

I SHALL SURVIVE

a practical guide to domestic and gender based
violence advice & support in Haringey





Working in partnership with:



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FOREWORD

I am delighted to present this 8TH edition of “I Shall Survive – A practical guide to domestic and gender based violence advice and support in Haringey”. “I Shall Survive” is available online at www.haringey.gov.uk and also in different community languages. Also available online is the DVD about domestic violence services “What’s Love Got To Do With It” (available in 7 languages) and the domestic violence help and advice leaflet (available in 14 languages). If you prefer a paper copy you will be sent one. However we would like to remind you that you can use the internet for free in all our Libraries.

This edition of “I Shall Survive” has been expanded to cover gender based violence. This includes: rape and sexual assault, sexual harassment, stalking, trafficking and sexual exploitation and crimes in the name of honour.

One incident of domestic or gender based violence is one too many. It is our aim in Haringey to achieve zero tolerance of domestic and gender based violence. To do this we listen closely to survivors and have a flourishing multi agency partnership to empower survivors and enable them to make the choice most suited to their situation, in particular, the one which ensures their safety.

In Haringey we believe that tackling domestic and gender based violence is pivotal to creating safe and strong communities in the borough. We see dealing with domestic and gender based violence as essential to tackling inequalities. Not living in fear is a basic human right. In Haringey domestic violence constitutes almost 30% of all violent crime. Approximately 96% of people reporting domestic violence are women. However, it happens in all relationships as well as close family networks. In order to effectively tackle domestic and gender based violence we need to continue to involve survivors and work with our strategic partners to constantly improve services.

We have come a long way in Haringey, especially with the launch of Hearthstone in 2003, our excellent multi agency domestic violence advice and support centre, a single point of access. This is not to deny that we face huge challenges, particularly faced with entrenched attitudes and the acceptance by many young people and communities of violence in volatile relationships. We are dealing with a complex and emotional issue that requires determined commitment and dedicated high quality services. In addition to supporting survivors we have also set up a programme to challenge perpetrators.

Domestic and gender based violence are violent crimes which compromise the safety of all our communities in Haringey. As such, they are also being looked at under the category of serious crime in the context of our new Community Safety Strategy, **“Safer for All; Haringey’s Community Safety Partnership Plan (2008 – 2011)”**. The message of this domestic and gender based violence strategy is the same as that of **“Safer for All: We will make homes safer and create places that people and children enjoy using and take pride in”** (*Haringey Community Strategy 2007 – 2016, ‘Safer For All’ priority*). This is fundamental to building safe and strong communities in Haringey.

We take a holistic approach tackling domestic & gender based violence issues for families and children.

Our four key strategic priorities are:

- Improve the support and safety of those who experience or who are threatened by domestic and gender based violence.
- Further reduce the tolerance of domestic and gender based violence in our local communities.
- Hold abusers accountable.
- Further increase children and young people's safety and welfare.

"I Shall Survive" immediately highlights advice and support agencies available for survivors and then gives advice on all aspects of help available when dealing with domestic and gender based violence issues. There is information on a wide range of services because domestic and gender based violence affects all aspects of our lives; it affects our safety, our physical and mental health and family's health, our living situation, our financial situation, and the ways in which we relate to others and the surrounding environment.

"I Shall Survive" is intended to ease the emotional stress that accompanies domestic and gender based violence and to help and support people to access all available services.

With this holistic approach, I will continue to take the lead, drawing partners together, to create in Haringey a borough where domestic and gender based violence in any form is simply unacceptable, where communities are fully aware and reject the perpetration and acceptance of violence.

I would like to thank all of those survivors who shared their experiences with us to help us create better services and our dedicated partner agencies that have joined me in helping to make Haringey a safer place for women and children, and in producing **"I Shall Survive"**.

We always welcome any comments, additions or new suggestions to improve this invaluable resource.

Cllr Bernice Vanier
Cabinet Member for Community Safety and Cohesion

INTRODUCTION

Domestic & gender based violence ... A practical guide to domestic & gender based violence services

Domestic & gender based violence is a crime. It is the leading cause of injury to women between the ages of 15 & 44 in the UK. Maybe you have lived with abuse, maybe it happened just once; maybe you work or live next to someone who is being abused right now. Although this guide refers mainly to women's services, whoever you are, this booklet can show you how and where to get help, advice and support.

This guide is written to help you. It provides information on many areas and contacts for issues such as housing, children, immigration, social services and health concerns. If you are being abused, there are three steps you can take;

- Recognise that it is happening to you
- Accept that **YOU ARE NOT TO BLAME**
- Seek help and support

This book mainly refers to victims of domestic & gender based violence focusing on women, this is intended as a gender-neutral term as it is also recognised that victims of domestic & gender based violence can include men.

REMEMBER:

You are not alone

It is not your fault

Help is available

You have a right to live free from fear!

THE Key



24/HOUR EMERGENCY



ADVICE / SUPPORT



CHILDREN & YOUNG PEOPLE



COUNSELLING



DOMESTIC VIOLENCE SPECIALISTS



EMERGENCY ACCOMMODATION



FREEPHONE



HEALTH



HOUSING



HOUSING INFORMATION



LEGAL SERVICES



LESBIAN, GAY, BISEXUAL & TRANSGENDER SUPPORT



REFUGEE & ASYLUM



REFUGES



SUBSTANCE MISUSE



TRAINING



DISABLED



GENDER BASED VIOLENCE

SECTION ONE

DOMESTIC VIOLENCE

Myths & Facts



This section...

- explains what the term 'domestic violence' means
- gives some facts about 'domestic violence'

WHAT IS DOMESTIC VIOLENCE?

Domestic violence includes physical or sexual assault.

Domestic violence MAY BE SLAPS, KICKS, BLOWS, SHAKING, RAPE, WOUNDING OR MURDER.

Domestic violence is not only actual assault. It also includes threats of violence and emotional, physical, financial or sexual abuse. Anything that takes power and control away from your life is abuse.

Myths & Facts

There are still a lot of myths and stereotypes about domestic violence – what it is, who it happens to, who commits it and why it happens. These myths often prevent women from talking about what is happening to them, and may mean that those who decide to tell someone are often met with an unhelpful response. These myths and stereotypes play a large part in silencing women and preventing them speaking about their experiences.

Myth: It's not 'violence', they just fight with each other.

FACT: Male violence is treated as acceptable and is almost expected. A woman hitting a man is seen very differently.

Myth: She must 'ask for it' or 'deserve it' in some way.

FACT: Women do not 'ask for' or 'deserve' violence. We are told that women deserve violence if we question men's behaviour or 'nag'. No man has the right to be violent to any woman no matter what the circumstances.

Myth: She must get something out of it or she would leave.

FACT: There are lots of reasons why women feel unable to leave, e.g.: nowhere else to live, lack of money, fear of the man, fear of being alone with or without children.

Myth: Domestic violence only happens to me because I'm the problem.

FACT: Many people in the UK are subjected to domestic violence and any kind of domestic violence is wrong.
IT IS NOT YOUR FAULT!

Myth: She's not really being abused, she's using it to get rehoused/get a better divorce settlement.

FACT: It takes a lot of courage to speak about being subject to domestic violence, agencies should operate from a policy of belief.

Myth: It happens in problem families, but it doesn't happen in 'our community'.

FACT: It can happen in all families, no matter what class, race, culture.

Myth: They do it because they have an alcohol problem.

FACT: Abusers use lots of excuses to hide the fact that they choose to be violent.

Myth: I'm only staying at home for the children.

FACT: Children who have lived in abusive homes state that the negative effects stay with them into adulthood.

Myth: Some people seek out abusive partners and go from one violent partner to another.

FACT: You do not choose to be subjected to violence. Often there is no violence at the beginning of a relationship.

KEY EMERGENCY NUMBERS

24 Hour National domestic violence helpline.....

0808 2000 247

Haringey Police Community Safety Unit.....

020 8345 1944

(Local Emergency Police Assistance regarding domestic violence issues)

The Samaritans.....

08457 90 90 90

(24 hour confidential helpline if you need someone to talk to)

Emergency services.....

999

Hearthstone.....

020 8888 5362

SECTION TWO WHERE TO GO FOR SUPPORT AND ADVICE



Throughout Haringey, and London in general, there are women's organisations and general advice centres that provide a range of support and advice services for women. We recognise that in instances of domestic & gender based violence, women may want to seek advice from services outside their area of residence and therefore we have also provided (in alphabetical order), a range of London-wide advice organisations. Some of the organisations here can refer you to other support services which may assist with your situation.

HEARTHSTONE

Haringey domestic violence advice & support centre

Hearthstone is a multi-agency advice and support centre providing services for domestic violence survivors in Haringey through a single point of access. Therefore, a visitor to Hearthstone will no longer have to engage with various different agencies at various locations in order to seek advice. This partnership project covers general issues around domestic violence with input from, Housing Services police, health and a variety of other professionals. Drop in service available.



