DOMESTIC ABUSE

Guidance for practitioners working across Bracknell Forest and the Royal Borough of Windsor & Maidenhead

September 2017
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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 involved with domestic abuse, with information and contact details for support agencies (local and national). This guide is in two parts: the first being a practitioners’ guide with information and advice, and the second being contact details of local and national support agencies (listed by A-Z category). All contact details for services listed in part one, are listed in 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 supporting people experiencing domestic abuse in seeking the help and support they need. Specific training around domestic abuse is provided in both Bracknell Forest and the Royal Borough of Windsor & Maidenhead.

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 the local Domestic Abuse Forums. These Forums promote multi-agency working in preventing, reducing and responding to domestic abuse; do not condone domestic abuse; and support the development of services to support victims, perpetrators, and children affected by domestic abuse.

This guide is updated annually. If you would like to offer an update to any of the content, or notice any errors please contact Sophie Wing-King (Domestic Abuse Coordinator, Bracknell Forest & Royal Borough of Windsor and Maidenhead) Sophie.wingking@thamesvalley.pnn.police.uk or 07977 209879.
WHAT IS DOMESTIC ABUSE?

Domestic abuse involves 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.

There is no specific offence of ‘domestic abuse’ under criminal law, but there are many forms of domestic abuse that are crimes.

The government definition of domestic violence and abuse is:

Any incident or patter of incidents of controlling, coercive or threatening behaviour or abuse between those aged 16 or over who are or have been intimate partners or family members¹ regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or patter of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

The Government definition, which is not a legal definition, includes so called 'honour' based abuse, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

‘Family members' are defined as mother, father, son, daughter, brother, sister and grandparents; directly related, in-laws or step-family.

Examples of domestic abuse can include:

- **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.

¹ Family members are: mother, father, son, daughter, brother, sister & grandparents; directly-related, in-laws or step-family.
- **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.
PREVALENCE OF DOMESTIC ABUSE

- Thames Valley Police data 2016-17 (number of incidents):
  - Bracknell Forest 2,226
  - The Royal Borough of Windsor and Maidenhead 2,429

- Each year an estimated 1.9 million people in the UK suffer some form of domestic abuse – 1.3 million female victims (8.2% of the population) and 600,000 male victims (4% of the population)².

- On average, two women a week are killed by a current or former partner.

- 85 women were killed by their partner or ex-partner in 2013-14 (Office for National Statistics).

- Domestic Abuse costs the UK in excess of £15.7 billion per year (Walby, S 2009).

- Her Majesty’s Inspectorate of Constabulary (HMIC) reported that every 30 seconds someone will call the police regarding a domestic abuse related incident³.

- Repeat victimisation is common. 44% are victimised more than once, and almost one in five (18%) are victimised three or more times⁴.

- The 2011-12 Crime Survey for England and Wales found that young people aged 16-19 were more likely to suffer partner abuse in the last year than any other age range⁵.

- 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 year⁶.

- 75% of cases of domestic violence result in physical injury or mental health consequences to women⁷.

- 9.3% of men and 18.7% of women have been victims of stalking since the age of 16. Offenders being 39% partners/ex partners, 36% know people (date, friend, acquaintance or colleague), 33% strangers, 4% family members (Home Office 2011).

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² ONS (2016), March 2015 Crime Survey for England and Wales (CSEW)
³ Everyone’s Business: Improving the Police Response to Domestic Abuse (2014)
⁴ Dodd, et al., 2004.
⁵ The 2011-12 Crime Survey for England and Wales asked 11,000 people in England and Wales aged 16 to 59 questions on their intimate violence via a self-completion module.
⁶ SafeLives (2010)
HELPING SOMEONE YOU KNOW

Domestic abuse still remains a hidden crime 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 you can support someone who may be experiencing domestic abuse, whether you are speaking to a client you are working with or a family member, friend or colleague you suspect is being abused:

RECOGNISE, RESPOND, RECORD, REFER

1. RECOGNISE

Recognise 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 overly 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; lack of self-care; 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 all the time, answers all questions; may appear to be dominant; victim appears frightened, ashamed, embarrassed, and reluctant to speak or disagree with partner, avoids eye contact

2. RESPOND

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!

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.

Ensure it is safe to ask the question. Consider your environment – is it safe to ask? Never ask in the presence of another family member, friend or child over the age of 2 years old. Not everyone can
name it or will refer to what is going on as domestic abuse, so using plain language and clarifying what you mean is essential so people can understand.

The following questions could be used as prompts:

- As violence in the home is so common, we now ask clients about it routinely...
- 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? / Are you walking on eggshells to avoid making your partner angry?
- 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?
- Are you in a relationship with someone who hurts or threatens 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?
- Does your partner control your money?
- Does your partner tell you what to wear, who to see, where to go, what to think?
- Does your partner pressure you to have sex when you don’t want to?

Validating

If someone does disclose they are suffering domestic abuse, there are things that you can do to support that person including the following:

- **Be understanding.** Explain that they are not alone, 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 skeptical.
- **Be supportive.** Let them know that they are not to blame for what is happening and they do not deserve 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.
- **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 Planning section for further information. Remember to ensure the safety of the victim and any children at all times. 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.

- **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.

### Risk identification and assessment

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. The DASH (Domestic Abuse, Stalking, Harassment and Honour Based Abuse) Risk Identification Checklist (RIC) 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. For further information relating to MARAC, please see the ‘Independent Domestic Violence Advisors (IDVAs) & Multi Agency Risk Assessment Conferences (MARACs)’ section of this guide.

The DASH RIC is a multi-agency toolkit and should be used whenever a professional receives an initial disclosure of domestic abuse. It is designed to be used for those suffering current domestic abuse. Risk in domestic abuse situations is dynamic and can change very quickly so the DASH RIC should be revisited and reviewed regularly.

The DASH RIC 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 abuse; 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.

Depending on the answers given by the victim, a practitioner will be able to make a grading of whether the victim is at ‘Standard’, ‘Medium’ or ‘High’ risk of harm. Professional judgement is key when completing the checklist. There may be some things that are not visible when completing the checklist. There may also be situations where the victim refuses to answer some or all of the questions but the professional may still assess that the individual is still at high risk of harm. ‘Visible’ high risk i.e. the number of ‘ticks’ on the DASH RIC (if 14 of more boxes have been ticked, this would usually meet the high risk threshold) and potential escalation also contribute to the assessment of risk.

If a practitioner ‘graded’ a victim as being at ‘high’ risk, the case should be referred to MARAC. If graded as ‘standard’ or ‘medium’ risk, safety planning (see further information below relating to safety planning) and relevant referrals should be made.

Before using a DASH, practitioners should have attended local training (speak to the Local Authority training team). 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.

A DASH Risk Indicator Checklist can be downloaded from:
- The SafeLives (formerly CAADA - Co-ordinated Action Against Domestic Abuse) website. The DASH checklist is also provided in a number of different languages.
- DASH risk checklist website: the DASH (2009); the V-DASH – the DASH checklist adapted for victims to complete themselves; S-DASH - additional screening questions around stalking for professionals to complete; and additional screening questions around Honour Based Abuse for professionals to complete (see page 6 of DASH checklist). The additional questions around stalking can also be used for non-domestic stalking cases.

Safety planning

Leaving an abusive relationship does not mean that someone will be safe. 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 essential. If they decide to leave, going to a scheduled regular event each week (e.g. baby clinic, group, and college) could be used as a window of opportunity to leave. They should only tell people they trust about their plans to leave.

Practitioners working with victims of domestic abuse can help in someone’s safety strategies by doing the following:
- 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 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.
- Ensure that you have provided the victim with as much help and support as possible, whether it is short or long term support. Different options to consider:
  - **Children** – does the perpetrator have access to children? Do they have parental responsibility/custody? Is the school aware of the situation and have copies of any relevant orders? Consider what support the children might need.
  - **Finance** – do they have access to finances? e.g. benefits, child benefit, employment? Does the perpetrator have access to these? Are there any debts e.g. housing arrears? Whose are they? Are there any drug / alcohol issues which impact finances? Are there any immigration issues affecting their access to finances?
  - **Health and wellbeing** – do they need any medical assistance as a result of the incident? Do they need access to substance misuse services or mental health services? Do they have a disability that affects the safety options available to them? What about their wider support networks?
• **Housing and security** – do they need temporary accommodation (e.g. refuge? – is this suitable/necessary?), what about other housing options/longer term housing solutions? What about additional security measures at the property? Does the housing association/authority/landlord know what is going on? Is there a notification flag on the address? Are there any arrears? What about housing action against the perpetrator?

• **Legal** – what criminal legal options are available? Encourage police reporting. Do they need support at court? What civil options are available (e.g. non molestation order / occupation order?) Have there been any breaches of bail / civil / criminal orders? If there are children, is there any legal protection for the children in place / needed? Are there any immigration issues? Does their financial situation have an impact on accessing this support? Is Probation involved with them or the perpetrator? How can they help?

• For more advice, see the [Women’s Aid website](https://www.womensaid.org.uk).

**Within the house**

- If you fear an attack, stay away from rooms such as the kitchen or garage where there may be knives or other items that could be used as a weapon. Avoid rooms where you may be trapped e.g. the bathroom or where you may be shut in a cupboard/small space. Stay in areas where there is a way out and access to a telephone.
- Keep your mobile phone fully charged, carry a phone charger and keep spare change for a public phone.
- Plan escape routes and think about how you may respond in different situations. Rehearse an escape plan.
- Think about whether you trust your neighbours or anyone else that you could go to in an emergency. If so, tell them what is going on and ask them to call the Police if they hear any violence/abuse going on, speak to local support services about advice and support about staying at home.
- Keep emergency telephone numbers close to you (if it is safe to do so).
- Consider opening a bank account in your name (if you do not already have one) so you have some financial independence.
- If you decide to leave, do so when the abuser is not around and do not tell the abuser.
- Pack a bag in case you need to leave in an emergency and hide it somewhere safe. Pack items such as important documents (e.g. passports, birth & marriage certificates, benefit books, cheque books, driving licence, court orders etc), spare set of keys for the house and car, small change, change of clothes, medication/repeat prescriptions, sentimental items, recent photo of the abuser, diary, toys for your children.
- Take your children with you – some teenagers may not want to leave and in some cases it may be best not to force them.
- 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.
- Think about developing a code word with your children/friends to tell them you need help.
- Teach your children how to contact the Police in an emergency and what they would need to say.

**If you remain in the house but the abuser leaves**

- Think about changing your locks (you may need to seek legal advice prior to doing this).
- Consider installing a security system such as a burglar alarm, or outdoor security lights.
- Install smoke and fire detectors and check batteries regularly.
- Think about making your telephone number ex-directory.
- If you do need to call the abuser, dial 141 before calling as this hides the number you are dialling from.
- Inform your neighbours that your partner has moved out of the address, even show them a picture and they can keep an eye out for them
- Use an answer phone to screen calls

**When you are out of the house**
- Think about your own safety at work or when out of the house - tell people you know or work with so they are aware of your situation
- Think about changing your usual routes home/routines
- Avoid going out on your own
- Keep a copy of court orders and useful telephone numbers with you
- Carry a personal alarm

**Safeguarding your children**
- Ensure your children know that the abuse is not their fault
- Even if your children do not directly witness any abuse, they can still be affected by it going on as a result of witnessing or hearing violence and abuse at home, children may go on to show more emotional or behavioural problems than the average child
- All violence and abuse between parents will profoundly threaten a child's sense of safety
- Encourage your children to keep safe by removing themselves during incidents if they can
- Teach your children how to get out of the house safely
- Teach your children how to call the police or other people who may be able to help, like a neighbour, family member, teacher or friend
- If other people are looking after your children, make sure they know of any court orders, show them a photograph of the offender etc
- Talk to someone at your child’s school so they are aware of the situation and know of any court order and what the offender looks like
- Help and advice is available for your children if they need it

**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 domestic abuse service, 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.

**3. RECORD**

Consider safety and confidentiality when recording incidents in notes. Records may be used in future criminal proceedings and may be called on to be used in a MARAC (Multi Agency Risk Assessment Conference). Also be particularly careful if recording anything in hand held notes that your client may take home with them which the offender may see.
Ensure that you document any encounters (utilise the DASH) and act on any disclosures as per your agency’s policies. All records could help in future legal action.

4. REFER

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. Be aware of your local support services. Ensure that you action any safeguarding (children and/or adult) procedures and refer any high risk cases to MARAC (Multi Agency Risk Assessment Conference). For more information about MARAC, see the relevant section later on in this guide.

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). Do take responsibility when referring someone elsewhere.

The below points are taken from a Government ‘Information Sharing advice for practitioners providing safeguarding services to children, young people, parents and carers’ (2015). To download the full guidance, click here.

Seven golden rules for information sharing:

1. Remember that the Data Protection Act 1998 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living people is shared appropriately.
2. Be open and honest with the individual (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 from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Share with informed 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, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. Where you have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. Necessary, proportionate, relevant, adequate, 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 individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).
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.
Children and young people can experience domestic abuse in a number of ways including witnessing it in the family home (possibly becoming directly involved in the violence and abuse), experiencing it in their own relationships and or demonstrating abusive behaviours towards others in their own family.

Domestic abuse can have a profound impact on the children who witness, or 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’15. It is estimated that where there are children in the family, where domestic abuse

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12 For full data on CAADA’s evidence see CAADA’s research report, ‘In plain sight: the evidence from children exposed to domestic abuse’ and Children’s Insights ‘data appendix’.


14 CAADA (2014), In Plain Sight: Effective help for children exposed to domestic abuse. Bristol: CAADA.

15 ‘Children Experiencing Domestic Violence: A research review’. Research in practice (Stanley 2011)
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 link between child physical abuse and domestic abuse is high with 30% - 66% depending upon the study (Hester et al 2000, Edolson 1999, Humphreys & Thiara 2002). Studies show that the more severe the domestic violence, the greater the risk of children being physically abused. 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 intervene. ‘Nineteen Child Homicides’ (Women’s Aid, 2016) tells the stories of 19 children who were killed by a parent who was a perpetrator of domestic abuse, in circumstances relating to child contact (formally or informally arranged). In some of the cases, women were also killed. The full report can be downloaded from the Women’s Aid website.

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 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 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 Arrangements Order**

A ‘child arrangements order’ decides: where a child lives; when a child spends time with each parent; when and what other types of contact, like phone calls, take place.

‘Child arrangement orders’ replace ‘residence orders’ and ‘contact orders’. Parents with these orders do not need to re-apply.

Further information can be found on the Home Office website by clicking here.

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Local support

The Dash Charity have a Children’s Services Team who offer therapeutic work for children and young people who have been affected by domestic abuse, living in RBWM. The Charity also offers healthy relationships workshops and prevention work.

Family Friends run a 12 week support group called PICADA (Positive Intervention for Children Affected by Domestic Abuse) in RBWM. The group aims to provide children with an opportunity to tell their story – to be heard, validated and believed and to begin to heal from exposure to domestic abuse. There is also a parallel group for mothers which aims to provide mothers with an opportunity to understand their child/ren’s behaviour and to validate and support their healing. It also aims to assist women to create links and build bridges between themselves and their children. For further information on when the next group is running, and for details of how to refer, please see the contact details listed under the ‘Support Services for Children/Young People and Families’ section of this guide.

The Bracknell Forest Children’s Centre’s will be running the DART (NSPCC Domestic Abuse Recovering Together) programme in Bracknell from late September 2017. DART is a 10 week group programme for mothers and children (aged from 6 to 11 years) who have lived with domestic abuse. During the programme mothers and their children participate in a range of activities designed to strengthen their relationship, promote communication about the abuse and support one another through their recovery. For further information or to make a referral, contact parentingreferrals@bracknell-forest.gov.uk.

