

Women's Aid state that 'disabled women are twice as likely to experience domestic abuse than non-disabled women. They are also likely to experience abuse over a longer period of time and to suffer more severe injuries as a result of the violence'. Research by Nacro (2002) in their report 'Access All Areas – A Guide for Community Safety Partnerships on Working Effectively with Disabled People', found that people with disabilities are four times more likely to be violently assaulted and four times more likely to be victims of sexual abuse than the general population. It reported that they were less likely to report abuse, as they feared they would not be taken seriously and that they had poorer access to the criminal justice system.

Victims of domestic abuse with a disability may be particularly vulnerable if their carer is the abuser, for example the abuser may use the disability as a way of degrading the victim, may remove mobility or sensory devices needed for independence. It may also be harder for a victim with a disability to remove themselves from an abusive situation or be socially isolated due to the disability. If living at home, special adaptations may have been made which may make it difficult to leave if the same provisions are not available elsewhere.

Seeking help from agencies may also be difficult, especially if they are dependent on their abuser. They may have limited access to transport or telephone, and contact with health professionals may only be in the company of their carer, thus eliminating the opportunity to disclose. Victims may be physically, emotionally and financially reliant on their abusers and will therefore find it difficult to challenge the abuse, especially if the alternative is a place in an institution. In addition carers may well be cast in a heroic, self-sacrificing light, which leads to the victim not being believed. Other barriers to seeking help include difficulties with communication and/or speech, lack of personal finance and that any symptoms of abuse may be not be identified, as they are attributed to part of the victim's condition e.g. self-harming, anxiety, eating disorders, depressive symptoms, gynaecological issues etc.

ABUSE IN LESBIAN, GAY, BISEXUAL & TRANSGENDER RELATIONSHIPS

The range of abuse that occurs in heterosexual relationships can also occur between partners in same-sex relationships.

Three factors have been found to be associated with domestic abuse within same sex relationships, relating to dependency, jealousy and the balance of power (Understanding Family Violence – Wiehe – Sage 1998). Dependency and the balancing of the need for attachment with a sense of autonomy may be more significant in these relationships where there is an absence of social validation within the community, causing couples to turn more intensively to each other. Similarly, jealousy may be more pronounced, as any external admirer being of the same sex may provoke envy as well as jealousy because any attention has not been focussed on that individual. In addition ex-lovers often remain in the local gay community allowing less opportunity for contact to be terminated. Issues around the balance of power in relationships may be heightened, as there is a lack of gender specific traditional roles.

Broken Rainbow, a support service for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse, took over 2000 calls on their national helpline in 2009. They quote that surveys show that at least 1 in 4 LGBT people experience domestic abuse.

Access for support for domestic abuse may be more difficult among LGBT communities due to homophobic attitudes within agencies and support services as well as individuals feeling that they may not be believed and that the abuse will be minimised. Partners in same sex abusive relationships may use the threat of 'outing' as a further means of control and to prevent the victim from seeking help. Even within the LGBT community there may be a reluctance to acknowledge such social problems, which could further fuel homophobia and prejudice.

Isolation can be a specific issue for abused lesbians and gay men, either due to low local LGBT populations or in areas with a larger population, the local LGBT community is often well known to each other, which has implications for getting support and maintaining privacy.

LGBT victims from Black and Minority Ethnic communities may face hostility due to cultural issues. Some religious communities are hostile to homosexuality and may ostracise or be abusive towards anyone from the LGBT community.

As a result of the Domestic Violence, Crime and Victims Act 2004, under the Family Law Act, anyone experiencing domestic abuse from partners or former partners in same sex relationships have the same rights as those abused in heterosexual relationships.

VICTIMS FROM BLACK AND MINORITY ETHNIC COMMUNITIES

Domestic abuse can happen to anyone, regardless of religious, ethnic or racial background, and there is no evidence to suggest that someone from some ethnic or cultural communities are at any more risk than others. It is the cultural setting in which abuse occurs may affect the way in which it is perceived and experienced. Victims from ethnic minority communities may be reluctant or unable to approach support services for a number of reasons such as: concerns regarding racist and discriminatory practices; the violence and abuse may be perpetrated by extended family members; issues around honour based violence and forced marriage; lack of awareness of what support services there are available; or lack of specialist support services; English may not be spoken by the victim or be a second language.

Culturally victims from minority ethnic communities may feel that they have too much to lose by leaving an abusive relationship for a variety of reasons including:

- Religious or cultural beliefs may forbid divorce
- Predominance of male religious and community leaders
- Those leaving may be forced to abandon contact with families and friends
- Lack of empowerment for women in some communities
- Dishonour and rejection within their own community if marriages fail
- Having insecure immigration status, or being dependent on their partner

There are a number of specialist support services for victims of domestic abuse from black and minority ethnic groups who are listed later in this document; however some may be anxious that extended family members or community members may have connections with the service.

IMMIGRATION AND NO RECOURSE TO PUBLIC FUNDS

There have been a number of changes around the immigration rules in recent years. UK Border Agency (UKBA) application forms often change to incorporate the immigration rule changes so you must ensure that the latest form is used, which can usually be downloaded from the UKBA website <http://www.ind.homeoffice.gov.uk/>

The most recent changes are:

1. The age for those seeking entry to join a partner in the UK has risen from 18 years old to 21 years old, as a measure to help prevent forced marriage.
2. The initial period of leave granted to a spouse/partner has been extended from 24 to 27 months, thus allowing an extra three months to enable a couple to meet the 24 months cohabitation in the UK that is required before applying to indefinite leave to remain in the country. This was as a result of a number of applicants not travelling immediately to the UK after entry clearance, therefore would have to apply for an extension to complete the 2 years cohabitation.
3. When applying for indefinite leave to remain, after the 2 years cohabitation period, the number of documents required to show cohabitation has been reduced from 20 to 6.

Giving immigration advice is complicated due to the ever changing nature of the law. Therefore, immigration advice should only be given if you are registered with the Office of the Immigration Services Commissioner (OISC), or refer to someone who is. It is a criminal offence punishable by fine or imprisonment for those who are not registered to give advice or assist in Immigration matters, whether for profit or not, except for practicing solicitors, barristers or legal executives. More information on the OISC can be found on their website <http://www.oisc.gov.uk>

Many people entering the UK to join their "settled" spouse or partner (called a sponsor) are subject to a 24 month probationary period before they can apply to the Home Office for indefinite leave to remain in the country. During these 24 months, they must be supported and accommodated without claiming certain benefits (No Recourse to Public Funds – NRPF) until being accepted for settlement. These benefits include: Income Support and Jobseekers Allowance (JSA); housing and homelessness assistance; Housing Benefit and Council Tax benefit; Working Families' Tax Credit; Child Tax Credit; a social fund payment; Child Benefit (this can be claimed by the partner settled in the UK); any disability allowance.

The settled partner is entitled to any benefits he or she receives in their own right as long as when their partner joins them from abroad it does not increase their benefits.

Having NRPF during this 24 month probationary period puts anyone suffering domestic abuse, including children in the household, at greater vulnerability for a number of reasons: the settled spouse/partner (and their family) can exploit the victim's vulnerability and insecure immigration status through physical violence, mental abuse and even imprisonment; victims are often fearful of reporting incidents to the police or other agencies, either risking remaining in the abusive relationship, facing destitution if they leave, or being deported to their country of origin if an overstayer; if the settled spouse/partner breaches the procedures or deceives immigration, the whole family are treated collectively liable. Anyone with NRPF funds wishing to leave an abusive relationship and stay in a refuge are not able to do so, as these are maintained through rental income mainly funded through housing benefit. Even if emergency accommodation is found, many do not have any money for living expenses. Some local refuges may be able to support one or two women with NRPF at any time but this is often at a cost to the refuge. It is rare and often unsafe for friends or family to provide accommodation and financial support for anyone with insecure immigration status.

This often leaves people dependent on their spouse/partner until indefinite leave to remain in the UK has been secured. This dependency may be exaggerated further due to language barriers, lack of professional skills, having young children to care for or cultural beliefs of gender roles.

After completing 24 months stay with their spouse or partner, someone may apply for indefinite leave to remain. Those who overstay the 24 months without applying for indefinite leave to remain, even if unaware of their rights, are considered an 'overstayer' and may be able to apply on discretionary grounds if submitted

shortly after the probationary period has expired, but there will be no grounds for appeal if the application fails.

If the marriage or relationship breaks down during the 24 months, the partner who has entered the UK has no right to remain in the UK. If during the 24 month probationary period, the relationship breaks down due to domestic abuse, it is possible to apply for indefinite leave to remain in the UK as the spouse, civil partner, same sex partner or unmarried partner of a person present and settled in the UK, under the Domestic Violence Immigration Rule (Settlement DV) if:

- The applicant have been given permission to enter or remain in the UK for up to 27 months as the spouse, civil partner or unmarried/same sex partner of a British citizen or someone settled here (even if that permission is no longer valid);
- The relationship was existing and genuine when they were last given permission to enter or remain; and
- The applicant was/is a victim of domestic abuse and that is what has caused the relationship to break down before the end of their permission to enter or remain and evidence can be produced.

The applicant should apply using application form SET(DV), and having read the detailed Guide SET(DV) which can be downloaded from the UK Border Agency website:

[http://www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset\(dv\)/](http://www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset(dv)/)

The Destitution Domestic Violence (DDV) Concession

The introduction of the DDV Concession replaces the Sojourner project and came into force on 1 April 2012. It is aimed at protecting those eligible under the concession who are victims of domestic abuse, by allowing them to notify the UK Border Agency of their need to access public funds while they make a claim for indefinite leave to remain as a victim of domestic abuse.

The UK Border Agency can be notified of someone's need to access public funds, under this policy if:

- the person entered the UK or were given leave to remain in the UK as a spouse, civil partner, unmarried or same sex partner of a British Citizen or someone present and settled in the UK; **and**
- the relationship has broken down due to domestic violence; **and**
- the person does not have the means to access accommodation or support themselves and need financial help; **and**
- the person is going to make a claim to stay permanently in the UK under the Domestic Violence Immigration Rule (Settlement DV)

If the UK Border Agency considers the individual to be in a position to apply for assistance they will be given 3 months limited leave to enable them to stay in the UK with access to benefits.

This is **NOT** an application to stay permanently in the UK under the Domestic Violence Immigration Rule (Settlement DV). This will have to be applied for separately using guidance from the following link: www.ukba.homeoffice.gov.uk/sitecontent/documents/residency/dv-victims-settlement.pdf. This process has not changed.

If the individual does not need financial help, they can apply directly to stay permanently in the UK under the Domestic Violence Immigration Rule (Settlement DV) by using the following link www.ukba.homeoffice.gov.uk/sitecontent/documents/residency/dv-victims-settlement.pdf. This process has not changed.

How does the notification process work?

To notify the UK Border Agency, the individual will need to download the notification form Protecting Victims of Domestic Violence (DDV). This can be found on the UK Border Agency website at:

www.ukba.homeoffice.gov.uk

[www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset\(dv\)/](http://www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset(dv)/)

www.ukba.homeoffice.gov.uk/sitecontent/documents/residency/dv-notification-form.doc

The completed form can be sent by email to: Domestic.Violence@homeoffice.gsi.gov.uk

Notifications sent by email will receive a confirmation receipt from UK Border Agency within 1 working day. Postal notifications will be accepted BUT they will take longer to process. The address is included on the notification.

When the UK Border Agency (UKBA) receives the notification, they will decide whether the individual is eligible for this leave. If they are eligible, the individual will be issued with a vignette confirming they have been given 3 months permission to stay in the UK. This will enable the individual to seek access emergency refuge accommodation and to apply to the Department of Work and Pensions (DWP) for financial help.

THE INDIVIDUAL MUST APPLY SEPARATELY TO DWP. Claims for DWP benefits can be made by calling freephone number 0800 055 6688. For those who find it hard to speak or hear clearly a textphone is available on 0800 023 4888. Lines are open from 8.00 am to 6.00 pm, Monday to Friday. Claims for Jobseeker's Allowance or for more information on applying, can be made online via the Directgov website www.direct.gov.uk

For more information about the Domestic Violence Immigration Rule, and about help for Domestic Violence victims from the UKBA website at: www.ukba.homeoffice.gov.uk/sitecontent/documents/residency/dv-victims-settlement.pdf

Please note: ANY GRANT OF LEAVE UNDER THIS POLICY WILL CHANGE THE TERMS OF THE INDIVIDUAL'S STAY IN THE UK. THEY MAY WISH TO SEEK ADVICE BEFORE COMPLETING THE REQUEST FORM.

If victims of domestic abuse are seeking asylum themselves, or are dependent on asylum seekers, and they report the abuse, their housing provider should ensure (with the consent of the victim) that they are transferred immediately to alternative accommodation. The National Asylum Support Service (NASS) should pay all reasonable costs, be referred to support services and the asylum seeker should also be able to claim emergency support for essential living needs for a short period of time. If not the main asylum seeker, the victim should consider making an independent application.

HONOUR BASED VIOLENCE & FORCED MARRIAGE

Honour Based Violence

The Association of Chief Police Officers defines Honour Based Violence as: "A Crime or incident which has or may have been committed to protect or defend the honour of the family and/or community members."

"Murders in the name of so-called honour' are murders in which victims, predominantly women, are killed for perceived immoral behaviour, which is deemed to have breached the honour code of a family or community, causing shame. They are sometimes called 'honour killings'"

Honour Based Violence exists across all cultures and many communities including some in South and Eastern Europe, and can include crimes such as abduction/kidnapping; imprisonment; physical and emotional pressure and threats; rape; obstruction to studies/career opportunities/financial independence; harassment; threats to kill/murder; sense of shame, betrayal and isolation; self harm, depression; dishonour of divorce/separation where marriage fails; enforced pregnancy.

Forced Marriage

'An arranged marriage is not the same as a forced marriage. In an arranged marriage, the families take a leading role in choosing the marriage partner. The marriage is entered into freely by both people. However, in some cases, one or both people are 'forced' into a marriage that their families want. A forced marriage is a marriage conducted without the valid consent of both people, where pressure or abuse is used. You might be put under both physical pressure (when someone threatens to or actually does hurt you), or emotional pressure (for example, when someone makes you feel like you're bringing shame on your family) to get married. In some cases people may be taken abroad without knowing that they are to be married. When they arrive in the country their passports may be taken by their family to try and stop them from returning home. Forced marriage is an abuse of human rights, and a form of domestic violence and child abuse' (Forced Marriage Unit).

The Forced Marriage Unit (FMU) is a joint initiative with the Home Office. In 2011 the FMU gave advice or support related to a possible forced marriage in 1468 instances. 66 of these involved those with disabilities (56 with learning disabilities, 8 with physical disabilities and 2 with both), and 10 instances involving victims who identified themselves as LGBT. Of the 1468 instances, 78 per cent were female and 22 per cent male.

The FMU can offer confidential advice and assistance to those who have been forced into marriage, those at risk of being forced into marriage, people worried about friends or relatives, or professionals working with actual or potential victims of forced marriage. The FMU can work with embassy staff to rescue victims who may have been held captive, raped, forced into a marriage or into having an abortion.

The FMU have produced practice guidelines for frontline workers which can be downloaded from their website: www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/forced-marriage/

In June 2012, the government announced that forcing someone to marry will become a criminal offence in England and Wales. The new law will be accompanied by a range of measures to increase protection and support for victims with a continuing focus on prevention.

Forced Marriage (Civil Protection) Act 2007

This Act came into force on 25 November 2008 as a measure to prevent forced marriage. It is aimed at protecting the victims of forced marriage and 'where a forced marriage has or is about to take place, courts will be able to make orders to protect the victim or the potential victim and help remove them from that situation'. It gives both the County Court and the High Courts the power to make Forced Marriage Protection Orders (FMPO) to which a power of arrest can be attached, and can be applied for by a 3rd party on behalf of someone else.

For full details of applying for a Forced Marriage Protection Order, download the leaflet from: http://www.mensadvice.org.uk/data/files/forced_marriages_protective_order_leaflet.pdf

HOUSING OPTIONS

There are four main housing options for anyone experiencing domestic abuse:

1. Going into a refuge;
2. Staying with friends or family;
3. Going into emergency accommodation;
4. Remaining in the home without the abuser.

1. Going into a refuge

A refuge is a safe house for women and children fleeing domestic abuse. Some are only for women from particular ethnic or cultural backgrounds (for example Black, Asian or South American women). Many refuges have disabled access/provision.

Someone with children will be able to take them too, but some refuges that may not take teenage boys.

To find a refuge with available accommodation, call the National 24 hour Domestic Violence Helpline, run in partnership between Women's Aid and Refuge or your local Women's Aid.

When refuge accommodation has been found, a member of staff from the organisation will discuss how to get there. They may arrange to meet the victim somewhere easy to find. If the address or location of the refuge is disclosed, it is important that this is kept safe and it not written down/left behind (to avoid the location, or the contact details of the refuge to be traced).

A 'virtual refuge' can be accessed on the Women's Aid website: <http://www.womensaid.org.uk/virtualrefuge/>

2. Staying with friends or family

Whilst this may be a first choice, it is not always practical as the abuser may know where the victim is. Accommodation may only be able to be offered for a couple of nights and friends or family may encourage the victim to return home which again is not practical or safe.