Opening hours:

Mon to Fri ... 10am-4pm

10 Commerce Road Wood Green London N22 8ED

T: 020 8888 5362 F: 020 8889 6508

WHERE TO GO FOR SUPPORT AND ADVICE

ADULT PROTECTION REPORT & ADVICE LINE

T: 020 8489 1400 (Monday to Friday: 9am-5pm)

020 8348 3148 (Out of hours)



AFRICAN WOMEN'S WELFARE GROUP

594 Tottenham High Road London N17 9TA

T: 020 8885 5822 F: 020 8801 5266

E: awwghsaid@aol.com



ASIAN WOMEN'S AID

NEWHAM ASIAN WOMEN'S PROJECT IN HARINGEY

661 Barking Road Plaistow London E13 9EX

T: 020 8889 8342

E: info@nawp.org

W: www.nawp.org



ASIAN WOMEN'S ASSOCIATION FOR SUSTAINABILITY (AWAS)

Selby Centre Selby Road London N17 8JL

T: 020 8808 5510 F: 020 8880 3470

E: awasnl@hotmail.com



Protecting vulnerable adults from abuse in Haringey.

Advice, advocacy, training and referral agency for African women. Issues covered range from health, English language classes to training for individuals. Creche facilities.

Services for women and children fleeing domestic violence. Also offers temporary refuge, advice, support and links to services for Asian women in Urdu, Hindi, Bengali, Gujarati and Punjabi.

Referral and some casework taken up for Asian women.

BANGLADESHI WOMEN'S ASSOCIATION IN HARINGEY

Mitalee Centre Stanley Road London N15 3HB

T: 020 8365 7498



Offers training, childcare services and advice for Bangladeshi women.

BROKEN RAINBOW

National Lesbian, Gay, Bisexual and Transgender
Domestic Violence Helpline

T: 0300 999 5428 E: mail@broken-rainbow.org.uk

W: www.broken-rainbow.org.uk

Opening hours: Monday 14:00 – 20:00

Wednesday 10:00 – 13:00

Thursday 14:00 – 20:00

Lesbian, Gay, Bisexual and Transgender (LGBT) people who are experiencing domestic abuse. Broken Rainbow is a UK LGBT domestic abuse helpline. It provides advice, support and referral services to LGBT people experiencing homophobic, transphobic and same sex domestic violence.

EQUALITIES & DIVERSITY TEAM

7th Floor River Park House 225 High Road
Wood Green London N22 8HQ

T: 020 8489 2574 / 020 8489 2533

E: equalities@haringey.gov.uk



Produces "I Shall Survive" and other domestic violence resources. Domestic violence co-ordinator available for information, advice and support. Contact for details of Haringey domestic violence forum.

HARINGEY ADVISORY GROUP ON ALCOHOL (HAGA)

590 Seven Sisters Road Tottenham N15 6HR

T: 020 8800 6999

E: admin@haga.co.uk

W: www.haga.co.uk



Provides advice, support, counselling and information for victims of domestic violence where alcohol has been a factor. Specialist domestic violence worker available by appointment at HAGA's offices or at Hearthstone.

HARINGEY DRUG EDUCATION TEAM

T: 020 8489 5083



Offers support to staff in schools to enable them to deliver age appropriate education & information about the mis-use of drugs, alcohol and tobacco, in line with the Healthy School standards, PHSE (Personal Health Social Education) curriculum and Ofsted inspection criteria and support for children and young people vulnerable to such mis-use.

HARINGEY LEAVING CARE & ASYLUM SERVICE

The Old Library Building Crompton Crescent
London N17 7LD

T: 020 8489 5800 (9am-5pm)



Provides a range of advice and support services for young unaccompanied refugees, asylum seeking children & young people.

HARINGEY TRAVELLERS COMMUNITY TEAM

40 Cumberland Road Wood Green N22 7SG

T: 020 8489 3425



Offers support and advice about domestic violence to women from the Travelling community.

Drop-In Service available at 40 Cumberland Road, Wood Green - Mon & Thur ... 8.45am - 4.00pm

HARINGEY WOMEN'S AID (HWA)

PO Box 915 Hornsey London N8 7EE

T/F: 020 8341 4665



Services for women and children fleeing domestic violence. HWA manages three refuges providing a safe and supportive environment for women and children who are escaping physical, sexual and emotional abuse.

HARINGEY WOMEN'S FORUM

1 Bruce Grove London N17 6RA

T: 020 8885 4705 F: 020 8880 9135

E: info@hwfonline.org.uk



Advice and support for women particularly on domestic violence issues as well as one to one counselling. Wide range of training services offered to local women.

HARTS SERVICE

T: 0845 303 2350

E: harts@circleanglia.org



This service, managed by EPIC Trust, provides housing related support to vulnerable families with children in Haringey. This will include assistance with benefit claims, managing rent arrears and other debts, dealing with housing problems, accessing education, training and employment and other services such as health.

HEARTHSTONE

Haringey domestic violence advice & support centre
10 Commerce Road Wood Green London N22 8ED

T: 020 8888 5362 F: 020 8889 6508



Hearthstone is a multi-agency advice and support centre providing services for domestic violence survivors in Haringey through a single point of access. Therefore, a visitor to Hearthstone will no longer have to engage with various different agencies at various locations in order to seek advice. This partnership project covers general issues around domestic violence with input from, Housing Services, police, health and a variety of other professionals. Drop in service available.

Opening hours: Mon to Fri ... 10am-4pm

IMECE

2 Newington Green Road Islington London N1 4RX

T: 020 7354 1359 F: 020 7226 7599

E: info@imece.org.uk

Providing advice and information in domestic violence, welfare benefits, housing, immigration, education, domestic violence capacity building project, development and training on domestic violence, elderly project, health promotion project, networking, outreach advice, and refuge crisis intervention project.

Opening hours:

Mon 10am-1pm & 2pm-5pm appointments only

Tue/Fri 10am-1pm appointments only, Wed closed

Thur 10am-1pm & 2pm-5pm appointments and drop in

KURDISH ADVICE CENTRE

St Mary's Community Centre
Birkbeck Road London N8 7PS

T: 020 8347 9657

E: kurdishadvice@centre.freereserve.co.uk

W: www.kurdishadvicecentre.org.uk



Provides training and advice for the community from a resource centre. Local events and specific training offered to the community.

nia project

(formerly Tottenham Women's Aid)

PO Box 58203 London N1 3XP

T: 020 7683 1270 (general office line)

020 7683 1210 (information/referral line)

08457 023 468 (emergency)



Services for women and children fleeing domestic violence. Also offers temporary housing in Haringey and Hackney.

RELATE NORTH LONDON

North East London Centre Billet Lane
Hornchurch Essex RM11 1XL

T: 01708 441722

E: enquiries@relatene.london.org.uk



Adult relationship counselling for couples and individuals. Also group counselling. There is a charge involved, which is negotiable according to need. Haringey residents receive subsidised rates.

TEENAGE PREGNANCY REINTEGRATION OFFICER

TEENAGE PREGNANCY & PARENTHOOD SERVICE

Professional Development Centre
Downhills Park Road London N17 6AR

T: 020 8489 2235 F: 0208 489 5001

E: teenagepregnancy@haringey.gov.uk



Supports schools, teenage parents of statutory school age, pregnant schoolgirls and their families to ensure access to education. Members of the teenage pregnancy team work with a wide range of multi-disciplinary teams and organisations and can signpost clients to other providers of services and benefits.

THE HAVEN WHITECHAPEL SEXUAL ASSAULT REFERRAL CENTRE

The Royal London Hospital Whitechapel
T: 020 7247 4787 F: 020 7247 5802



Provides services to survivors of rape and serious sexual assault in North & East London.

Open for forensic examination 24 hours a day and 9am-5pm Mon-Fri for follow up services.

THE SAMARITANS

24 hours – 365 days a year

T: 08457 90 90 90

020 8394 8300 (general office)



The Samaritans are always there to offer 24 hour confidential support to anyone in emotional distress.

TOTTENHAM CITIZEN'S ADVICE BUREAU

551B Tottenham High Road Tottenham
 London N17 6SB

T: 0844 826 9715 F: 020 8376 0909

W: www.haringeycabx.org.uk



Advice on benefits, housing & general advice for all.

Opening hours:

Mon, Tues, Fri ... 9.30-11.00am

Wed ... 4.30-6.30pm

Thurs appointments only

Telephone advice:

Mon, Tues, Thurs, Fri ... 2.30-4.30pm

Wed ... 2.30-3.30pm

TURKISH CYPRIOT WOMEN'S PROJECT

140A Falkland Road Hornsey
 London N8 ONP

T: 020 8340 3300



Offers general advice and support.