PACT (Parents and Children Together) will be running an 8 week ‘Recovery Toolkit’ group in Bracknell for children in school years 7-9 (11-14 years old) with a concurrent 12 week ‘Recovery Toolkit’ group for their non-abusing parent from late 2017. The overall aims of the group are to help young people come to terms with their experiences and develop positive lifestyle and coping strategies. The programme has been written for young people who are no longer living with the perpetrator (or the perpetrator is on a recognised perpetrator programme). The programme is informed by trauma focussed cognitive behaviour therapy. Topics include: how abuse affects our thinking; self-esteem – what is it?; who is my family?; positive talk; ways to handle difficult feelings; healthy relationships and trust. For more information or to make a referral, contact PACT 0118 402 1749 or 0118 4021755.
ABUSE IN TEENAGE RELATIONSHIPS (including Adolescent to Parent Violence)

- The March 2016 Crime Survey for England and Wales found that 6.9% of men and 11.9% of women aged 16-19 had experienced domestic abuse in the past year. This was the highest rate of any age group.\(^\text{18}\)
- NSPCC research\(^\text{19}\) found that:
  - 25% of girls and 18% of boys experienced some form of physical abuse at least once in their lifetime;
  - 75% of girls and 50% of boys reported experiencing some sort of emotional abuse\(^\text{20}\) at least once in their lifetime; and
  - 31% of girls and 16% of boys reported experiencing some form of sexual abuse within their relationships.
- 67% of teenagers engaged with IDVA services experience strangulation, rape, broken bones and stalking.\(^\text{21}\)
- SafeLives data shows that for those accessing specialist support who are in an abusive intimate relationship, 40% had also been a witness to domestic abuse growing up, and 34% had been harmed as part of their exposure to domestic abuse.

The Home Office definition of domestic violence and abuse changed in 2013 to include those aged 16-17 year olds. There is often a stigma around teenage relationship abuse, with an NSPCC report suggesting that young people may feel that they are not taken seriously by adults. This same report also suggests that young people are more likely to disclose relationship abuse issues to a friend than to a parent or professional.\(^\text{22}\)

‘How to help your mates’ leaflet, developed by AVA (Against Violence and Abuse) can be given to young people to help inform them should their friend confide in them and can be downloaded by clicking here.\(^\text{23}\)

Young people engage with services and people in a different way to adults and therefore, working practice should be adapted to retain meaningful contact with them.

As with adult victims, teenage relationship abuse occurs across all communities, groups and cultures and can encompass the same forms of abuse such as verbal, emotional, physical, sexual and financial.

Online communication is a normal way of life for many young people today and this can be used to abuse young people, for example cyber bullying, online grooming, digital stalking, sexting. However, online communication and social media can also help to provide support and information.

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\(^\text{18}\) Office for National Statistics ‘Domestic abuse in England and Wales: year ending March 2016’
\(^\text{19}\) Barter et al., (2009) Partner exploitation and violence in teenage intimate relationships, NSPCC
\(^\text{20}\) In this study, ‘emotional exploitation’ covers a wide range of experiences, including ‘being made fun of’
\(^\text{21}\) CAADA (2012) ‘A place of greater safety’
\(^\text{22}\) Barter et al., 2009
For cases involving under 18 year olds, there may be additional issues of sexual violence and abuse, child sexual exploitation and street gang related sexual and other violence. Safeguarding procedures should be followed.

There are specific factors to consider when working with young people who are victims of relationship abuse:23
- Is the young person involved in a gang?
- Peers – are they associating with risk peer groups or older peers?
- Are they using substances?
- Do they have mental health issues, self-harm or suicidal tendencies?
- Are they disengaged from education?
- Are they a looked after child?
- Are they in a same sex relationship?
- Do they have poor coping skills or engage in risk taking behaviours?
- Do they have an obsessive use of violent games or pornography?
- Are they isolated from people and services that could support them?
- Do they identify what they have experienced as abuse?

Useful resources from SafeLives, including the DASH (young people’s version) can be found here.

YOUNG PEOPLE USING VIOLENCE AND ABUSE IN RELATIONSHIPS

In cases where the defendant is under 18 years old, the case will usually be heard in a youth court. Youth justice services are delivered locally by YOTs (Youth Offending Teams). Safeguarding factors need to be considered when working with young perpetrators as they may be subject to abuse themselves.

Useful tools include:
- Respect toolkit.
- Yuva service at Domestic Violence Intervention Project (DVIP) programme.

ADOLESCENT TO PARENT VIOLENCE AND ABUSE (APVA)

Also referred to as ‘Adolescent to Parent Violence and Abuse (APVA)’, it is common however underreported. It is a pattern of abusive behaviours that may cause a parent to adapt their own behaviour out of fear.

SafeLives data found that young people demonstrating harmful behaviours are more likely to be male (62%) than female (37%) with the majority of cases the abuse being directed towards the mother (61%) followed by that of a sibling (42%), and sometimes directed to more than one person. Data further found physical abuse to be the most prevalent type of abuse with 57% of young people causing physical harm, 24% demonstrating jealous or controlling behaviour, 2% exhibiting harmful sexual behaviours, and 4% abusing through harassment and stalking.

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23 Information for Local Areas on the change to the Definition of Domestic Violence and Abuse, Home Office & AVA, (2013)
For further information, please view the Home Office information guide, which includes an introduction, responding to cases (advice for practitioners), services and useful resources. The guide can be downloaded by clicking here.

**Local support**
The Dash Charity provide support for young people who have experienced domestic abuse in their own relationship.
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 or exacerbating: miscarriage, still birth or other pregnancy complications; long term and chronic health problems including asthma, epilepsy, digestive problems, migraines, hypertension, and skin disorders; physical and sensory impairments such as walking difficulties or deafness; emotional harm including loss of confidence and low self-esteem. The abuse may result in serious injury or death.

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. Midwives, Health Visitors and the wider Health Visitor teams now ask routine questions around domestic abuse, regardless of whether there are signs or suspicions of domestic abuse, at all mandated contacts as well as transfers into the area.

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

Domestic abuse can happen to anyone, regardless of gender.

- 13.2% of men state they have been a victim of domestic abuse since they were 16 years old. For every three victims, two will be female, one will be male.
- 8.2% of women and 4% of men were estimated to have experienced domestic abuse in 2014/15, equivalent to an estimated 1.3 million female and 600,000 male victims.
- Male victims (29%) are over twice as likely as female victims (12%) to not tell anyone about the partner abuse. Only 10% of male victims will tell the police (26% women), only 23% will tell a person in an official position (43% women) and only 11% (23% women) will tell a health professional.


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.

Domestic abuse can happen to anyone, regardless of age.

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 can include verbal, physical, sexual and psychological abuse, but the elderly can be especially vulnerable to economic or financial abuse and neglect. Action on Elder Abuse identify a category which they have named ‘Family Abuse’ and this is where the perpetrator is a family member or partner, this can be defined as domestic abuse. 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’

Action on Elder Abuse state that where family abuse is intentional it is likely that the following signs will be apparent:

- The older person may not be allowed to speak for themselves, or see others, without the presence of the family member (suspected abuser) being present
- They may display attitudes of indifference or anger toward the older person, or the obvious absence of assistance
- A family member may blame the elder person (e.g. accusation that incontinence is a deliberate act)
- They may display aggressive behaviour (threats, insults, harassment) toward the older person
- They may have a previous history of abuse of others
- They may display inappropriate affection toward the older person
- They may display flirtatious behaviour, or coyness, etc that might be possible indicators of inappropriate sexual relationships
- They may create social isolation of the family, or isolation or restriction of activity of the older person
- There may be conflicting accounts of incidents by family, supporters, or the older person
- They may display inappropriate or unwarranted defensiveness
- There may be indications of unusual confinement (closed off in a room; tied to furniture; change in routine activity)
- There may be the obvious absence of assistance, or attendance

It is important that neighbours, friends, families and practitioners are alert to the possibility of abuse - and are therefore ready to act on concerns or suspicions. Too often abuse has continued because people spotted something that felt wrong, but took no action as they doubted their own concerns.

Often, the people who abuse older people are exploiting a special relationship. They are in a position of trust or have created an expectation of trust, whether through family bonds, friendship or through a paid caring role, and they exploit that trust.

Sometimes however abuse is not intentional. It can be because someone lacks the skills or external support necessary to adequately care for another person. We call this 'passive abuse' because it is
unintentional. That does not mean that the impact on the older person is any less, but it can help us to understand how best to address the abuse.

In some minority communities there is great stigma associated with abuse by family members and it is not always true that the older person would prefer to talk to someone from their own community. This may in fact be the last thing that they want, so never seek to use a family friend, neighbour or similar as an interpreter. Seek such services from an organisation unknown to the older person. (Action on Elder Abuse [http://elderabuse.org.uk/](http://elderabuse.org.uk/))

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 appointee ship for state benefits, misuse of personal allowance payments, the fraudulent use of bank accounts and the misuse of enduring power of attorney

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.

Statutory guidance issued under the Care Act, published in October 2014, states that adult safeguarding ‘means protecting an adult’s right to live in safety, free from abuse and neglect’ (Section 14.7). Safeguarding duties apply to an adult who: ‘has needs for care and support (whether or the not the authority is meeting any of those needs); is experiencing, or is at risk of, abuse or neglect; as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect’ (Section 14.2).

The Care Act specifies that freedom from abuse and neglect is a key aspect of a person’s wellbeing. The guidance outlines that abuse takes many forms, and local authorities should not be constrained in their view of what constitutes abuse or neglect. It includes domestic abuse as a category of abuse.

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

For more guidance around adult safeguarding and domestic abuse, download ‘Adult Safeguarding and Domestic Abuse – a guide to support practitioners and managers’ by clicking [here](#).
DISABLED VICTIMS OF DOMESTIC ABUSE

Domestic abuse can happen to anyone, regardless of whether you are able bodied or have a disability.

Women’s Aid states 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 AND TRANSGENDER (LGBT) RELATIONSHIPS

Domestic abuse can happen to anyone, regardless of sexuality.

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.

‘It is widely recognised that LGBT clients have historically had difficulty accessing services. Research shows that LGBT individuals are disproportionately underrepresented both among those accessing specialist domestic abuse services and those referred to MARAC’

Access for support for domestic abuse may be more difficult among LGBT communities due to:
- They do not identify with the ‘public story’ of domestic abuse (Donovan & Hester, 2010). There is often the assumption that domestic abuse is between men and women which may affect someone’s decision to seek support. If unable to identify with the characteristics of domestic abuse they are less likely to identify themselves as being a victim of abuse and/or seek help.
- They do not think services are aimed at them.
- There is a gap of trust between those in same-sex relationships and mainstream agencies. Some victims may have a fear that agencies may be homophobic, will not be sympathetic or understand. This may be due to perception by the victim/client of the agency, or due to previous experience.
- Services may not take the abuse seriously because of myths around violence in same sex relationships. Myths may include that women are not violent, or that violence between two women or two men is less serious than in a heterosexual relationship, or is likely to be mutual abuse.
- They will be required to ‘out’ themselves to services. A victim may not be ‘out’ in every part of their life, so by disclosing abuse, others will come to know of their sexual orientation which they may not be ready to disclose and be fearful of any repercussions. Perpetrators may use this as a form of control.

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.

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24 SafeLives (2015). Practice briefing for IDVAs. Engaging and working with lesbian, gay, bisexual and transgender (LGBT) clients
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.

Practitioners working with an LGBT client should consider the following:
- Could the client’s sexuality be used by the perpetrator as a way of controlling them?
- Could the perpetrator be using social media to control or abuse the victim? (an additional way of threatening to ‘out’ the victim)
- Is this the first same sex relationship? Research indicates (Donovan et al, 2006) that a person’s first same sex relationship is a high risk time for domestic abuse to begin, due to the victim: being heavily influenced by the existence of the relationship; lacking confidence in what is acceptable/unacceptable behaviour; may not having established an LGBT support network to seek support/help from; having limited access to role models about healthy and respectful relationships (Ristock, 2002; Donovan & Hester, 2008)
- Is your client ‘out’ in other parts of their life?
- Does the potential for homo/bi/transphobia present an opportunity for further isolation?
- Could there be multiple perpetrators?

**Thames Valley Police Lesbian, Gay, Bisexual and Transgender Liaison Officers (LAGLOs)**

A LAGLO (Lesbian, Gay, Bisexual and Transgender Liaison Officer) is a police officer or member of police staff who has specialist training in, and a specific understanding of, lesbian, gay, bisexual and transgender issues. This expert knowledge and understanding offers a critical additional resource not only to Thames Valley Police but also lesbian, gay, bisexual and transgender (LGB&T) communities and individuals. This is an additional role performed by officers and staff alongside their permanent posting.

The primary functions of the Thames Valley Police LAGLOs are:
- Promote confidence and trust
- Enhancing knowledge and understanding
- Support effective criminal investigation

Officers are deployed through the Thames Valley Police diversity team. In the context of dealing with cases of domestic abuse LAGLOs aim to:
- Develop and disseminate initiatives and best practice designed to increase the confidence and trust of LGB&T communities / individuals.
- Develop and disseminate initiatives and best practice designed to encourage and maintain open channels of communication between Thames Valley Police and LGB&T communities / individuals.
- Develop and disseminate initiatives and best practice designed to encourage LGB&T hate crime to be reported.
• Offer consultative support to the lead officer in the investigation of relevant crime.

• If and where required, and at the request of an investigating officer or the Diversity Team, assist the investigation of relevant crime by facilitating communication with victims, witnesses and the broader LGB&T community.

• If and where required, and at the request of an investigating officer, offer additional professional support to relevant victims and/or witnesses.

• Act as a source of LGBT information and signpost to other LGBT support agencies or groups.
VICTIMS FROM BLACK AND MINORITY ETHNIC (BME) COMMUNITIES

Domestic abuse can happen to anyone, regardless of religious, ethnic or racial background.

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 abuse 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 RE COURSE TO PUBLIC FUNDS (NRPF)

There have been a number of changes around the immigration rules in recent years. Home Office UK Visas and Immigration Department 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 by clicking here.

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.

If someone has entered or stayed in the UK as a spouse, unmarried partner, same sex or civil partner of a British Citizen, or of a non-citizen who has settled in the UK, and if the marriage or relationship has broken down during the first five years (or 24 months for those who obtained a spousal visa before 9 July 2012) of the relationship, due to domestic abuse, they may be able to apply for ‘indefinite leave to remain’ under the Domestic Violence Immigration Rule (Settlement DV). In order to be given permission to settle in the UK as a victim of domestic abuse, an individual must be able to prove they were given permission to enter or remain in the UK and that they were a victim of domestic abuse and that this caused the relationship to break down before the end of their permission to enter or remain.

If the existing visa contains the words ‘no recourse to public funds’ they will not be entitled to public funds e.g. local authority housing, social security benefits. However, if pregnant, have children or have another vulnerability such as mental health or other health condition, they should contact the local authority for support (if possible seek help before doing so). Some visas allow for someone to make a claim for housing and benefits.

The Destitution Domestic Violence (DDV) concession

From 1 April 2012, a spouse or partner who is eligible to qualify for indefinite leave to remain as a victim of domestic abuse who is destitute can apply for access to public funds under the DDV concession. It allows individuals to notify the Home Office UK Visas and Immigration Department of their need to access public funds while they make a claim for indefinite leave to remain as a victim of domestic abuse. For information and advice regarding the DDV concession, click here.
If the Home Office UK Visas and Immigration Department 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, during which they must apply for indefinite leave to remain under the domestic violence rule. Legal advice should be obtained before applying.