3. Going into emergency accommodation

If someone is unable to remain at home due to domestic abuse, the local authority will provide advice on finding somewhere to live and may be able to provide temporary accommodation (perhaps in a bed and breakfast, hostel or refuge), which may eventually lead to permanent accommodation.

The local authority may make enquiries into the causes of homelessness but will handle these enquiries sensitively. The Code of Guidance to the Homelessness Act 2002 is clear that it is not advisable for the Housing Authority to approach the alleged perpetrator. [In cases involving Domestic Violence the safety of the applicant ensuring confidentiality must be of paramount concern – Code of Guidance 10.28]

Applications can be made to a local authority in a different area, but they will usually want proof that by returning to the home area, the applicant is at risk of violence. If there is a local connection to the new area, for example, family living there, working there, that may help with the application.

The local authority may gather supporting information from friends, neighbours agencies such as the police but this will only be done with permission.

4. Remaining in the home without the abuser

In some areas, there is a Sanctuary Scheme in place. Bracknell Forest Council, the Royal Borough of Windsor and Maidenhead and Slough Borough Council all have a Scheme which gives additional security measures to the homes of domestic abuse survivors. Each Scheme is tailored to accommodate the needs

and circumstances of those involved. The service is discreet and confidential and the security providers are (Criminal Records Bureau) CRB checked and trusted.

To be eligible for the scheme:

- the abuser must no longer be resident in the property;
- the accommodation must be in the relevant local authority area;
- the 'client' must either be experiencing domestic abuse or be threatened with abuse
- the 'client' will be at risk of further abuse if remaining at home without additional security

For more details, including contact numbers, please see details under the list of useful numbers.

Victims of domestic abuse may wish to seek support either through the criminal or civil route, both of which are explained below:

1. CRIMINAL ROUTE

By pursuing the criminal route, incidents of domestic abuse can be reported to police and will be progressed through the Criminal Justice System.

Thames Valley Police

The role of police in domestic abuse cases is to:

- Protect the lives of both adults and children who are at risk as a result of domestic abuse
- Adopt a proactive approach to prevent and reduce domestic abuse
- Effectively investigate all reports of domestic abuse
- Facilitate effective action against offenders so they can be held accountable through the Criminal Justice System

The response of police in domestic abuse cases is to:

- Attend all domestic abuse incidents
- Grade all domestic abuse incidents as 'urgent' as a minimum. This means that police officers aim to respond to the call within at least one hour unless circumstances require a more immediate response.
- Intervene positively when called to all domestic abuse incidents. If they don't make an arrest, they must be able to justify why. This has led to a significant increase in the number of people arrested for domestic abuse-related offences. Officers are also encouraged to get as much evidence from the incident as possible.

At the Scene

A DASH (Domestic Abuse, Stalking, Harassment and 'Honour' Based Violence) risk identification checklist will be completed by attending officers, asking the victim a number of questions to highlight any risks posed to that individual or children in the household. Officers are asked to make an initial grading of 'Standard', 'Medium' or 'High' risk to highlight whether, based on the information gathered on the DASH form, the victim is likely to be harmed in future. The offending history of the perpetrator is always included in the risk assessment process.

Details of children in the household (whether present or not during the time of the incident) or seen by police officers at the time) are also gathered.

Officers will gather evidence including taking statements (from witnesses, neighbours as well as the victim), taking photographs of injuries etc, to build a case which does not rely solely on the statement and continued support of the victim.

Domestic Abuse Officers

The Domestic Abuse Investigation Unit (DAIU) monitors 'Medium' and 'High Risk' incidents attended by uniformed officers. The DASH form, along with details of the incident will be assessed by specialist officers. It is vital that every incident is risk assessed to provide the necessary support, care and provisions for victims to prevent them from further harm.

Based on this risk assessment, DAIU officers will offer advice and help which could include making referrals to other support services such as Women's Aid or Victim Support. They are dedicated to ensuring that

victims of domestic abuse receive a professional service which is victim led and, wherever possible, suited to the victim's needs. High risk cases will be referred to the MARAC (Multi Agency Risk Assessment Conference) – for more information on the MARAC, see section 16 on pages 36-38.

As a duty of care, Social Services/Social Care will be notified of any incidents where there are children under 18 years old living in the household. The Berkshire Healthcare Safeguarding Team will also be notified of any incident where there are children under 5 years old in the household (regardless of whether they were present during the incident) and the information will be shared with the relevant health professional(s). This will be done for any incident, regardless of risk level. In some areas, the Education Team are also notified of incidents where there are children of school age in the household. They will in turn notify the relevant school(s).

After the Incident

Where an arrest has taken place, the suspect will be interviewed before the case being referred to the Crown Prosecution Service (CPS) who will decide whether or not to continue with a prosecution. Safety of the victim (including details of the risk assessment), others involved, views of the victim will all be taken into consideration. If the victim does not wish to continue with the prosecution, they are entitled to make a 'negative statement' which should include reasons for withdrawing and whether the abuser has put any pressure on the victim to withdraw. Just because a negative statement has been made does not mean the case will automatically be dropped as the CPS may decide that it is in the 'public interest' to continue.

CPS can make one of the following decisions:

- to release the abuser with no further action which is self explanatory;
- to bail the abuser, pending further enquiries (bail conditions may or may not be attached, for example, not to contact the victim). The victim should be consulted with and updated on any conditions imposed;
- to caution the abuser. In order to receive a caution, the alleged offender must admit to the offence and should not have received a prior caution/been convicted of a previous similar incident;
- to charge the abuser. They will either be remanded in custody or released on bail (with conditions).

Going to court

The Berkshire Specialist Domestic Violence Court (SDCV) has been running since 2008. The SDVC hears all first hearings, adjourned hearings and sentencing hearings of domestic abuse cases. Trials are listed for the earliest available date at Cracknel Magistrates' Court for any day of the week. Victims and witnesses attending a trial court are supported by The Witness Service; however they can also be accompanied by an Independent Domestic Violence Advisor (IDVA). For further information around IDVAs, please see later in this guide.

The overall objectives of the SDVC's are to improve victim safety, enhance support services offered to victims, increase offender accountability during court proceedings and post conviction or court order, promote informed and consistent judicial decision making, increase confidence in the criminal justice system, improve court efficiency resulting in fewer court appearances and less delay.

2. CIVIL ROUTE

By pursuing the civil route, someone experiencing domestic abuse can apply for an injunction under the 1996 Family Law Act by applying for either a non molestation order or an occupation order. The original 1996 Act has been amended by the Civil Partnership Act and the Domestic Violence, Crime and Victims Act.

Injunctions can be obtained from the Court by:

- Applying directly, although it is probably best to have help from a solicitor or a local support organisation
- Speaking to either Berkshire East & South Bucks Women's Aid or Berkshire Women's Aid
- Speaking to the National Centre for Domestic Violence, who will try and arrange a court date and time as soon as possible. If eligible for public funding, they will allocate a solicitor to meet the

Applicant at Court. If not eligible for public funding they will offer assistance at Court (called a "McKenzie Friend"), who can accompany and sit with the Applicant through the Court process. There is no charge for this service.

An application for an order must be presented to the Court in the form of a written affidavit, detailing the physical and emotional harm experienced, including dates and times if possible and the effects on the Applicant and any children.

Once an order has been made, the Applicant will keep a copy and a further copy should be handed to the respondent which will be arranged by the court/solicitor. The order is effective, once the respondent has been handed the order. It is also useful for the local police station to have a copy of the order should the respondent breach it and they be called to deal with the breach as a criminal matter.

The abuser does not have to have been violent towards the applicant, as the Order can be granted on the basis of mental/psychological abuse, harassment, intimidation etc. Applicants must be an 'associated person' to the abuser, defined by the Act as:

- Spouses or former spouses;
- Civil partners or former civil partners;
- Engaged couples, or formerly engaged up to a limit of three years since the termination of the engagement;
- Cohabitants or former cohabitants where the applicant is or was living with the abuser as husband or wife (or in an equivalent intimate relationship if of the same sex);
- Those who live or have lived in the same household but not because one of them is the others' employee, tenant, boarder or lodger;
- Relatives: father/stepfather, mother/stepmother, son/stepson, daughter/step-daughter, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece (whether blood, half or through affinity);
- Any of the above relatives in relation to the spouse or former spouse; or co-habitant or former co-habitant;
- Parents to the same child;
- Those who have or have had parental responsibility, adoptive parents or those with whom the child has been placed for adoption, for the same child;
- Parties to the same family proceedings;
- Those who have or have had an intimate personal relationship with each other which is or was of significant duration.

i. Non-Molestation Orders

These Orders aim to protect the applicant from harassment or violence. The Order forbids the alleged perpetrator from molesting the applicant or any 'relevant child'. It can also forbid the alleged perpetrator from damaging or disposing of the applicant's possessions and forbid the abuser from instructing a third party to carry out such actions on their behalf.

When granting a non-molestation order the Court will give consideration to securing the health and safety of the Applicant or any 'relevant child'. Even if no application has been made for such an order, the Court may still grant one if it considers this the best way to protect the safety of either the abused or a relevant child. Such orders can be extended by the Court indefinitely. Such orders can be granted to children although if they are under 16, they must be granted leave of Court to apply.

Where emergency protection is required, an 'ex-parte' application can be made without the attendance of the respondent (alleged abuser). An 'ex-parte' order will be granted if there is a significant risk of harm from the alleged abuser; or if the applicant (victim) is likely to be deterred or prevented from applying with the alleged abuser present; or where the alleged abuser deliberately evades the service of an order by the Court. It is anticipated that it will be easier to obtain an ex-parte order than under previous legislation.

If the respondent (alleged abuser) contests any of the allegations made to the Court by the Applicant, the Court may allow the respondent to accept an 'undertaking' in lieu of a formal order. An 'undertaking' is usually sought to avoid a lengthy and contested Court hearing as it does not require the respondent to admit

to the allegations and the court makes no finding of fact. Although technically an 'undertaking' does have the same effect as a Court order, it is often perceived as a less definitive remedy. A power of arrest cannot be attached to an undertaking. An undertaking should not be accepted by the Court if violence has been used or threatened.

From 1 July 2007, Section 1 of the Domestic Violence, Crime and Victims Act 2004 made breach of a non-molestation order a criminal offence, with a possible penalty of a 5 year custodial sentence. If the Order is breached, the applicant can either:

1. Call the police who will deal with the breach as a criminal offence, or
2. Return to the civil court where the Order was made and it will be dealt with as a contempt of court.

ii. Occupation Orders

These Orders decide on who has the legal right to occupy the home.

There are various types of occupation orders which can work in a number of ways including:

- Ordering the alleged abuser to move out of the home or stay away from the home;
- Ordering the alleged abuser to stay a certain distance away from the home;
- Ordering the alleged abuser to stay in certain parts of the home;
- Ordering the alleged abuser to allow the applicant back into the home if they have locked the applicant out;
- Extending, terminating or restricting Matrimonial or Civil Partnership Home Rights;
- Restricting or terminating an alleged abusers rights of occupation;
- Giving applicants rights of occupation;
- Re-enforcing applicants rights of occupation;
- Giving applicants rights of entry to the home (e.g. to retrieve possessions)

Occupation orders are more complicated than non-molestation orders. The applicant's property and/or marital/civil partnership status will affect what type of occupation order s/he can apply for and whether or not this application is likely to be successful.

If the Applicant does not have a legal entitlement to occupy the property, the court will apply a 'balance of harm' test when deciding whether to make the Order. This determines who will suffer the most harm if an order is not made.

Firstly the applicant must be 'associated with' their alleged abuser. An assessment must then be made as to whether or not s/he is an "entitled" or "non-entitled" applicant. An "entitled applicant" is someone who has a pre-existing right to occupy the home, due to tenancy (joint or sole); home ownership (joint or sole); beneficial or contractual interest; civil partnership home rights; matrimonial home rights. Entitled applicants have greater rights than non-entitled applicants.

When assessing applications from entitled applicants, the following must be considered:

- The housing needs and resources of each of the parties and those of any relevant child;
- The financial resources of each of the parties including income, capital and earning capacity;
- The likely effect of the making or non-making of any order on the safety and well-being of the parties and any relevant child;
- The conduct of the parties in relation to each other and otherwise.

There are *additional* criteria for non-entitled cohabitants or former cohabitants:

- The nature of the parties' relationship;
- How long they lived together as husband and wife (or equivalent for same sex cohabitants);
- Whether there are or have been any children involved;
- How long since the parties lived together; and
- Are there any proceedings for a court order relating to a transfer of property, or relating to financial interests in the house concerned.

Section 1 of the Domestic Violence, Crime and Victims Act 2004 does not apply to Occupation Orders and a power of arrest may be attached to an Order if requested.

iii. Forced Marriage Protection Orders

A Forced Marriage Protection Order can help if you are:

- being forced into marriage; or
- you are already in a forced marriage.

A Forced Marriage Protection Order is unique to each case and contains legally binding conditions and directions that change the behaviour of a person or persons trying to force someone into marriage. The aim of the order is to protect the person who has been, or is being forced into marriage against their wishes. The court can make an order in an emergency so that protection is in place straightaway.

For more information about Forced Marriage Protection Orders, view the following leaflet:

www.mensadviceline.org.uk/data/files/forced_marriages_protective_order_leaflet.pdf

The Domestic Violence Crime and Victims Act 2004

This Act was brought in to increase the protection, support and rights of victims and witnesses involved in domestic abuse, and to address the proposals set out in the government's 'Safety and Justice' paper on domestic abuse.

The Act made the following provisions:

1. New powers to make breach of a 'non molestation order' under Family Law Act 1996 (FLA) to become a criminal offence, with a maximum penalty of 5 years. This same provision does not apply to Occupation Orders.
2. Strengthening the civil law to extend the availability of non-molestation orders and occupation orders to same sex couples, and to those who have never cohabited or been married.
3. Making a new offence of causing or allowing the death of a child or vulnerable adult. All members of a household, aged 16 and over, may be liable for the offence.
1. From 13 April 2011, the introduction of statutory multi-agency domestic homicide reviews (DHR) when anyone over 16 years dies of violence, abuse or neglect from a relative, intimate partner or member of the same household. The purpose of a DHR is to: establish what lessons are to be learnt from the homicide regarding the way in which local professionals and organisations work individually and together to safeguard victims; identify clearly what those lessons are both within and between agencies, how and within what timescales they will be acted on, and what is expected to change as a result; apply these lessons to service responses including changes to policies and procedures as appropriate; and prevent domestic violence homicide and improve service responses for all domestic violence victims and their children through improved intra and inter-agency working.
2. Making common assault an arrestable offence. This was overtaken by the Serious and Organised Crime and Police Act 2005, and from January 2006 the term arrestable offence ceased with one power of arrest applying to all offences.
3. Extending availability of Restraining Orders (from Protection from Harassment Act 1997) to any offence, on conviction – prior to this time, such orders could only be imposed on offenders convicted of harassment or causing fear of violence; or acquittal where the court considers it necessary to protect the victim from harassment, based on 'balance of probability' evidence.
4. Introducing a statutory Victims Code of Practice and Commissioner for Victims and Witnesses. Also allowing victims to take their case to the Parliamentary Ombudsman if they feel the code has not been adhered to by the criminal justice agencies.

The 1997 Protection from Harassment Act (Civil and Criminal Law)

The Protection from Harassment Act 1997 came into force on 16 June 1997. Its aim is to catch all types of harassment, not just offences such as stalking and covers such matters as stalking, racial, sexual, work related, neighbourhood or domestic harassment and any unwelcome attention.

The dictionary definition of harassment is to 'vex by repeated attacks or to trouble or worry'. In law the main requirements are to pursue a course of conduct (on at least two occasions), amounting to the harassment of another, which the defendant knows or ought to know amounts to such harassment.

As of 25 November 2012 amendments to the Protection from Harassment Act have been made that makes stalking a specific offence in England and Wales for the first time. The amendments were made under the Protection of Freedoms Act 2012. The amendments can only be used to deal with stalking incidents that occur after 25 November 2012; stalking prior to this will still be dealt with as 'harassment' under sections 2 and 4 of the Protection from Harassment Act.

For further information on the amendments as well as information on civil options, visit the National Stalking Helpline website:

<http://www.stalkinghelpline.org/faq/about-the-law/>

INDEPENDENT DOMESTIC VIOLENCE ADVISORS (IDVAS) & MULTI AGENCY RISK ASSESSMENT CONFERENCES (MARACS)

The below information is used courtesy of Davina James-Hanman, Director of the Greater London Domestic Violence Project, taken from the document 'Making the Case: Guidance for Voluntary sector groups on securing match funding for an Independent Domestic Violence Advocacy⁶ Service'.

What is an Independent Domestic Violence Advocacy (IDVA) Service?

IDVAs are trained specialists whose goal is the safety of domestic abuse victims. While IDVAs will accept all referrals, their focus is on providing a service to victims at medium to high risk of harm to address their safety needs and help manage the risks that they face. IDVAs tend to come in at the point of crisis for a victim i.e. just after a police call out or Accident and Emergency attendance. IDVAs are also an essential component to the Specialist Domestic Violence Courts, established in Berkshire East in March 2008.