TURNPIKE LANE CITIZEN'S ADVICE BUREAU

14A Willoughby Road London N8 0JJ

T: 0844 826 9715 F: 020 8374 0527

W: www.adviceguide.org.uk



VICTIM SUPPORT (HARINGEY)

24-26 Commerce Road Wood Green
London N22 8ED

T: 020 8888 9878 F: 020 8888 9848



Advice on benefits, housing & general advice for all.

Opening hours:

Mon ... 4.30-6.00pm

Wed,Thur, Fri ... 9.30-11.00am

Tues appointments only

Telephone advice:

Mon ... 2.30-3.30pm

Tues - Fri ... 2.30-4.30pm

Offers practical and emotional support to victims of crime who live and work in the borough of Haringey. Also help with criminal injuries compensation claims for victims of violent crimes, provides information on court procedures and insurance. Services include long and short-term emotional support.

SUPPORT AND ADVICE IN LONDON

AANCHAL

Bryant Street Community Centre Bryant Street
London E15 4RU

T: 0845 451 2547 F: 020 8522 4550

W: www.aanchal.org.uk



Advice and support for Asian women fleeing domestic violence. They also provide a **24 hour telephone helpline**.

AKINA MAMA WA AFRIKA

36 Gordon Square London WC1H 0PD

T: 020 3073 8335 0131 650 3878 (Scotland)

F: 020 3073 8340

E: ras@soas.ac.uk



Advice, training and information services for African women.

ASHIANA PROJECT

PO Box 816 London E11 1QY

T: 020 8539 9656 / 020 8539 0427 (main numbers)

020 8509 3879 (refuge number)

E: info@ashiana.org.uk



Advice support and temporary housing for young South Asian, Turkish and Iranian women escaping any form of physical, sexual, mental or emotional abuse. Also have an outreach service at personal and community level.



CHINESE INFORMATION & ADVICE CENTRE

Lower Ground London Chinatown Market
71-73 Charing Cross Road London

T: 08453 131 868 F: 020 7734 1039

E: info@ciac.co.uk W: www.ciac.co.uk



A women's worker and bilingual team of trained women's volunteers offering advice and emotional support in Cantonese, Mandarin and English.

ENFIELD SAHELI

Asian Women's Support Centre
Community House 311 Fore Street
Edmonton N9 0P2

T: 020 8373 6218 / 020 8 373 6220

E: info@enfield-saheli.org.uk

W: www.enfieldsaheli.org



JEWISH WOMEN'S AID

PO Box London N12 9ZE

Helpline: 0800 591 203 Office: 020 8445 8060

E: info@jwa.org.uk

W: www.jwa.org.uk



LATIN AMERICAN WOMEN'S AID

Print House 18 Ashwin Street London E8 3DL

T: 020 7275 0321

Emergency helpline: 07958 536 242



LATIN AMERICAN WOMEN'S RIGHTS SERVICE

52-54 Featherstone Street London EC1Y 8RT

T: 020 7336 0888 F: 020 7336 0555

E: lawrs@lawrs.org.uk

W: www.lawrs.org.uk



Services: Mental health project; advocacy; drop-in; lunch on Friday, all activities are free except yoga classes at 1pm. Outreach; social activities

Opening Hours:

Mon-Fri ... 9.00am-5.00pm

Advice, counselling, community support and refuge for women. **Open office hours.**

Provides advice, support & temporary accommodation to Latin American women fleeing domestic violence.

Mon & Thur ... 9.30-5.30pm

Wed ... 9.30-1.00pm

Provides advice, training and information services for Latin American women. They have a specialist domestic violence co-ordinator and also provide psychotherapy services in Spanish and Portuguese.

Opening hours: 10am-5pm

LONDON LESBIAN & GAY SWITCHBOARD

T: 020 7837 7324



Offers advice and support to lesbians and gay men on all issues including domestic violence.

LONDON FRIEND

86 Caledonian Road Kings Cross London N1 9DN
T: 020 7837 3337 / 020 7837 7324 (alternative number)
020 7833 1674 (office)



Open 24 hours.

Provides telephone helpline, counselling and support groups for lesbians, gay men, bisexuals and those unsure of their sexual identity.

Available: Tuesday, Wednesday, Friday – 9.30

LONDON IRISH WOMEN'S CENTRE

59 Stoke Newington Church Street London N16 0AR
T: 020 7249 7318 F: 020 7923-9599
 E: Info@liwc.co.uk
 W: www.liwc.co.uk



Provides advice for women in housing need including women fleeing domestic violence. Also offers training and support services for Irish travellers and social groups. Also provides advice on welfare benefit, housing and debt.

Mon-Fri ... 9.30-5.30pm

Thur open until 7pm by appointment only.

NATIONAL DOMESTIC & GENDER BASED VIOLENCE HELPLINE

(In conjunction with Women's Aid & Refuge)

T: 0808 2000 247

W: www.womensaid.org.uk W: www.refuge.org.uk



24 hour domestic violence helpline. Language line and typetalk facilities available. Support, advice and referral to refugees across the capital and beyond to women and children experiencing and escaping domestic violence.

NHS DIRECT

(24 hour nurse led advice line)

T: 0845 4647

W: www.nhsdirect.nhs.uk



Health information available 9am-5pm Monday to Friday. Keep lists of support groups and other relevant domestic violence information.

THE RESPECT PHONELINE

Phoneline: 0845 122 8609



A service primarily for men who are looking for information and advice to stop their abusive or violent behaviour towards their partners. However, they will accept calls from any victims. A phone interpreting service is available for those who do not speak English.

Opening times:

Mon & Fri ... 10-1pm & 2-5pm

Tues & Wed ... 10-1pm & 2-8pm

Opening times: Monday & Friday 10-1pm & 2-5pm

SEXUAL VIOLENCE LEGAL ADVICE LINE

Rape and Sexual Advice line

Helpline (Phone): 020 7251 8887

Helpline (Textphone): 020 7490 2562

E: info@row.org.uk

W: www.rightsofwomen.org.uk



Offers free confidential advice to women on sexual violence issues including rape, sexual assault, child sex offences, family related sex offences, trafficking and general criminal legal advice.

SÓLÁS ANOIS

Irish Women's Domestic Violence Project

PO Box 4662 London SW16 2ZF

T: 020 7813 0595 F: 020 8664 6089

W: www.solasanois.org.uk



Refuge for Irish women and children, including those from the travelling community, who are experiencing domestic violence. Also provides advice and advocacy on welfare rights, rehousing, emotional support and children's services.

SOUTHALL BLACK SISTERS

52 Norwood Road Southall Middlesex UB2 4DW

T: 020 8571 9595 020 8571 0800 (Emergency number)

E: sbs@leonet.co.uk



Specialist domestic violence and casework campaign for women with domestic violence issues.

WOMEN & GIRLS NETWORK

PO Box 13095 London W14 0FE

T: 020 7610 4678 F: 020 7602 0610

Helpline: 020 7610 4345

E: info@wgn.org.uk

W: www.wgn.org.uk



Telephone counselling, face-to-face counselling, drop-in service for women and girls experiencing any form of violence.

Opening hours:

**Monday, Friday Saturday 10:00am- 1:00pm,
Tuesday, Wednesday 6:30pm-9: 30pm**

WOMEN'S THERAPY CENTRE

10 Manor Gardens London N7 6JS

T: 020 7263 6200 Appointment line



Has a range of women's activities and offers counselling/therapy services. Provides group therapy for women who have experienced sexual abuse.

Opening Hours:

**Mon-Tues ...12-2pm
Wed-Thur ... 2-4pm**

ORGANISATIONS OFFERING SPECIALIST SUPPORT FOR ETHNIC MINORITY WOMEN

RIGHTS FOR WOMEN

T: 020 7251 6577

ANCHAL

T: 08454 512 547

ELBWO

T: 020 8534 7545

NEWHAM ASIAN WOMEN'S PROJECT

T: 020 8472 0528 or 020 8552 5524

SOUTHALL BLACK SISTERS

T: 020 8571 9595

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS

T: 020 7251 8708

IMMIGRATION ADVISORY SERVICE

T: 0844 9744 000

Legal advice line for women run by female solicitors.

Lines are open from:

**Tues, Wed and Thurs 2pm - 4pm and 7pm - 9pm,
Fridays 12pm - 2pm.**

Offers a 24-hour advice line, and face-to-face support for Asian women.

Supports African and Caribbean women.

Advice and support for Asian women and children experiencing domestic & gender based violence.

Advice and support for Asian and Afro-Caribbean women who are victims of domestic & gender based violence.

Free legal advice on immigration and asylum.