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. Click here for more guidance.

A useful document ‘Seeking Refuge? Domestic violence, immigration law and “no recourse to public funds”’ is available on the Rights of Women website and can be downloaded from here.

Key points from the document include:
1. It is an offence under the Immigration & Asylum Act 1999 for anyone to give immigration advice in the UK unless they are regulated. Make sure they are signposted to the “proper” advisors.
2. Not everyone who is in the UK on a spousal visa and leaves the relationship automatically falls into the category of “no recourse to public funds” – each case has to be assessed (it depends on their immigration status, the length of visa they were given and when they applied for their visa).
3. If someone has come to the UK on a spousal visa and experiences domestic abuse, they can apply for ILR (indefinite leave to remain) straight away – they don’t have to wait until their visa expires (as long as they don’t have any unspent criminal convictions). IDVA’s (Independent Domestic Violence Advisors) and immigration advisors can help people fill out their application. If the visa has already expired, they will be required to explain why it expired and will affect their right to appeal any decision.
4. A case worker in the Home Office UK Visas and Immigration Department (formerly known as UK Border Agency) will assess their application.
5. Biometric data is needed when they apply for ILR - fingerprints and a photograph of their face if that hasn’t already been completed.
6. There is a fee to apply for ILR under the “domestic violence rule” of £1051 (and £778 per child) but “destitute” applicants do not get charged – destitute means not having access to sufficient funds to pay the fee or being totally reliant on a third party for the provisional of essential living costs – food and accommodation.
7. To be granted ILR, there must be evidence of DA which has caused the relationship to break down permanently and that the relationship broke down in the probationary period (this is usually 24-30 months after a visa was granted and is specified in the visa). There are different types of evidence accepted but the strongest would a conviction or caution for the perpetrator of the violence. Other evidence includes police reports, applications for non-molestations orders or injunctions, medical reports, social service reports or letters of support/report from a DA supporting charity or organisation.
8. In some countries, divorce or separation is not acceptable. If someone fears serious harm if they returned to their country of origin and their country would not be able to protect them, they can make an application for asylum in the UK and will have to fulfil suitability and eligibility criteria.
9. ALL WOMEN, regardless of their immigration status can apply for and receive legal aid to enable them to get advice and representation.
10. If an asylum application is made, a separate system of support has been created which means someone may be entitled to claim certain benefits.
11. There are several useful contact numbers and support organisations listed on the last page of the document.
HONOUR BASED ABUSE (HBA), FORCED MARRIAGE (FM) & FEMALE GENITAL MUTILATION (FGM)

HONOUR BASED ABUSE (HBA)

The Association of Chief Police Officers (ACPO) defines Honour Based Abuse as: “An incident or crime which has or may have been committed to protect or defend the honour of the family and/or community.”

“’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 Abuse can be distinguished from other forms of abuse as it is often committed with some degree of approval and/or collusion from family and/or community members. There are also multiple perpetrators not only in the UK, but abroad. Honour Based Abuse can be a trigger for forced marriage.

Honour Based Abuse 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 (FM)

The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry in England and Wales, including:
- Taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- Marrying someone who lacks the mental capacity to consent to the marriage (whether they are pressured to do so or not)
- Breaching a Forced Marriage Protection order is also a criminal offence

Forcing someone to marry can result in a sentence of up to 7 years in prison. Disobeying a Forced Marriage Protection Order can result in a sentence of up to 5 years in prison.

A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and violence, threats or any other form of coercion is involved. Coercion may include emotional force, physical abuse, or the threat of physical abuse, and financial pressure.

An arranged marriage is different, whereby both parties have consented for the marriage to take place and can still refuse to marry if they choose to.

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and the Home Office, set up in 2005. In 2016 the FMU gave advice or support related to a possible forced marriage in 1,428
cases. Where the age was known, 15% of cases involved victims below the age of 16 years old, 371 cases (26%) involved victims below the age of 18 years old, and 497 cases (34%) involved victims aged 18-25 years old. The majority of cases 1,145 (80%) involved female victims, whilst 283 cases (20%) involved male victims. 140 cases (10%) involved victims who had a learning disability. 30 cases (2%) involved victims who identified themselves as lesbian, gay, bisexual or transgender (LGBT). The FMU handled cases relating to 69 ‘focus’ counties which a victim was at risk of, or had already, been taken to in connection with a forced marriage. The highest volume countries in 2016 were Pakistan 612 cases (43%), Bangladesh 121 cases (8%), and India 79 cases (6%). In 2016, 157 cases (11%) handled by the FMU had no overseas element, with the potential or actual forced marriage taking place in the UK.

The Unit operates both inside the UK and oversees and 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.

**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.

A FMPO can help if someone is being forced into a marriage, or they are already in a forced marriage. It 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 full details of applying for a Forced Marriage Protection Order, can be found [here](#).

**Guidance for professionals**

The FMU have produced the following guidance which can all be downloaded from their website [here](#):

- Guidance for Members of Parliament and constituency offices.
- Guidance for Registrars.
- eLearning training for professionals.

The FMU have also produced a Survivors Handbook which can be downloaded from [here](#).
FEMALE GENITAL MUTILATION (FGM)

Female Genital Mutilation (FGM) refers to any procedure designed to alter or injure a girl’s (or women’s) genital organs for non-medical reasons. It is sometimes called ‘female circumcision’ or ‘female genital cutting’. It is mostly carried out on young girls. (Home Office).

The health implications and complications for a female can be both short term and/or long term.

In Africa, about 91.5 million women and girls aged 9 and above are estimated to have undergone FGM\(^25\).

FGM has been reported in other counties such as Indonesia, Iraq, Israel, Malaysia and United Arab Emirates, Oman, Peru and Sri Lanka\(^26\).

It is estimated that about 500,000 women and girls are affected by FGM in Europe and a further 180,000 women and girls are at risk of being subjected to the practice each year\(^27\).

FGM has been a specific criminal offence in the UK since 1985 when the Prohibition of Female Circumcision Act (“the 1985 Act”) was passed. The Female Genital Mutilation Act 2003 (“the 2003 Act”) replaced the 1985 Act in England, Wales and Northern Ireland. It also modernised the offence of FGM and the offence of assisting a girl to carry out FGM on herself while also creating extra-territorial offences to deter people from taking girls abroad for mutilation. The maximum sentence for carrying out FGM or helping it to take place is 14 years in prison.

Female Genital Mutilation Protection Orders (FGMPOs) offer a legal means to protect and safeguard victims and potential victims of FGM. FGMPOs are granted by a court and are unique to each case. They contain conditions to protect a victim or potential victim from FGM. This could include, for example, surrendering a passport to prevent the person at risk from being taken abroad for FGM or requirements that no one arranges for FGM to be performed on the person being protected. For more information and advice, a factsheet can be downloaded from here. To download an application for a FGMPO, download the form and advice from here.

The Home Office’s FGM unit:

- provides outreach support to local areas to support them in developing their local response to tackling FGM and to raise awareness of the unit
- identifies and highlights examples of effective practice across local areas and professional groups both through the delivery of our outreach programme and an FGM resource pack
- promotes available FGM resources including the multi-agency guidelines, e-learning, communications products (e.g. leaflets and statement) and resource pack which are all available to download from the Home Office website.
- works with the police, Border Force, the Crown Prosecution Service and the College of Policing to improve the identification and prosecution of offenders

\(^{25}\) Yoder & Khan, 2007
\(^{26}\) World Health Organisation, 2008
\(^{27}\) European Parliament, 2009
• has an overview of all government work to tackle FGM and works closely with the voluntary and community sector, survivors and professionals to develop cross-cutting policies and processes

Bracknell Forest Local Safeguarding Children Board (LSCB) have a Strategy and Action Plan for Tackling FGM which includes pathway guidance. For more information and advice, visit the Bracknell Forest LSCB website.
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.

It is advisable to have a safety plan in case someone has to leave home in a hurry because they are at risk of domestic abuse. For more advice, see the Women’s Aid website or see the ‘Helping Someone You Know’ section of this guide.

1. Going into a refuge

A refuge is an emergency safe house for women and children fleeing domestic abuse which can offer support until something longer term can be sorted out. The refuge may be away from the local area depending on availability and safety for the victim. 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. There are a small number of refuges for male victims – call the Men’s Advice Line. Refuges usually accommodate children however not all are able to accept boys over the age of 12 years old.

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 domestic abuse service provider.

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 viewed on the Swindon Women’s Aid website from here.

For more information and advice, visit the Shelter website.

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.

For more information and advice, visit the Shelter website.

3. Going into emergency accommodation

If someone is unable to remain in in their home due to domestic abuse, they can apply as homeless to the local authority. 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.

For more information and advice, visit the Shelter website.

4. Remaining in the home without the abuser

If someone is unable to or do not wish to leave their home and are at continued risk of abuse, support can still be provided through support groups, outreach or advocacy. Call the local domestic abuse support service. They can also advise on safety planning e.g. leaving an emergency bag and money with a friend in case they need to leave their home suddenly.

Injunctions can prevent an abuser from entering a home or orders them to leave it. For further information relating to injunctions, please see the 'Legal Solutions, Legislation & Other' section of this guide.

Security improvements could be made at home for example changing locks (legal advice may need to be sought prior to doing this), putting locks on windows or installing outdoor security lights. Additional security measures could also be installed – the housing provider or local authority may be able to help with this.
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 priorities of the 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
- To record and investigate all reports of domestic abuse
- Facilitate effective action against offenders so they can be held accountable through the Criminal Justice System
- To adopt a proactive multi-agency approach in preventing and reducing the harm caused by domestic abuse

- **When the police become involved**

If the police become involved, they have a duty of care to victims and their family. A Dom5 form (similar to the DASH risk indictor 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 checklist, the victim is likely to be harmed in future. Initial safety planning will be considered. The offending history of the abuser is always included in the risk assessment process. Details of children in the household (including any unborn children where the victim is pregnant, whether present or not during the time of the incident and whether they were seen by police officers at the time) are also gathered. The form is disclosable and will be shared with other agencies.

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.

The police may take action that they victim did not expect, for example arresting the abuser. An arrest is not a criminal conviction, and neither does it mean the abuser will be charged or go to court. Initially the abuser will be interviewed to see what they say happened.

If the abuser admits their behaviour, they may be cautioned instead of going to court. A caution is formal police warning. Alternatively, the Crown Prosecution Service (CPS) may be asked to decide whether there is sufficient evidence to charge the abuser. If there is, they may be charged with an offence and go to court. Sometimes there is not enough evidence for the police to take any further action (e.g. caution or charge) and so the abuser will be released from police custody, often known as NFA (No Further Action). To give the police time to make further enquiries, the abuser may be
‘Released Under Investigation’ or released with stringent bail conditions (e.g. ordering the abuser not to contact the victim of go near the address) with a date for them to return to the police station. The police should always inform the victim of any significant change to the investigation (e.g. bail, NFA, arrest etc).

- **Domestic Violence Protection Orders (DVPOs)**

Following a pilot in the West Mercia, Wiltshire and Greater Manchester police force areas, from 8 March 2014, Domestic Violence Protection Orders (DVPOs) were implemented across England and Wales.

The process allows for police and magistrates to provide immediate emergency protection for the victim in the immediate aftermath of a domestic abuse incident whereby a perpetrator can be banned with immediate effect from returning to a residence and from having contact with the victim for up to 28 days. This allows the victim time to consider their options available to them, make informed decisions regarding their safety and get the support they need.

- **Going to court**

If the case goes to court, the victim will only have to attend if the abuser pleads not guilty, in which case there will be a trial. If there is a trial and the victim is asked to go to court to give evidence, arrangements can be made to visit the court beforehand. The victim may be entitled to ‘special measures’ e.g. giving evidence from behind a screen or from a separate room via video link.

A trial does not always result in a prison sentence. Sentences may including sending the on a programme to help them manage their behaviour and relationships, a community order or a suspended sentence. The police can also ask the court to issue a restraining order which requires the abuser to keep away from the victim and not contact them for a period of time.

- **Domestic Abuse Officers**

The Domestic Abuse Investigation Unit (DAIU) manages ‘High Risk’ incidents (including rape cases, Honour Based Abuse cases and abuse of vulnerable persons by a person in a position of trust) initially attended by uniformed officers. The DomS form, along with details of the incident will be assessed by specialist officers to confirm the risk grading and be used to offer safety planning. 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.

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).

DAIU officers will also deal with High risk investigations.

Through the MASH (Multi Agency Safeguarding Hub), Children’s 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) so they can enhance their pastoral care. The school is not to discuss the report/incident with the parent(s) or child(ren). For more information on the RBWM MASH, click here. For more information on the Bracknell Forest MASH, click here.

2. CIVIL ROUTE

Civil action can be taken without reporting things to the police. A civil family lawyer can advise on the best option. Alternatively you can contact DV Assist or the National Centre for Domestic Violence (NCDV) for free advice. Civil action includes:

- **Non-molestation Orders / Injunctions**

These Orders aim to protect the applicant from harassment, threats, violence, pestering or intimidation from the abuser. 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 applicants possessions and forbid the abuser from instructing a third party to carry out such actions on their behalf. If a restraining order has already been granted, there is no need to obtain a civil non-molestation order as it serves the same purpose.

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

- **Occupation Orders**

These Orders decide on who has the legal right to occupy the home. They formally require an occupant to leave the home, whether it is rented or mortgaged.

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.

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.
- **Child Contact / Residence Orders**
  These Orders give parents a formal framework and agreement for child contact.

- **Forced Marriage Protection Orders (FMPO)**
  For further information relating to Forced Marriage Protection Orders (FMPOs), please see the ‘Honour Based Abuse (HBA), Forced Marriage (FM) & Female Genital Mutilation (FGM)’ section of this guide.

- **Female Genital Mutilation Protection Orders (FGMPO)**
  For further information relating to Female Genital Mutilation Orders (FGMPOs) please see the ‘Honour Based Abuse (HBA), Forced Marriage (FM) & Female Genital Mutilation (FGM)’ section of this guide.

3. **LEGISLATION & OTHER**

- **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.

- **Violence Against Women and Girls strategy 2016-20**

Launched in March 2016, this strategy provides an overview of the wide range of actions the government will be taking towards its strategy of ending violence against women and girls between 2016 and 2020. To view the full strategy, visit the [Home Office website](#).

- **The Serious Crime Act 2015**

This Act created a new offence of controlling or coercive behaviour in intimate or familial relationships (section 76). The new offence closes a gap in the law around patterns of controlling or coercive behaviour in an ongoing relationship between intimate partners or family members. The offence carries a maximum sentence of 5 years in prison, a fine or both. The statutory guidance framework (December 2015) can be downloaded from [here](#).

- **Domestic Violence Disclosure Scheme (DVDS)**

Following a pilot in the Greater Manchester, Nottingham, West Nottinghamshire, West Mercia and Wiltshire police forces, from 8 March 2014, the domestic violence disclosure scheme (also known as Clare’s Law) was implemented across England and Wales.

Under the scheme, an individual can either ask police to check whether an existing or new partner has a violent past, known as ‘right to ask’, or an agency can apply for a disclosure if they believe that an individual is at risk of domestic abuse from their partner, known as ‘right to know’. For more information on the scheme contact Thames Valley Police on the non-emergency number.
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 Advocacy 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, SafeLives (formerly CAADA - 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.
- **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.

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28 The term ‘Advocate’ / ‘Advocacy’ was originally used but has recently been changed to ‘Advisor’ / ‘Advisory’
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 research\textsuperscript{29} 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’.