Key elements of an IDVA service

There are a number of elements present within an IDVA service. These are:

- **Crisis Intervention:** advisors work from the point of crisis with a survivor and offer intensive support to help assure their short and long term safety.
- **Risk:** the service is based on assessment and understanding of risk and its management. IDVAs must be trained to assess risk and respond in a way that is appropriate to the level of risk that the victim is experiencing. IDVAs have to be willing to involve other agencies when the victim or the children of the victim are in danger.
- **Independent:** from both the justice system and local government, in order to focus on safety and not other targets which statutory agencies must bear in mind when providing a service. Victims need support from someone who can give impartial advice on their safety options.
- **Professional:** this service is not suited to volunteers because the service involves supporting a victim with a trained caseworker and because IDVAs work with people who are at medium or high risk of serious harm. IDVAs should be trained to meet specific accredited learning outcomes. Currently, CAADA⁷ (Co-ordinated Action Against Domestic Abuse) delivers an accredited training course for IDVAs which meets those standards and has been endorsed by Government. Women's Aid is also developing training. The IDVA service should be provided in such a way as to be sensitive to all cultural and other differences and needs and be fully accessible to victims with complex needs and all those who face additional barriers to seeking help and support.
- **Multi-agency working:** IDVAs are trained to understand the value and legal requirements of information-sharing. While developing safety plans that are tailored to the individual's safety needs and goals, they are trained to approach individuals' situations with the expectation that the agencies involved will each take their responsibility for reducing the risk that the victim faces, whether that is the police arresting an offender who has breached bail or a health visitor reporting to other agencies that a perpetrator who had been reportedly to have left the house has since returned.

⁶ The term 'Advocate' / 'Advocacy' was originally used but has recently been changed to 'Advisor' / 'Advisory'

⁷ www.caada.org.uk

- **Measurable Outcomes:** IDVAs can contribute to increased victim safety and satisfaction, reductions in repeat victimisation, maintaining victim engagement with the Criminal Justice System and increased reporting and support for children at risk of harm from domestic abuse.

Research shows that abused women consistently cite the need for there to be one point of contact they can approach for help. The confusion of different policies and practices is a minefield for most professionals in this field to negotiate successfully, let alone for abused victims. Having one point of contact who can provide information and support, who maintains an overview of their progress within various systems and agencies and who can advocate on their behalf where necessary to ensure policies are being adhered to properly, can make all the difference.

An Independent Domestic Violence Advisor Service is possibly **the single most efficient, effective and economic intervention** that could be provided.

Evidence based research⁸ shows that independent advisors are a key component element in:

- increasing confidence in the Criminal Justice System (CJS)
- increasing prosecutions
- increasing reporting to the police
- decreasing 'cracked trials'
- reducing repeat victimisation
- encouraging help-seeking
- increasing safety
- assisting emotional recovery
- reducing repeat homelessness
- reducing levels of injuries sustained
- making savings to the public purse
- reducing the number of children 'at risk'.

In East Berkshire, the IDVA service is provided by Berkshire East & South Bucks Women's Aid and Berkshire Women's Aid.

What is a Multi Agency Risk Assessment Conference (MARAC)?

The first ever MARAC was held in 2003 in Cardiff. Roll out of MARACs across the country began in April 2006, with the Berkshire East MARAC meeting for the first time in February 2007.

MARACs discuss cases identified as being at 'high' risk of significant harm. Any agency can refer into MARAC, having identified the 'high' level of risk through completing a DASH (Domestic Abuse, Stalking, Harassment and Honour Based Violence) Risk Identification Checklist.

"In a single meeting, a domestic violence MARAC combines up to date risk information with a timely assessment of a victim's needs and links those directly to the provision of appropriate services for all those involved in a domestic violence case: victim, children and perpetrator.

The aims of the meeting are to:

- Share information to increase the safety, health and well being of victims – adults and their children;
- Determine whether the perpetrator poses a significant risk to any particular individual or to the general community;
- Construct jointly and implement a risk management plan that provide professional support to all those at risk and that reduces the risk of harm;
- Reduce repeat victimisation;
- Improve agency accountability; and
- Improve support for staff involved in high risk domestic abuse cases

⁸ 'Tackling Domestic Violence: effective interventions and approaches' Home Office (2005); London Domestic Violence Strategy (2001); 'Tackling Domestic Violence: providing advocacy and support to survivors of domestic violence' Home Office (2005); Crown Prosecution Service, 'Evaluation of Specialist Domestic Violence Courts/Fast Track Systems' (2004); 'Domestic Violence matters: An evaluation of a pilot project' Home Office (1999)

The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety⁹.

The Berkshire East MARAC is chaired by Police and meets monthly to discuss high risk cases of domestic abuse in the local area. Key agencies are invited to attend such as Children and Young People's Services; Adult Services; IDVAs; Victim Support; Health; Mental Health; Housing; Probation; Education; Local drug and alcohol services; specialist domestic abuse services such as Kinara Asian Women's Service. Individual cases may invite additional attendees.

IDVAs play a key role in the MARAC by ensuring that the safety of the victim and any children remain at the centre of the process; keeping the victim informed of decisions made at the meeting and making sure other agencies carry out their functions safely.

For further information around the Berkshire East MARAC, please contact your local Police Domestic Abuse Unit. For general information on MARAC and the work of [CAADA](http://www.caada.org.uk) (Co-ordinated Action Against Domestic Abuse), a national charity who aim to improve safety for victims of domestic abuse by supporting IDVA work through IDVA training; accredited service standards and training on MARAC implementation, please visit the CAADA website (see footnote).

⁹ *MARAC Implementation Guide* CAADA (December 2007) www.caada.org.uk

STALKING & HARASSMENT

INTRODUCTION & BACKGROUND

Statistics and information taken from the [National Stalking Helpline](#) website found that:

- Stalking can ultimately lead to murder. (76% of women murdered by their ex partner were stalked in the lead up to their death (McFarlane et al))
- The very nature of stalking means it is not a one off event, the victim can suffer for years
- The stalker will often involve on average 21 people to try to get to their victim (Sheridan 2009)
- Anyone can be a stalker. However data from the National Stalking Helpline shows that: 67% are male. 38% are ex intimates, 21% are acquaintances, 9.5% are strangers
- Anyone can be stalked. 1 in 5 stalking victims are male and same sex stalking happens
- Certain professionals such as teachers and nurses can be vulnerable to stalking
- There are also a number of secondary victims

The methods employed by stalkers can take many forms including threats and abuse, unwanted attention, phone calls or actual acts of violence, which are in themselves unlawful. In addition they can employ tactics that seem ordinary or harmless e.g. letters, gifts, which cannot be dealt with easily under the law. It is often the case that as the stalker's obsession increases the methods employed will become more threatening or dangerous to the victim. With the development of modern technology, mobile phones and the internet offer new opportunities for stalking or 'cyber stalking'.

The effects of stalking on a victim's life can be devastating, who are often subject to harassment at home, at work and in public places. It should also be remembered that the stalker's attention could be directed towards the victim's family, friends, partner, work colleagues and associates as well.

DEFINITIONS

- **Harassment** includes conduct directed at, or towards, an individual by another that causes a victim to fear violence may be used against them or another person, or causes the victim to feel afraid, alarmed or distressed. The term includes harassment by two or more suspects against an individual or harassment against more than one victim.
- **Course of conduct.** For the purposes of the Protection from Harassment Act 1997, a course of conduct must amount to at least two or more incidents.
- **Stalking** is a colloquial term used to describe a particular kind of harassment. It is normally used to describe the repeated following of, communication with or other intrusions on the privacy of a victim. In many cases the conduct might appear innocent if taken in isolation, but when it is linked as a course of conduct may be sufficient to cause alarm, harassment or distress to the victim and amount to harassment. Throughout this practice advice, the term harassment includes stalking. The term stalking is currently being made a legal term, going through Parliament (April 2012). For more information visit the Protection Against Stalking website www.protectionagainststalking.org
- **Bullying** is a form of harassment in which the suspect puts the victim in fear of their own or another's emotional, physical or financial well-being. Bullying may include the commission of other serious crimes such as assault, robbery or blackmail.
- **Cyber bullying/harassment**
Cyberspace is a place of lowered inhibitions, due to anonymity and the perceived 'distance' of being online, which encourages communications that probably would not occur if the parties involved were to meet personally. It is thought that the motivations of cyber stalkers are similar to those of stalkers as outlined below. The stalker can anonymously trace personal details of the target victim or befriend lonely or vulnerable individuals. Cyber stalking can take many forms including: -
 - Abusive communications, via e-mail or chat rooms, or obscene pictures.
 - Receiving violent threats.

- Pestered or inundated with e-mails.
- Electronic attacks on your Internet connection.
- Receiving electronic viruses.
- Cruel items appearing about the victim on web-sites or discussion room post.

For more detailed information, the practical guide 'Digital Stalking: a guide to technology risks for victims' (Version 2 – November 2012) by Jennifer Perry is an important resource for all stalking victims and can be downloaded from:

www.digital-stalking.com/victim-advice/ (Digital Stalking – Jennifer Perry: cyberstalking expert).
This website also includes more FAQs on cyberstalking.

Some researchers have identified five threat levels each developing into the next, which presents a greater threat, namely:

- Catalysation – victim is unaware of the stalker, but the stalker has either an existing connection or creates one.
- Development – stalker develops high interest in the victim and focuses on their daily life. Stalker will develop either extreme affection or dislike for the victim, which will determine future types of harassment.
- Harassment – victim becomes aware of the stalker, when their privacy is invaded and harassment starts.
- Intrusion – Stalker gains in confidence and enjoys the position of power or control. Stalker seeks contact with victim via artefacts, either via stealing or intruding into victim's house or by sending or planting their artefacts.
- Hostile Contact – physical contact with the victim is sought which can escalate into violence, sexual assault or mental abuse.

It should be noted that each stalker is different and may not adhere to these levels, sometimes jumping more than one level or remaining static at a level for a long time.

Stalkers fall into distinct categories, the definitions and explanations of these vary among different researchers, but broadly the classifications are: -

Rejected or Simple Obsession

Results from the break-up of a relationship, which the partner does not accept has ended. If the victim enters a new relationship the stalker may focus on the new partner. The stalker knows the victim intimately and may have a history of violent relationships or has stalked in the past. It is estimated that over half of stalkers fall into this category.

Intimacy or Love Obsession

Stalker imagines they have fallen in love with the victim (some stalkers of celebrities fall into this category) and continually attempts to form a relationship. Victim behaviours can be widely misinterpreted by the stalker. The victim may have had some minimal contact previously with the stalker through work or social networks.

Delusional

Stalker has a delusional fantasy that he has a special relationship with the victim, often of a sexual nature, many celebrity stalkers are of this type. This type is often very dangerous as they view the victim as an object that they must possess and control. The victim has not usually had previous contact with the stalker; selection is via the media or sometimes Internet chat rooms. These stalkers often persist for many years.

Serial Stalker

Stalker is obsessed with the act of stalking or has an obsessive nature, and may have a range of victims with whom they have a dispute. The victims are varied and may include agencies or businesses and their employees.

Resentful or Organised Harassment

Stalker seeks financial gain or status and usually the motives are impersonal.

Factors that seem to increase the propensity for the stalker to be violent include stalking more than one victim, past criminal history, substance misuse, access to and knowledge of weapons, high degree of obsession with the victim, great length of time stalking the victim, the length of distance travelled to access the victim and having had any form of relationship with the victim, particularly intimate, but it is being realised that even if there has been an acquaintance, business or profession relationship, the risk is increased.

See pages 9-10 of this guide regarding the DASH (Domestic Abuse, Stalking, Harassment and Honour Based Violence) Risk Indicator Checklist(s) that can be used by professionals and victims themselves when identifying and assessing risk.

RESEARCH & STATISTICS

Victims of stalking were asked to complete an on-line questionnaire between October 2004 and September 2005. Some of the key findings are listed below¹⁰, and a full list can be found online at: <http://www.le.ac.uk/press/stalkingsurvey.htm>

- The majority of victims were female (86%). It should be noted that men are less likely to define themselves as stalking victims than are women
- Half the sample had a prior intimate relationship with the person who became their stalker. A further one third had some prior acquaintance with the stalker e.g. through work or school, or the stalker was a friend of a friend, or a neighbour. One in 10 stalkers began their campaigns as total strangers to the victim
- The 'top three' stalking behaviours were: unsolicited telephone calls (reported by 72% of victims), spying on the victim (67%) and threatening to commit suicide (62%)
- A third of victims explained that they had lost jobs and relationships, or had been forced to relocate as a direct result of being stalked. The same victims reported that only 8% of their stalkers had suffered similar significant life changes
- Just 4% said their stalker did not frighten them. More than half (58%) said they were 'very frightened' by their stalker. Males as well as females talked about the fear that their stalker instilled in them
- 92% reported physical effects and 98% reported emotional effects. These included: anxiety, sleep disturbances, agoraphobia, injuries inflicted by the stalker, self-harm, rape by the stalker and post-traumatic stress disorder
- A quarter of victims said that the stalker also targeted their children. A third said their family and friends were also stalked, and a fifth said work colleagues were harassed
- Half of all victims were told that they were over-reacting or being paranoid when they first began to express fears to family and friends that they were being stalked. Perhaps partly because of this, 57% said that when their stalking began they didn't go to the police for fear of being ignored or laughed at
- No marked differences were seen between UK based and USA based victims in terms of the police response they reported, and their views concerning the police
- Victims were asked what they believed triggered the stalking. Half of the respondents cited rejection (most often the rejection of partners or potential partners). The next largest group said they had no idea why they were being stalked, followed by those who cited jealousy (romantic or general), arguments (usually with strangers or acquaintances), and finally, mental illness in the stalker
- 40% said that from the perspective of victims, stalking never ends. Even if a stalker appears to stop the stalking, many victims noted that there is no guarantee that it will not resume

¹⁰ Key findings from www.stalkingsurvey.com Sheridan, L (2005)

WORKING WITH PERPETRATORS

In addition to direct punitive responses to perpetrators of domestic abuse, some work has been undertaken with perpetrators to challenge and change their behaviour, but currently this is limited to either programmes run by the Probation Service for those who have been convicted or to voluntary programmes run in the community of which there are few.

BACKGROUND

In 2003 the Home Office published research on the profile and characteristics of domestic violence offenders (Domestic Violence Offenders: Characteristics & Offending Related Needs 2003). They were found to be diverse group with a wide variety of needs, which would need to be considered in treatment programmes. Some risk factors identified in this sample for this type of offending included witnessing domestic violence in childhood, disrupted attachment patterns, high levels of interpersonal dependency and jealousy, attitudes which condoned domestic violence and poor empathy. Alcohol use and dependency were a feature of many of the offenders, which whilst not causal was a factor to be taken into consideration. The research identified two main types of offender: -

- Borderline/emotionally dependent characterised by high levels of jealousy, stormy intense relationships, high interpersonal dependency and low self-esteem.
- Antisocial/narcissistic characterised by hostile attitude to women, low empathy, higher rate of alcohol dependence and previous convictions.

Programmes which sought to change the behaviour of perpetrators originated in 1980's, and initially there was much concern surrounding them for a variety of reasons including:

- Issues around the safety of partners and children
- Lack of proof of their effectiveness
- Methodology used in the programme
- The perceived causes of domestic abuse
- Offering a 'soft option' when the crimes should be dealt with by the criminal justice system
- Original focus on anger management and avoidance tactics rather than addressing issue of power and control
- Implications for child protection.

Currently the majority of these programmes are based on or adapted from the Duluth model, which originated in America and has a clear feminist perspective, which seeks to address these concerns. Most of these programmes are based on a series of group work sessions, with two or three facilitators, which should be at least one man and one woman. They address such topics as; choosing not to be violent, taking responsibility for the behaviours, understanding the impact of violence on partners and children, learning non-abusive methods of dealing with difficulties, negotiating and listening skills and building respectful relationships.

It should be noted that these programmes are different to Anger Management programmes, which are often run in association with Mental Health Teams. Anger Management programmes tend to offer short term techniques to help individuals modify their reactions to chronic feelings of anger, whilst perpetrator programmes are targeted at those who have problems with violence towards a partner, which is more concerned with power and control and feelings of fear and hurt than anger. However due to the lack of availability of perpetrator programmes and because the majority of perpetrators are not dealt with by the criminal justice system a large number of perpetrators will attend anger management courses. An example of this type of programme is 'Managing Anger & Conflict Workshop' run by Oxfordshire Mental Healthcare.

DO THEY WORK?

To date there has been little research into the long-term effectiveness of these programmes. A Scottish study 'The Research Evaluation of Programmes for Violent Men' (Dobash & Dobash) compared the effects of criminal justice sanctions by looking at the Change Programme in Edinburgh and the Lothian Domestic Violence Probation Project. The results showed that a considerable proportion of the men participating in these programmes, compared to those facing other sanctions, had successfully reduced their violent and controlling behaviour over a one-year period. The findings suggest that well-managed structured programmes are more likely than other forms of criminal justice interventions to reduce violent and intimidating behaviour. They were seen to be most effective with medium to high-risk offenders, when they included a cognitive/behavioural approach and were aimed at changing the values, beliefs and actions of the offenders. In addition some small scale but unpublished studies have shown low re-conviction rates for those attending programmes run by the Probation Service.