OFFICE OF THE IMMIGRATION SERVICE
COMMISSIONER (OISC)

T: 020 7211 1500

ASIAN WOMEN'S RESOURCE CENTRE

T: 020 8961 6549

ASHIANA NETWORK

T: 020 8539 9656, 020 8539 0427 or 020 8539 6800

NEWHAM ASIAN WOMEN'S PROJECT

T: 020 8472 0528

KIRAN ASIAN WOMEN'S AID

T: 020 8558 1986

KARMA NIRVANA

T: 0800 5999 247

E: karma.nirvana@btinternet.com

Advice, support and safe housing for south Asian, Turkish and Iranian women who are experiencing domestic & gender based violence, including a dedicated service and refuge for young women fleeing forced marriage.

Advice, support, refuge accommodation, counselling and befriending for Asian women and their children fleeing domestic & gender based violence. Also provides a free legal advice drop-in service.

Refuge for Asian women and children escaping domestic & gender based violence.

An Asian men and women's project.

JEWISH WOMEN'S AID

T: 0800 591203

SÓLÁS ANOIS

T: 020 8664 6289

LONDON IRISH WOMEN'S CENTRE

T: 020 7249 7318

LATIN AMERICAN WOMEN'S AID

T: 020 7275 0321

LATIN AMERICAN WOMEN'S RIGHTS SERVICE

T: 020 7336 0888 ext 205

IMECE

T: 020 7354 1359

MUSLIM COMMUNITY HELP LINE

T: 020 8904 8193 or 020 8908 6715

Freephone help line, outreach and support services and a Kosher refuge for women and their children. All services are run by and for Jewish women and children who have or are experiencing domestic & gender based violence.

Irish women's refuge for Irish women and children, including travellers.

Advice, information and counselling for Irish women and women of Irish descent.

Refuge for Latin American women and children experiencing domestic & gender based violence.

Information on social and legal rights for Latin American women on issues concerning violence within the family: also housing and money advice and a counselling service. Information available in Spanish, Portuguese and English.

Turkish-speaking women's group, drop-in, advice and support.

Independent organisation offering a listening and emotional support service to all Muslim women.

REFUGEE COUNCIL LONDON ADVICE LINE

T: 020 7346 6777

KALAYAN

020 7243 2942

Impartial advice on the asylum process, support and entitlements to refugees and asylum seekers.

Advice line open

Mon, Tues, Thurs, Fri 10am - 1pm and 2pm - 4pm

Wednesdays 2pm - 4pm

Supports migrant domestic workers in the UK – advice, advocacy and support services.

SECTION THREE

GENDER BASED VIOLENCE

WHAT IS GENDER BASED VIOLENCE?

Gender-based violence is violence directed against a woman because she is a woman or that affects women disproportionately.

For girls, young and adult women some types of gender based violence may include:

- Domestic/intimate partner violence
- Rape, sexual assault/abuse
- Sexual harassment and bullying at work, school or in public
- Domestic & gender based violence murders – including murder committed in the name of honour
- Trafficking and sexual exploitation
- Harmful traditional practices – female genital mutilation, child and forced marriage
- Less documented forms – acid attacks, ritual abuse

WHAT IS RAPE?

Rape is an act of violence, domination and anger. Rape is a subject which most people find uncomfortable.

Everyone has ideas about what rape is – who does it to whom and why. Women who have been raped will be affected by whatever preconceptions they themselves have about rape, as well as the attitudes of others they come into contact with.

If you have always thought of rape in terms of strangers in the street, and a friend or partner rapes you in your own home, it may be hard initially to even recognise what happened as rape. Almost 90% of rapes and sexual assaults are carried out by someone known to the woman – either her partner or ex-partner, work colleague, friend, relative, carer or neighbour.

Many rape survivors do not report the crime for various reasons, including feelings of humiliation, degradation and denial. Women often blame themselves for causing the violence. Myths about rape reinforce this negative self-blaming, often by placing emphasis on what the women was doing and how she was behaving, or by finding an excuse for the perpetrator's actions.

A Bristol University survey has highlighted a high incidence of abuse and violence among girls aged between 13-17, who were

in relationships. The research found that one in six had been pressured into sexual intercourse and one in 16 said they were raped. There were other girls who had been pressured into kissing and touching sexually. There was also evidence of violence with a quarter of the girls who had been slapped, punched, or beaten by their boyfriends. One in 17 of the boys said they had been pressurised or forced into sexual activity and almost one in five suffered physical violence.

The victim-survivor of rape and sexual violence are never responsible for the violent acts that have been perpetrated against them. The perpetrator is solely responsible for the violence. There are no excuses or exceptions.

One of the major myths about rape and sexual violence is that it is about sex. Rapists are motivated by power and control, they use a forced sexual act to achieve this. Rape is just a way of gaining power – not a way of gaining sexual relief.

Myths & Facts about Rape and Sexual Assault

Myth: Real rape only occurs at the hands of strangers in dark alleys at night, behind bushes or in lonely places.

FACT: Contrary to popular belief, research shows that in the majority of cases the rapist is known and trusted by the woman. This could be a husband, friend, partner, ex-partner, relative, acquaintance, work colleague or anyone else known to the woman. In the 2000 British Crime Survey, strangers accounted for only 8% of rapes. The survey also showed that women are far more likely to be sexually assaulted in their own homes than any other location.

Myth: Women and girls make up stories about rape and sexual assault.

FACT: It has been proven that the level of false reporting of rape is about the same as that of any other crime – 3%. The nature of the physical examination a woman is required to undergo when reporting rape, and the intimate questioning about her life, make it unlikely that any woman would lie about being raped or assaulted. Why would anyone would put themselves through this without just cause.

Myth: Rape is just sex when you don't want it.

FACT: Rape and sexual assault are not just sex; they are criminal acts. They involve the total humiliation of a woman. Forcing a woman to take part in sexual acts against her will is not about sex. It is used to hurt women emotionally and physically, and take control away from the woman against her will. Research shows that rapists themselves say that rape is more about power and violence than about sex.

Myth: Sexual assault is provoked by the victim. Victims ask for it by their actions behaviors, or by the way they dress.

FACT: To say that someone wants to be raped is the same as saying that people ask to be mugged or robbed. In fact, most rapes are at least partially planned in advance and the victim is often threatened with death or bodily harm if he or she resists. Sexual assault is not a spontaneous crime of sexual passion. It is a violent attack on an individual using sex as a weapon. Sex is used to defile, degrade and destroy a victim's will and control over his or her own body. For the victim, it is a humiliating, near death situation. No person would ask for or deserve such an attack.

Myth: Only “bad girls” get sexually assaulted.

FACT: Sexual assault occurs in all segments of our society. Most rapists choose their targets without regard to physical appearance or lifestyle. Victims are of every type, race, and socio-economic class, young and old alike.

Myth: Sexual violence like the cases above are dangerous and hide the real causes of rape

FACT: They take the responsibility away from the men who commit the attack and blame the women for the attacks which are made against them. This serves to minimise women’s experiences and make excuses for the men who commit crimes of sexual violence. These myths can lead women to believe that they have brought the attack upon themselves, shaming them into silence and preventing them from speaking out about their experiences or seeking help. Many survivors find it difficult to talk about their experiences. They may fear not being believed or being blamed for the attack perpetrated against them. However, no matter what a woman was wearing or doing, wherever she was, whether she was drunk or under the influence of drugs. She does not deserve to be sexually assaulted. The responsibility always lies with the attacker. Sexual assaults are crimes, and women should be able to live their lives free from fear and from attack.

WHAT IS FEMALE GENITAL MUTILATION (FGM)?

Female genital mutilation (FGM), also known as female circumcision or female genital cutting, is defined as “all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons”.

It is estimated that approximately 100-140 million African women have undergone FGM worldwide and each year, a further 3 million girls are estimated to be at risk of the practice in Africa alone. Most of them live in African countries, a few in the Middle East and Asian countries, and increasingly in Europe, Australia, New Zealand, the United States of America and Canada. Estimates show that around 66,000 women resident in England and Wales had been subjected to FGM. While women and girls born in the UK continue to undergo FGM, it is unclear whether the practice takes place in the UK. Families often take their daughters abroad during school summer holidays to have the procedure done.

The procedure is traditionally carried out by an older woman with no medical training. Anaesthetics and antiseptic treatment are not generally used and the practice is usually carried out using basic tools such as knives, scissors, scalpels, pieces of glass and razor blades. Often iodine or a mixture of herbs is placed on the wound to tighten the vagina and stop the bleeding.

There are severe consequences, both psychological and emotional and the medical consequences include extreme pain, shock, infection, haemorrhage, infertility, incontinence, HIV or even death.

The age at which the practice is carried out varies, depending on the community or individual family. The most common age is between four and ten, although it appears to be falling. This suggests that FGM is no longer linked to puberty rites and initiation into adulthood.

Since 1985, there has been legislation in England and Wales that makes it an offence to carry out any form of FGM – this includes taking UK nationals or permanent residents abroad whether or not it is lawful in that country. FGM is considered to be child abuse in the UK and a grave violation of the human rights of girls and women.

WHAT IS HONOUR CRIME & FORCED MARRIAGE?