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

\begin{itemize}
  \item Analysis shows that in 45\% of cases there is a cessation in police callouts in the 12 months after a MARAC (Multi Agency Risk Assessment Conference)\textsuperscript{30}.
    \begin{itemize}
      \item However, of the parents of the children in this dataset experiencing domestic abuse, only 42\% were receiving support from a specialist domestic abuse service, and 26\% were receiving no support at all.
      \item This was even lower with the perpetrator of domestic abuse: only 6\% were supported by a service, and 55\% received no support at all.
      \item Despite the serious impact of domestic abuse in the household and complex issues involved, only 6\% of parents accessed any parenting support.
    \end{itemize}
  \item For every £1 spent on MARACs, at least £6 of public money can be saved annually on direct costs to agencies such as the police and health services\textsuperscript{31}.
\end{itemize}

The MARAC is a multi-agency meeting that focuses on the safety of high risk victims of domestic abuse. There are approximately 250 MARACs in operation across England and Wales.

\textsuperscript{31} CAADA (2010), ‘Saving lives, saving money: MARACs and high risk domestic abuse’. Bristol: CAADA.
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 Abuse) 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 wellbeing 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

The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety”32.

MARAC meetings take place in each local authority area chaired by the Detective Inspector of the Domestic Abuse Investigation Unit. Each MARAC convenes monthly to discuss high risk cases of domestic abuse in the local area. Emergency MARACs can be called if required. 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 The Dash Charity and Berkshire Women’s Aid (BWA). 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 regarding the local MARAC meetings, please contact the MARAC Administrator by calling the Police non-emergency telephone number (101). For general information on MARAC and the work of SafeLives (formerly 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 SafeLives website.

In both RBWM and Bracknell Forest there are multi-agency partnership groups for cases where the risk to the victim does not fall within the definition of high risk. The groups aim to work in together to use a partnership and problem solving approach to maximise preventative opportunities and reduce the likelihood of continuing abuse. The groups make best use of information sharing between partner agencies to establish a picture of abuse. The RBWM group is called the DARIM (Domestic Abuse Repeat Incidents Meeting) and the Bracknell Forest group is called the DASC (Domestic Abuse Service Coordination).

32 MARAC Implementation Guide CAADA (December 2007)
STALKING & HARASSMENT

Stalking is a pattern of repeated, unwanted behaviour that causes someone to feel distressed or scared. It can be perpetrated by men or women. It is a common feature in domestic abuse cases.

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.

As of 25 November 2012 amendments to the Protection from Harassment Act created two new offences of ‘stalking’ and ‘stalking involving fear of violence or serious alarm and distress’. In addition to the new offences, the police were also given new powers of entry so they can fully investigate cases of stalking. The amendments were made under the Protection of Freedoms Act 2012.

The Crime Survey of England and Wales (2011-12) found that 1 in 5 women and 1 in 10 men have experienced stalking. Other research shows:

- On average, a victim will suffer 100 incidents of stalking before they report it to police
- The majority of stalkers are known to their victims. Data from the National Stalking Helpline shows that: 38% of stalkers are ex intimates, 21% are acquaintances, 9.5% are strangers
- Around 80% of stalkers are male, however stalkers and their victims can be either male or female.
- Understanding the motivation is important when assessing risk.
- 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
- Stalkers will often involve on average 21 people to try to get to their victim (Sheridan 2009). This may be to obtain information on the victim; upset the victim; remove perceived obstacles between the stalker and victim, and/or punish those perceived as helping or shielding the victim
- Stalkers frequently threaten their victims, either directly or indirectly. 1 in 2 of domestic stalkers, when they make a threat, will act on it.

Taken in isolation, stalking behaviours may seem unremarkable, but in the particular circumstance and with repetition, they become more sinister. The methods employed by stalkers can take many forms including threats and abuse, unwanted attention, unwanted intrusions, 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 (amended by Protection of Freedoms Act 2012) it is necessary to prove a course of conduct amounting to harassment (Section 2) or stalking (Section 2a) or fear of violence (Section 4) or stalking which causes serious alarm or distress which has a substantial adverse effect on the victim’s usual day-to-day activities’ (Section 4a), which the perpetrator knows or ought to know amounts to harassment or stalking or fear of violence. A course of conduct is conduct that occurs on at least two occasions.

- **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. Stalking became a criminal offence on 25 November 2012 with the creation of two new offences of stalking and stalking involving fear of violence or serious alarm and distress. The amendments were made under the Protection of Freedoms Act 2012.

- **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 bulling/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.

There are several online resources and support guides regarding online and digital abuse which can be downloaded from the Women’s Aid website [here](#).

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.

For information and advice on what to do if someone tells you they are being stalked, download the Paladin (National Stalking Advocacy Service) leaflet from here. There is a leaflet for police officers as well as a leaflet for agencies, as well as a Paladin referral form, a DASH risk indicator checklist and an the additional screening questions around stalking (S-DASH 2009). The additional questions around stalking can also be used for non-domestic stalking cases.

For more information and guidance for anyone affected by stalking and harassment, download the National Stalking Helpline leaflet here.
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.

**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 Phoneline**

Respect is the UK membership association for domestic abuse perpetrator programmes and associated support services. They provide:

- Specialist domestic violence prevention services; supporting a network of specialist services, helping new services get set up, helping existing services develop and supporting best practice in commissioning.
- Quality control; the Respect Standards sets out all requirements good quality domestic violence prevention services need to meet before becoming accredited.
- Respect Directory of Professionals able to undertake expert assessments of domestic violence risks in family court proceedings.
- The Respect Phoneline; 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.
- Improving policy and practice.
- Training.
- Research.
- Risk Assessment.

**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**

The DAPS programme is for male perpetrators of domestic abuse in families known to Children’s Social Care. The programme is delivered on a one to one basis giving the opportunity intensively focus on the client’s specific problems and, in effect, create a bespoke course.

The course is divided into two distinct parts: the engagement phase (5-6 weeks), and the action phase (10-14 weeks).

During the engagement phase the practitioner uses motivational interviewing to explore the participant’s attitudes and beliefs in a non-confrontational way, helping minimise resistance and creating an environment where men are able to talk openly about behaviour that they may feel ashamed of. The emphasis is to establish and build a therapeutic relationship - which research suggests is pivotal in behaviour-change programmes – and to help the client develop *intrinsic* motivation to change.

The action phase is more didactic in approach, focusing on strategies to manage negative emotions as well as the various skills that the client can use as an alternative to abusive behaviour. This part of the programme is modular and tailored to the client’s specific needs or skills deficits. Modules include communication skills (3 sessions), assertiveness, anger management, positive self-talk, relaxation techniques, healthy management of children’s behaviour and empathy/perspective taking.

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

**Plain Talking (Bracknell)**

Plain Talking offers 6 one-to-one sessions to talk about what’s going on for someone things go too far; a chance to step back, learn and recognise the behaviours and thinking that have become a part of how they live and relate to those close to them.

For further information, email Plain.talking@bracknell-forest.gov.uk or text your details to 078 2695 1498.

**Building Better Relationships (BBR)**

This programme is run by Thames Valley Community Rehabilitation Company (TV-CRC) and is a programme for men who have been violence or abusive in their relationships. It is delivered for people under the supervision of Thames Valley Rehabilitation Company and also, on contract, to those under supervision of the National Probation Service (NPS). It is suitable for male perpetrators of domestic violence who are assessed as being of medium to high risk of reoffending and harming current or pervious partners. For more information, please visit the [CRC website](http://_crcwebsite).

**YOUNG PEOPLE USING VIOLENCE AND ABUSE IN RELATIONSHIPS**

In cases where the defendant is under 18 years old, the case will usually be heard in a youth court. Youth justice services are delivered locally by YOTs (Youth Offending Teams). Safeguarding factors
need to be considered when working with young perpetrators as they may be subject to abuse themselves.

Useful tools include:
- Respect toolkit.
- Yuva service at Domestic Violence Intervention Project (DVIP) programme.
GYPSY, 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 focused 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 of 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 then 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.
JARGON BUSTER

APVA  Adolescent to Parent Violence and Abuse
BB4K  Bounce Back 4 Kids
BBR  Building Better Relationships
BFC  Bracknell Forest Council
BME  Black and Minority Ethnic
BWA  Berkshire Women’s Aid
CAADA  Co-ordinated Action Against Domestic Abuse
CAIU  Child Abuse Investigation Unit
CJS  Criminal Justice System
CPS  Crown Prosecution Service
CSEW  Crime Survey for England and Wales
DA  Domestic Abuse
DAC  Domestic Abuse Co-ordinator
DAIU  Domestic Abuse Investigation Unit
DAPS  Domestic Abuse Perpetrator Service
DARIM  Domestic Abuse Repeat Incidents Meeting
DART  Domestic Abuse Recovering Together
DASC  Domestic Abuse Service Co-ordination
DASH  Domestic Abuse, Stalking, Harassment & Honour Based Abuse
DDV  Destitution Domestic Violence concession
DHR  Domestic Homicide Review
DVDS  Domestic Violence Disclosure Scheme
DVIP  Domestic Violence Intervention Programme
DVPO  Domestic Violence Protection Order
EDT  Emergency Duty Team
FGM  Female Genital Mutilation
FGPO  Female Genital Mutilation Protection Order
FM  Forced Marriage
FMPO  Forced Marriage Protection Order
FMU  Forced Marriage Unit
GRT  Gypsy, Roma and Traveller
HBA  Honour Based Abuse
HMIC  Her Majesty’s Inspectorate of Constabulary
IDVA  Independent Domestic Violence Advisor/Advocate
ILR  Indefinite Leave to Remain
LGBT  Lesbian, Gay, Bisexual, Transgender
MARAC  Multi Agency Risk Assessment Conference
NPS  National Probation Service
NRPF  No Recourse to Public Funds
OISC  Office of the Immigration Services Commissioner
PACT  Parents and Children Together
PICADA  Positive Intervention for Children Affected by Domestic Abuse
PPU  Public Protection Unit
RBWM  Royal Borough of Windsor and Maidenhead
SARC  Sexual Assault Referral Centre
SDVC  Specialist Domestic Violence Court
<table>
<thead>
<tr>
<th>The Dash Charity</th>
<th>Domestic Abuse Stops Here</th>
</tr>
</thead>
<tbody>
<tr>
<td>TVP</td>
<td>Thames Valley Police</td>
</tr>
<tr>
<td>UKBA</td>
<td>UK Border Agency</td>
</tr>
<tr>
<td>YOT/S</td>
<td>Youth Offending Team/Service</td>
</tr>
<tr>
<td>YPVA</td>
<td>Young People Violence Advisor</td>
</tr>
</tbody>
</table>
PART TWO: A Directory of Domestic Abuse Services
## COUNSELLING SERVICES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>counselling directory</td>
<td></td>
<td><a href="http://www.counselling-directory.org.uk">www.counselling-directory.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>number 22 and youth talk (youth and community counselling)</td>
<td>01628 636661</td>
<td><a href="http://www.number22counselling.org">www.number22counselling.org</a></td>
<td>Free, confidential youth counselling service for anyone from the age of 12. Both one to one and family therapy is available.</td>
</tr>
<tr>
<td>relate</td>
<td></td>
<td><a href="http://www.relate.org.uk">www.relate.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>- maidenhead &amp; windsor</td>
<td>01628 625320</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- bracknell</td>
<td>0118 987 6161</td>
<td></td>
<td></td>
</tr>
<tr>
<td>samaritans</td>
<td>08457 90 90 90</td>
<td><a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></td>
<td>Confidential listening and befriending on any problem</td>
</tr>
<tr>
<td>- slough, windsor &amp; maidenhead</td>
<td></td>
<td><a href="https://www.samaritans.org/branches/sloughwindsormaidenhead">https://www.samaritans.org/branches/sloughwindsormaidenhead</a></td>
<td></td>
</tr>
<tr>
<td>supportline</td>
<td>01708 765200</td>
<td><a href="http://www.supportline.org.uk">www.supportline.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>talking therapies in berkshire</td>
<td>0300 365 2000</td>
<td><a href="http://www.talkingtherapies.berkshire.nhs.uk">www.talkingtherapies.berkshire.nhs.uk</a></td>
<td>Providing a free and confidential service for those suffering from anxiety, depression, phobias and stress. A team of advisors and therapists can help clients to overcome life’s difficulties and problems or manage them better.</td>
</tr>
<tr>
<td>tawcs – the asian women’s counselling service</td>
<td>020 8570 6568</td>
<td></td>
<td>Counselling for Asian women experiencing problems within the family, at work, or in relationships, or around sexual/physical abuse. Individual</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victim Support - Thames Valley</td>
<td>0808 168 9111</td>
<td><a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></td>
<td>Counselling and a self help support group. Counselling available in Asian languages. Part of the Asian Health Agency.</td>
</tr>
<tr>
<td>Youthline (Bracknell)</td>
<td>01344 311200</td>
<td><a href="http://www.youthlineuk.com">www.youthlineuk.com</a></td>
<td>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.</td>
</tr>
<tr>
<td>Youth Talk (Windsor)</td>
<td>01753 842444</td>
<td></td>
<td>Bracknell’s free, confidential counselling and advice service for young people between the ages of 12 – 25</td>
</tr>
</tbody>
</table>