RESPECT AND THE NATIONAL RESPECT HELPLINE

[Respect](#) is the UK membership association for domestic abuse perpetrator programmes and associated support services. Their aims are to ensure safety, promote minimum standards of best practice, encourage the development of work that is appropriate and relevant to the client including cultural and same sex relationships and encourage the adequate provision of services. Their principles are:

1. Domestic violence is unacceptable and must be challenged at all times
2. Men's violence to partners and ex-partners is largely about the misuse of power and control
3. Violence within same sex relationships or for women to men is neither the same nor symmetrically opposite to men's violence to women and should be dealt with differently
4. Men are responsible for their use of violence
5. Men can change
6. That any community response needs to be consistent and integrated at all levels
7. Everyone affected by domestic violence should have access to support services that address their needs
8. Any work with perpetrators should promote positive relationships
9. The philosophy should be applied to the practitioner's own life.

An integral part of their minimum standards is that any programme should have a parallel women's support service which aims to increase their safety, encourage their emotional and mental well being and promote realistic expectations.

The [Respect Phonenumber](#) is an information and advice line for people concerned about their abusive and/or violent behaviour towards their partners, who want to stop. The line offers advice to people being abusive or violent, to people who are being abused and are looking for some help for their abuser, or to professionals working with abusive clients.

LOCAL PROGRAMMES

'Stepping Up' – Bracknell Youth Offending Service

The Bracknell Forest Youth Offending Service has previously run a group called Boys to Men. Designed for young men supervised by the Youth Offending Service who may have had inappropriate relationship behaviour modelled to them and who are behaving abusively towards female family members and/or in dating relationships, the programme promoted non abusive, positive and respectful behaviour. In 2011, the programme was redesigned and re-branded. Now called 'Stepping Up', it is a 6 week group programme promoting positive male behaviours, challenging gender stereotypes and addressing issues of power and control in relationships using different forms of multi-media.

Domestic Abuse Perpetrator Service (DAPS) Bracknell Forest

DAPS is for males known to Children's Social Care and runs on a one to one basis which gives the opportunity to carry out intensive work and focus on specific problems and in effect, create a bespoke course.

It uses motivational interviewing and this explores the participant's attitude in a non confrontational way and challenges them. The aim is to also build confidence through affirmations and how the males can use their strengths in order to change.

The course structure is divided into two: the engagement phase (5-6 weeks), and the action phase (10-14 weeks). The engagement phase prepares the males for change and develops a rapport, trust and a safe environment for them.

The engagement phase is broken down as follows:

Session 1 - what is happening with the participant and this is for listening and reflecting.

Session 2 - a review of their 5 most important values and exploration as to what is stopping them from fully achieving the values.

Session 3 - the Duluth power and control wheel.

Session 4 – looking at the participant's strengths to build their confidence.

Session 5 - the Duluth equality wheel.

Session 6 - goal planning depending on the outcome of the client evaluation.

The action phase looks at incident reconstruction and the ideas of negative and positive self talk. It teaches the participant to identify and counteract negative self talk to prevent it from becoming abusive. They look at the incident clinically to help identify where anger levels rise.

There is a joint working protocol with Berkshire Women's Aid and New Hope.



The Domestic Violence Intervention Project (DVIP) is currently funded to work with anyone residing in the Slough area who is using violence or abuse in intimate relationships and wants to make changes to their behaviour. Individuals can self-refer into the project for an initial assessment meeting with a worker, or can be referred by any agency – statutory or non-statutory – provided the perpetrator consents to the referral.

DVIP offer a 26 session group work programme for men to explore their use of abuse within relationships, its effect on partners and children, and how to make attitudinal and behavioural changes that improve the safety and quality for those victims. This group will be held in Slough.

All partners and ex-partners of referred men will be proactively contacted by DVIP's Women's Support Worker, to offer support, safety planning where needed, and signposting to other relevant local support services. This partner support is maintained for up to 4 months after a man has ended his contact with DVIP.

Referrals can be made by phone: 020 7633 9181; or via email (Children's Services should request a referral form to complete): ypp@dvip.org

The Community Domestic Violence Programme (CDVP)

This programme is run by Thames Valley Probation and is for men who have been convicted of violent attacks on their women partners of domestic abuse related offences, and those convicted of offences just short of direct violence but which have the same intention.

The programme runs over 26-28 group work sessions with a group of up to 12 men, focusing on violent behaviour and the attitudes that support it. The men on the programme will learn to develop non-abusive ways of behaving as well as having to: identify thinking errors, beliefs and attitudes which results in violence; learn how to manage negative emotion; learn skills to help them cope with behaviour in difficult situations; set personal goals for the programme, motivate themselves to change and actively take part in the programme; take responsibility for their own behaviour.

If two or more sessions are missed, if the man behaves unacceptably during the group or turn up late, the man will be returned to court.

GYPSEY, ROMA AND TRAVELLER COMMUNITIES

Gypsy, Roma and Traveller (GRT) is the present national euphemism that is used to describe the various communities.

From a cultural perspective, the Gypsy, Roma and Traveller (GRT) communities keep their issues around any disputes very private, including domestic issues. Cultural expectations can therefore make it difficult to identify, challenge and resolve such issues with involvement from outsiders.

Victims of domestic abuse often find it hard to identify and name that that they are experiencing domestic abuse, with the acceptance that abusive and violent behaviour from a partner or family member is normal. This should be remembered with regards to the children's daily experience of family life.

For any Gypsy Roma or Traveller to approach agencies to disclose domestic abuse will mean taking all the attitudes and beliefs from the members of their community into account. We need to develop a whole new practice in terms of making contact with people unwilling to come forward, including looking at the issue of trust of organisations and individual workers which once gained will need nurturing.

The whole culture of GRTs is focussed on the extended family and the wider GRT community. Although there is a small change in attitude developing, in the main the expectation by most families is that marriage is 'for life'. Leaving a marriage for any reason, including domestic abuse, could mean being ostracised by that community, being seen as "spoiled goods" thus having to accept complete separation for life. So leaving that environment because of domestic abuse means that a GRT woman suffering domestic abuse will not only be losing her home and partner but also her community, culture, support system and way of life.

Engaging with outside agencies also leaves her open to the prejudice of mainstream society without the security and protection that living within your own community brings. Unfortunately, experience of racism and bullying is 'normal' for GRTs, and they are the ethnic group that suffers the most racism with the UK

If supporting a GRT victim of domestic abuse the following points need to be considered (they are not exhaustive), some of which would apply to any victim of domestic abuse:

- Loss of community
- Fear of racism
- Concerns about living in bricks and mortar if this is the first time
- Concerns about multi-story accommodation
- Beliefs that it is impossible to escape violence as the partner will find the victim and any children
- Lack of knowledge of mainstream services
- Mistrust of authority
- Many refuges are unable to accommodate large families
- Some refuges not taking more than 1 GRT woman

Awareness and positive moves:

- Include GRTs in your diversity training and celebration for staff
- Seek out Cultural Awareness training from your LA Traveller Advisors as soon as possible
- Ask individuals about their literacy levels and offer support with forms etc. Many GRTs do not read and write well so a CD or DVD version may be helpful
- A young member of the family may be the reader/scribe on behalf of the parent
- Make your knowledge of cultural awareness for GRTs known and visible and express support for their needs
- The children may not have attended school regularly and may not be keen to leave their mother to do so. Contact your local Traveller Education Service (sometimes identified as part of the Ethnic Minority Achievement Team/Service) in your Local Authority. Ask about the things that concern the children and parent so you can offer reassurance and a person to talk about their concerns to about being picked on, racist remarks.
- Report any racist incidents, including name calling that may happen as a Racist Incident
- It is always important to reassure women that leaving their partner or family may not result in losing their children.

- Attend to any health issues the family may have. Check on the family doctor locality and if they have a regular doctor because of a high level of mobility. Many GRTs have a hospital or a Medical Centre/Hospital that they will travel to which could be miles away, because they are known there and trust the staff.
- Contact the local Health Visitor about specialist health Support available for GRTs.
- GRT children are used to having a large degree of freedom in their play, most of which will be outside, especially for the boys. Culturally GRTs go outside to work and inside to rest (food and bed) so some may find it difficult to be cooped up in a Refuge.
- GRT children may not be used to having a structured bedtime. They are used to being independent, being part of whatever is going on, at any time of day or night.
- There is the potential for mothers to become totally reliant and dependent on 'trusted agencies' when information exchanging and decision making. Always be clear that all discussions, choices and potential outcomes are clear and understood. However, as a polite race, some GRT women will say they understand a phrase, sentence or a word out of good manners. So please check as you go along that things are understood and work around your agenda of issues etc.
- Depending on their place within the generations of the family, a GRT woman will have a range of confidence. For a younger woman it may be the first time away from the support of an older female's care and guidance.
- Need to build capacity within the GRT communities to challenge Domestic Abuse, highlight the effects on children and include working with men and the families to educate each generation that this is not part of gender roles.

A Safety Plan

1. Talk with the woman and children about a safety plan to increase her and her children's safety (this does not mean permanently leaving her partner)
2. If the family has a vehicle, advise her to get spare car keys cut and hide them with money in case of emergency (this may be their only form of escape)
3. It is also a good idea to have important documents together in one place to bring if possible. For example – ID documents, National Insurance numbers, birth certificates, insurance cards, medication, children's health records (red books).
4. Explain to the children that they are never to blame for the abuse and they cannot stop it. If the abusive parent gets violent they should get out of the trailer and call for help.
5. Who can they get help from? Is there a friend or a relative nearby who they can tell? (They may not be willing to call the police) In some instances these may be family or non-family members.
6. Accept that the woman may return to her community – she may feel she has little or no choice possibly based around the strong 'marriage for life' culture in her particular family. Older children (regarded as adults in GRT culture from around the age of 12 years) may be particularly reluctant to leave permanently.
7. Parental support for Education and Vocational achievement for GRT young people is increasing. Older siblings, those from 14yrs upwards, both in school and involved with Elective Home Education (EHE) may be successfully attending 'Alternative Education Programmes' and are attending college, receiving training opportunities and work experience through Connexions. Make sure that the non abusing parent is made aware that these opportunities are still offered and can be accessed elsewhere. Reassure the mother about data protection issues surrounding the Connexions Service and relocating places for the young people.
8. Reassure the victim that even if they do return to their abusive partner they can still access information and support from local support services, but if they need refuge accommodation she may need to go to another Refuge from the one they were originally in.

PART TWO: A Directory of Domestic Abuse Services

COUNSELLING SERVICES

Organisation	Tel. Number	Website	Description of Services
Counselling Directory		www.counselling-directory.org.uk	A free and confidential way to search for counsellors throughout the UK. The website also contains information and statistics about different types of emotional distress.
Number 22 (Youth and Community Counselling)	01628 636661	www.rbwm.gov.uk/web/lc_4marlowrd_local_organisations.htm#22	Free, confidential youth counselling service for anyone from the age of 12. Both one to one and family therapy is available.
Relate - Maidenhead & Windsor - Bracknell - Slough	01628 625320 0118 987 6161 01628 625320	www.relate.org.uk	Offers advice, relationship counselling, sex therapy, workshops, consultations, family counselling and support. Specially trained counsellors delivering individual interviews in response to Domestic Violence and Abuse.
Samaritans - Bracknell, Wokingham & Ascot - Slough, Windsor & Maidenhead	08457 90 90 90	www.samaritans.org.uk www.samaritans.org/bracknell/index.php www.samaritans.org/slough	Confidential listening and befriending on any problem
SupportLine	01708 765200	www.supportline.org.uk	Offering confidential emotional support to children, young adults and adults by telephone, email and post, to develop healthy, positive coping strategies, an inner feeling of strength and increased self esteem to encourage healing, recovery and moving forward with life. They also keep details of counsellors, agencies and support groups throughout the UK.
TAWCS – The Asian Women’s Counselling Service	020 8570 6568		Counselling for Asian women experiencing problems within the family, at work, or in relationships, or around sexual/physical abuse. Individual counselling and a self help support group. Counselling available in Asian languages. Part of the Asian Health Agency.
Victim Support - South East	0845 30 30 900 0845 389 9528	www.victimsupport.org	An independent charity which helps people cope with the effects of crime, providing free and confidential support and information to help victims deal with their experience of

			crime.
Youthline (Bracknell)	01344 311200	www.youthlineuk.com	Bracknell's free, confidential counselling and advice service for young people between the ages of 12 – 25
Youth Talk (Windsor)	01753 842444		Free and confidential counselling service, primarily aimed at young people in the Royal Borough but available to everyone regardless of age or locality. One to one person centred counselling.

DRUG & ALCOHOL MISUSE SUPPORT SERVICES

Organisation	Tel. Number	Website	Description of Services
Alcoholics Anonymous National Helpline	0845 769 7555	www.alcoholics-anonymous.org.uk	A voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support.
Al-Anon Family Groups	020 7403 0888	www.al-anonuk.org.uk	For families and friends of problem drinkers.
Alateen	020 7407 0215	www.al-anonuk.org.uk/alateen	Alateen is for teenage relatives and friends of alcoholics. Meetings are attended by 12-17 year olds.
Alcohol Concern	0207 566 9800 <i>National Drink Helpline:</i> 0800 917 8282	www.alcoholconcern.org.uk	The national agency on alcohol misuse, working to reduce the incidence and costs of alcohol-related harm and to increase the range and quality of services available to people with alcohol-related problems.
Drinksense	01733 555532	www.drinksense.org	A registered charity providing counselling, information and support for people with alcohol related problems with their carers and families.
Drug & Alcohol Action Team's (DAAT's) - Bracknell Forest Council - Royal Borough of Windsor and Maidenhead - Slough Borough Council	01344 312360 01628 796362 01753 875579	www.bracknell-forest.gov.uk/alcoholdrugsandsubstanceuse www.rbwmsafety4all.org.uk/drug_and_alcohol_action_team.htm www.sloughdaat.org.uk	Local teams to co-ordinate all services relating to drugs and alcohol in the relevant borough, and charged with delivering the National Drugs Strategy at local level.
DrugFAM	0845 388 3853	www.drugfam.co.uk	DrugFAM, a support group for families, friends and carers of substance misusers, has been set up in Slough. The Slough DrugFAM group meets on Wednesday evenings from 7 to 9pm at The Boardroom, Beech House, Upton Hospital, Albert Street, Slough. To contact DrugFAM call 0845 388 3853 between 9am and 9pm, e-mail info@drugfam.com or log on to www.drugfam.com

Drugscope	020 7234 9730	www.drugscope.org.uk	The national membership organisation for the drug sector and the UK's leading independent centre of expertise on drugs and drug use. A registered and independent charity.
Families Anonymous	0845 1200 660	www.famanon.org.uk	A national charity for concerned family members and friends of people with drug problems.
Narcotics Anonymous (NA)	0300 999 1212	www.ukna.org	NA is a non-profit fellowship or society of men and women for whom drugs had become a major problem.
National Drugs Helpline (FRANK)	0800 77 66 00	www.talktofrank.com	24 hour confidential helpline, offering guidance, advice and counselling on drug abuse.
New Hope Drugs Support Centre (Bracknell)	01344 312 360	www.bracknell-forest.gov.uk/alcoholdrugsandsubstanceuse	A service located under one roof for anyone living in Bracknell Forest who wants to reduce, stabilise or stop using drugs. New Hope provides: advice, information, counselling, structured Day Care, Housing Advice, Assistance with benefit claims, Community Care assessments, Referral into Tier 4 services (in-patient treatment), Progress to Work, Harm Reduction, Blood Borne Virus advice and vaccination program, Relapse prevention, Low level community support, Rapid Prescribing, Dual Diagnosis, Aftercare support program, Drop in, Self Referral, Single Point of Contact for Professional referrals, Life skills.
Release	0845 4500 215	www.release.org.uk	The national centre of expertise on drugs and drugs law – providing free and confidential specialist advice to the public and professionals. Release also campaigns for changes to UK drug policy to bring about a fairer and more compassionate legal framework to manage drug use in our society.
Re-Solv (volatile substance misuse)	01785 810762	www.re-solv.org	National charity dedicated to the prevention of solvent and volatile substance abuse.
Slough Drug and Alcohol Treatment Services (TSX)	01753 692548	www.sloughdaat.org.uk/help--support	Providing services for drug and alcohol treatment in Slough at Maple House, including: T2, Drug Intervention Project (DIP), CRI, SMART, Equinox Project 316 and the Health Improvement Team.