The terms “honour crime” or “honour-based violence”, embrace a variety of crimes of violence, usually murder, committed by male family members against female family members, who are believed to have brought dishonour upon the family. A woman can be targeted by members of her family for a variety of reasons, including: refusing to enter into an arranged marriage being the victim of a sexual assault seeking a divorce – even from an abusive husband; or (allegedly) committing adultery. The mere perception that a woman has behaved in a way that “dishonours” her family is sufficient to trigger an attack on her life.

The majority of cases of forced marriage reported to date in the UK involve South Asian families. This is partly a reflection of the

fact that there is a large, established South Asian population in the UK. However, it is clear that forced marriage is not solely a South Asian problem and there have been cases involving families from East Asia, the Middle East, Europe and Africa. Some forced marriages take place in the UK with no overseas element, while others involve a partner coming from overseas or a British national being sent abroad.

Most honour based violence is perpetrated by husbands against wives, and fathers against daughters, but men can also be victimised, for example if they are gay or are believed to be supporting the victim.

Many ‘honour’ based murders have been found to have been pre-meditated and are sometimes staged to look like suicide. A decision to kill may be made at a family council where the perpetrators decide that the victim deserves to die. Victims are sometimes pressurised or tricked into going abroad to be killed.

A forced marriage is a marriage in which one or both of the parties involved are made to get married and they do not want to. A forced marriage is not the same as an arranged marriage where both parties give their consent.

A forced marriage can affect both heterosexual and LGBT (Lesbian, Gay, Bisexual, Transgender) people, including people who are perceived to be LGBT. They might be forced to marry a partner of the opposite sex despite their sexual orientation and/or gender identity.

Forced Marriage Protection Order

A Forced Marriage Protection Order can help if you are:

- Being forced into marriage or
- You are already in a forced marriage

A Forced Marriage Protection Order is a legal document issued by a judge which is designed to protect you according to your individual circumstances. It contains legally binding conditions and directions that change the behaviour of a person or persons trying to force a person into marriage. The aim of the order is to protect the person who has been or is being forced into marriage. Orders can be made in an emergency to protect someone immediately. If someone disobeys the order of the court they can be arrested and brought back to the court. The court has power to send them to prison for up to two years if it finds them in contempt of court.

For more information about making a forced marriage protection order you can obtain details from any county court or from the Her Majesty's Courts Service website www.hmcourts-service.gov.uk If you don't want to apply for an order contact the Forced Marriage Unit on its confidential helpline 020 7008 0151. They provide practical support and information for people at risk of being forced into marriage and those already forced into marriage.

WHAT IS TRAFFICKING & PROSTITUTION?

Trafficking is a severe form of violence against women and a serious violation of human rights. Trafficking is a modern day form of slavery. Women and children who are trafficked suffer some of the most unspeakable acts of abuse, exploitation and degradation. The damage to their health and well-being is often profound and enduring.

Trafficking has grown to become a widespread and very profitable international crime. Women and children are trafficked into a large number of different labour sectors, including prostitution, domestic labour, industrial work, agricultural labour, and street begging. Women in any of these environments are likely to be subject to psychological coercion, physical violence and sexual abuse.

Prostitution is commonly defined as the custom of having sexual relations in exchange for economic gain. Prostitution is a form of abuse and violence against women and a means of maintaining male domination of women. All prostitution causes harm to women.

Prostitution describes the offering and provision of sexual services for financial gain.

In the UK, prostitution itself is not illegal but there are a number of offences linked to it. For example it is an offence to control a prostitute for gain, or to keep a brothel.

Women who are involved in prostitution face daily abuse, rape, and physical violence, along with social isolation and stereotyping. Women who become involved in prostitution do so through many avenues. For some women, entering prostitution is a choice they feel they can and must make in order to survive or make a better life for themselves and their families. The vast majority of women become involved in prostitution through being manipulated and controlled by pimps, drug dealers, and people traffickers. Women are also often forced into drug dealing and may start to misuse drugs and alcohol as a coping mechanism.

Some women become homeless through abuse and violence at home, and are forced into prostitution as a way of surviving on the streets. Many young women who become involved in prostitution do so as a means of getting away from physical, sexual, and emotional abuse at home. For these women, prostitution may seem a safer place than the abusive homes they are escaping from.

Following the introduction of a comprehensive set of trafficking offences in the 2003 Act, there have been some recent high-profile prosecutions. With the support of Reflex, a multi-agency partnership bringing together the police, Immigration Service and other agencies, reports of trafficking are being investigated across the country.

SECTION FOUR

WHERE TO GO FOR SUPPORT AND ADVICE

ASHIANA PROJECT

PO Box 816 London E11 1QY

T: 020 8539 9656/020 8539 0427 (main numbers)
020 8509 3879 (refuge number)

E: info@ashiana.org.uk W: www.ashiana.org.uk

FORCED MARRIAGE UNIT

PO Box 816 London E11 1QY

T: 020 7008 0151
020 7008 1500 (Emergency out of hours) E: fmufco.gov.uk

IKWRO

90 Central Street London EC1V 8AQ

T: 020 7490 0303 M: 07862 733511

E: ikwro@yahoo.co.uk W: www.stophonourkillings.com

METROPOLITAN POLICE SERVICE (MPS) TRAFFICKING UNIT

Charing Cross Police Station Agar Street London WC2N 4JP

T: 0207 321 7779

Advice support and temporary housing for young South Asian, Turkish and Iranian women escaping any form of physical, sexual, mental or emotional abuse. Also have an outreach service at personal and community level.

Confidential advice and assistance for those at risk of being forced into marriage.

Advice, support and referral on: domestic violence, forced marriage, honour crime, child care support, housing & benefits entitlement.

Opening hours:

Monday - Friday 10am - 5pm

This is the specialist unit for London but if anyone wished to report an offence of trafficking they can go to their local police. Victims are often frightened and this service can advise on support measures and conditions under which immigration status may be irrelevant as often victims may be entitled to a year or more temporary residence or even in some cases be given permanent leave to remain.

POPPY PROJECT

For more information about POPPY accommodation and support, or to make a referral, call: **T: 020 7840 7129**
 POPPY project enquiries
T: 020 7735 2062 E: info.poppay@eaveshousing.co.uk

RAPE AND SEXUAL ABUSE SUPPORT CENTRE (RASACS)

PO Box 383 Croydon CR92AW
Helpline: 08451 221 331 (365 days per year)
Minicom: 020 8239 1124
T: 020 8683 3311 (office, counselling and advocacy service)
 W: www.rasasc.org.uk

SOLACE WOMEN'S AID

Advice Line: 0808 802 5565*
Minicom: 020 8239 1124
T: 020 8683 3311 (office, counselling and advocacy service)
 E: advice@solacewomensaid.org W: www.solacewomensaid.org

SEXUAL VIOLENCE LEGAL ADVICE LINE

Helpline: 020 7251 8887 Textphone: 020 7490 2562
 E: info@row.org.uk W: www.rightsofwomen.org.uk

SAPPHIRE

Sapphire Haringey Hornsey Police Station 98 Tottenham Lane
 Hornsey N8 7EJ
T: 020 8345 1957 / 1990
In the case of an emergency please dial 999.

The POPPY Project can provide accommodation, support and outreach to women aged over 18. In order to meet the criteria for assistance with the POPPY Project, women must have been: trafficked to the UK; sexually exploited; or forced to work in prostitution in the UK.

Helpline open:

Monday - Friday 12noon - 2.30pm & 7pm - 9.30pm;
weekends & public holidays: 2.30pm - 5pm
Office and Advocacy Service open: 10am - 4pm
weekdays. Counselling by appointment.

Solace Women's Aid works with women and children who have been affected by domestic and sexual violence. The advice service provides emotional support, counselling service, the drug and alcohol service, the Irish and traveller outreach support service (including on safety planning) about legal rights and options.

SOUTHALL BLACK SISTERS

52 Norwood Road Southall Middlesex UB2 4DW

T: 020 8571 9595 E: sbs@leonet.co.uk

THE HAVEN WHITECHAPEL SEXUAL ASSAULT REFERRAL CENTRE

The Royal London Hospital Whitechapel

T: 020 7247 4787 F: 020 7247 5802

THE FGM INITIATIVE HEALTH ADVOCACY PROJECT

Manor Gardens Centre 6-9 Manor Gardens London N7 6LA

T: 020 7281 9478 F: 020 7263 9660

RIGHTS OF WOMEN

52-54 Featherstone Street London EC1Y 8RT

T: 020 7251 6577

E: info@row.org.uk W: www.rightsofwomen.org.uk

WOMEN AND GIRLS NETWORK (WGN)

General enquiries

T: 020 7610 4678

Helpline: 020 7610 4345

E: info@wgn.org.uk

WOMEN'S THERAPY CENTRE

10 Manor Gardens London N7 6JS

T: 020 7263 6200

Specialist domestic and gender based violence and casework campaign for women with domestic and/or gender based violence issues.