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.
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addaction</td>
<td>020 7251 5860</td>
<td><a href="http://www.addaction.org.uk">www.addaction.org.uk</a></td>
<td>Support for adults, children, young adults and older people with drug, alcohol or mental health problems.</td>
</tr>
<tr>
<td>Adfam</td>
<td>020 7553 7640</td>
<td><a href="http://www.adfam.org.uk">www.adfam.org.uk</a></td>
<td>Helps families facing problems with drugs or alcohol.</td>
</tr>
<tr>
<td>Al-Anon Family Groups / Alateen</td>
<td>080 7403 0888</td>
<td><a href="http://www.al-anonuk.org.uk">www.al-anonuk.org.uk</a></td>
<td>Providing support to anyone whose life is, or has been, affected by someone else’s drinking, regardless of whether that person is still drinking or not.</td>
</tr>
<tr>
<td>Alcoholics Anonymous National Helpline</td>
<td>0845 769 7555</td>
<td><a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a></td>
<td>A voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support.</td>
</tr>
<tr>
<td>Alcohol Concern</td>
<td>0207 566 9800</td>
<td><a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>AVA (Against Violence and Abuse) Stella Project</td>
<td>0207 5490 280</td>
<td><a href="https://avaproject.org.uk/ava-services-2/multiple-disadvantage/">https://avaproject.org.uk/ava-services-2/multiple-disadvantage/</a></td>
<td>AVA’s Stella Project has pioneered work around multiple disadvantage, working to address the overlapping issues of gender based violence and abuse, drug and alcohol use and mental health. ‘Complicated Matters...’ toolkit available to download from the website.</td>
</tr>
<tr>
<td>Drinkline</td>
<td>0300 123 1110</td>
<td><a href="http://www.drinkaware.co.uk">www.drinkaware.co.uk</a></td>
<td>National alcohol helpline.</td>
</tr>
<tr>
<td>Drinksense</td>
<td>01733 555532</td>
<td><a href="http://www.drinksense.org">www.drinksense.org</a></td>
<td>A registered charity providing counselling, information and support for people with alcohol related problems with their carers and families.</td>
</tr>
<tr>
<td>Drug &amp; Alcohol Action Team’s (DAAT’s)</td>
<td>01344 312360</td>
<td><a href="http://daat.bracknell-forest.gov.uk/">http://daat.bracknell-forest.gov.uk/</a></td>
<td>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. Often the first point of contact for adults with a drug or alcohol problem, offering a free and confidential service.</td>
</tr>
<tr>
<td>- Bracknell Forest Council</td>
<td>01344 312360</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Drugscope</strong></td>
<td>020 7234 9730</td>
<td><a href="http://www.drugscope.org.uk">www.drugscope.org.uk</a></td>
<td>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.</td>
</tr>
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</tr>
<tr>
<td><strong>Fast Forward</strong></td>
<td>0131 554 4300</td>
<td><a href="http://www.fastforward.org.uk">www.fastforward.org.uk</a></td>
<td>A national voluntary organisation to give young people the skills, education and support to live healthier lives. By developing projects, workshops and publications, the organisation helps young people understand the facts about drugs, alcohol and tobacco.</td>
</tr>
<tr>
<td><strong>Narcotics Anonymous (NA)</strong></td>
<td>0300 999 1212</td>
<td><a href="http://www.ukna.org">www.ukna.org</a></td>
<td>NA is a non-profit fellowship or society of men and women for whom drugs had become a major problem.</td>
</tr>
<tr>
<td><strong>NACOA (National Association for Children of Alcoholics)</strong></td>
<td>0800 358 3456</td>
<td><a href="http://www.nacoa.org.uk">www.nacoa.org.uk</a></td>
<td>Providing information, advice and support for anyone affected by a parent’s drinking.</td>
</tr>
<tr>
<td><strong>National Drugs Helpline (FRANK)</strong></td>
<td>0300 123 6600</td>
<td><a href="http://www.talktofrank.com">www.talktofrank.com</a></td>
<td>24 hour confidential helpline, offering guidance, advice and counselling on drug abuse.</td>
</tr>
<tr>
<td><strong>New Hope Drugs Support Centre (Bracknell)</strong></td>
<td>01344 312 360</td>
<td><a href="http://ihub.bracknell-forest.gov.uk/kb5/bracknell/asch/service.page?id=VFbEd1SZ4J4">http://ihub.bracknell-forest.gov.uk/kb5/bracknell/asch/service.page?id=VFbEd1SZ4J4</a></td>
<td>The first point of contact for those aged 18 or older who drink too much or use drugs. A number of services provided including needle exchange and health and wellbeing nurses.</td>
</tr>
<tr>
<td><strong>Re-Solv (volatile substance misuse)</strong></td>
<td>01785 810762</td>
<td><a href="http://www.re-solv.org">www.re-solv.org</a></td>
<td>Anyone concerned about solvents or volatile substances.</td>
</tr>
<tr>
<td><strong>Resilience Drug and Alcohol Service (RBWM)</strong></td>
<td>01628 796733</td>
<td><a href="http://www3.rbwm.gov.uk/info/200183/substance_misuse/129/alcohol_drugs_and_substance_abuse">www3.rbwm.gov.uk/info/200183/substance_misuse/129/alcohol_drugs_and_substance_abuse</a></td>
<td>Resilience offers a range of services to residents of RBWM which can help to safely reduce or stop alcohol and/or drug use. Advice, information and a range of treatment options are available including: access to detoxification; drop in sessions; harm reduction advice and support including needle exchange, testing and vaccinations; access to group work and other activities; training, employment,</td>
</tr>
<tr>
<td><strong>She’s in Recovery</strong></td>
<td><a href="http://www.shesinrecovery.com">www.shesinrecovery.com</a></td>
<td>Online community for women in recovery from addiction.</td>
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<td></td>
</tr>
<tr>
<td><strong>The Stella Project</strong> (London)</td>
<td>0207 5490 276 <a href="http://www.avaproject.org.uk/our-projects/stella-project.aspx">www.avaproject.org.uk/our-projects/stella-project.aspx</a></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Young People’s Substance Misuse Service (YPSMS) RBWM</strong></td>
<td>01628 796518 <a href="http://www3.rbwm.gov.uk/info/200183/substance_misuse/129/alcohol_drugs_and_substance_abuse/3">www3.rbwm.gov.uk/info/200183/substance_misuse/129/alcohol_drugs_and_substance_abuse/3</a></td>
<td>A service for under 18’s living in RBWM who need help with their own drug or alcohol use or that of a family member. Offering free and confidential information, advice and one to one support. Young people can contact the team directly or can be referred by an adult.</td>
<td></td>
</tr>
<tr>
<td>Organisation</td>
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</tr>
<tr>
<td>Against Forced Marriages</td>
<td>0800 141 2994</td>
<td><a href="http://www.againstforcedmarriages.org">www.againstforcedmarriages.org</a></td>
<td>Provided by the JAN Trust.</td>
</tr>
<tr>
<td>Asian Women’s Resource Centre</td>
<td>020 8961 6549 / 5701</td>
<td><a href="http://www.asianwomencentre.org.uk">www.asianwomencentre.org.uk</a></td>
<td>Providing specialist domestic abuse support services to women and children in London. Services provided in the following community languages: Gujarati, Punjabi, Hindi, Urdu, Tamil and English.</td>
</tr>
<tr>
<td>Equality Now</td>
<td>020 7304 6902</td>
<td><a href="http://www.equalitynow.org">www.equalitynow.org</a></td>
<td>International charity that works on FGM along with other violence against women issues.</td>
</tr>
<tr>
<td>Forced Marriage Unit (Home Office)</td>
<td>020 7008 0151</td>
<td><a href="http://www.gov.uk/forced-marriage">www.gov.uk/forced-marriage</a></td>
<td>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.</td>
</tr>
<tr>
<td>Foundation for Women’s Health, Research and Development FORWARD</td>
<td>0208 960 4000</td>
<td><a href="http://www.forwarduk.org.uk">www.forwarduk.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Freedom Charity</td>
<td>0845 607 0133</td>
<td><a href="http://www.freedomcharity.org.uk">www.freedomcharity.org.uk</a></td>
<td>24 hour seven days a week helpline, manned by trained professionals to help victims of forced marriage and</td>
</tr>
</tbody>
</table>
their friends who are seeking help, support and advice.

Placing informative material in schools, running schools programmes and using social media to empower young people to support each other and have practical ways in which they can help their friend(s) around the issues of family relationships which can lead to early and forced marriage and dishonour based violence.

| 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 7842 8525 | www.imkaan.org.uk | Asian Women’s refuges and support for Asian women and children experiencing domestic abuse.

| Karma Nirvana | 0800 5999 247 Honour Network Helpline | 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.

| NSPCC Female Genital Mutilation helpline | 0800 028 3550 (24hrs) | E: fgmhelp@nspcc.org.uk | 24hr helpline to protect UK children from female genital mutilation (FGM). Anyone who is worried about a child being or has been a victim of FGM can contact the helpline for information and support.

| Positive East | | www.gaymenswellbeing.com | A support service for gay men who may be suffering Honour Based Abuse.

<p>| Southall Black Sisters | 0208 571 0800 – helpline (part time), or 0208 | <a href="http://www.southallblacksisters.org.uk">www.southallblacksisters.org.uk</a> | A not-for-profit organisation to meet the needs of black (Asian and African Caribbean) women |</p>
<table>
<thead>
<tr>
<th>UNICEF</th>
<th><a href="http://www.unicef.org/protection">www.unicef.org/protection</a></th>
<th>Basic information about FGM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Health Organisation (WHO)</td>
<td><a href="http://www.who.int/mediacentre/factsheets/fs241/en">www.who.int/mediacentre/factsheets/fs241/en</a></td>
<td>Factsheet about FGM.</td>
</tr>
</tbody>
</table>
## HEALTH SERVICES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brook</td>
<td>0808 802 1234</td>
<td><a href="http://www.brook.org.uk">www.brook.org.uk</a></td>
<td>Brook's mission is to enable young people to enjoy their sexuality without harm. Brook provides free and confidential sexual health services specifically for young people under 25. The Ask Brook service provides sexual health information, support and signposting for all young people under 25 anywhere in the UK.</td>
</tr>
<tr>
<td>Community School Nurses</td>
<td>01344 354290</td>
<td></td>
<td>Community School Nurses are part of a specialist team providing healthcare support and advice to school age children and their families.</td>
</tr>
<tr>
<td></td>
<td>01753 636799</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Health Visitors</td>
<td>0300 365 6523</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>0300 365 6000</td>
<td></td>
<td>(Mon – Fri 09.00am – 1.00pm)</td>
</tr>
<tr>
<td>Hospital Accident &amp; Emergency Departments</td>
<td>01753 633000</td>
<td><a href="http://www.heatherwoodandwexham.nhs.uk">www.heatherwoodandwexham.nhs.uk</a></td>
<td>Confidential 24hour advice line and health information service.</td>
</tr>
<tr>
<td></td>
<td>01494 526161</td>
<td><a href="http://www.buckinghamshirehospitals.nhs.uk">www.buckinghamshirehospitals.nhs.uk</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>01276 604604</td>
<td><a href="http://www.frimleypark.nhs.uk">www.frimleypark.nhs.uk</a></td>
<td></td>
</tr>
<tr>
<td>NHS Direct</td>
<td>111</td>
<td><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0845 606 4647 (textphone)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rape Crisis (Wycombe, Chiltern &amp; South Bucks)</td>
<td>0808  802 9999</td>
<td><a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Sexual Health Clinics</strong></td>
<td><strong>The Garden Clinic</strong></td>
<td><strong>01753 635302</strong></td>
<td>Providing free, confidential, non-judgemental, integrated Sexual Health Service in Slough, Bracknell and Maidenhead. Advice and information on all methods of contraception, emergency contraception, sexually transmitted infections including HIV, and counselling and referral around unwanted pregnancy.</td>
</tr>
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</tr>
<tr>
<td><strong>Solace Centre (SARC – Sexual Assault Referral Centre)</strong></td>
<td><strong>0300 130 3036</strong></td>
<td><strong><a href="http://www.solacesarc.org.uk/">www.solacesarc.org.uk/</a></strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>The Survivors Trust</strong></td>
<td><strong><a href="http://www.thesurvivorstrust.org">www.thesurvivorstrust.org</a></strong></td>
<td></td>
<td>A charity working with people who are victims or survivors of rape, sexual violence and childhood sexual abuse.</td>
</tr>
<tr>
<td><strong>The Thames Valley Independent Sexual Violence Advisory Service</strong></td>
<td><strong>0800 221 8186</strong></td>
<td><strong><a href="http://www.refuge.org.uk/what-we-do/our-services/thames-valley/">http://www.refuge.org.uk/what-we-do/our-services/thames-valley/</a></strong></td>
<td>Supporting anyone living in Thames Valley who has experienced or is at risk of experiencing sexual assault or rape. Funded by the Office of the Police and Crime Commissioner for Thames Valley.</td>
</tr>
</tbody>
</table>
| **Trust House Reading (Rape and Sexual Abuse Support Centre)** | **Help-line 01189 584 033**<br>**Office 01189 502835** | **www.trusthousereading.org/****<br>**www.thesurvivorstrust.org/find-support/south-east-england/**** | Offers free confidential support to men, women, and children who have been affected by rape and sexual abuse. This support is available to survivors of historical or recent experiences of rape and sexual abuse and supporters of survivors including friends or family. Support includes:  
- Counselling  
- ISVA (Independent Sexual Violence Advisor) support  
- Play therapy for children  
- Helpline |
<p>| <strong>Upton Court NHS Walk In Centre</strong> | <strong>01753 635505</strong> | <strong><a href="http://www.nhs.uk/Services/clinics/Oveview/DefaultView.aspx?id=96538">www.nhs.uk/Services/clinics/Oveview/DefaultView.aspx?id=96538</a></strong> | 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. |
| <strong>Young People Sexual Health Service</strong> | <strong>Windsor – 0845 373200</strong> | | For young people aged 18 and under. |</p>
<table>
<thead>
<tr>
<th>Maidenhead – 01753 635302</th>
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</thead>
</table>

