

Where to Go for Help

Key Contacts for Domestic Violence Services Hammersmith and Fulham

Foreword

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

However we are not complacent and continue to push for improvements across all agencies, working with specialist services and statutory partners to ensure our responses relate to domestic violence in it's broadest sense including Forced Marriage, 'Honour' Based Violence, Female Genital Mutilation and family violence. Emerging areas of work take account of the specific needs of young people using violence in close relationships and the links with sexual violence, gang culture and other violent crime.

Even though much domestic violence occurs within the privacy of personal relationships, it can not be considered a private issue. Responding to domestic and sexual violence effectively requires coordinated working at all levels; every agency, every frontline worker and service director can make a significant contribution to addressing this serious, endemic social issue.

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



J Reilly
Director of Community Services and Chair of the Domestic Violence Strategic Partnership

Where to Go for Help Booklet

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

What is Domestic Violence?

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

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

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

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

First Responses

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

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

Preparing to Leave an Abuser: Some Basic Guidance

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

Immediate Action

If you feel you are in immediate danger:

- Dial 999
- At other times contact H&F Police Community Safety Unit.
Tel: 020 8246 2828

Emergency Accommodation:

- Contact the National 24 hour Domestic Violence Helpline who can help find refuge accommodation for women.
Tel: 0808 2000 247
- Contact the Council's Housing Department (page 8) who may have a duty to assist in finding emergency or temporary accommodation.

Children's Safety:

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

Vulnerable Adults:

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

Medical Assistance:

- In an emergency dial 999.
- *Accident & Emergency Departments:*
Charing Cross Hospital, A&E: 020 3311 1005
Hammersmith Hospital, A&E: 020 8383 1000
- Sexual Assault Referral Centre (The Haven) provide medical help and advice for anyone who has been raped or sexually assaulted (page 11).
Tel: 0808 802 9999

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Specialist Local Services

♦ ADVANCE Advocacy Project

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

Tel: 020 8748 0979

www.advanceadvocacyproject.org.uk

♦ Al-Aman Family Safety Project (DVIP)

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

Tel: 020 8748 2577

♦ Domestic Violence Intervention Project (DVIP)

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

Tel: 020 7633 9181

www.dvip.org

♦ Refuge Community Outreach Service for Eastern European Women

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

Tel: 020 8453 7190

Tel: 020 8453 7171

communityoutreachreferral@refuge.org.uk

♦ Stephen's Place Children's Centre

A purpose built child friendly centre providing a range of work with children who have been exposed to violence. Including supervised contact, assessed contact and direct therapeutic intervention. *Run by DVIP.*

Tel: 020 8741 8020

♦ Westside Floating Support

Provides support and advice on domestic violence for women living in Hammersmith & Fulham. The focus is particularly on helping women who are experiencing domestic violence and who want to stay in their own home or help in moving into a new home.

Tel: 07771 905 306

www.sbhq.co.uk

LBHF Council Services

♦ H&F Adult Social Care

Information and assessment for adults seeking help from social services.

Tel: 020 8753 5456

♦ H&F Advice

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

Tel: 0845 313 3935

♦ H&F Careline

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

Tel: 020 7386 8763

♦ H&F Children's Services

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

Tel: 020 8753 5392

Tel: 020 8748 9787 (Emergency out of hours)

www.lbhf.gov.uk/fisd - Services for 0-19 year olds

♦ H&F Council

General information on council services.

Tel: 020 8748 3020 (Switchboard)

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

Tel: 020 8748 8588 (Emergency out of hours)

www.lbhf.gov.uk

♦ H&F Community Safety Unit

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

Tel: 020 8753 2459

♦ H&F Homes

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

Mon to Fri 9am – 5pm

South Hammersmith:

020 8753 4427

southhammersmith@hfhomes.org.uk

North Hammersmith:

020 8753 4400

hammersmithnorth@hfhomes.org.uk

North Fulham: 020 7385 3355

fulhamnorth@hfhomes.org.uk

South Fulham: 020 736 6000

southfulham@hfhomes.org.uk

www.hfhomes.org.uk

♦ PATHS Floating Support

Help resolve crisis and improve skills and; available to LBHF residents aged 16+ living in any type of accommodation in the borough, including home owners

Tel: 020 8753 1437

Fax: 020 8753 5094

Email: housing.support@lbhf.gov.uk

Police, Legal and Other Advice Services

♦ Bishop Creighton House Safer Homes Service

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

Tel: 020 7385 9689

♦ Citizens Advice Bureau

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

Tel: 0845 458 2515
www.citizensadvice.org.uk

♦ Crimestoppers UK

A confidential phone line to anonymously report crime.