<p>SMART, Windsor & Maidenhead's Drug & Alcohol Service</p>	<p>01628 683 260</p>	<p>www.smartcjs.org.uk</p>	<p>SMART is Windsor & Maidenhead's drug and alcohol treatment service. It offers a fast, accessible and confidential service for anyone wanting to reduce their intake or stop using drugs or alcohol altogether.</p> <p>Clients are usually seen in Maidenhead, but appointments may also be made at Windsor locations.</p> <p>The SMART service offers: Substance misuse advice, information & treatment; 1-1 counselling; Structured Day Programme; Recovery Support Group and other groups; Family and friends support; Open access 'drop-in' sessions; Outreach work in the community; Needle exchange; Harm minimisation advice; screening/vaccinations; Alternative therapies (acupuncture & reflexology); Detox for alcohol clients.</p>
<p>The Stella Project (London)</p>	<p>0207 5490 276</p>	<p>www.avaproject.org.uk/our-projects/stella-project.aspx</p>	<p>The leading UK agency addressing the overlapping issues of domestic and sexual violence, drug and alcohol use and mental health. The Stella Project works for positive, sustained improvement in the way services are delivered to survivors, their children and perpetrators. Training and resources also available.</p>

FORCED MARRIAGE & HONOUR BASED VIOLENCE

Organisation	Tel. Number	Website	Description of Services
Against Forced Marriages	0800 141 2994	www.againstforcedmarriages.org	Provided by the JAN Trust, on this website, you can: Find out what a forced marriage is, Find out that the major religions condone such an act, Find information about people that can help and support you if you have been a victim.
Ashiana Project (London)	020 8539 0427	www.ashiana.org.uk	Providing temporary, safe, supportive housing for south Asian, Turkish and Iranian women aged 16-30 experiencing domestic abuse. Safe house for women aged 16-25 at risk of forced marriage.
Female Genital Mutilation – Foreign and Commonwealth Office		www.fco.gov.uk/fgm	Information for both victims and professionals.
Forced Marriage Unit (Home Office)	020 7008 0151 0044 (0)20 7008 0151 (overseas) 0044 (0)20 7008 1500 (outside office hours)	www.fco.gov.uk/forcedmarriage Multi Agency FMU Guidelines: www.fco.gov.uk/resources/en/pdf/3849543/forced-marriage-guidelines09.pdf	If you fear you may be forced into a marriage overseas, or know someone else who may be. All emails and telephone calls are dealt with on a totally confidential basis by skilled caseworkers, fully aware of the cultural, social and emotional issues surrounding this abuse.
Foundation for Women's Health, Research and Development FORWARD	0208 960 4000	www.forwarduk.org.uk	An African Diaspora women led UK-registered campaign and support charity dedicated to advancing and safeguarding the sexual and reproductive health and rights of African girls and women.
Iranian and Kurdish Women's Rights Organisation (IKWRO)	020 7920 6460	www.ikwro.org.uk	'A registered charity providing advice, support, advocacy and referral in Arabic, Kurdish and Farsi to help women, girls and men living in Britain. We help women, girls and men escape the danger of 'honour' killing, forced marriage and domestic violence by working with the police and other authorities to find safe refuges for those in danger, and we locate legal advice in divorce, child custody and asylum cases'.
Imkaan	020 7250 3933	www.imkaan.org.uk	Asian Women's refuges and support for Asian women and children

			experiencing domestic abuse.
Karma Nirvana	0800 5999 247	www.karmanirvana.org.uk	A registered Charity that supports victims and survivors of forced marriage and honour based abuse.
Mix Together		www.mixtogether.org	An online support service offering support to mixed couples who face opposition from family or community to their relationship.
Positive East		www.gaymenswellbeing.com	A support service for gay men who may be suffering Honour Based Violence.
Southall Black Sisters	0208 571 0800 – helpline (part time), or 0208 5719595 – general enquiries	www.southallblacksisters.org.uk	A not-for-profit organisation to meet the needs of black (Asian and African Caribbean) women
The Doli Project (Birmingham)	0845 658 1057	www.changeupbirmingham.org/the-doli-project	Providing support to anyone who is affected by a forced marriage through culturally sensitive advice and counselling.

HEALTH SERVICES

Organisation	Tel. Number	Website	Description of Services
Community School Nurses <ul style="list-style-type: none"> - Bracknell - Windsor & Ascot - Maidenhead - Slough 	01344 354290 01753 636799 01753 638441 01753 635710		<p>Community School Nurses are part of a specialist team providing healthcare support and advice to school age children and their families.</p> <p>Community School Nurses have a key role to play in recognising and responding to the needs of children who are experiencing domestic abuse and offer a child focussed and supportive service.</p>
Health Visitors <ul style="list-style-type: none"> - Windsor - Slough - Maidenhead - Bracknell 	01753 636500 01753 650531 01753 638445 01344 635534		<p>Health Visitors are experienced nurses providing a Community Health service for families, especially those with children under the age of 2 year old, in their homes. They also play a key role in raising awareness, and providing a non-judgmental, responsive service to women and children suffering domestic violence.</p>
Hospital Accident & Emergency Departments <ul style="list-style-type: none"> - Wexham Park - Wycombe General - Frimley 	01753 633000 01494 526161 01276 604604	www.hwph-tr.org.uk www.buckinghamshirehospitals.nhs.uk www.frimleypark.nhs.uk	
NHS Direct	0845 4647	www.nhsdirect.nhs.uk	Confidential 24hour advice line and health information service.
Rape Crisis (Wycombe, Chiltern & South Bucks)	01494 462222	www.rapecrisis.org.uk/index.php www.rapecrisis.org.uk/centres_show.php	Offers free confidential advice and support to all women of all ages who have suffered any physical, emotional or sexual abuse, recently or in the past.
Sexual Health Clinics The Garden Clinic (Slough)	01753 635302	www.berkshire.nhs.uk/healthy_sex/slough.htm	Advice and information on all methods of contraception, emergency contraception, sexually transmitted infections including HIV, and counselling and referral around unwanted pregnancy.
Solace Centre (SARC – Sexual Assault Referral Centre)	0845 519 7638	www.solacesarc.org.uk/findsolace.html	Based at Upton Hospital (Slough), Solace Sexual Assault Referral Centres (SARCs) provide local communities with a safe, discreet and caring environment to support victims of rape and sexual assault.

Upton Court NHS Walk In Centre	01753 635505	www.nhs.uk/ServiceDirectories/Pages/WalkInCentre.aspx?id=YDC29	NHS walk-in centres provide treatment for minor injuries and illnesses seven days a week. You don't need an appointment and will be seen by an experienced NHS nurse.
Young People Sexual Health Service	Windsor – 0845 373200 Maidenhead – 01753 635302		For young people aged 18 and under.

HOUSING SERVICES & SANCTUARY

Organisation	Tel. Number	Website	Description of Services
A2 Housing Group	0845 408 6666	www.a2hg.co.uk	Providing housing for people seeking homes to the West of London and in the Thames Valley.
Bracknell Forest Homes	01344 382800	www.bracknellforesthomes.org.uk	A not-for-profit housing association in Bracknell, looking after all tenancy issues, rent payments and repairs to homes. The Council retains the strategic housing function, which includes the housing waiting list and allocations.
Housing Solutions	0800 876 6060 01628 543101	www.housingsolutions.co.uk	Dedicated to providing affordable homes backed up by quality services to meet the needs of the communities they serve.
Local Authority Housing Departments: <ul style="list-style-type: none"> - Bracknell Forest Council - Bracknell Forest Homes - RBWM Housing Options - Slough Housing Advice 	01344 352000 01344 382800 01628 683667 01753 787858	www.bracknell-forest.gov.uk/housing www.bracknellforesthomes.org.uk/main.cfm www.rbwm.gov.uk/housing.htm www.slough.gov.uk/housing	Management of council properties in Bracknell is carried out by Bracknell Forest Homes. The council is still directly responsible for the housing register, waiting list and allocations. Bracknell Forest Homes looks after all tenancy issues, rent payments and repairs to homes The RBWM Housing Options team is available to give housing advice, housing applications across the Royal Borough. Please note: from 1 July 2010, council properties are no longer managed by People 1st (Slough). We have now has set up an in house service called the Slough Borough Council Housing Service. This will now manage all aspects previously dealt with by People 1st (Slough).
Look Ahead Housing & Care Domestic Violence Supported Housing Project	01628 670760	www.lookahead.org.uk	Supporting women and children fleeing domestic abuse Slough and the Royal Borough. Supporting families in three self contained properties in Langley. Look Ahead has been established for 30 years, providing vulnerable people with a home plus the care and support services they need to live independent lives.
Refuge	0808 2000 247	www.refuge.org.uk	National domestic violence charity providing domestic violence services.

			Refuge's network of safe houses provides emergency accommodation for women and children when in need.
Sanctuary Scheme	01753 835503		Providing additional security measures to the homes of domestic abuse survivors. Each Scheme is tailored to accommodate the needs and circumstances of those involved. The service is discreet and confidential and the security providers are (Criminal Records Bureau) CRB checked and trusted.
Shelter	0808 800 4444	www.shelter.org.uk	National organisation providing assistance with finding accommodation, hostel referrals, housing benefit rights, illegal eviction, domestic abuse and emergency accommodation.
One Housing Group	0208 821 5344	www.onehousinggroup.co.uk	Working in partnership with residents and other stakeholders to provide quality homes, quality services and investment in local communities.
Radian	0300 123 1 567	www.radian.co.uk	Providing affordable housing and specialist care and support to individuals across the South East. An office in Windsor.

IMMIGRATION SERVICES

Organisation	Tel. Number	Website	Description of Services
Asylum Aid	0207 354 9264 <i>Tues 1pm – 4pm</i>	www.asylumaid.org.uk	Providing free and accessible legal representation of the highest quality, with a particular focus on the most vulnerable and excluded asylum seekers.
Equality & Human Rights Commission	0845 604 6610	www.equalityhumanrights.com	Championing equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.
Immigration Advisory Service	0844 887 0111	www.iasuk.org	Provides representation and advice in immigration and asylum law.
Joint Council for the Welfare of Immigrants	020 7251 8708	www.jcwi.org.uk/	A leading training provider in immigration, nationality and refugee law. Written material produced, such as fact sheets, quarterly bulletin and "The Immigration, Nationality and Refugee Law Handbook", an essential reference resource for all legal practitioners, students and advisors.
Language Line	0207 520 1430		Immediate interpreter provision in 100 languages. 24 hour service.
No Recourse to Public Funds Network (Islington)		www.islington.gov.uk/advice/asylum-immigration/refugees_migrants/nrpf/Pages/default.aspx	A network of local authorities focusing on the statutory response to destitute people from abroad who have no recourse to public funds (NRPF).
Refugee Council	020 7346 6700	www.refugeecouncil.org.uk	The largest organisation in the UK working with asylum seekers and refugees. Providing help and support, and working with asylum seekers and refugees to ensure their needs and concerns are addressed.
Refugee Women's Association	020 7923 2412	www.refugeewomen.org.uk	Free services for refugee women.
Slough Immigration Aid Unit	01753 246730	www.siaslough.org.uk	A charity providing legal advice, help and representation in immigration, refugee and nationality law.
Slough Refugee Support	01753 537142	www.sloughrefugeesupport.org.uk	Advice, information and support for refugees and asylum seekers. Subjects dealt with include immigration, education, employment, housing, health, asylum procedures, benefits, English classes, Life in the

			UK course, Women's project, Young people's project.
Southall Black Sisters	<p>Helpline 020 8571 0800</p> <p>General 020 8571 9595</p> <p><i>Mon – Fri 9am – 5pm</i></p>	www.southallblacksisters.org.uk	Providing advice, emotional support and information on domestic abuse, racial harassment, welfare and immigration rights, and matrimonial rights, mainly for Asian, African and Afro-Caribbean women.

LEGAL & COURT SERVICES

Organisation	Tel. Number	Website	Description of Services
Advice Now		www.advicenow.org.uk LivingTogether www.advicenow.org.uk/go/livingtogether/index	A website offering advice on making sense of the law and people's rights. There is a specific section called LivingTogether which offers advice on your rights if living with your partner.
CAFCASS (Children And Family Court Advisory and Support Service) - Reading	0844 353 3350 0844 353 4019	www.cafcass.gov.uk	Looks after the interests of children involved in family proceedings. Working with children and their families, and then advises the courts on what it considers to be in the children's best interests. CAFCASS only works in the family courts.
Community Legal Advice	0845 345 4345	www.communitylegaladvice.org.uk	Advice about debt, education, benefits and tax credits, employment and housing problems.
Courts: - East Berkshire Magistrates' Court (Bracknell) - East Berkshire Magistrates' Court (Maidenhead) - East Berkshire Magistrates' Court (Slough) - Slough County Court - Reading Crown Court	01753 232100 01753 690300 0118 967 4400	http://hmctscourtfinder.justice.gov.uk/HMCTS/	
Legal Services Commission	0845 345 4345	www.legalservices.gov.uk	Looking after legal aid in England and Wales. Responsible for ensuring that people receive the information, advice and legal help they need to deal with a wide range of everyday problems.
National Centre for Domestic Violence	0844 8044 999	www.ncdv.org.uk	Help obtaining emergency injunctions for victims of domestic abuse.
Rights of Women	<i>Family Law Advice:</i> 020 7251 6577 (telephone) or 020 7490 2562 (textphone)	www.rightsofwomen.org.uk	Specialist advice and information for women on a range of legal issues including relationship breakdown and divorce, children and contact issues, discrimination and lesbian parenting.

	<p><i>Criminal Law Advice Line:</i> 020 7251 8887 (telephone) or 020 7490 2562 (textphone)</p> <p><i>Immigration and Asylum Law Advice:</i> 020 7490 7689 (telephone) or 020 7490 2562 (textphone) or 020 7490 2562 (textphone)</p>		
The Law Society	080 7242 1222	www.lawsociety.org.uk	Providing a list of solicitors in your area.
Witness Care Unit	01189 513255		Working closely with Witness Service, helping witnesses and victims through each stage of the court process - keeping them fully informed of the progress of their case, assessing their individual needs and helping with transport, childcare and language requirements.
Witness Service	0845 30 30 900	www.victimsupport.org/Help-for-witnesses	As part of Victim Support, the Witness Service offers confidential, emotional and practical support to victims and witnesses (and their families and friends) of crime called to give evidence in court.

MENTAL HEALTH SERVICES

Organisation	Tel. Number	Website	Description of Services
Alzheimer's Society	020 7423 3500	www.alzheimers.org.uk	A membership organisation working to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.
AVA's Health Project	0207 5490 280	www.avaproject.org.uk/our-projects/health-project.aspx	The Project works to develop more effective and appropriate services for survivors of domestic abuse and mental distress. Training is offered, and resources, including a toolkit are available from the website.
Child and Adolescent Mental Health Service (CAMHS) - Bracknell - RBWM - Slough	<i>For all new referrals:</i> 0300 365 0300 01344 823200 01628 640300 01753 635645/46	www.berkshirehealthcare.nhs.uk/CAMHS/	Providing a specialist mental health service for children and young people. Berkshire CAMHS aims to promote good mental health, and to assess and treat mental health problems in children and young people up to the age of 18 years. CAMHS work in three local clinics as well as the Berkshire Adolescent Unit in Wokingham and other community settings.
Community Mental Health Teams - Bracknell - Maidenhead - Slough - Crisis Response Team	01344 823333 01628 640200 01753 690950 01344 786543	www.berkshirehealthcare.nhs.uk/page.asp?fldArea=2&fldMenu=3&fldSubMenu=1&fldKey=1025 www.berkshirehealthcare.nhs.uk/page.asp?fldarea=2&fldmenu=3&fldsubmenu=4&fldkey=1028#Community_Mental_Health_Team www.slough.gov.uk/health-and-social-care/mental-health.aspx	Multi-disciplinary teams of professionals providing support for those suffering from severe emotional distress or mental problems. The Crisis Response Team provides an out-of-hours community mental health service for those people in crisis, operating throughout East Berkshire. The service aims to prevent unnecessary admissions to hospital by supporting people in their home.
Depression Alliance		www.depressionalliance.org	Assisting people affected by depression. Depression Alliance does not currently run a helpline but you can call the information pack request line on 0845 123 23 20.
MENCAP - Wokingham & Bracknell - Windsor	0118 979 8539 01753 863867	www.mencap.org.uk	A national society for mentally handicapped children, adults and their families.

- Slough	01753 543 160		
Mental Health Foundation		www.mentalhealth.org.uk	A leading UK charity providing information, carries out research, campaigns and works to improve services for anyone affected by mental health problems, whatever their age and wherever they live.
MIND (National Association for Mental Health)	0300 123 3393	www.mind.org.uk	Information, legal advice and education from the UK's largest mental health charity.
Rethink (formerly the National Schizophrenia Fellowship)	0300 500 927	www.rethink.org	Providing a wide range of services throughout the UK, including supported housing, helplines, employment projects and groups.
SANELINE	0845 767 8000	www.sane.org.uk	The first national out-of-hours telephone helpline offering practical information, crisis care and emotional support to anybody affected by mental health problems.
Voice UK	0808 802 8686	www.voiceuk.org.uk	Supporting people with learning difficulties who have experienced crime or abuse, their families, carers and professional workers.