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## HOUSING SERVICES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>A2 Dominion</td>
<td>0800 432 0077 020 8825 1999</td>
<td><a href="http://www.a2dominion.co.uk">www.a2dominion.co.uk</a></td>
<td>Providing housing for people seeking homes to the West of London and in the Thames Valley.</td>
</tr>
<tr>
<td>Bracknell Forest Homes</td>
<td>01344 382800</td>
<td><a href="http://www.bracknellforesthomes.org.uk">www.bracknellforesthomes.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Housing Solutions</td>
<td>0800 876 6060 01628 543101</td>
<td><a href="http://www.housingsolutions.co.uk">www.housingsolutions.co.uk</a></td>
<td>Dedicated to providing affordable homes backed up by quality services to meet the needs of the communities they serve.</td>
</tr>
<tr>
<td>Housing Rights Information England and Wales</td>
<td></td>
<td><a href="http://www.housing-rights.info/02_10_Women.php">http://www.housing-rights.info/02_10_Women.php</a></td>
<td>Information for people newly arrived in the UK having come to join a partner settled here, but have had to leave their home because of fear or actual violence from their partner.</td>
</tr>
<tr>
<td>Local Authority Housing Departments</td>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>- Bracknell Forest Council</td>
<td>01344 352000</td>
<td><a href="http://www.bracknell-forest.gov.uk/housing">www.bracknell-forest.gov.uk/housing</a></td>
<td></td>
</tr>
<tr>
<td>- Bracknell Forest Homes</td>
<td>01344 382800</td>
<td><a href="http://www.bracknellforesthomes.org.uk/main.cfm">www.bracknellforesthomes.org.uk/main.cfm</a></td>
<td></td>
</tr>
<tr>
<td>- RBWM Housing Options</td>
<td>01628 683667</td>
<td><a href="http://www3.rbwm.gov.uk/info/200118/housing">www3.rbwm.gov.uk/info/200118/housing</a></td>
<td>The RBWM Housing Options team is available to give housing advice, housing applications across the Royal Borough.</td>
</tr>
<tr>
<td>Look Ahead Housing &amp; Care</td>
<td>01628 670760</td>
<td><a href="http://www.lookahead.org.uk">www.lookahead.org.uk</a></td>
<td>Housing support for young people and families within the RBWM and Slough. All these services can be accessed through the local Housing Options teams. 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.</td>
</tr>
</tbody>
</table>
| **One Housing** | Resident line: 0300 123 9966  
Residents in Berkshire can also call 0208 821 5344 (Duty line) | [www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk) | Working in partnership with residents and other stakeholders to provide quality homes, quality services and investment in local communities. |
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<tbody>
<tr>
<td><strong>Radian</strong></td>
<td>0300 123 1 567</td>
<td><a href="http://www.radian.co.uk">www.radian.co.uk</a></td>
<td>Providing affordable housing and specialist care and support to individuals across the South East. An office in Windsor.</td>
</tr>
<tr>
<td><strong>Shelter</strong></td>
<td>0808 800 4444</td>
<td><a href="http://www.shelter.org.uk">www.shelter.org.uk</a></td>
<td>National organisation providing assistance with finding accommodation, hostel referrals, housing benefit rights, illegal eviction, domestic abuse and emergency accommodation.</td>
</tr>
<tr>
<td>Organisation</td>
<td>Tel. Number</td>
<td>Website</td>
<td>Description of Services</td>
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<td>---------------------------------------------------------</td>
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</tr>
<tr>
<td>Asylum Aid</td>
<td>0207 354 9264</td>
<td><a href="http://www.asylumaid.org.uk">www.asylumaid.org.uk</a></td>
<td>Providing free and accessible legal representation of the highest quality, with a particular focus on the most vulnerable and excluded asylum seekers.</td>
</tr>
<tr>
<td>Electronic Immigration Network (EIN)</td>
<td></td>
<td><a href="http://www.ein.org.uk">www.ein.org.uk</a></td>
<td>The UK’s largest specialist provider of information on immigration and refugee law via the internet.</td>
</tr>
<tr>
<td>Equality and Human Rights Commission</td>
<td>0808 800 0082</td>
<td><a href="http://www.equalityadvisoryservice.com">www.equalityadvisoryservice.com</a></td>
<td>If you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide, please contact the Equality Advisory and Support Service (EASS). EASS was commissioned by Government in 2012 to replace the DHRC Helpline, which is now closed. EASS is completely independent of the Commission.</td>
</tr>
<tr>
<td>Immigration Advisory Service</td>
<td>0844 887 0111</td>
<td><a href="http://www.iasuk.org">www.iasuk.org</a></td>
<td>Provides representation and advice in immigration and asylum law.</td>
</tr>
<tr>
<td>Language Line</td>
<td>0207 520 1430</td>
<td></td>
<td>Immediate interpreter provision in 100 languages. 24 hour service.</td>
</tr>
<tr>
<td><strong>No Recourse to Public Funds Network (Islington)</strong></td>
<td><a href="http://www.nrpfnetwork.org.uk/Pages/Home.aspx">www.nrpfnetwork.org.uk/Pages/Home.aspx</a></td>
<td>A network of local authorities focusing on the statutory response to destitute people from abroad who have no recourse to public funds (NRPF).</td>
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<tr>
<td><strong>Refugee Council</strong></td>
<td>020 7346 6700 General HO enquiries</td>
<td><a href="http://www.refugeecouncil.org.uk">www.refugeecouncil.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Rights of Women</strong></td>
<td>Immigration and Asylum Law Advice: 020 7490 7689 (telephone) or 020 7490 2562 (textphone)</td>
<td><a href="http://www.rightsofwomen.org.uk">www.rightsofwomen.org.uk</a></td>
<td>For advice on issues including: claiming asylum; the rights of Europeans and their families in the UK; trafficking; immigration law, including in relation to domestic violence, long residence and family life; financial support options, including for women with no resource to public funds.</td>
</tr>
<tr>
<td><strong>Southall Black Sisters</strong></td>
<td>Helpline 020 8571 0800 General 020 8571 9595 Mon – Fri 9am – 5pm</td>
<td><a href="http://www.southallblacksisters.org.uk">www.southallblacksisters.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td><strong>UKLGIG</strong></td>
<td>020 7922 7811</td>
<td><a href="https://uklgig.org.uk/">https://uklgig.org.uk/</a></td>
<td>UK Lesbian and Gay Immigration Group (formerly the Stonewall Immigration Group), immigration rights for same sex couples and asylum seekers.</td>
</tr>
<tr>
<td>Organisation</td>
<td>Tel. Number</td>
<td>Website</td>
<td>Description of Services</td>
</tr>
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</tr>
<tr>
<td>Advisenow</td>
<td></td>
<td><a href="http://www.advicenow.org.uk">www.advicenow.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>CAFCASS (Children And Family Court Advisory and Support Service)</td>
<td>0844 353 3350 <a href="http://www.cafcass.gov.uk">www.cafcass.gov.uk</a></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>- Reading</td>
<td>0844 353 4332</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- East Berkshire Magistrates’ Court (Bracknell)</td>
<td>01753 232100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- East Berkshire Magistrates’ Court (Maidenhead)</td>
<td>01753 232100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- East Berkshire Magistrates’ Court (Slough)</td>
<td>0118 980 1800</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Slough County Court</td>
<td>01753 690300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Reading Crown Court</td>
<td>0118 967 4400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DV Assist</td>
<td>0800 195 8699 <a href="http://www.dvassist.org.uk">www.dvassist.org.uk</a></td>
<td>The UK’s only registered charity arranging non-molestation orders, Prohibited Steps Orders and Occupation Orders.</td>
<td></td>
</tr>
<tr>
<td>Rights of Women</td>
<td></td>
<td><a href="http://www.rightsofwomen.org.uk">www.rightsofwomen.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Family Law Advice:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>020 7251 6577 (telephone) or 020 7490 2562 (textphone)</td>
<td><a href="http://www.rightsofwomen.org.uk">www.rightsofwomen.org.uk</a></td>
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<tr>
<td>Criminal Law</td>
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<tr>
<td><strong>Advice Line:</strong> 020 7251 8887 (telephone) or 020 7490 2562 (textphone)</td>
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</tbody>
</table>
| **The Law Society** 080 7242 1222 | www.lawsociety.org.uk  
Find a solicitor  
http://solicitors.lawsociety.org.uk/ | The Law Society does not provide legal advice for members of the public. Their ‘Find a Solicitor’ website helps locate a law firm in your area. |
| **Witness Care Unit** 01189 513255 |  | 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. |
## MENTAL HEALTH SERVICES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
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</thead>
<tbody>
<tr>
<td>Addaction</td>
<td>020 7251 5860</td>
<td><a href="http://www.addaction.org.uk">www.addaction.org.uk</a></td>
<td>Support for adults, children, young adults and older people with drug, alcohol or mental health problems.</td>
</tr>
<tr>
<td>AVA (Against Violence and Abuse) Stella Project</td>
<td>0207 5490 280</td>
<td><a href="https://avaproject.org.uk/ava-services-2/multiple-disadvantage/">https://avaproject.org.uk/ava-services-2/multiple-disadvantage/</a></td>
<td>AVA’s Stella Project has pioneered work around multiple disadvantage, working to address the overlapping issues of gender based violence and abuse, drug and alcohol use and mental health. ‘Complicated Matters…’ toolkit available to download from the website.</td>
</tr>
<tr>
<td>Child and Adolescent Mental Health Service (CAMHS)</td>
<td>For all new referrals: 0300 365 0300 01344 823200 01628 640300</td>
<td><a href="http://www.berkshirehealthcare.nhs.uk/CAMHS/">www.berkshirehealthcare.nhs.uk/CAMHS/</a></td>
<td>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.</td>
</tr>
<tr>
<td>Community Mental Health Teams</td>
<td>- Bracknell 01344 823333 0300 365 0300</td>
<td><a href="http://www.bracknell-forest.gov.uk/mentalhealth">www.bracknell-forest.gov.uk/mentalhealth</a></td>
<td>Multi-disciplinary teams of professionals providing support for those suffering from severe emotional distress or mental problems.</td>
</tr>
<tr>
<td>Depression Alliance</td>
<td></td>
<td><a href="http://www.depressionalliance.org">www.depressionalliance.org</a></td>
<td>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.</td>
</tr>
<tr>
<td>Bracknell RBWM 01344 823200 01628 640300</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Windsor</td>
<td>01753 863867</td>
<td>Mental Health Foundation</td>
<td><a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a></td>
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<tr>
<td></td>
<td></td>
<td>MIND (National Association for Mental Health)</td>
<td><a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
</tr>
<tr>
<td></td>
<td>0300 123 3393</td>
<td>Rethink (formerly the National Schizophrenia Fellowship)</td>
<td><a href="http://www.rethink.org">www.rethink.org</a></td>
</tr>
<tr>
<td></td>
<td>0300 500 927</td>
<td>SANE</td>
<td><a href="http://www.sane.org.uk">www.sane.org.uk</a></td>
</tr>
</tbody>
</table>

Please also see contact details under ‘Statutory Services’
## OTHER SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAFDA – Advocacy After Fatal Domestic Abuse</td>
<td>07768 386922</td>
<td><a href="http://www.aafda.org.uk">www.aafda.org.uk</a></td>
<td>In memory of Julia and Will Pemberton, AAFDA helps families after fatal domestic abuse.</td>
</tr>
<tr>
<td>Domestic Abuse, Stalking and Honour Based Abuse (DASH 2009) Risk Identification, Assessment and Management Model</td>
<td>n/a</td>
<td><a href="http://www.safelives.org.uk">www.safelives.org.uk</a> <a href="http://www.dashriskchecklist.co.uk">www.dashriskchecklist.co.uk</a></td>
<td>The DASH Risk Identification Checklist (RIC) is for all professionals working with victims of domestic abuse, stalking and harassment and honour based abuse. Copies can be downloaded from either of the websites listed. The additional screening questions around stalking (S-DASH) and around Honour Based Abuse can be downloaded from the second website. Or seen on pages 5 and 6 of this link: <a href="http://www.dashriskchecklist.co.uk/wp-content/uploads/2016/09/DASH-2009.pdf">http://www.dashriskchecklist.co.uk/wp-content/uploads/2016/09/DASH-2009.pdf</a></td>
</tr>
<tr>
<td>Freecall Message Home</td>
<td>0800 700 740</td>
<td></td>
<td>Free, confidential and non traceable service for people who have left home who wish to inform someone they are safe without direct communication.</td>
</tr>
<tr>
<td>Guidance and Support for the Armed Forces Community</td>
<td>n/a</td>
<td><a href="http://www.gov.uk/government/collections/domestic-abuse-guidance-and-support-for-the-armed-forces-community">www.gov.uk/government/collections/domestic-abuse-guidance-and-support-for-the-armed-forces-community</a></td>
<td>Website for victims of domestic abuse in the armed forces and for professionals supporting these victims, launched by the Ministry of Defence. The website forms part of the Armed Forces Covenant, which seeks to ensure that the armed forces community does not face disadvantage in the provision of services. Website includes a practitioner’s handbook.</td>
</tr>
<tr>
<td>- Maidenhead and Windsor</td>
<td>0844 4994107 03444 111444</td>
<td><a href="http://www.bracknellcab.org.uk">www.bracknellcab.org.uk</a> <a href="http://www.maidenheadcab.org.uk">www.maidenheadcab.org.uk</a></td>
<td></td>
</tr>
<tr>
<td><strong>Victim Support</strong></td>
<td><strong>WOMANKIND</strong></td>
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</tr>
<tr>
<td><strong>Thames Valley</strong></td>
<td><strong>020 7549 5700</strong></td>
<td><strong>0808 168 9274</strong></td>
<td></td>
</tr>
<tr>
<td><strong>0808 168 9111</strong></td>
<td><strong><a href="http://www.womankind.org.uk">www.womankind.org.uk</a></strong></td>
<td><strong><a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></strong></td>
<td></td>
</tr>
</tbody>
</table>

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.

A UK charity working internationally to raise the status of women, through over 70 practical initiatives in 20 countries.
## SERVICES FOR PERPETRATORS OF DOMESTIC ABUSE

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Everyman Project</td>
<td>0207 263 8884</td>
<td><a href="http://www.everymanproject.co.uk">www.everymanproject.co.uk</a></td>
<td>Counselling, support and advice to men who are violent or concerned about their violence and others affected by that violence.</td>
</tr>
<tr>
<td>Making Changes (Newbury)</td>
<td>01635 264694</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Plain Talking (Bracknell)</td>
<td></td>
<td><a href="mailto:Plain.talking@bracknell-forest.gov.uk">Plain.talking@bracknell-forest.gov.uk</a> or text your details to 078 2695 1498.</td>
<td>Plain Talking offers 6 one-to-one sessions to talk about what’s going on for someone things go too far; a chance to step back, learn and recognise the behaviours and thinking that have become a part of how they live and relate to those close to them.</td>
</tr>
<tr>
<td>Respect</td>
<td>0845 122 8609</td>
<td><a href="http://www.respect.uk.net">www.respect.uk.net</a></td>
<td>The UK membership association for domestic violence perpetrator programmes and associated support services.</td>
</tr>
<tr>
<td>Respect Phoneline</td>
<td>0808 802 4040</td>
<td><a href="http://respectphoneline.org.uk">http://respectphoneline.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Organisation</td>
<td>Tel. Number</td>
<td>Website</td>
<td>Description of Services</td>
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<tr>
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</tr>
<tr>
<td>Berkshire’s Women’s Aid</td>
<td>01189 504003</td>
<td><a href="http://www.berkshirewomensaid.org.uk">www.berkshirewomensaid.org.uk</a></td>
<td>Working throughout Reading, Bracknell and, Wokingham, providing outreach support, advocacy and refuge accommodation to anyone experiencing domestic abuse (male or female).</td>
</tr>
<tr>
<td>SafeLives (formerly CAADA Co-ordinated Action Against Domestic Abuse)</td>
<td>0117 317 8750</td>
<td><a href="http://www.safelives.org.uk">www.safelives.org.uk</a></td>
<td>A national charity established to encourage the use of independent advocacy as a way to increase the safety of survivors.</td>
</tr>
<tr>
<td>DAME (Domestic Abuse, Money and Education) Project and Resource</td>
<td>01323 635987</td>
<td><a href="http://www.womensaid.org.uk/research-and-publications/dame-project/">www.womensaid.org.uk/research-and-publications/dame-project/</a></td>
<td>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.</td>
</tr>
<tr>
<td>The Dash (Domestic Abuse Stops Here) Charity</td>
<td>01753 549865</td>
<td><a href="http://www.thedashcharity.org.uk">www.thedashcharity.org.uk</a></td>
<td>Offers specialist support for women, men and children experiencing domestic abuse including LGBT, elderly clients, males and the travelling community.</td>
</tr>
<tr>
<td>Women’s Aid England</td>
<td></td>
<td><a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Organisation</td>
<td>Tel. Number</td>
<td>Website</td>
<td>Description of Services</td>
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</tr>
<tr>
<td>Domestic Abuse, Stalking and Honour Based Abuse (DASH 2009) Risk Identification, Assessment and Management Model</td>
<td>n/a</td>
<td><a href="http://www.dashriskchecklist.co.uk">www.dashriskchecklist.co.uk</a></td>
<td>The DASH is for all professionals working with victims of domestic abuse, stalking and harassment and honour based abuse. In England and Wales, the police service will use the ACPO DASH and partner agencies the SafeLives DASH. There is also a risk checklist for victims of domestic abuse, stalking and honour based abuse. This is called the Victim-DASH (V-DASH 2010). 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).</td>
</tr>
<tr>
<td>Digital stalking: a guide to technology risks for victims (November 2012)</td>
<td>n/a</td>
<td><a href="https://1q7dqy2unor827bjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2015/11/Digital_Stalking_Guide_V2_Nov_2012.pdf">https://1q7dqy2unor827bjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2015/11/Digital_Stalking_Guide_V2_Nov_2012.pdf</a></td>
<td>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.</td>
</tr>
<tr>
<td>Digital-Stalking</td>
<td></td>
<td><a href="http://www.digital-stalking.com">www.digital-stalking.com</a></td>
<td>Website for victims of stalking, online harassment and bullying.</td>
</tr>
<tr>
<td>National Stalking Clinic (NSC)</td>
<td>020 8375 8777</td>
<td><a href="http://www.behmht.nhs.uk/Default.aspx?locid=01u00a00101t007">www.behmht.nhs.uk/Default.aspx?locid=01u00a00101t007</a></td>
<td>The National Stalking Clinic (NSC) is a specialist service for the assessment and treatment of stalkers, and of stalking victims.</td>
</tr>
<tr>
<td>National Stalking Helpline</td>
<td>0808 802 0300</td>
<td><a href="http://www.suzylamplugh.org/Pages/Category/national-stalking-helpline">www.suzylamplugh.org/Pages/Category/national-stalking-helpline</a></td>
<td>The Helpline can provide guidance on • The law in relation to stalking and harassment • Reporting stalking or harassment</td>
</tr>
<tr>
<td>Organization</td>
<td>Phone Number</td>
<td>Website</td>
<td>Description</td>
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</tr>
<tr>
<td>Network for Surviving Stalking</td>
<td>07501 752741</td>
<td><a href="http://www.scaredofsomeone.org">www.scaredofsomeone.org</a></td>
<td>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).</td>
</tr>
<tr>
<td>Paladin National Stalking Advocacy Service</td>
<td>0207 8408960</td>
<td><a href="http://www.paladinservice.co.uk">www.paladinservice.co.uk</a></td>
<td>Assisting high risk victims of stalking throughout England and Wales.</td>
</tr>
<tr>
<td>Protection Against Stalking</td>
<td></td>
<td><a href="http://www.protectionagainststalking.org/">www.protectionagainststalking.org/</a></td>
<td>Working with professionals and organisations to improve the safety of stalking and harassment victims and for perpetrators of abuse to be held to account.</td>
</tr>
<tr>
<td>Surviving Stalking</td>
<td></td>
<td><a href="http://www.survivingstalking.com">www.survivingstalking.com</a></td>
<td>Tracey Morgan was a victim of stalking and created this site, including her blog, for other victims and interested parties.</td>
</tr>
<tr>
<td>Suzy Lamplugh Trust</td>
<td>0207 091 0014</td>
<td><a href="http://www.suzylamplugh.org">www.suzylamplugh.org</a></td>
<td>Providing advice, information and training about personal safety, enabling people to avoid becoming victims of violence and aggression.</td>
</tr>
<tr>
<td>Women’s Aid (stalking section)</td>
<td></td>
<td><a href="http://www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220023&amp;sectionTitle=Stalking">www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220023&amp;sectionTitle=Stalking</a></td>
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</table>
## STATUTORY SERVICES