Provides services to survivors of rape and serious sexual assault in North & East London.

Open for forensic examination 24 hours a day and 9am-5pm Mon-Fri for follow up services.

Delivers community education workshop on women's health and child protection with focus on female genital mutilation. Also provides 1-to-1 bilingual health advocacy to women who have undergone FGM and direct links to the Whittington Hospital African Well Women clinic for counselling and clinical services.

Advice/information for women on a range of legal issues including relationship breakdown, childcare, lesbian parenting, domestic and sexual violence.

Opening hours: Tuesday 7pm -9pm, Wednesday & Thursday 2-4pm & 7-9pm, Friday 12-2pm

Women and Girls Network (WGN) is a community-based organisation providing a comprehensive range of therapeutic services, which facilitate healing and recovery from experiences of violence. They offer a London-wide service and work with all forms of gendered violence, whether physical, sexual or emotional.

Has a range of women's activities and offers counselling / therapy services. Organise groups for women who have experienced sexual abuse. **Hours: Monday-Tuesday 12-2pm, Wednesday-Thursday 2-4pm**

SECTION FIVE

WHAT CAN I DO ABOUT DOMESTIC AND GENDER BASED VIOLENCE?

In this section...

Some practical steps for dealing with domestic & gender based violence dealing with crisis. If you want to end the violence but are trying to save your relationship, you should check out where you can get support and where you could escape to in an emergency.

Change for an abusive person involves more than stopping being violent, it also means giving up the other forms of control they have used, threats and humiliation, controlling you through money, and limiting what you can and cannot do.

Practical steps

Dealing with domestic violence is a way of taking control of your life. We have listed some ideas that may assist you in dealing with your situation.

1. Find out what support is available locally e.g. drop-in/community groups/counselling/advice sessions.
2. Keep a diary of domestic and gender based violence incidents.
3. Find somewhere you can quickly and easily use a phone & keep your mobile topped up.

4. Make, and always carry with you, a list of numbers for an emergency. Include friends, relatives, local Police Community Safety Unit, local Police, Refuge – London Violence Helpline (even well-known numbers can be forgotten in a panic).
5. Try to save some money for bus, train, cab fares.
6. Have an extra set of keys for the house, flat, car.
7. Keep the keys, money and sets of clothes for you (and your children) packed ready in a bag and store them at a friend's or sympathetic relative's house.
8. If you are going to leave, leave when he is not around.
9. Pack your legal and financial papers, marriage and birth certificates, court orders, national health cards, passports, driving licence, benefit books, address books, bank books, cheque books, credit cards etc.
10. Take any of your personal possessions which have sentimental value, for example photographs or jewellery.
11. Take favourite toys for the children.
12. Take clothing for at least several days.
13. Take any medicine you or your children might need.
14. Have an informal chat with the Police Community Safety Unit – 020 8345 1944, or Hearthstone staff – 020 888 5362 and ask them to make a note of your call.

Dealing with crises

If you are currently experiencing violence, the following list in addition to the previous information, may also help.

- Involve your GP who will note any injuries that you have received.
- Reporting an incident to the police may be difficult but this could assist in the future. If you are not in immediate danger, the police can make a note of your complaint without having to come to your house and speak to the perpetrator.
- Keep your police incident number safe.
- If you move house, be selective in giving out your new address, particularly to friends and relatives.
- If you do leave and need to go back to collect things you can arrange for the police to go with you when you go.

Alternatively, you may ask a support agency to arrange collection with you. Dealing with domestic violence can be a long process but your first step is an important one towards having a safer life.

SECTION SIX

THIS SECTION...

- Refuges
- Other emergency accommodation
- Housing options

A decision to leave home due to domestic violence can be painful. Taking steps to ensure that you can remain in your home safely or that you can find alternative housing is often the most important factor.

HOUSING

Refuges

(safe houses for women fleeing domestic violence)

This sub-section...

- Explains what a refuge is
- Tells you about living in a refuge
- Lists contact numbers for refuges

Refuges provide safe, emergency temporary accommodation for women and children who need protection from violence. What they offer is support both from the workers in the refuge and from the other women staying there. The workers in the refuges can offer information, advice and support, on many issues including children's schooling, housing, matrimony, separation, the courts, the council, the Department for Work and Pensions and other agencies that you may need to deal with. The practical support provided by the refuge workers can be backed up by the emotional support of other women staying there. The addresses of refuges are confidential. This is essential if women and children are to be safe. Refuges are shared houses. You will share communal areas, kitchen, bathroom and sitting rooms. Ideally women should stay no longer than six months, but lack of accommodation to move on to means that women can spend up to a year (sometimes longer) in a refuge. Refuges accept any woman, with or without children (though some don't take boys over 12 years) who has experienced, or been threatened with abuse.

The 24 hour national domestic violence helpline acts as a contact for all the refuges in London and usually refers a woman to a refuge outside her local area as a safety precaution, both for her and for the other women in that refuge. They can advise on disabled access. Both lesbian and heterosexual women are welcome in refuges. There is also some specialist housing in London such as refuges for Asian women, Latin American women, Irish women, Jewish women, African/Caribbean women and young women. All refuges can be contacted via the 24 hour **national domestic violence helpline 0808 2000 247** – and some can be contacted directly. You can call the 24 hour national domestic violence Helpline for support and information even if you don't want a place in a refuge.

Contact Details for Refuges

ASHIANA PROJECT

PO Box 816 London E11 1QY

T: 020 8539 9656 / 020 8539 0427

020 8509 3879 (refuge number)

E: info@ashiana.org.uk W: www.ashiana.org.uk



ASIAN WOMEN'S AID

ASIAN WOMEN'S AID AT HARINGEY

Previously known as: Haringey Asian Women's Aid (HAWA)

PO Box 2604 London N22 6AT

T: 020 8889 8342

E: info@nawp.org W: www.nawp.org



BEVERLY LEWIS HOUSE

PO Box 7312 E15 4TS

T: 020 7473 2813



HARINGEY WOMEN'S AID

PO Box 915 Hornsey London N8

T: 020 8341 4665



JEWISH WOMEN'S AID

PO Box London N12 9ZE

Helpline: 0800 591 203 Office: 020 8445 8060

E: info@jwa.org.uk W: www.jwa.org.uk



Advice support and temporary housing for young South Asian, Turkish and Iranian women escaping any form of physical, sexual, mental or emotional abuse. Also have an outreach service at personal and community level. Will accept single women aged between 16 - 30 only

Refuge for Asian women and their children.

Refuge for women with learning difficulties. Referrals can only be made by the Learning Difficulties team in the London Borough of Newham.

Refuge for women and children, who are suffering violence from husbands or partners.

Provides advice and temporary accommodation for Jewish women fleeing domestic violence.

KIRAN PROJECT

Community Place 806 High Road Leyton E10 6AE

T: 020 8532 8260

E: kiram.admin@kiranprojct.org.uk

W: www.kiranproject.org.uk



Temporary accommodation, advice and support for South Asian, Turkish or Iranian women and their children. They do not accept single women.

LATIN AMERICAN WOMEN'S AID

Print House 18 Ashwin Street London E8 3DL

T: 020 7275 0321

Emergency helpline: 07958 536 242



Provides temporary accommodation to Latin American women fleeing domestic violence.

NATIONAL DOMESTIC VIOLENCE HELPLINE

(In conjunction with Women's Aid & Refuge)

T: 0808 2000 247

W: www.womensaid.org.uk

W: www.refuge.org.uk



24 hour Nation-wide domestic violence helpline. Details of all refuges in the London area, housing advice and support, including information on refuges accessible for women with disabilities.

the nia project

PO Box 58203 London N1 3XP

T: 020 7683 1270 (general office line)

T: 020 7683 1210 (information/referral line)

Emergency: 08457 023 468



Manages four refuges – providing a safe and supportive environment for women and children who are escaping physical, sexual and emotional abuse.

SÓLÁS ANOIS

Irish women's domestic violence project

PO Box 4662 London SW16 2ZF

F: 020 8664 6089 W: www.solasanois.org.uk

Contact: Monday to Friday 10:00am – 4:00pm



Refuge for Irish women and children, including those from the travelling community, who are experiencing domestic violence. Also provides advice and advocacy on welfare rights, rehousing, emotional support and children's services.

Emergency/short-term housing

A number of hostels in London provide basic accommodation, they do not deal specifically with domestic & gender based violence but can assist in an emergency. Piccadilly Advice Centre and shelterline can refer you to a hostel. Conditions can be very basic and in most hostels you may have to share a room. Also the spaces offered may be in any part of London. All places are usually allocated by 10.30am, so it is important to try and contact agencies before this time. However emergency night shelters will try and house you at any time. Ring first for vacancies or visit where no number is listed.