Please also see contact details under 'Statutory Services'

OTHER SUPPORT SERVICES

Organisation	Tel. Number	Website	Description of Services
AAFDA – Advocacy After Fatal Domestic Abuse	07768 386922	www.aafda.org.uk	In memory of Julia and Will Pemberton, AAFDA helps families after fatal domestic abuse.
Amnesty International Stop Violence Against Women campaign	020 7033 1500	www.amnesty.org.uk/content.asp?CategoryID=10220	A campaign focusing on ending violence against women in the family and in conflict/post conflict situations: two of the most dangerous environments for millions of women throughout the world.
Domestic Abuse, Stalking and Honour Based Violence (DASH 2009) Risk Identification, Assessment and Management Model	n/a	www.dashriskchecklist.co.uk	<p>The DASH is for all professionals working with victims of domestic abuse, stalking and harassment and honour based violence.</p> <p>In England and Wales, the police service will use the ACPO DASH and partner agencies the CAADA DASH.</p> <p>There is a risk checklist for victims of domestic abuse, stalking and honour based violence. This is called the Victim-DASH (V-DASH 2010).</p> <p>There are also further questions on stalking called the Stalking-DASH (S-DASH, 2009) Risk Identification Checklist. This again has been adapted for victims to use, Victim Stalking-DASH. (VS-DASH 2009).</p>
Freecall Message Home	0800 700 740		Free, confidential and non traceable service for people who have left home who wish to inform someone they are safe without direct communication.
NACAB (National Association of Citizens Advice Bureau) <ul style="list-style-type: none"> - Bracknell - Maidenhead - Slough 	08451 203712 0844 4994107 01628 621006 0845 1203712	www.citizensadvice.org.uk www.bracknellcab.org.uk www.maidenheadcab.org.uk www.sloughcab.org.uk	Free, confidential, impartial and independent advice.
Victim Support <ul style="list-style-type: none"> - South East 	0845 30 30 900 0845 389 9528	www.victimsupport.org	An independent charity which helps people cope with the effects of crime, providing free and confidential support and information to help victims deal with their experience of crime.
WOMANKIND	020 7549 5700	www.womankind.org.uk	A UK charity working internationally to raise the status of women, through

			over 70 practical initiatives in 20 countries.
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SERVICES FOR PERPETRATORS OF DOMESTIC ABUSE

Organisation	Tel. Number	Website	Description of Services
DVIP (Domestic Violence Intervention Project)	Slough referrals: 020 7633 9181	www.dvip.org	<p>DVIP offer a 26 session group work programme for men to explore their use of abuse within relationships, its effect on partners and children, and how to make attitudinal and behavioural changes that improve the safety and quality for those victims. This group will be held in Slough.</p> <p>All partners and ex-partners of referred men will be proactively contacted by DVIP's Women's Support Worker, to offer support, safety planning where needed, and signposting to other relevant local support services. This partner support is maintained for up to 4 months after a man has ended his contact with DVIP.</p>
Everyman Project	0207 263 8884	www.everymanproject.co.uk	Counselling, support and advice to men who are violent or concerned about their violence and others affected by that violence.
Making Changes	01635 264694		24 week group programme running in West Berkshire for men displaying abusive behaviour. 8 modules, each lasting 3 weeks. Each session lasts 2 hours. Out of area referrals accepted but places offered are chargeable.
National Respect Helpline	0808 802 4040	www.respectphoneline.org.uk/phoneline.php	The helpline offers information and advice to anyone (male or female) who are abusive towards their partners, or if you are a professional working with a client who is abusing their partner.
Respect	0845 122 8609	www.respect.uk.net	The UK membership association for domestic violence perpetrator programmes and associated support services.

SOLICITORS - BRACKNELL

Organisation	Tel. Number	Website	Description of Services
Campbell Hooper & Co Apex House 116 London Road Sunningdale SL5 0DJ	01344 622141	www.campbellhooperco.co.uk	Domestic abuse specialists – well experienced in obtaining injunctions and other court orders to protect clients and their children. Legal Aid work undertaken.
Clifton Ingram LLP 22-24 Broad Street Wokingham Berkshire RG40 1BA	0118 978 0099	www.cliftoningram.co.uk	Combining a personal, no-nonsense approach with a full range of legal services for business and private clients.
C.J. Giles & Co. Solicitors (No Legal Aid) Evolution House 53-59 Peach Street Wokingham Berkshire RG40 1XP	01189 781017	www.cjgiles.co.uk/site/home	Providing quality legal services from the centre of Wokingham.
Davies, Blunden and Evans 43-45 Victoria Road Farnborough Hants GU14 7UP	01252 541633	www.dbande.co.uk	Providing a full range of legal services for the local community including family and matrimonial (including divorce work and legally aided cases).
Fairbrother & Darlow Solicitors 13, Millbanke Court Millbanke Way Bracknell Berkshire RG12 1RP	01344 420808	www.fairbrotherdarlow.co.uk	Solicitors who provide advice, assistance and representation in all areas of family law, including domestic violence injunctions, divorce proceedings and children disputes. Douglas Darlow is a member of the Law Society Children and Family Law Panels. This firm undertakes legal aid work.
Fulchers Of Farnborough Solicitors 15 Cove Road Cove Southwood Business Park Farnborough GU14 0EN	01252 522475	http://fulchers-solicitors.co.uk/	Experience in all legal matters from criminal law to civil litigation and divorce. We offer a fixed-fee consultation for all of our clients, but we will still treat every case on an individual basis as it is unique.
Heald Nickinson Lansdowne House Knoll Road Camberley Surrey GU15 3SY	01276 680000	www.healdnickinson.co.uk	Providing practical and legal advice for clients both in the private and business sectors.

<p>Mylles & Co. 14, High Street Sunninghill Ascot Berkshire SL5 9NE</p>	<p>01344 623388</p>	<p>www.mylles.co.uk</p>	
<p>Ratcliffe Duce and Gammer Solicitors 49-51 London Street Reading RG1 4PS</p> <p>86 Rose Street, Wokingham, Berkshire, RG40 1XU</p>	<p>0118 957 4291</p> <p>0118 978 3681</p>	<p>www.rdg-law.co.uk</p>	<p>Providing expert advice on a full range of services for your family and your business.</p>
<p>Wilson & Berry Solicitors Coppid Hall Warfield Road Bracknell Berkshire RG42 2LR</p>	<p>01344 420 555</p>	<p>www.wilsonberry.co.uk</p>	<p>Main areas are Residential and Commercial Conveyancing, Family Law, Crime, Probate & Wills and Personal Injury.</p>

SOLICITORS - ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Organisation	Tel. Number	Website	Description of Services
A'Court & Co Solicitors Suite 6 & 7 5-6 High Street Windsor SL4 1LD	01753 857146	www.solicitors-windsor.co.uk	Specialist family solicitors.
Campbell Hooper & Co Apex House 116 London Road Sunningdale SL5 0DJ	01344 622141	www.campbellhooperco.co.uk	Domestic abuse specialists – well experienced in obtaining injunctions and other court orders to protect clients and their children. Legal Aid work undertaken.
Charsley Harrison Windsor House Victoria Street Windsor SL4 1EN	01753 851591	http://charsleyharrison.co.uk	Undertaking a broad range of commercial work for both small and large clients. This includes commercial property transactions, acquisition and disposal of businesses, commercial agreements such as distribution agreements, advice on matters covered by European law.
Chebsey & Co Solicitors 10/12A High Street Burnham Bucks SL1 7JH	01628 660077	www.chebsey.com	We have expert solicitors who can provide specialist advice on a wide range of legal issues relating to both private and business/commercial matters in the UK and Spain.
Colemans Solicitors LLP 21 Marlow Road Maidenhead SL6 7AA	01628 631051	www.colemans.co.uk	Legal specialists in a range of legal services to individuals and businesses, including Family Law (private and legal aid for divorce, separation, finances, property, pensions, children arrangements, domestic abuse, cohabitant arrangements and disputes, pre-nuptial agreements) Commercial Law (property, development, acquisition and sales of businesses, town and country planning, intellectual property, licensing, litigation and employment) General Litigation (personal injury, tenancy, consumer or neighbour disputes) and Private Client work (wills, Probate, Trusts, estate planning) and Residential conveyancing.
Kidd Rapinet Solicitors 33 Queen Street, Maidenhead,	01628 621301	www.kiddrapinet.co.uk www.kiddrapinet.co.uk/offices/ma	

Berkshire SL6 1NB		idenhead-6	
Mylles & Co. 28 Thames Street Windsor Berkshire SL4 1PR 14, High St Sunninghill Ascot Berkshire SL5 9NE	01753 853914 01344 623388	www.mylles.co.uk	

SOLICITORS - SLOUGH

Organisation	Tel. Number	Website	Description of Services
Asghar & Co Solicitors 112-114 High Street Slough SL1 1JQ	01753 535577	http://asgharandco.com/	Carries out privately funded work in Civil Litigation and Immigration and holds franchise for Legal Aid in Family, Criminal and Housing matters.
Barrett & Thomson One Pegasus Court 25 Herschel Street Slough Berkshire SL1 1PA	01753 437 416	www.barrettandthomson.com	Providing a wide range of legal services to individual, commercial, and industrial Clients in the Slough area and beyond.
Chambers 124a High St Slough Berkshire SL1 1JE	01753 522204	http://chambers-solicitors.net	Experts in many areas of law including Family Law, Criminal Law, Residential Conveyancing, Personal Injury and Immigration Law. Chambers can offer Legal Aid to those who qualify for Criminal, Civil, and Family Law.
Chebsey & Co Solicitors 10/12A High Street Burnham Bucks SL1 7JH	01628 660077	www.chebsey.com	We have expert solicitors who can provide specialist advice on a wide range of legal issues relating to both private and business/commercial matters in the UK and Spain.
ieLaw 1 Mill Court 51 Mill Street Slough SL2 5DA	01753 554040	www.ielaw.co.uk	
Kidd Rapinet Solicitors Parliament House St Laurence Way Slough Berkshire SL1 2BW	01753 532541	www.kidrapinet.co.uk www.kidrapinet.co.uk/offices/slo-ugh-5	
Martin Murray and Associates 1 The Pavilions Stoke Gardens Slough SL1 3QD	01753 551313 24 hour 01753 600101	www.mmasolicitors.co.uk/index.htm	Martin Murray & Associates is one of the largest criminal defence solicitors firms in West London. With offices in West Drayton, Slough and Reading, our fast, efficient team offers criminal, family and prison law representation throughout the Thames Valley.

SPECIALIST DOMESTIC ABUSE SERVICES

Organisation	Tel. Number	Website	Description of Services
Berkshire's Women's Aid	01189 504003	www.berkshirewomensaid.org.uk	Working throughout Reading, Bracknell, Wokingham, West Berkshire and South Oxfordshire providing outreach support, advocacy and refuge accommodation to anyone experiencing domestic abuse (male or female). A support programme called 'Choices' is facilitated by Berkshire Women's Aid.
Berkshire East & South Bucks Women's Aid	0800 085 2654 <i>Office Line:</i> 01753 549865	www.ebwomensaid.org.uk	Provides services across East Berkshire and South Buckinghamshire, including refuge accommodation, resettlement support, specialist children's services, outreach and advocacy support and a specialist project for male victims. A 12 week programme called the 'Freedom Group' is also facilitated by Berkshire East & South Bucks Women's Aid. Further details about the programme: www.freedomprogramme.co.uk
CAADA Co-ordinated Action Against Domestic Abuse	0117 317 8750	www.caada.org.uk	A charity established to encourage the use of independent advocacy as a way to increase the safety of survivors.
Crossing Bridges (Reading)	01189 597333	www.crossingbridges.co.uk	One stop shop in Reading town centre, run in partnership, offering advice and support for victims of domestic violence.
DAME (Domestic Abuse, Money and Education) project	01323 635987	www.womensaid.org.uk/domestic-violence-articles.asp?itemid=2593&itemTitle=Domestic+Abuse%2C+Money+and+Education+project&section=00010001002200370001&sectionTitle=Articles%3A+domestic+violence+services	Women's Aid is working in partnership with money advice plus services (MAPS) to develop a three-year project - Domestic Abuse, Money and Education project (DAME). This project provides a specialist money advice service for those experiencing domestic violence.
Domestic Violence Intervention Programme (DVIP)	020 7633 9181	www.dvip.org	The aim is to increase the safety of women and children who experience domestic violence by providing a range of diverse services challenging men, supporting women, working in partnership, influencing policy and campaigning for change.
Kinara Rose (Slough)	01753 592988		Refuge accommodation, advocacy and outreach support for women fleeing domestic abuse. Advice,

			support and help provided.
National 24 hour Domestic Violence Helpline	0808 2000 247		Helpline run in partnership between Refuge and Women's Aid. Access to 24 hour emergency refuge accommodation, emotional and practical support.
The Dog's Trust – Freedom Project	0800 298 9199	www.dogstrust.org.uk	Foster care service for dogs belonging to women fleeing domestic abuse.
Women's Aid England		www.womensaid.org.uk	Membership organisation for providers of domestic abuse services. Online, view the Survivor's Handbook for a wealth of information in English, Polish, Arabic, Bengali, Chinese, Greek, Gujarati, Punjabi, Somali, Spanish, Turkish, Urdu.

STALKING & HARASSMENT

Organisation	Tel. Number	Website	Description of Services
BBC Stalking Advice		www.bbc.co.uk/insideout/yorkslincs/series7/stalking_advice.shtml	
Domestic Abuse, Stalking and Honour Based Violence (DASH 2009) Risk Identification, Assessment and Management Model	n/a	www.dashriskchecklist.co.uk	<p>The DASH is for all professionals working with victims of domestic abuse, stalking and harassment and honour based violence.</p> <p>In England and Wales, the police service will use the ACPO DASH and partner agencies the CAADA DASH.</p> <p>There is also a risk checklist for victims of domestic abuse, stalking and honour based violence. This is called the Victim-DASH (V-DASH 2010).</p> <p>There are also further questions on stalking called the Stalking-DASH (S-DASH, 2009) Risk Identification Checklist. This again has been adapted for victims to use, Victim Stalking-DASH. (VS-DASH 2009).</p>
Digital stalking: a guide to technology risks for victims (November 2012)	n/a	www.digital-stalking.com/victim-advice	An important resource for all stalking victims, including the many survivors of domestic violence who are being stalked by an ex-partner. It explains the wide range of technological risks for those being stalked, including use of Spyware on personal computers, tracking devices on mobile phones and tracking of information through social networking sites.
E-victims		www.e-victims.org	E-Victims is a CIC (Community Interest Company), set up to help the Internet community and regulated by the CIC Regulator. They can provide advice to those who are affected by electronic crime such as malicious e-mails and cyber stalking.
National Stalking Clinic (NSC)	020 8375 8777	www.beh-mht.nhs.uk/Default.aspx?locid=01u00a00101t007	The National Stalking Clinic (NSC) is a specialist service for the assessment and treatment of stalkers, and of stalking victims.
National Stalking Helpline	0808 802 0300	www.stalkinghelpline.org	<p>The Helpline can provide guidance on</p> <ul style="list-style-type: none"> • The law in relation to stalking and harassment • Reporting stalking or harassment • Effective gathering of evidence • Ensuring your personal safety and

			<p>that of your friends and family</p> <ul style="list-style-type: none"> • Practical steps to reduce the risk
Network for Surviving Stalking	07501 752741	www.nss.org.uk	Offering online information and advice. NSS no longer provides a direct personal support service for victims of stalking /harassment. Personal support can now be obtained either by calling Victim Support (national or local).
Protection Against Stalking		www.protectionagainststalking.org/	Working with professionals and organisations to improve the safety of stalking and harassment victims and for perpetrators of abuse to be held to account.
Stalking Investigations		www.stalkinginvestigations.co.uk	A blog maintained by Dave Thomason of Protection Against Stalking designed to inform investigators of stalking and harassment and to offer those who are being stalked or know someone who is an insight into some of the key issues they face.
Stalking Resource Center		www.ncvc.org/src/main.aspx?dbID=dash_Home	An American program of the National Center for Victims of Crime aiming to raise national awareness of stalking and to encourage the development and implementation of multidisciplinary responses to stalking in local communities across the country.
Surviving Stalking		www.survivingstalking.com	Tracey Morgan was a victim of stalking and created this site, including her blog, for other victims and interested parties.
Suzy Lamplugh Trust		www.suzylamplugh.org	Providing advice, information and training about personal safety, enabling people to avoid becoming victims of violence and aggression.
Women's Aid (stalking section)		www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220023&sectionTitle=Stalking	