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<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
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<tbody>
<tr>
<td><strong>Adult Social Care</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Bracknell Forest</td>
<td>01344 352000</td>
<td><a href="http://www.bracknell-forest.gov.uk/adultsocialcareandhealth">www.bracknell-forest.gov.uk/adultsocialcareandhealth</a></td>
<td>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. RBWM is not delivering adult services via Optalis Limited, a local authority trading company co-owned by RBWM and Wokingham Borough Council. They provide a number of services including home care, extra care housing, reablement, employment support and a range of leisure activities for people with learning disabilities, as well as care brokerage and social work.</td>
</tr>
<tr>
<td>- RBWM</td>
<td>01628 683744</td>
<td><a href="http://www.rbwm.gov.uk/web/social_adults_protect.htm">www.rbwm.gov.uk/web/social_adults_protect.htm</a></td>
<td></td>
</tr>
<tr>
<td><strong>Berkshire Adult Safeguarding</strong></td>
<td></td>
<td><a href="http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures">www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures</a></td>
<td></td>
</tr>
<tr>
<td><strong>Children’s Centres</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Bracknell</td>
<td></td>
<td><a href="http://www.bracknell-forest.gov.uk/childrenscentres">www.bracknell-forest.gov.uk/childrenscentres</a></td>
<td>Children’s centres are places where families with children under five can access a range of early intervention support services.  <strong>Bracknell:</strong> 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.</td>
</tr>
<tr>
<td>- RBWM</td>
<td></td>
<td><a href="http://www3.rbwm.gov.uk/info/200540/childrens_centres">www3.rbwm.gov.uk/info/200540/childrens_centres</a></td>
<td></td>
</tr>
<tr>
<td><strong>Children’s Social Care</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Bracknell</td>
<td>01344 352020</td>
<td><a href="http://www.bracknell-forest.gov.uk/childrenyoungpeopleandlearning">www.bracknell-forest.gov.uk/childrenyoungpeopleandlearning</a></td>
<td>From 1 August 2017 RBWM is now delivering its children’s services through Achieving for Children, a community interest company set up in partnership with the Royal Borough of Kingston and the London Borough of Richmond. More information can be found at <a href="http://www.achievingforchildren.org.uk">www.achievingforchildren.org.uk</a></td>
</tr>
<tr>
<td><strong>Crown Prosecution Service (CPS) - Thames Valley</strong></td>
<td>01727 798700</td>
<td><a href="http://www.cps.gov.uk">www.cps.gov.uk</a></td>
<td>Responsible for prosecuting criminal cases investigated by the police in England and Wales.</td>
</tr>
<tr>
<td><strong>Emergency Duty Team (EDT)</strong></td>
<td>01344 786543</td>
<td></td>
<td>For Social Services &amp; Homelessness emergencies (including support to</td>
</tr>
</tbody>
</table>
(5pm-9am weekdays and all weekend until 9am Monday morning)

Local Authority

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
<th>Domestic Abuse webpages:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bracknell Forest Council</td>
<td>Time Square Market Street Bracknell RG12 1JD</td>
<td>01344 352000</td>
<td><a href="http://www.bracknell-forest.gov.uk">www.bracknell-forest.gov.uk</a></td>
<td><a href="http://www.bracknell-forest.gov.uk/domestic-abuse/support-and-help">www.bracknell-forest.gov.uk/domestic-abuse/support-and-help</a></td>
</tr>
<tr>
<td>Royal Borough of Windsor and Maidenhead (RBWM)</td>
<td>Town Hall St. Ives Road Maidenhead Berkshire SL6 1RF</td>
<td>01628 683800</td>
<td><a href="http://www.rbwm.gov.uk">www.rbwm.gov.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Local Safeguarding Children Boards (LSCB)

- Bracknell 01344 354012 www.bflscb.org.uk
- RBWM 01628 683234 www.wamlscb.org

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.

All Local Safeguarding Children Boards (LSCB) are required to have a Child Death Overview Panel (CDOP) to see whether we can learn lessons from children’s deaths in order to improve the health, safety and well-being of other children. Through this we hope to prevent further child deaths.

The Pan Berkshire (LSCB) Child Death Overview Panel is the collaboration of six LSCBs joining together on a wider multi-agency platform to work in partnership. It is responsible to the Pan Berkshire LSCB for reviewing information on all child deaths, looking for possible patterns and potential improvements in services, with the aim
| Multi Agency Safeguarding Hub (MASH) | 01344 352005 | www.bracknell-forest.gov.uk/multi-agency-safeguarding-hub-mash/about-mash | The Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all safeguarding and wellbeing concerns regarding children and young people. It does this by acting as a “front door” to manage all safeguarding referrals including the undertaking of Child Protection investigations where required.

The MASH brings together a team of professionals from a number of partner agencies to deal with all safeguarding concerns for a child/young person.

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| Thames Valley Police Child Abuse Investigation Unit (CAIU) | 01344 420446 | | A specialist unit of highly trained officers, working closely with partner agencies, dedicated to the investigation of child abuse and safeguarding children.

The main role of the ‘CAIU’ is the Investigation of Child Abuse.

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| Thames Valley Probation Service | 01344 420446 | | 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.

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<p>| Thames Valley Probation Victim Liaison Unit | 0118 955 1255 | | Working with victims. |</p>
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>#LoveDontFeelBad</td>
<td></td>
<td><a href="http://www.lovedontfeelbad.co.uk">www.lovedontfeelbad.co.uk</a></td>
<td>Women’s Aid website for young people on health relationships and coercive control.</td>
</tr>
<tr>
<td>AAFDA (Advocacy After Fatal Domestic Abuse)</td>
<td>07768 386922</td>
<td><a href="http://aafda.org.uk/">http://aafda.org.uk/</a></td>
<td>Charity offering help to families after fatal domestic abuse (homicide or suicide) and near misses.</td>
</tr>
<tr>
<td>Action for Children</td>
<td>0300 123 2112</td>
<td><a href="http://www.actionforchildren.org.uk">www.actionforchildren.org.uk</a></td>
<td>Helping the most vulnerable children and young people in the UK break through injustice, deprivation and inequality so they can achieve their full potential.</td>
</tr>
<tr>
<td>Addaction</td>
<td>020 7251 5860</td>
<td><a href="http://www.addaction.org.uk">www.addaction.org.uk</a></td>
<td>Support for adults, children, young adults and older people with drug, alcohol or mental health problems.</td>
</tr>
<tr>
<td>Barnardo’s</td>
<td>020 8551 0011</td>
<td><a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a></td>
<td>Helps children, young people and their families to overcome the most severe disadvantages.</td>
</tr>
<tr>
<td>Bracknell Forest Council Family Intervention Team (FIT)</td>
<td>01344 464711</td>
<td></td>
<td>The Family Intervention Team work with families where there are a range of challenging issues, working with 0-18 year olds and adults to identify appropriate support for a wide range of concerns including problems around education, housing, drugs/alcohol, anti-social behaviour, mental health, domestic abuse.</td>
</tr>
<tr>
<td>Bracknell Forest Youth Offending Service Early Intervention Project</td>
<td>01344 354300</td>
<td></td>
<td>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</td>
</tr>
</tbody>
</table>

- 91 -
| Support Plan. |
|----------------------------------|---------------------------------|
| **Child Contact Centres**       | Safe, neutral places where the children of broken partnerships can spend time with the parent with whom they do not live. |
| - **Bracknell**                  | 07828 823367 01628 672006       |
| - **Maidenhead**                 | **The Child Law Advice Line (CLAL)** Freephone advice line for parents, carers, children and young people on a wide range of legal issues. |
|                                 | [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com) |
| **ChildLine**                    | Free 24 hr helpline for children and young people in the UK. |
|                                 | 0800 11 11 [www.childline.org.uk](http://www.childline.org.uk) |
| **Expect Respect Educational Toolkit** | Consisting of one easy to use ‘core’ lesson for each year group from reception to year 13 and is based on themes that have been found to be effective in tackling domestic abuse. |
| **Family Friends in Windsor & Maidenhead** | Family Friends is a charity providing short-term early help support to families with children aged 0-13 across the Royal Borough of Windsor and Maidenhead. This is provided through trained Family Support Workers and Volunteers. Support includes practical and emotional support in the home, 1:1 parenting support, 1:1 sessions with children, parenting groups and anxiety and wellbeing groups for children. |
|                                 | 0300 800 1005 0300 800 1004 [www.family-friends.org.uk](http://www.family-friends.org.uk) |
| **Family Information Service/Family Service Directory** | Free information service for families. |
| - **Bracknell**                  | **Public enquiries** 01344 352000  **Professional enquiries** 01344 353133  **E:** fis@bracknell-forest.gov.uk **E:** fis@bracknell-forest.gov.uk  **E:** fis@bracknell-forest.gov.uk |
| - **RBWM**                       | [www.bracknell-forest.gov.uk/familyinformationservice](http://www.bracknell-forest.gov.uk/familyinformationservice) [http://fsd.rbwm.gov.uk](http://fsd.rbwm.gov.uk) |
| **Family Rights Group**          | Giving confidential advice for families whose children are involved with or require social care services. |
|                                 | 0808 801 0366 [www.frg.org.uk](http://www.frg.org.uk) |
| **Family Support Advisors (FSAs) / Schools** | Based within Bracknell Forest schools, FSAs work with children and their families to:- |
|                                 | - build confidence to deal with **Please contact your child’s school** [www.bracknell-forest.gov.uk/children-and-family-services/family-information-service/family-](http://www.bracknell-forest.gov.uk/children-and-family-services/family-information-service/family-) |
| **Gingerbread** | 0808 802 0925 | [www.gingerbread.org.uk](http://www.gingerbread.org.uk) | Support for lone parent families. |
| **NHS Advice** | [www.nhs.uk/livewell/teengirls/Pages/Teengirlshome.aspx](http://www.nhs.uk/livewell/teengirls/Pages/Teengirlshome.aspx) | [www.nhs.uk/livewell/teenboys/Pages/Teenboyshome.aspx](http://www.nhs.uk/livewell/teenboys/Pages/Teenboyshome.aspx) | Advice for girls on relationships. |
| **National Youth Advocacy Service** | 0808 808 1001 | [www.nyas.net](http://www.nyas.net) | Information and advocacy service for children and young people up to 24 years old. |
| **NSPCC** | 0800 800 5000 | [www.nspcc.org.uk](http://www.nspcc.org.uk) | Helping end cruelty to children in the UK. |
| **Parentline Plus** | 0808 800 2222 | [www.familylives.org.uk](http://www.familylives.org.uk) | Charity supporting parents under stress and refers to sources of local support. |
| **Parents and Children Together (PACT)** | 0118 921 7640 | [www.pactcharity.org](http://www.pactcharity.org) | A key player in adoption in the UK, education for the care sector, fostering, housing & community, inter-country adoption. |
Criteria: the abusive relationship must have ended/the perpetrator must not be living in the family home, the child must have a memory of the abuse and it must be safe for the child to attend group. 1:1 support can be provided by Family Friends for children who are either not suitable or unable to attend a group.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBWM Youth Service</td>
<td>01628 683964</td>
<td>The Youth Service provides a range of services across the borough for young people aged 8-19yrs and the wider community. Projects and programmes are regularly monitored to ensure they are providing value for money and meeting the needs of residents. Young people’s suggestions and feedback is routinely used to develop and improve all Youth Service provision.</td>
</tr>
<tr>
<td>RBWM Intensive Family Support Project (IFSP)</td>
<td>01628 683692</td>
<td>IFSP provides whole family supports to families are experiencing multiple and complex issues regarding unemployment, school attendance issues, domestic abuse, offending behaviour and poor health. IFSP is a non-statutory service so families must consent in order to receive support. For further details please contact the Team Manager on the number listed.</td>
</tr>
<tr>
<td>RBWM Youth Inclusion Support Programme (YISP)</td>
<td>01628 683280</td>
<td>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.</td>
</tr>
<tr>
<td>Respect Not Fear</td>
<td><a href="http://www.respectnotfear.co.uk">www.respectnotfear.co.uk</a></td>
<td>Developed by the Nottinghamshire domestic violence forum, in consultation with young people. The site contains games and advice which can help you think about your relationships, or you can make a pledge to find out what you can expect in a relationship and what shouldn’t be</td>
</tr>
</tbody>
</table>
The Respect not Fear App is free and provides you with games such as the pyramid and respect’o’meter, it also gives you instant access to important information and support services. Click [here](http://www.safeproject.org.uk) to download the app.

| **SAFE!** | 01865 582485 | [www.safeproject.org.uk](http://www.safeproject.org.uk) | Supporting young people aged 8-25 years old, living in the Thames Valley, affected by crime (including witnessing domestic abuse) and bullying to recover their confidence and sense of safety. Funded by the Office of the Police and Crime Commissioner for Thames Valley. |
| **SafeDATE (Domestic Abuse Training and Education)** | | [www.safedate.org.uk](http://www.safedate.org.uk) | A website specifically for young people to access on issues that affect them today. |
| **Stop It Now!** | 0808 1000 900 Thames Valley: 01844 20 16 19 | [www.stopitnow.org.uk](http://www.stopitnow.org.uk) | National campaign to stop child sexual abuse, including a confidential help line. |
| **The Dash Charity (Children’s Services Team)** | 01753 549865 | [www.thedashcharity.org.uk](http://www.thedashcharity.org.uk) | Children’s Services Team offering therapeutic work with children and young people affected by domestic abuse as well as healthy relationships workshops and prevention work. |
| **The Hideout** | | [www.thehideout.org.uk](http://www.thehideout.org.uk) | A website designed by Women’s Aid 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. |
| **Thinkuknow** | | [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) | Offering advice to young people on sex, relationships and the internet. Are you’re in a relationship? Maybe you’re looking to start a new relationship online? Or are you curious or worried about sex? Thinkuknow will provide you with up-to-date, practical and frank advice to help you to develop the skills and confidence to make sure you’re safe and happy with the choices you are making. |
| **This is abuse** | | [http://thisisabuse.direct.gov.uk](http://thisisabuse.direct.gov.uk) | Home Office campaign website. |
| **Zipit (ChildLine)** | | [www.childline.org.uk/info-](http://www.childline.org.uk/info-) | A free app for young people. Handy |
| advice/bullying-abuse-safety/online-mobile-safety/sexting/zipit-app/ | tips to help young people if they are feeling uncomfortable when someone’s trying to get them to send naked images. Zipit helps young people take control of the situation with killer comebacks to flirty chat. |

