

Hearthstone: Supporting survivors of domestic violence

Our services

We help survivors of domestic violence to access all the partner agencies they need to be safe.

Our promise

- You will be seen on the same day you approach our centre if your situation is an emergency
- We will provide support that prioritises your safety and that of our staff
- We will provide a supportive, comfortable and non-judgmental environment where you are treated with dignity, respect and sensitivity
- We will always let you know when confidentiality may be limited
- We will recognise the diversity of survivors of domestic violence and positively engage in anti-discriminatory practice
- We will take action against perpetrators
- We will work with other agencies, including child protection agencies, to promote a culture of intolerance against domestic violence.

What we can't do

- We will not work with perpetrators.

How you can help us

- Be prepared to complete our self-assessment forms fully when you arrive at Hearthstone, giving us as much information about your circumstances as you can
- Provide us with the necessary documents when we need them in order to help you
- If you have referred your problems to the police, please bring your crime reference numbers with you
- Complete a customer feedback form when you leave Hearthstone. This will help us improve our services in the future.

Find out more

Address: 10 Commerce Road, Wood Green, N22 8ED

Tel: 020 8888 5362 9am - 5pm

National Domestic Violence Helpline: 0808 2000 247

Website: <http://harinet.haringey.gov.uk/hearthstone.htm>

Email: hearthstone@haringey.gov.uk



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