STATUTORY SERVICES

Organisation	Tel. Number	Website	Description of Services
<p>Adult Social Care</p> <ul style="list-style-type: none"> - Bracknell Forest - RBWM - Slough 	<p>01344 352000</p> <p>01628 683744</p> <p>01753 475111</p>	<p>www.bracknell-forest.gov.uk/adultsocialcareandhealth</p> <p>www.rbwm.gov.uk/web/social_adults_protect.htm</p> <p>www.slough.gov.uk/health-and-social-care/adult-social-care.aspx</p>	<p>The Council's Adult Social Care department has responsibility for the following areas: Carers, HIV/AIDS, Learning disabilities, Mental health, Older people, Physical disabilities and illnesses, Substance misuse.</p>
<p>Children's Centres</p> <ul style="list-style-type: none"> - Bracknell - RBWM - Slough 	<p>For individual telephone numbers and contact details, visit the relevant website listed</p>	<p>www.bracknell-forest.gov.uk/childrenscentres</p> <p>www.rbwm.gov.uk/web/ed_childrens_centres.htm</p> <p>www.slough.gov.uk/schools-and-learning/find-a-childrens-centre.aspx</p>	<p>Children's centres are places where families with children under five can access a range of early intervention support services.</p> <p>Bracknell: Individual and group support is available in the centre, the local community or the home. This includes courses that support women who have experienced or who are experiencing domestic abuse as well as self-esteem and play therapy for children.</p>
<p>Children's Social Care</p> <ul style="list-style-type: none"> - Bracknell - RBWM - Slough 	<p>01344 352020</p> <p>01628 683150</p> <p>01753 475111</p>		<p>The team is responsible for assessing the help and support needed for children and their families, including Child Protection and Youth Offending. They decide if a child 'is in need' as defined in the Children Act 1989 and make arrangements to provide services appropriate to meet those needs. It is also responsible for planning and developing and commissioning new services to meet changing needs.</p>
<p>Crown Prosecution Service (CPS) - Thames Valley</p> <p>Eaton Court 112 Oxford Road Reading Berkshire RG1 7LL</p>	<p>01189 513600</p>	<p>www.cps.gov.uk</p> <p>www.cps.gov.uk/local/southeast/thamesvalley.html</p>	<p>Responsible for prosecuting criminal cases investigated by the police in England and Wales.</p>
<p>Emergency Duty Team</p> <p>c/o Time Square Market Street Bracknell</p>	<p>01344 786543</p>		<p>For Social Services & Homelessness emergencies (including support to children and their families, Child Protection, Older Persons, Mental Health, physical and learning</p>

Berkshire RG12 1JD			disabilities), covering the 6 Unitary Authorities of Berkshire outside normal office hours.
Local Authority			
Bracknell Forest Council Easthampstead House Town Square Bracknell RG12 1AQ	01344 352000	www.bracknell-forest.gov.uk <i>Domestic Abuse webpages:</i> www.bracknell-forest.gov.uk/domesticabuse	
Royal Borough of Windsor and Maidenhead Town Hall St. Ives Road Maidenhead Berkshire SL6 1RF	01628 683800	www.rbwm.gov.uk <i>Community Safety Partnership:</i> www.rbwmsafety4all.org.uk <i>Domestic Abuse website:</i> www.rbwmdvf.org.uk	
Slough Borough Council (Customer Services Centre) Landmark Place High Street Slough SL1 1JL	01753 475111	www.slough.gov.uk <i>Domestic Abuse webpages:</i> www.slough.gov.uk/domesticabuse/	
Local Safeguarding Children Boards			
- Bracknell	01344 354012	www.bflscb.org.uk	The Children Act 2004 requires all local authorities across England and Wales to set up a Local Safeguarding Children Board (LSCB). The task of each LSCB is to safeguard and promote the welfare of children and young people in their area. From 1 April 2008 each Local Safeguarding Children Board (LSCB) has a responsibility to set a Child Death Overview Panel (CDOP) as outlined in Chapter 7 of ' Working Together to Safeguard Children '
- RBWM	01628 683234	www.rbwm.gov.uk/safeguardingchildren/index.htm	
- Slough		www.sloughchildrenstrust.org.uk/about/more-about-LSCB.aspx	
- Berkshire Child Death Overview Panel	0118 987 6256	www.berkshirechilddeath.org.uk/home.html	
Thames Valley Police Domestic Abuse Investigation Unit (DAIU) Windsor Police Station Alma Road Windsor Berkshire SL4 3ES	<i>Non Emergency Number: 101</i>	www.thamesvalley.police.uk	A specialist unit of highly trained officers, working closely with partner agencies, dedicated to supporting victims of domestic abuse and investigating allegations of domestic abuse.

<p>Thames Valley Police Child Abuse Investigation Unit (CAIU)</p> <p>Windsor Police Station Alma Road Windsor Berkshire SL4 3ES</p>			<p>A specialist unit of highly trained officers, working closely with partner agencies, dedicated to the investigation of child abuse and safeguarding children.</p> <p>The main role of the 'CAIU' is the Investigation of Child Abuse.</p>
<p>Thames Valley Probation Service</p> <p>Bracknell James Glaisher House Grenville Place Bracknell RG12 1BP</p> <p>Slough & Maidenhead Revelstoke House Chalvey Park Slough SL1 2HF</p>	<p>01344 420446</p> <p>01753 537516</p>	<p>www.thamesvalleyprobation.gov.uk</p>	<p>Working with people who have committed different types of offences such as burglary, violence, car crime and sex offences. Providing probation supervision, offending behaviour programmes and specialist support services, which aim to stop people committing further offences.</p>
<p>Thames Valley Probation Victim Liaison Unit</p>	<p>0118 955 1255</p>		<p>Working with victims in the following circumstances;</p> <ol style="list-style-type: none"> 1. Victims of sexual or violent crimes where the offender receives a prison sentence of 12 months or more. 2. Victims of crimes described above where the offender has mental health problems and receives a Hospital Order. 3. Discretionary cases which do not meet this criteria but where the victim is assessed to be at significant risk from the offender and to be in a position to benefit from the service. This will often include domestic abuse and stalking cases. <p>The work includes the following;</p> <ol style="list-style-type: none"> 1. Providing information to the victim about the workings of the criminal justice system and explain how the offender will progress through the system towards release. This may include providing information about the Parole process and the appeals system. The Unit works with victims for the duration of the offender's sentence. 2. Offering the victims an opportunity to present their views to the Parole Board, at the point of move to open conditions or release, in the form of a Victim Personal Statement.

			<p>3. Offering victims an opportunity to request licence conditions in the form of non contact conditions or exclusion zones.</p> <p>4. Attending MAPPA/MARAC meetings as appropriate in order to represent the victim perspective with regard to ongoing risk issues.</p>
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SUPPORT SERVICES FOR CHILDREN/YOUNG PEOPLE & FAMILIES

Organisation	Tel. Number	Website	Description of Services
AVA Children & Young People's Project	0207 5490 277	www.avaproject.org.uk/our-projects/children--young-people's-project.aspx	The Children and Young People's Project works to improve the safety and redress the imbalances in opportunity for children/young people witnessing or experiencing domestic abuse. Resources available from the website.
Barnardo's	020 8551 0011	www.barnardos.org.uk	Helps children, young people and their families to overcome the most severe disadvantages.
Bracknell Forest Council Behaviour Support Team (BST)	01344 354250		The BST works with children, their families and schools to help ensure that all children are happy and secure. Where there are concerns about a child's behaviour or emotional well-being they can provide individual support for that child and family.
Bracknell Forest Youth Offending Service Early Intervention Project	01344 354300		A project in Bracknell Forest primarily targeted at young people aged 8 – 13 years who are identified as: being at risk of offending and committing anti-social behaviour. The project is aimed at diverting young people from the Criminal Justice system and targets those who are likely to benefit from additional interventions and are willing to co-operate with a voluntary Intensive Support Plan.
Child Contact Centres - Bracknell - Maidenhead - Slough	07828 823367 01628 672006 07726 3245896		Safe, neutral places where the children of broken partnerships can spend time with the parent with whom they do not live.
Childline	0800 11 11	www.childline.org.uk	Free 24 hr helpline for children and young people in the UK.
Family Friends in Windsor & Maidenhead	0300 800 1005 0300 800 1004	www.family-friends.org.uk	Family Friends is a charity providing short-term support to families with children aged 0-13 across the Royal Borough of Windsor and Maidenhead.
Family Information Service/Family Service Directory			Free information service for families.

<ul style="list-style-type: none"> - Bracknell - RBWM - Slough (known as Children & Young People's Information Service) 	<p><i>Public enquiries</i> 01344 352000</p> <p><i>Professional enquiries</i> 01344 353133</p> <p>01628 685632</p> <p>01753 476589</p>	<p>www.bracknell-forest.gov.uk/familyinformationsevice</p> <p>E: fis@bracknell-forest.gov.uk</p> <p>http://fsd.rbwm.gov.uk</p> <p>www.sloughcypdirectory.org.uk</p>	
Family Rights Group	0808 731 1696	www.frg.org.uk	Giving confidential advice for families whose children are involved with or require social care services.
Gingerbread	0800 0184318	www.gingerbread.org.uk	Support for lone parent families.
Healthy Minds Parent Support Line (Royal Borough of Windsor & Maidenhead area)	01628 685633 10am - 2pm Monday - Friday	Email: fis@rbwm.gov.uk	If you have concerns about your child's emotional needs, relationships (0-19yrs or 25 yrs with additional needs) and how they handle their feelings you can call the support line.
Home Start - Bracknell - Slough	0800 068 63 68 01344 860 025 01628 661029	www.home-start.org.uk www.varioweb.co.uk/homestart	Supporting families in local communities.
Mothers 4 Mothers Thames Valley Support Group for Mothers of Sexually Abused Children	01753 672673		A group of mothers (and women in the parental role) whose children have been sexually abused. They meet one morning a month in a comfortable, informal and safe place. Crèche facility is available for pre-school aged children. They offer each other and newcomers support and understanding. They talk in confidence and without judgement. An introductory home visit can be arranged.
NCH The Children's Charity - Bracknell	01344 456416	www.nch.org.uk	Helping the most vulnerable children and young people in the UK break through injustice, deprivation and inequality so they can achieve their full potential.
NSPCC	0800 800 5000	www.nspcc.org.uk	Helping end cruelty to children in the UK.

Parents and Children Together (PACT) - Bracknell - Maidenhead/ Slough	0300 456 4800 01344 453236 01628 636980	www.pactcharity.org	A key player in adoption in the UK, education for the care sector, fostering, housing & community, inter-country adoption.
RBWM Health Minds Parent Support Line	01628 685633 <i>10am – 2pm Mon-Fri</i>	fis@rbwm.gov.uk	If you have any concerns about your child's emotional needs, relationships (0-19 yrs or 25 yrs with additional needs) and how they can handle their feelings, you can call the support line.
RBWM Youth Inclusion Support Programme (YISP)	01628 683280		A free voluntary service aimed at preventing children from becoming involved, or further involved, in offending and anti-social behaviour. This is done through offering a programme of activities developed around the child's and their family's strengths and weaknesses. The programme may include: One-to-one support, family support, parenting skills, sports activities, health advice, substance misuse education, behaviour management and education and employment advice.
Re:charge	01628 789845	www.bridgetrust.org.uk	A drop in centre for 11-18 year olds during the evening (4-5.30pm for 11-14 year olds, and 6-9pm for 11-18 year olds) and young parents with their pre-school children during the day (Tues, Wed and Thurs 10am-3pm). Re:charge provides a safe environment where young people can seek support, help and advice when needed. A range of activities and positive role models are on offer which aim to have a constructive impact on young people and empower them to reach their full potential by making positive changes.
Respect4Us		www.respect4Us.org.uk	A website aimed at tackling violence, transforming attitudes and informing young people. This on-line game tests participants' knowledge about respect, responsibility, and violence.
Slough Young People's Centre	01753 539300	www.sypc.co.uk	Offering advice, supporting and information on a range of issues including housing, welfare rights, legal issues, sexual health, drugs and health.
Stop It Now!	0808 1000 900	www.stopitnow.org.uk	National campaign to stop child sexual abuse, including a confidential

	<i>Thames Valley:</i> 01844 20 16 19		help line.
The Hideout		www.thehideout.org.uk	A website designed for children and young people about domestic abuse, to help them identify whether it is happening in their home and signposts them to additional support and information.
The Parent Partnership - Bracknell - Maidenhead - Slough	01344 354 011 01628 683182 01753 787 693	www.parentpartnership.org.uk	Provides advice, support and information for parents of children with special educational needs.
This is abuse		http://thisisabuse.direct.gov.uk/	Home Office campaign website.
TULIP (Together United Living In Peace)	0151 637 6363		Support for parents who have experienced violence at the hands of their children.

Please also see contact details under 'Statutory Services'

SUPPORT SERVICES FOR MALE VICTIMS

Organisation	Tel. Number	Website	Description of Services
AMSOSA (Adult Male Survivors of Sexual Abuse)	HELPLINE 0845 430 9371 Weds 7-9pm Weekdays 10am - 4pm	www.amsosa.com	AMSOSA offers non offending Adult Male Survivors, two support groups giving a unique therapy experience. Groups meet either on Monday or Friday evenings. If you are not able to access the group sessions we hold, we offer a confidential telephone helpline and email support.
Berkshire's Women's Aid	0118 9504003	www.berkshirerwomensaid.org.uk	Working throughout Reading, Bracknell, Wokingham, West Berkshire and South Oxfordshire providing outreach and advocacy support for male victims of domestic abuse.
Berkshire East & South Bucks Women's Aid	0800 085 2654 <i>Office Line:</i> 01753 549865	www.ebwomensaid.org.uk	Providing outreach and advocacy services through a specialist male Independent Domestic Violence Advocate (IDVA) across East Berkshire and South Buckinghamshire, for male victims of domestic abuse.
DVmen.co.uk		www.dvmen.co.uk	
Mpower	0808 808 4321 <i>Thurs 8-10pm</i>	www.male-rape.org.uk	Supporting male survivors of abuse. If you're ready to talk, we're ready to listen
Mankind Initiative	01823 334244 Opening hours: Mon – Fri 10am – 4pm & 7pm – 9pm	www.mankind.org.uk	Advice and support for male victims of domestic abuse.
Mankind UK	01273 510447	www.mankinduk.co.uk	Support service for men who have been sexually abused assaulted and/or raped.
Men's Aid	0871 223 8896	www.mensaid.com	A registered charity, set up in Milton Keynes to provide free practical advice and support to men who have been abused.
Men's Advice Line and Enquiries (MALE)	0808 801 0327	www.mensadviceline.org.uk	MALE is a confidential advice line for men in abusive relationships and offers an outreach and confidential support service.
Survivors UK	0845 122 1201 Mon & Tues 7-	www.survivorsuk.org	A support service to provide resources for men who have experienced any form of sexual

	9.30pm, Thurs 12-2.30pm		violence.
The Dyn Project	0808 801 0321 Mon & Tues 10am – 4pm Wed 10am – 1pm	www.dynwales.org	A safety planning and advocacy service for men who have experienced domestic abuse. The Project works with gay, bisexual, transgender and heterosexual men in Cardiff and across Wales and can offer a range of services and resources to assist men in abusive relationships.
Victim Support - South East	0845 30 30 900 0845 38 99 528	www.victimsupport.org	An independent charity which helps people cope with the effects of crime, providing free and confidential support and information to help victims deal with their experience of crime.

SUPPORT SERVICES FOR OLDER PEOPLE

Organisation	Tel. Number	Website	Description of Services
Action on Elder Abuse	0808 808 8141	www.elderabuse.org.uk	Working to protect, and prevent the abuse of, vulnerable older adults. Action on Elder Abuse run the UK and Ireland's only national, freephone helpline for anyone concerned in any way about the abuse of older people.
Age UK (previously Help the Aged and Age Concern)	0800 169 6565	www.ageuk.org.uk	Working to improve the quality of life for all older people and offering help, advice and information on a wide range of subjects including housing, health, welfare benefits, pensions and other problems.
Counsel & Care	0845 300 7585	www.counselandcare.org.uk	A national charity getting the best care and support for older people, their families and carers by providing advice, information and financial support and by influencing policies, services and funding.
Solicitors for the Elderly	0870 067 0282	www.solicitorsfortheelderly.com	A national association of lawyers, such as solicitors, barristers, and legal executives who are committed to providing and promoting robust, comprehensive and independent legal advice for older people, their family and carers.
The Relatives & Residents Association	020 7359 8136	www.relres.org	Existing for older people needing, or living in, residential care and the families and friends left behind.

Please also see contact details under 'Statutory Services'

SUPPORT SERVICES FOR PEOPLE FROM BLACK & MINORITY ETHNIC COMMUNITIES

Organisation	Tel. Number	Website	Description of Services
Apna Ghar	0207 474 1547 <i>24 hours</i>		Helpline for Asian women experiencing domestic violence. Languages spoken in Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.
Berkshire's Women's Aid	0118 926 6333	www.berkshirewomensaid.org.uk	Merged with Sahara, working throughout Reading, Bracknell, Wokingham, West Berkshire and South Oxfordshire providing outreach and advocacy support and refuge support for victims of domestic abuse from BME communities.
Berkshire East & South Bucks Women's Aid	0800 085 2654 <i>Office Line:</i> 01753 549865	www.ebwomensaid.org.uk	A specialist BME advocate specialising in honour based violence and family abuse with language specialisms in Urdu, Hindi, Punjabi and Gujarati. A specialist Eastern European advocate specialising in support for clients from Eastern European communities with language specialists in Czech, Slovakian and Polish.
Black Association of Women Step Out (BAWSO)	<i>24hr helpline</i> 0800 731 8147	www.bawso.org.uk	Working with black women who have experienced or are experiencing domestic abuse.
Chinese Information and Advice Centre (CIAC)	08453 131 868	www.ciac.co.uk	For Chinese people on a low income, or who have problems with communicating in England to access mainstream support services.
Eastern European Information and Referral Line	020 7683 1210 Thursdays from 10am – 1pm		Available for Eastern European women affected by domestic and gender violence including women from Russia, Poland, Ukraine, Czech Republic, Estonia, Latvia, Lithuania, Slovenia, Slovakia, Hungary, Romania and Bulgaria. Advice and information given on housing options, legal remedies, welfare benefit entitlement, child contact and safety planning. Assistance to find safe emergency accommodation in a refuge. Language specialisms are Russian and Romanian. Language Line is available.
Jewish Women's Aid	0800 801 0500	www.jwa.org.uk	Providing a number of different services including a helpline, floating

			support and outreach for Jewish women and their children. Based in London.
NSPCC Asian Child Protection Helplines (11am-7pm, Mon-Friday)	Bengali – 0800 096 7714 Gujarati – 7715 Hindi – 7716 Punjabi – 7717 Urdu – 7718 English – 7719		
Southall Black Sisters	0208 571 9595 <i>Mon-Fri 10-12.30 1.30-4pm Closed on Wednesday's</i>	www.southallblacksisters.org.uk	Providing advice, emotional support and information on domestic violence, racial harassment, welfare and immigration rights, and matrimonial rights, mainly for Asian, African and Afro-Caribbean women.