Please also see contact details under ‘Statutory Services’
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMSOSA (Adult Male Survivors of Sexual Abuse)</td>
<td></td>
<td><a href="http://www.amsosa.com">www.amsosa.com</a></td>
<td>AMSOSA offers non offending Adult Male Survivors of child sexual abuse or adult rape.</td>
</tr>
<tr>
<td>Berkshire’s Women’s Aid</td>
<td>0118 950 4003</td>
<td><a href="http://www.berkshirewomensaid.org.uk">www.berkshirewomensaid.org.uk</a></td>
<td>Working throughout Reading, Bracknell and Wokingham providing outreach and advocacy support for male victims of domestic abuse.</td>
</tr>
<tr>
<td>Mankind Initiative</td>
<td>01823 334244</td>
<td><a href="http://www.mankind.org.uk">www.mankind.org.uk</a></td>
<td>Advice and support for male victims of domestic abuse.</td>
</tr>
<tr>
<td>Mankind UK</td>
<td>01273 911680</td>
<td><a href="http://www.mankinduk.co.uk">www.mankinduk.co.uk</a></td>
<td>Support service for men who have been sexually abused assaulted and/or raped.</td>
</tr>
<tr>
<td>Men’s Advice Line</td>
<td>0808 801 0327</td>
<td><a href="http://www.mensadviselinc.org.uk">www.mensadviselinc.org.uk</a></td>
<td>Advice and support for men experiencing domestic violence and abuse.</td>
</tr>
<tr>
<td>Survivors UK</td>
<td>0845 122 1201</td>
<td><a href="http://www.survivorsuk.org">www.survivorsuk.org</a></td>
<td>A support service to provide resources for men who have experienced any form of sexual violence.</td>
</tr>
<tr>
<td>The Dash (Domestic Abuse Stops Here) Charity</td>
<td>01753 549865</td>
<td><a href="http://www.thedashcharity.org.uk">www.thedashcharity.org.uk</a></td>
<td>Offers specialist support for women, men and children experiencing domestic abuse including LGBT, elderly clients, males and the travelling community.</td>
</tr>
<tr>
<td>The Dyn Project</td>
<td>0808 801 0321</td>
<td><a href="http://www.dynwales.org">www.dynwales.org</a></td>
<td>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.</td>
</tr>
<tr>
<td>Victim Support - Thames Valley</td>
<td>0808 168 9111 0808 168 9274</td>
<td><a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></td>
<td>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.</td>
</tr>
</tbody>
</table>
## SUPPORT SERVICES FOR OLDER PEOPLE

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action on Elder Abuse</td>
<td>0808 808 8141</td>
<td><a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Age UK (previously Help the Aged and Age Concern)</td>
<td>0800 169 6565</td>
<td><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Independent Age</td>
<td>0800 319 6789</td>
<td><a href="http://www.independentage.org/">www.independentage.org/</a></td>
<td>A charity that is an established voice for older people.</td>
</tr>
<tr>
<td>Solicitors for the Elderly</td>
<td>0870 067 0282</td>
<td><a href="http://www.solicitorsfortheelderly.com">www.solicitorsfortheelderly.com</a></td>
<td>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.</td>
</tr>
<tr>
<td>The Relatives &amp; Residents Association</td>
<td>020 7359 8148</td>
<td><a href="http://www.relres.org">www.relres.org</a></td>
<td>Existing for older people needing, or living in, residential care and the families and friends left behind.</td>
</tr>
</tbody>
</table>

Please also see contact details under ‘Statutory Services’
# SUPPORT SERVICES FOR PEOPLE FROM BLACK & MINORITY ETHNIC COMMUNITIES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apna Ghar</td>
<td>0207 474 1547 24 hours</td>
<td></td>
<td>Helpline for Asian women experiencing domestic violence. Languages spoken in Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.</td>
</tr>
<tr>
<td>Black Association of Women Step Out (BAWSO)</td>
<td>24hr helpline 0800 731 8147</td>
<td><a href="http://www.bawso.org.uk">www.bawso.org.uk</a></td>
<td>Working with black women who have experienced or are experiencing domestic abuse.</td>
</tr>
<tr>
<td>Chinese Information and Advice Centre</td>
<td>0300 201 1868</td>
<td><a href="https://ciac.co.uk/">https://ciac.co.uk/</a></td>
<td>Provides support and information to Chinese people living in the UK. Also runs Sunflower Support Programme for children and teenagers affected by domestic violence.</td>
</tr>
<tr>
<td>Jewish Women’s Aid</td>
<td>0800 801 0500</td>
<td><a href="http://www.jwa.org.uk">www.jwa.org.uk</a></td>
<td>Providing a number of different services including a helpline, floating support and outreach for Jewish women and their children. Based in London.</td>
</tr>
<tr>
<td>Karma Nirvana</td>
<td>0800 5999 247</td>
<td><a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a></td>
<td>A registered Charity that supports victims and survivors of forced marriage and honour based abuse.</td>
</tr>
<tr>
<td>Latin America Women’s Aid</td>
<td>0207 275 0321</td>
<td><a href="http://www.lawadv.org.uk">www.lawadv.org.uk</a></td>
<td>Providing nationally available services and the only refuge for Latin American women in the UK.</td>
</tr>
<tr>
<td>Muslim Community Helpline</td>
<td>020 8908 6715 020 8904 8193 Mon – Thurs 10am – 1pm Friday 10am – 4pm</td>
<td><a href="http://muslimcommunityhelpline.org.uk">http://muslimcommunityhelpline.org.uk</a></td>
<td>Providing a listening and emotional support service for members of the community (women, men, youth and children).</td>
</tr>
<tr>
<td>Nour Domestic Violence</td>
<td>0284 319 0031 Thursday 8-9pm</td>
<td><a href="http://www.nour-dv.org.uk">www.nour-dv.org.uk</a></td>
<td>Providing Islamic support and advice and raising awareness.</td>
</tr>
<tr>
<td>NSPCC Asian Child Protection Helplines (11am-7pm, Mon-Friday)</td>
<td>Bengali – 0800 096 7714 Gujarati – 7715 Hindi – 7716 Punjabi – 7717</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refugee Council</td>
<td><a href="http://www.refugeecouncil.org.uk">www.refugeecouncil.org.uk</a></td>
<td>Services for refugees and asylum seekers, including children’s services, integration services and information on voluntary returns.</td>
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<td></td>
</tr>
<tr>
<td><strong>Southall Black Sisters</strong></td>
<td>Helpline <a href="">020 8571 0800</a></td>
<td><a href="http://www.southallblacksisters.org.uk">www.southallblacksisters.org.uk</a></td>
<td>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.</td>
</tr>
</tbody>
</table>
## SUPPORT SERVICES FOR PEOPLE FROM GYPSY, ROMA AND TRAVELLER (GRT) COMMUNITIES

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Tel. Number</th>
<th>Website</th>
<th>Description of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAGAT (Community Advice for Gypsies and Travellers)</td>
<td>08444 771141 Mon – Fri 10am-1pm</td>
<td></td>
<td>Giving generalist advice to all members of the GRT community, including domestic abuse and all other related issues such as welfare benefits etc.</td>
</tr>
<tr>
<td>Friends Families and Travellers</td>
<td>01273 234 777</td>
<td><a href="http://www.gypsy-traveller.org">www.gypsy-traveller.org</a></td>
<td>A national charity working on behalf of all Gypsies and Travellers regardless of ethnicity, culture or background. Providing advice and consultancy, promoting health and wellbeing, work on research and policy, delivering training and more.</td>
</tr>
<tr>
<td>Travellers Advice Line</td>
<td>0845 120980 Mon-Fri 10am - 1pm and 2pm-5pm 07768 316755 Emergency/out of hours</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Organisation</td>
<td>Tel. Number</td>
<td>Website</td>
<td>Description of Services</td>
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<tr>
<td>beYOU</td>
<td>0118 959 7269</td>
<td><a href="http://www.beyou.org.uk">www.beyou.org.uk</a></td>
<td>Berkshire gay and lesbian information network.</td>
</tr>
<tr>
<td>Freeways (Bracknell)</td>
<td>01344 311595</td>
<td>E: <a href="mailto:freeways@bracknell-forest.gov.uk">freeways@bracknell-forest.gov.uk</a></td>
<td>Every Tuesday evening, 6.45pm – 9pm in Bracknell. A group for young people aged 15-21 who are Gay, Lesbian, Bisexual or just unsure.</td>
</tr>
<tr>
<td>Galop</td>
<td>0800 999 5428</td>
<td><a href="http://www.galop.org.uk">www.galop.org.uk</a></td>
<td>The national Lesbian, Gay, Bisexual and Transgender (LGBT) anti-violence and abuse charity. Providing support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. Providing the UK’s only national LGBT domestic abuse helpline.</td>
</tr>
<tr>
<td>Gay &amp; Lesbian Legal Advice</td>
<td>020 7831 3535</td>
<td></td>
<td>Legal advice for lesbians and gay men on any issue particularly gay related issues.</td>
</tr>
<tr>
<td>Jewish Lesbian &amp; gay Helpline</td>
<td>07504 924742</td>
<td><a href="http://www.jglg.org.uk">www.jglg.org.uk</a></td>
<td>Providing an atmosphere of friendship and support for Jewish gays, lesbians, bisexuals and their partners.</td>
</tr>
<tr>
<td>National Women’s Aid</td>
<td>0808 2000 247</td>
<td><a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></td>
<td>Offering advice and support to lesbian and bisexual women.</td>
</tr>
<tr>
<td>SOLA (Survivors of Lesbian Partner Abuse)</td>
<td>0207 328 7389</td>
<td><a href="mailto:solalondon@hotmail.com">solalondon@hotmail.com</a></td>
<td>A London based organisation supporting women who have experienced emotional, physical or sexual abuse from a female partner.</td>
</tr>
<tr>
<td>Stonewall</td>
<td>0800 050 20 20</td>
<td><a href="http://www.stonewall.org.uk">www.stonewall.org.uk</a></td>
<td>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 agency by winning support within all the political parties.</td>
</tr>
<tr>
<td>Support U</td>
<td>0118 321 9111</td>
<td><a href="http://www.supportu.org.uk/index.php">www.supportu.org.uk/index.php</a></td>
<td>A leading Lesbian, Gay, Bisexual and Transgender (LGBT) help and support service based in the South East of England, offering support for individuals, families, at school or in the workplace. Delivering a range of services ranging from one-to-one</td>
</tr>
<tr>
<td>Service</td>
<td>Contact Information</td>
<td>Website</td>
<td>Description</td>
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<tr>
<td>Switchboard LGBT+ helpline</td>
<td>0300 330 0630 10am-10pm every day</td>
<td><a href="https://switchboard.lgbt/">https://switchboard.lgbt/</a></td>
<td>Helpline for information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity.</td>
</tr>
<tr>
<td>The Beaumont Society</td>
<td></td>
<td><a href="http://www.beaumontsociety.org.uk">www.beaumontsociety.org.uk</a></td>
<td>The largest and longest established transgender support group in the UK. The organisation supports transgendered people, their partners and families, as well as advising and training on transgender issues.</td>
</tr>
<tr>
<td>The Dyn Project</td>
<td>0808 801 0321</td>
<td><a href="http://www.dynwales.org">www.dynwales.org</a></td>
<td>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.</td>
</tr>
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<td>Organisation</td>
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<tr>
<td>Action on Hearing Loss</td>
<td>0808 808 0123</td>
<td><a href="http://www.actiononhearingloss.org.uk">www.actiononhearingloss.org.uk</a></td>
<td>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.</td>
</tr>
<tr>
<td>Ann Craft Trust</td>
<td>0115 9515400</td>
<td><a href="http://www.anncrafttrust.org">www.anncrafttrust.org</a></td>
<td>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.</td>
</tr>
<tr>
<td>Berkshire Sensory Consortium Service</td>
<td>01628 796786</td>
<td><a href="http://berkshirescs.btck.co.uk">http://berkshirescs.btck.co.uk</a></td>
<td>A specialist education support service for hearing impairment, vision impairment and multi-sensory impairment.</td>
</tr>
<tr>
<td>Berkshire Vision</td>
<td>0118 987 2803</td>
<td><a href="http://www.berkshirevision.org.uk">www.berkshirevision.org.uk</a></td>
<td>An independent local charity that aims to enable and support visually impaired people in Berkshire to live safely and independently and to enhance their quality of life.</td>
</tr>
<tr>
<td>Beverley Lewis House</td>
<td>0207 473 2813</td>
<td><a href="http://www.east-thames.co.uk/sites/default/files/user/images/Beverley%20House%20brochure%20%282%29.pdf">www.east-thames.co.uk/sites/default/files/user/images/Beverley%20House%20brochure%20%282%29.pdf</a></td>
<td>A supported housing service that safeguards women with learning disabilities who are at risk or, or fleeing abuse.</td>
</tr>
<tr>
<td>BILD (British Institute of Learning Disabilities)</td>
<td></td>
<td></td>
<td>Facilitating change, turning research, policy and evidence based practice into practical organisational development programmes that help ensure excellent support and a better quality of life for people with disabilities. Consultancy, training and professional development, conferences and publishing all contribute to supporting organisations to continuously improve practice.</td>
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<tr>
<td>Community Team for</td>
<td></td>
<td></td>
<td>Made up from local Health Services and</td>
</tr>
<tr>
<td>People with Learning Disabilities</td>
<td>- Bracknell Forest</td>
<td>01344 354466</td>
<td><a href="http://ihub.bracknell-forest.gov.uk/kb5/bracknell/asc/service.page?id=tN2B0E7ar8&amp;adultschannel=2">http://ihub.bracknell-forest.gov.uk/kb5/bracknell/asc/service.page?id=tN2B0E7ar8&amp;adultschannel=2</a></td>
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<td></td>
<td>- RBWM</td>
<td>01628 670117</td>
<td><a href="http://directory.rbwm.gov.uk/kb5/rbwm/directory/service.page?id=TxmTgfn0fHY">http://directory.rbwm.gov.uk/kb5/rbwm/directory/service.page?id=TxmTgfn0fHY</a></td>
</tr>
<tr>
<td>Disability Law Service</td>
<td></td>
<td>0207 791 8900</td>
<td><a href="http://dls.org.uk/">http://dls.org.uk/</a></td>
</tr>
<tr>
<td>Disability Rights UK</td>
<td></td>
<td>020 7250 8181</td>
<td><a href="http://www.disabilityrightsuk.org">www.disabilityrightsuk.org</a></td>
</tr>
<tr>
<td>Disabled Living Foundation</td>
<td></td>
<td>0300 999 0004</td>
<td><a href="http://www.dlf.org.uk">www.dlf.org.uk</a></td>
</tr>
<tr>
<td>Respond</td>
<td></td>
<td>0808 808 0700</td>
<td><a href="http://www.respond.org.uk">www.respond.org.uk</a></td>
</tr>
<tr>
<td>Children and Young People Disability Service (CYPDS) – RBWM</td>
<td></td>
<td>01628 685878</td>
<td><a href="http://search3.openobjects.com/kb5/rbwm/directory/service.page?id=n64QefFlzxE&amp;familieschannel=0">http://search3.openobjects.com/kb5/rbwm/directory/service.page?id=n64QefFlzxE&amp;familieschannel=0</a></td>
</tr>
<tr>
<td>National Deaf Children's Society</td>
<td></td>
<td>0808 800 8880</td>
<td><a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a></td>
</tr>
<tr>
<td>The Disabilities Trust</td>
<td></td>
<td>01444 239123</td>
<td><a href="http://www.disabilities-trust.org.uk">www.disabilities-trust.org.uk</a></td>
</tr>
</tbody>
</table>
Also providing an imaginative concept of personal care and specialist housing in order to meet people’s complex needs.

| Youareable | www.youreable.com | An online community of and for disabled people. |

Please also see contact details under ‘Statutory Services’