Tel: 0800 555 111
www.crimestoppers-uk.org

♦ Community Legal Advice

Offer free, confidential and independent legal advice. Can help find a local solicitor and determine if you qualify for Legal Aid.

If you are worried about the cost text 'legalaid' then your name to 80010 and they will call you back within 24 hours.

Tel: 0845 345 4 345
www.communitylegaladvice.org.uk

♦ Fulham Legal Advice Centre

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

Tel: 020 7731 2401

♦ H&F Law Centre

Legal advice including homelessness, immigration and domestic violence.

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

Tel: 020 8741 4021
www.hflawcentre.org.uk

♦ H&F Police

Tel: 020 8563 1212 (Switchboard)

♦ H&F Police Community Safety Unit (CSU)

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

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

Tel: 020 8246 2828

♦ H&F Victim Support Scheme

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

Tel: 020 7259 2424
www.victimsupport.org.uk

Health, Counselling and Mental Health Services

♦ Hospitals

Chelsea and Westminster Hospital

Fulham Palace Road
London W6 4UL

Tel: 020 8746 8000

Hammersmith Hospital

Du Cane Road
London W12 0HS

Tel: 020 8383 1000

Queen Charlotte's Hospital (Maternity services)

Du Cane Road
London W12 0HS

Tel: 020 8383 1111

♦ Maternity Helpline

provide direct and easy access to information and advice from experienced midwives

Tel: 020 3312 6135
Monday to Friday from 10.00-18.00

♦ Primary Care Trust

H&F Primary Care Trust (PCT)

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

www.hf-pct.nhs.uk

♦ Teenage Pregnancy

Service promoting good health and sexual health amongst young people in the borough, including support to teenage parents.

Drop-in for young mums to Connexions on Wednesday.

Tel: 020 8753 1815

♦ DVP-CPT Family Life Skills

Counselling and support for anyone affected by domestic violence.

Tel: 020 7384 9212
www.counsellingprayer.org

♦ H&F MIND

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

Tel: 020 7471 0580
www.hfmind.org.uk

♦ Samaritans 24hr Helpline

Support for people suffering crisis.

Tel: 08457 90 90 90
www.samaritans.org.uk

Rape and Sexual Assault Services

♦ The Haven

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

Tel: 020 7886 1101
www.thehavens.org.uk

♦ Rape and Sexual Abuse Support Centre (RASASC)

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

Tel: 0808 802 9999
www.rasac.org.uk

♦ West London Centre for Sexual Health

Discrete and free NHS sexual health clinic based at Charing Cross Hospital, West London. We offer full sexual health tests, outpatient HIV clinics, HIV treatment and more specialised sexual health services.

Tel: 020 8846 6699
<http://www.chelwest.nhs.uk/wlcsch>

♦ West London Rape Crisis Centre

Specialist counselling service for women who have experienced recent or historic sexual violence, including child sexual abuse, rape, prostitution, sexual assault, sexual harassment and sexual exploitation.

Tel: 0207 610 4678

Drug and Alcohol Services

♦ Community Assessment & Primary Services (CAPS)

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

Drop-in: Mon to Fri 10:30 – 12:30

Tel: 020 7381 7766
www.cnwl.nhs.uk

♦ Turning Point DrugLink

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

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

Tel: 020 8749 6799
www.turning-point.co.uk

National Services

Domestic Violence Services

♦ National 24hr Domestic Violence Helpline

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

Tel: 0808 2000 247

♦ Refuge

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

www.refuge.org.uk

♦ Women's Aid

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

www.womensaid.org.uk

♦ Women and Girls Network

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

Tel: 020 7610 4345
www.wgn.org.uk

Services for Children

♦ Childline 24 hr

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

Tel: 0800 1111
www.childline.org.uk

♦ Children's Legal Centre

Free and confidential advice on the law affecting children.