SUPPORT SERVICES FOR PEOPLE FROM GYPSY, ROMA AND TRAVELLER (GRT) COMMUNITIES

Organisation	Tel. Number	Website	Description of Services
CAGAT (Community Advice for Gypsies and Travellers)	08444 771141 <i>Mon – Fri 10am-1pm</i>		Giving generalist advice to all members of the GRT community, including domestic abuse and all other related issues such as welfare benefits etc.
Friends, Families and Travellers	01273 234 777	www.gypsy-traveller.org	A registered charity seeking to address the problems facing the Traveller and Gypsy community. Providing advice, information and training and a wide range of services to all Travellers nation wide - whether traditional or new, settled or on the road.
One Voice 4 Travellers	01945 477821	www.gypsy-traveller.org/onevoice4travellers	Working across East Anglia & the Home Counties supporting families from the Gypsy & Traveller Community who have been affected directly or indirectly by violence.
Solace Women's Aid	0808 802 5565 07903 806 161	www.solacewomensaid.org/index.html www.solacewomensaid.org/services/irishtravellersoutreach.html	Offering help and advice to Irish women and Irish Travelling women and their children who are experiencing domestic abuse, including accessing refuge space, providing support whilst in the refuge and resettlement support once they leave.
Travellers Advice Line	0845 120980 Mon-Fri 10am - 1pm and 2pm-5pm 07768 316755 Emergency/out of hours		Funded by the Legal Services Commission, travellers can speak directly to experienced advisers on questions of evictions, planning matters, issues involving official caravan sites and other matters.

SUPPORT SERVICES FOR PEOPLE WHO ARE LESBIAN, GAY, BISEXUAL OR TRANSGENDER (LGBT)

Organisation	Tel. Number	Website	Description of Services
beYOU	0118 959 7269	www.beyou.org.uk	Berkshire gay and lesbian information network
BLAGIT (Bisexuals Lesbians And Gays Including Transgender) - Slough	Slough Young People's Centre 01753 539300	blagit@hotmail.co.uk or check us out on Facebook	A youth group in Slough for young people aged 13 - 19 who are gay, lesbian, bisexual, transgender or just unsure. We host a range of recreational activities such as bowling, table tennis, pool, computer gaming, music technology, video editing, organised trips to various places, etc. We are also open to suggestions if you have any ideas for things to do.
Broken Rainbow	08452 60 44 60 <i>Mon-Fri 9am – 1pm</i>	www.broken-rainbow.org.uk	Information and support service for lesbian, gay, bisexual and transgender people experiencing domestic abuse.
Freeways (Bracknell)	01344 311595	E: freeways@bracknell-forest.gov.uk	Every Tuesday evening, 6.45pm – 9pm in Bracknell. A group for young people aged 15-21 who are Gay, Lesbian, Bisexual or just unsure.
Galop	020 7704 20 40	www.galop.org.uk	London's lesbian, gay, bisexual and transgender (LGBT) community safety charity. We are a driving force in changing the way the police work with our communities and give advice and support to those affected by homophobic and transphobic violence or hate crime.
Gay & Lesbian Legal Advice	020 7831 3535		Legal advice for lesbians and gay men on any issue particularly gay related issues.
Jewish Lesbian & gay Helpline	07504 924742	www.jlgg.org.uk	Providing an atmosphere of friendship and support for Jewish gays, lesbians, bisexuals and their partners.
London Lesbian & Gay Switchboard	0300 330 0630 <i>10am -11pm</i>	www.llgs.org.uk	Helpline for information, support and referral for any issue relating to lesbian, gay or bisexual life.
National Women's Aid	0808 2000 247	www.womensaid.org.uk	Offering advice and support to lesbian and bisexual women.

Oxford Friend	01865 726893 (Tues, Wed or Fri)	www.oxfordfriend.co.uk	Providing free and confidential information, support and counselling services for lesbians, gay men, bisexuals and transgender people.
Scotland's Lesbian, Gay, Bisexual and Transgender Domestic Abuse Project		www.lgbtdomesticabuse.org.uk/service-providers/home.htm	
SOLA (Survivors of Lesbian Partner Abuse)	0207 328 7389 <i>Tues-Fri 10am – 5pm</i>	solalondon@hotmail.com	A London based organisation supporting women who have experienced emotional, physical or sexual abuse from a female partner.
Stonewall	08000 50 20 20	www.stonewall.org.uk	A professional lobbying group that works to prevent attacks on lesbians, gay men and bisexuals occurring and to put the case for equality on the mainstream political agenda by winning support within all the political parties.
The Dyn Project	0808 801 0321	www.dynwales.org	A safety planning and advocacy service for men who have experienced domestic abuse. The Project works with gay, bisexual, transgender and heterosexual men in Cardiff and across Wales and can offer a range of services and resources to assist men in abusive relationships.

SUPPORT SERVICES FOR PEOPLE WITH A DISABILITY

Organisation	Tel. Number	Website	Description of Services
Action on Hearing Loss	0808 808 0123 Text phone 0808 808 9000	www.actiononhearingloss.org.uk	Supporting deaf and hard of hearing people at home and at work and offering courses for people who are interested in working with deaf people. Also supporting organisations who want to provide better services to their deaf and hard of hearing employees and customers.
Ann Craft Trust	0115 9515400	www.anncrafttrust.org	A UK based organisation working with staff in the statutory, independent and voluntary sectors to safeguard children and adults with learning disabilities who may be at risk from abuse. Advice and information to parents and carers who may have concerns about someone that they are supporting also provided.
Equality & Human Rights Commission	0845 604 6610	www.equalityhumanrights.com	Championing equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.
Community Team for People with Learning Disabilities - Bracknell Forest - RBWM - Slough	01344 354466 01628 670117 01753 690860	www.bracknell-forest.gov.uk/communityteamforpeoplewithalearningdisability www.rbwm.gov.uk/web/social_disability_learning_ctpld.htm	Made up from local Health Services and Social Services, the team works for people with learning disabilities and their carers, whether living at home with family or in residential homes.
Crossroads (Slough)	01753 525 796		A national charitable organisation providing professional Care Attendants to give support to families who are caring for people disabled by age, physical or mental illness and young children who are disabled.
Disabled Living Foundation	0845 130 9177	www.dlf.org.uk	A national charity providing free, impartial advice about all types of daily living equipment and mobility products for disabled adults and children, older people, their carers and families.

Respond	0808 808 0700	www.respond.org.uk	Services for people with learning disabilities who have been victims or perpetrators of sexual abuse and/or have experienced other trauma.
Learning Difficulties and Disabilities (LDD) Service – RBWM	01628 685878	www.rbwm.gov.uk/web/children_ldd.htm	Positively transforming services for disabled children, young people and their families.
RNIB – Royal National Institute for the Blind	030 1233 999	www.rnib.org.uk	Supporting blind and partially sighted people.
The Disabilities Trust	01444 239123	www.disabilities-trust.org.uk	Aiming to provide, maintain and enhance unique characteristics as a quality provider of services and care for adults with physical disabilities, acquired brain injuries, autism and other disabilities (including education and care for children and young adults with autism). Also providing an imaginative concept of personal care and specialist housing in order to meet people's complex needs.
UK Disability Forum		www.edfwomen.org.uk/abuse.htm	This part of the website offers information for disabled women about getting help to tackle violence and abuse.

Please also see contact details under 'Statutory Services'

APPENDIX 1 - LITERATURE

The following list has been collated from members of the local domestic abuse fora. Items included have been compiled using a variety of sources, and are arranged alphabetically according to title.

Some of these books are aimed at professionals working in the field of domestic abuse, and others will be suitable for those who have experienced domestic abuse themselves.

BOOKS

All my fault: Why women don't leave abusive men

Dee Dee, Glass Virago Press Ltd (1995)

'Diverse testimonies of female survivors of male violence, who with remarkable strength tell us why it is so difficult, and what steps were taken by them to break free. A practical down to earth guide for everyone who wants to help women end abusive relationships for good'.

Children's Needs – Parenting Capacity: The impact of Parental Mental Illness, Problem Alcohol and Drug Use and Domestic Violence on Children's Development.

Cleaver H, Unell I, Aldgate J, Department of Health, The Stationary Office (2007)

'How do parental mental illness, problem alcohol or drug use and domestic violence impact on children's development? Do children always suffer as a result?

An exploration of the research literature shows that these potential problems affect children differently depending on their age and individual circumstances. While some children grow up apparently unscathed, others exhibit emotional and behavioural disorders'.

Children's Perspectives on Domestic Violence

Mullender A, Hague G, Umme I, Kelly L, Malos E and Regan L, Sage Publications Ltd. (2002)

'How do children who live with domestic violence cope? How do they make sense of their experiences? Do they receive the right sort of help from formal and informal sources?

Drawing on research designed to hear the voices of children and young people, this book examines children's experiences and perspectives on living with domestic violence. The authors explore: the effect of domestic violence on children; what children say would help them most in coping with domestic violence; the advice children would offer other children who find themselves in similar circumstances, their mothers and the helping professions'.

Daughters of shame

Jasvinder Sanghera, Hodder Paperbacks (2009)

'Daughters of Shame reveals the stories of young women such as Shazia, kidnapped and taken to Pakistan to marry a man she had never met; and Banaz, murdered by her own family after escaping an abusive marriage'.

Domestic violence and child protection: Directions for good practice

Humphreys C, Stanley H, Jessica Kingsley Publishers (2006)

Exploring the challenges of working effectively to respond to the needs of adults experiencing domestic violence, and the specific needs of their children, and offering positive models for practice.

Dragon slippers: this is what an abusive relationship looks like

Rosalind B. Penfold, Grove Press, Black Cat (2006)

Available in a number of different languages www.dragonslippers.com

'It is a very powerful and moving book that literally graphically describes the insidious process by which many women become trapped in violent and abusive relationships, where their own love, compassion and trust is twisted and used against them! This is an excellent resource not only for women who have experienced domestic violence, but also for the people who work with them and to help raise public awareness of the dynamics of abuse.' Nicola Harwin CBE, Chief Executive Women's Aid.

Encouragements for the emotionally abused woman

Beverly Engel, Ballantine Books (1994)

'For those of us who are or have been emotionally abused, we know how the experience insidiously sabotages our self-esteem. We know how easy it can be to falter, to begin to feel the familiar self-doubt and fear. We need to be reminded that the abuse is not our fault. We need to find the motivation to trust our perceptions and find the courage to change our present reality. This book addresses these needs'.

Living with the devil

Amy Norman, John Blake Publishing Ltd (2006)

'In this triumphant memoir, Amy Norman tells how after five years of unspeakable torment, she packed up her children and escaped a life of violence'.

Living with the dominator: A book about the Freedom Programme

Pat Craven, Freedom Publishing (2008)

'This book explains violent and abusive behaviour and places it in a social context. It can help readers of any age and sexual orientation to change their own behaviour and to recognise when they are being controlled'.

Making an impact: Children and domestic violence – 2nd edition

Marianne Hester, Chris Pearson, Nicola Harwin & Hilary Abrahams, Jessica Kingsley Publishers (2006)

'Providing a comprehensive review of recent research and legislation relating to domestic violence and its consequences for children, and identifies the implications for practice'.

Man to Man: A Guide for Men in Abusive Relationships

Edward W. Gondolf and David M. Russell, Sulzburger & Graham Pub Co. (1994)

Mothering through domestic violence

Lorraine Radford & Marianne Hester, Jessica Kingsley Publications (2006)

'Based on findings from six primary research studies carried out by the authors themselves, as well as other published research, this book reveals how undermining mothering - specifically, family courts and social work agencies blaming mothers for their own victimisation - plays a key role in locking women into abusive relationships and exacerbating the damage done by domestic violence'.

Policing domestic violence

Laura Richards, Simon Letchford, Sharon Statton, OUP Oxford (2008)

'A practical guide to policing domestic violence. It sets out approaches to help identify victims early and target offenders through the effective use of intelligence across a range of offending. It also offers guidance

on investigative techniques, risk assessment, inter-agency murder reviews and information-sharing. The impact of domestic violence on children and other witnesses is discussed, and the powers available to police under new legislation are outlined. This title provides officers with information on all the practical measures to protect victims through the civil courts and through inter-agency schemes and perpetrator programmes. It also includes a chapter on the topical subject of honour-based violence and forced marriage and gives advice on the various measures officers can take. All the issues covered in the book are supplemented with useful case studies and checklists, as well as examples of log taking and relevant forms, illustrating how the issues are dealt with in practice. The book forms part of the Blackstone's Practical Policing Series. The series, aimed at junior to middle ranking officers, consists of practical guides containing clear and detailed explanations of the relevant legislation and practice, accompanied by case studies, illustrative diagrams and useful checklists'.

Power and control: Why charming men can make dangerous lovers

Sandra Horley, Vermilion (2002)

'One in four women will experience domestic violence; the incidence of violence on dates (not including rape) is increasing. Sandra Horley draws on over 20 years supporting abused women to provide an insight into the reality behind the mask of the charming man. The book's aim is to show women they are not alone and to help them walk away from the confusing, dangerous situation they find themselves in'.

Real rape, real pain: Help for women sexually assaulted by male partners

Patricia Easteal, Louise McOrmond-Plummer, Hybrid Publishers (2006)

'This book draws on the voices of women from across the globe to expose, demystify and provide answers to surviving partner rape'.

Shame

Jasvinder Sanghera, Hodder Paperbacks (2007)

Written as a life story, Shame is an honest account of a woman who grew up in an Asian community ruled by the gossip of the Gurdwara in Derby. This book outlines the pressures and restrictions of being a girl brought up by strict Sikh values in a community where 'Shame' and 'Dishonour' is the ultimate betrayal and leads to being shunned and disowned by the entire family and local community.

The Emotionally Abused Woman : Overcoming Destructive Patterns and Reclaiming Yourself

Beverly Engel, Fawcett Books; 1st Ballantine Books Ed edition (1993)

'Explains how to identify abusive people and situations, what factors can lead to emotional abuse in adulthood, and what attracts women to abusive people'.

The woman's book of courage: Meditations for empowerment & peace of mind

Sue Patton Thoele, Conari Press (1996)

'Written for women who are in transition, in recovery, or interested in personal growth, a selection of gentle, supportive meditations is designed to help women overcome fear, achieve their full potential, and develop inner strength'.

The woman's comfort book

Jennifer Loudon, HarperSanFrancisco (2005)

'... this book can help you feel whole again. Jennifer Loudon encourages you to assemble and draw on personal rituals, journals and sanctuaries that can add comfort and breathing space to your life. Some are obvious (herbal baths, flowers) or seem too silly, New Age, or time-consuming to tickle every fancy (blow

bubbles in traffic jams, chant affirmations). Many more seem sublime and creative. But that's her point: pick and choose what works best for you, but do take some actions to make your life happier'.

Why does he do that? Inside the minds of angry and controlling men

Lundy Bancroft, Berkley Publishing Group (2003)

This book gets to the heart of abusive men's thoughts and behaviors, making it a vital resource for victims of domestic abuse, their families, and professionals. This empowering book gives women the tools they need to get back in control of their own lives.

Violent No More: Helping men end domestic abuse

Michael Paymar, Hunter House Publishers (2000)

FILMS/TV

For a list of films, visit the National Women's Aid website:

<http://womensaid.nemisys.uk.com/page.asp?section=00010001001300340001&itemTitle=Films+with+a+do+mestic+violence+theme>

Criminal Justice – Series 2 (2009)

'An engrossing, gritty drama about a woman charged with stabbing her barrister husband as he lay in bed. The officials investigating the case are in no doubt as to her guilt, though her motives are called into question. As she passes through the British legal system under constant scrutiny, the terrible consequences of her action become clear'. Available on DVD.

OTHER RESOURCES

Digital Stalking: a guide to technology risks for victims

Jennifer Perry, November 2012

Available online from:

www.digital-stalking.com/victim-advice/

Survivor's Handbook

National Women's Aid

Available online from:

<http://www.womensaid.org.uk/domestic-violence-survivors-handbook.asp?section=0001000100080001&itemTitle=The+Survivor%27s+Handbook>