CONNECTION @ ST MARTIN

12 Adelaide Street London WC2N 4HW

T: 020 7766 5550

W: www.connection-at-stmartins.org.uk



PICCADILLY ADVICE CENTRE

100 Shaftsbury Avenue London W1D 5EE

T: 020 7437 1579

RIVERPOINT 160

160 Coningham Road London W12 8BY

T: 020 8746 0091



SHELTERLINE

24 hour Freephone: 0808 800 4444

(except from Mobile – charged at mobile phone rate)



Day Centre for **16-25 year old people.**

Opening hours:

**Mon, Sun ... 9am-1.00pm, Wed closed at 12:30pm
Tues, Thur 4:30pm-7:30pm.**

Drop-in service for people who are homeless.

Opening hours:

Mon-Fri 5-8.30pm, Sat-Sun 10am-1.30pm

Hostel with single rooms. **Staffed 24 hours a day.**

Telephone housing advice and information. Issues include finding accommodation, hostel referrals, housing rights, illegal eviction, housing benefit, domestic violence, and emergency accommodation.

Opening hours:

Mon-Fri 8:00am-8:00pm Weekend 8:00am-5:00pm

STONEWALL HOUSING ASSOCIATION

Unit 2A Leroy House 436 Essex Road
London N1 3QP

Advice line: 020 7359 5767

T: 020 7359 6242 (main number)

E: stonewall@hostels.org.uk



Provides housing advice service for lesbians & gay men of any age.

Mon, Wed, Thur drop in centre at Kings Cross, Waterloo, W1 area

Advice line:

Mon, Thur, Fri 10am-1pm

Tues & Wed 2pm-5pm

Housing Options

Staying in your current home

You can apply to the courts to have the abuser removed from your current home. This is called an Occupation Order and is explained in Section 6. Whether you decide to take this option will depend on how safe you feel you may be.

If you need additional security to help you feel safe in the property, Hearthstone can offer advice on security measures that are available through the Sanctuary Scheme. Any security measures would be approved by the Police and the installation carried out by an approved contractor. You can also ask to join the Community Alarm Scheme. This is a system that enables you to summon help by pressing one button, is staffed 24 hours a day and linked to the Police.

Whatever type of property you live in you can seek advice from Hearthstone on the options available to you and the rights you have.

If you are an owner-occupier, you should get legal advice about your rights. If you are getting a divorce, jointly owned property will be treated as part of the divorce settlement. However, this may take a long time and it might be necessary to make alternative arrangements in the meantime. Hearthstone can provide information on local solicitors if you do not have one.

If you are a private tenant Hearthstone will be able to advise you about your rights or refer you on to a Housing Adviser who will assist. If you are a Housing Association tenant you should seek advice from your Housing Manager. If you are a Council Tenant in addition to seeing Hearthstone you can also contact your Tenancy Management Officer.

Moving to another property

If you cannot remain in your current home because of fear of violence you may well be eligible to get help from either Haringey Council or another local authority. In the first instance you should discuss your options with Hearthstone.

Council tenants

If you live in a Haringey Council property and your name is on the tenancy, you can ask the council to transfer you to a different home. It is important that you provide your Tenancy Management Officer with as much information as possible if it is agreed that a transfer should be requested to ensure that the correct decision is taken and that you are moved to an area that will be safe for you. If you are a Haringey Council tenant the Council will only be able to transfer you to other social housing within Haringey. If you would not be safe within Haringey then Hearthstone can advise you on the options available to enable you to move out of the borough.

In urgent cases the council may provide emergency accommodation while you wait to be rehoused.

Housing Association tenants

If you live in a Housing Association property you can also seek advice from your Association to see whether they can assist with a transfer. Most Housing Associations have their own transfer arrangements in place and they will be able to advise you on this. The following are examples of local Housing Associations that have a domestic & gender based violence policy:

- Metropolitan Housing Trust Tel: 020 8902 5000 – contact your housing officer
- Sanctuary Housing Association Tel: 0845 850 5566 – contact your housing officer
- Circle 33 Tel: 020 7288 4000 – contact Caroline Thompson
- London & Quadrant Tel: 020 8852 9181 – contact Oliver James

You can also seek advice from Hearthstone.

Homelessness

Whatever kind of accommodation you live in, if you cannot remain there safely you may also qualify for local authority help under the homelessness rules. You can apply for this either to Haringey Council or to any other local authority. You have a legal right to be given temporary accommodation urgently if there is reason to believe that you are:

1. Homeless. You should be treated as homeless if you have accommodation but it would not be reasonable for you to continue to occupy it, including if this would be likely to result in you suffering violence;
2. Eligible for help in terms of your immigration status; and
3. In 'priority need'. There are specified groups of people who are to be treated as being in priority need, including
 - Pregnant women
 - Parents with dependent children
 - Adults who are vulnerable because of old age, physical or mental illness or other special reasons.
 - People who are vulnerable as a result of having to leave home because of violence or threats of violence. If you have evidence that you became homeless because of violence some council's will accept you are in priority need automatically. In other areas you might be asked for evidence, for example medical evidence, that you have been left vulnerable as a result.

You do not have to apply for housing to your local authority – you can approach any local authority directly.

Once you have been given emergency accommodation the local authority will go on to make inquiries to confirm whether you qualify for continuing help. If they accept that you do, then you will usually be placed on their housing register (i.e. waiting list) for permanent housing.

Hearthstone

You can get advice about all your housing options at Hearthstone – Haringey’s domestic violence advice and support centre. When you go to Hearthstone you can ask for an interview with a housing caseworker. You will need to give as much information as possible. This is not because you are not believed, rather it is so that the caseworker can establish the facts and decide what immediate action is required. They can also organise an interpreter. If you have evidence such as a doctor’s report, an injunction, or police report please bring it with you.

Private rented accommodation

Renting privately is an option if you need to move to alternative accommodation. Hearthstone will be able to advise you on this and may be able to assist you in finding private rented accommodation.

There are several ways you can look for a place to rent.

- Make use of any personal contacts, family or friends and ask them if they know anybody who has a room to rent. Many places are let by word of mouth.
- Newspapers and magazines have sections advertising accommodation to let. Examples are: Loot, Evening Standard

(Wednesdays), Guardian (Saturdays and Thursdays), local papers – Haringey Advertiser, Haringey Independent, The Pink Paper (lesbian and gay accommodation).

- Commercial accommodation agencies and estate agencies can be a good way of finding somewhere to live. Never part with any money to an agency until you have accepted and signed for the accommodation that was offered.

Haringey Council operates the Haringey Homefinder Scheme which enables Hearthstone to support moves into private rented accommodation with landlords and agents who are known to the Council and operate to high standards.

There are eligibility criteria for the Scheme. Please contact Hearthstone for further advice.

Before you agree to rent a private sector property it is important that you take a good look at the condition of the property, that the property is secure and that the landlord is able to provide all of the required safety certificates. If you need advice before you decide to rent please contact Hearthstone.

Pets

The Dogs Trust Freedom Project can look after your cat or dog whilst you are in temporary accommodation. They can be contacted on **0800 298 9199** for more information.

Dogs Trust Freedom Project
17 Wakely Street London EC1V 7RQ

HEARTHSTONE

Haringey domestic violence advice & support centre



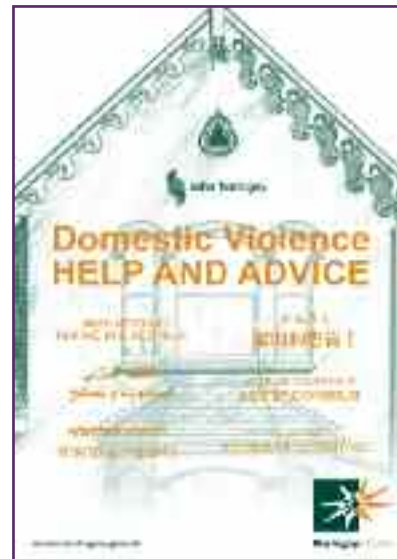
Hearthstone is a multi-agency advice and support centre providing services for domestic violence survivors in Haringey through a single point of access. Therefore, a visitor to Hearthstone will no longer have to engage with various different agencies at various locations in order to seek advice. This partnership project covers general issues around domestic violence with input from, housing services police, health and a variety of other professionals. Drop in service available.

Opening hours:

Mon to Fri ... 10am-4pm

10 Commerce Road Wood Green London N22 8ED

T: 020 8888 5362 F: 020 8889 6508



SECTION SEVEN



Working together for a safer London

Domestic & gender based violence IS A CRIME!

There are a number of offences that an abuser can be charged with in relation to domestic and gender based violence.

These include:

- Common assault (e.g. shoving or threats)
- Grievous bodily harm
- Actual bodily harm
- Malicious wounding (e.g. cutting or stabbing)
- Rape
- Attempted rape
- Indecent assault
- Attempted murder
- Harassment
- Criminal damage
- False imprisonment
- Kidnapping
- Witness intimidation

THIS SECTION...