Tel: 0808 802 0008
www.childrenslegalcentre.com

♦ NSPCC Helpline 24 hr

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

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

Tel: 0808 800 5000
www.nspcc.org.uk

♦ The Hideout

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

www.thehideout.org.uk

Lesbian, Gay, Bisexual and Transgender Services

♦ Broken Rainbow

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

Tel: 0300 999 5428
www.broken-rainbow.org.uk

Male Victims of Domestic Violence and Sexual Assault Services

♦ The Haven Project

A service for anyone who has been a victim of rape and sexual assault including men and boys. For more information please see page 11.

Tel: 020 7247 4784
www.thehavens.org.uk

♦ Men's Advice Line

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

Tel: 0808 801 0327
Mon to Fri 10am – 1pm, 2pm – 5pm
www.mensadvice.org.uk

Perpetrators

♦ Respect Phonenumber

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

Tel: 0845 122 8609
Mon – Fri 10am – 1pm, 2pm – 5pm
www.respectphoneline.org.uk

♦ Victim Support Men's Helpline

Tel: 0800 328 3623
Mon to Fri 12pm-2pm
www.victimsupport.com

Culturally Sensitive Services

♦ Asian Women's Resource Centre

Provide advice, support and information within a culturally sensitive, confidential and non-judgmental framework for South Asian Women of all ages.

Tel: 0208 961 6549
www.asianwomenscentre.org.uk

♦ Aanchal

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

Tel: 08454 512 547 (24hrs)

♦ Chinese Information and Advice Centre

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

Tel: 08453 131 868
www.ciac.co.uk

♦ Foreign Office Forced Marriage Unit

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

Tel: 020 7008 015
www.fco.gov.uk

♦ Immigration Advisory Service

Provide free legal advice and representation on immigration and asylum.

Tel: 0844 974 4000
Tel: 020 7967 1299 (Emergency out of hours)
www.iasuk.org

♦ Iranian and Kurdish Women's Rights Organisation

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

www.ikwro.org.uk

♦ Jewish Women's Aid Helpline

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

Tel: 0800 591 203
www.iwa.org.uk

♦ Kiran - Asian Women's Aid

Offer temporary accommodation for Asian women escaping domestic violence.

Tel: 020 8558 1986
www.kiranasianwomensaid.org.uk

♦ Newham Asian Women's Project

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

Tel: 020 8552 5524
www.nawp.org

♦ Refugee Action

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

Tel: 020 7654 7700
www.refugee-action.org.uk

♦ Refugee Council

Support and advice for asylum seekers and refugees.

Tel: 020 7346 6700 (Enquires)
Tel: 020 7346 6777 (London Line)
www.refugeecouncil.org.uk

♦ Somali Women's Refugee Centre

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

Tel: 020 8752 1787

♦ Southall Black Sisters

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

Tel: 020 8571 9595
www.southallblacksisters.org.uk

♦ Turkish Cypriot Women's Project:

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

Tel: 020 8340 3300
Mon - Fri 10am - 5pm

Other Services

♦ Eaves POPPY Project

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

Tel: 020 7735 2062
www.eaves4women.co.uk

♦ Rights of Women

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

Tel: 020 7251 6577
Tues — Thurs 2-4pm / 7-9pm; Fri 12-2pm
— DV, family law etc
Tel: 020 7251 8887
Mon 11-1pm and Tues 10-12pm — Sexual abuse, asylum etc
www.rightsofwomen.org.uk

♦ Shelter Advice Line

Free advice on housing matters.

Tel: 0808 800 4444
Mon-Fri 8am — 8pm
Sat-Sun 8am - 5pm
www.shelter.org.uk

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If you would like any part of this document interpreted into your own language please contact Standing Together on 020 8748 5717 or admin@standingtogether.org.uk

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

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

Standing Together against Domestic Violence

Tel: 020 8748 5717 or email: admin@standingtogether.org.uk

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

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

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