- tells you about domestic violence & gender based offences
- tells you what you can ask the police to do to ensure your safety
- tells you about going to court

(Due to the complicated nature of some of the following information, we have provided a glossary at the end of this section.)

The

POLICE

It is also within the power of the police to make an arrest in order to prevent further physical injury and to protect a vulnerable person or child. When a perpetrator has been arrested, there is an option for police to issue a simple caution to the offender.

There is strict guidance on the issue of whether the police should issue the offender with a caution as opposed to charging the offender with a criminal offence. If the perpetrator accepts a simple caution then he admits to the offence to which it relates and is advised that the details of the offence for which he is cautioned will be stored on police databases. The perpetrator is also told that:

- If new evidence comes to light suggesting that the offence committed is more serious than the police may still take legal action against him.
- If he is charged with another offence in the future and that case goes to court then the court will be advised of the terms of this caution

The Protection from Harassment Act 1997 has given the police more powers to investigate harassment and stalking and has created new criminal offences. Some of these powers will help in fighting domestic violence. Examples would be if your ex-partner often waited outside your home or work, or made frequent nuisance phone calls to intimidate or scare you.

What the police can do

There are a number of things that the police may be able to do:

- respond to your call quickly
- have a woman police officer present if possible
- arrange for an interpreter if necessary
- speak to you and the abuser separately
- arrest the abuser where there is evidence of an assault or other offence or if the terms of an injunction or bail conditions have been broken
- record all incidents of domestic and gender based violence against the victim
- refer the victim to other agencies where help can be obtained
- the Metropolitan Police has a “positive arrest policy”, which means that where there are reasonable grounds to justify arrest, the perpetrator shall be arrested immediately
- arrange for medical treatment for you if you need it
- provide transport to a refuge or other safe place
- keep records of all incidents of domestic and gender based violence against you
- accompany you back home and protect you if you wish to collect any belongings
- take photographs of the injury
- refer you to appropriate services

If an abuser is arrested and charged with an offence, he may be released on bail. The bail conditions, which are set by the court, will usually state that the abuser is to keep away from you. If the abuser breaks these conditions, they can be arrested again and this will count against them.

The police should inform you:

- when the abuser has been released, whether released on bail or otherwise
- whether he has been charged
- of any action taken, including forthcoming court dates

You should also ask any questions that you feel are necessary to clarify your case. You have a right to give a statement to the police.

It is very important that you take a note of the crime number and officers allocated to your case. You will find this information useful if you go to see a social worker, advice worker, solicitor or your local housing office.

If you call the police to an incident it is important to ensure you speak to them separately from your partner. Perpetrators can sometimes try to use this situation to accuse you in the wrong so it is important to make sure you tell the police your side of the story at the earliest opportunity.

Specialist Domestic Violence Court

A special court is held at the Highgate courthouse to deal with perpetrators of domestic violence. The magistrates and the court staff have been trained to be aware of domestic violence issues and most cases will be heard in this court.

Going to court

When an abuser has been charged with an offence, the Crown Prosecution Service will decide whether or not to prosecute him in a Magistrates' Court or a Crown Court. You may have to attend the court. If you attend court, you can take a friend, relative, support worker or women's aid worker with you to give you support. If you are concerned about your safety, you can contact the Clerk of the Court by phone or by letter, either beforehand or on the day, and ask that your new address is kept secret. You can also request to be seated in a separate room from your abuser while you are waiting for the hearing.

In Haringey there is a Police Community Safety Unit staffed by specially trained officers. You can ask to speak to a woman police officer if you prefer. The aim of the Unit is to provide confidential advice and information. It may also be able to provide practical support such as accompanying you to court if you decide to prosecute. The police will organise an interpreter if necessary. The police are also based in Heathstone domestic violence advice and support centre. Officers from the unit are not trained counsellors, and do not undertake reconciliation work, however they can refer the victim for such help if requested.

HEARTHSTONE

Haringey domestic violence advice & support centre

Hearthstone is a multi-agency advice and support centre providing services for domestic violence survivors in Haringey through a single point of access. Therefore, a visitor to Hearthstone will no longer have to engage with various different agencies at various locations in order to seek advice. This partnership project covers general issues around domestic violence with input from, Housing Services police, health and a variety of other professionals.

A dedicated police officer works at Hearthstone from Monday through to Wednesday. On other days, officers from the Hornsey Community Safety Unit may attend to take statements or to help out in an emergency. The police computer is sited on the premises to allow prompt reporting. The police officer will interview service users who are uncertain or anxious about making a report and will make any necessary reports over a period of time at the service user's own pace. The police officer's input is of great importance to Hearthstone in assessing risk and giving information on the number of previous assaults. The police will send a CTN (Coming to Notice) to Children and Families whenever there are children involved. The police have specific guidelines to follow in relation to sexual offences and in the absence of a police officer on the premises; the Hearthstone officer will contact the Police Community Safety Unit or the Haven Centre.

Drop-in service available.

Opening hours: Mon to Fri ... 10am-4pm

10 Commerce Road Wood Green London N22 8ED

T: 020 8888 5362 F: 020 8889 6508



HARINGEY POLICE COMMUNITY SAFETY UNIT

98 Tottenham Lane London N8 7EJ

T: 020 8345 1944

IN AN EMERGENCY DIAL **999**

Glossary

Bail

Security for an individual's appearance in court for trial.

Injunction (also called court order)

The court can literally order someone not to be violent to you, or say who should or should not live in your home. This is called an injunction.

You can get legal advice about taking out an injunction, and/or if you are considering separation or divorce. Injunctions are usually used in domestic and gender based violence cases to protect the person(s) being abused.

SECTION EIGHT

THIS SECTION...

- tells you about your rights & legal advice
- explains the legislation
- discusses the advantages and disadvantages of using court orders (injunctions)
- explains immigration & domestic and gender based violence
- explains about divorce, separation & domestic violence
- tells you where you can get legal advice

Domestic and gender based violence is a crime under both criminal and civil law. The Family Law Act 1996 and the Protection From Harassment Act 1997, explained overleaf, will be the most useful when dealing with domestic and gender based violence.

Some of the key provisions of these Acts include:

- Making common assault an arrestable offence
- Making it a criminal offence to breach a non molestation order punishable by up to five years in prison.
- Strengthening the civil law to extend protection from domestic & gender based violence to same sex couples and to couples who have never lived together.
- Recognition of a new offence of causing or allowing the death of a child or vulnerable adult – for which all members of a household, aged 16 and over, may be liable and which carries a maximum penalty of 14 years.
- Giving the Criminal Injuries Compensation Authority the right to recover from offenders the money it has paid to their victims in compensation.

The

LAW

Legal advice

You can get free legal advice under the Legal Help and Help at Court Scheme (formerly Green Form Scheme) if:

- you are on a low wage
- have no income, or
- receive state benefits ... eg: income support.

Emergency Legal Aid may be granted quickly if necessary. Your local law centre or your solicitor will have the appropriate forms and will help you to fill one in. Law centres can also offer free advice and sometimes representation regardless of your income; some advice and community centres run free legal advice sessions too. To find a solicitor you can ask Refuge – London Violence Helpline, Rights of Women, or ask friends or look in the phone book. Some community organisations can provide you with the names of solicitors who offer legal aid. You can also contact the **Law Society on 020 7242 1222** or the **Community Legal Service Directory on 0845 345 4345** or www.clsdirect.org.uk to obtain details of local solicitors in your area specialising in this area of law.

Legislation

The Family Law Act 1996 has simplified some of the laws concerning domestic violence and who lives in the family home. It also involves other measures such as mediation (trying to resolve problems) for couples who are separating. This may be difficult but support is available.

You do not have to use mediation as you can be exempt if there is an emergency or if you have suffered violence. Mediation is when you have a face-to-face meeting with your ex-partner and an independent mediator.

The Act aims to treat couples who live together in a similar manner regardless of whether they are married or unmarried and regardless of whether they are lesbian, gay or heterosexual.

The Protection from Harassment Act 1997 is another law that may be useful especially if your ex-partner is stalking or harassing you or if your case does not come under the Family Law Act 1996, for example if you do not have children and have never lived together.

For example if the abuser often waited outside your home or work, or made frequent nuisance phone calls to intimidate or scare you. This new law gives the police more powers to investigate and creates new criminal offences.

The Domestic Violence Crime and Victims Act 2004 is a new law. It enables the following:

- Increase the protection available to survivors of domestic violence by making common assault (like a slap, push or shake) an arrestable offence.
- Makes a breach of a non-molestation order an arrestable criminal offence, even if the accused is not convicted.
- Allows cohabiting and same-sex couples the same access to restraining orders as married couples.
- Creates a new criminal offence of 'causing or allowing the death of a child or vulnerable person'.

The Youth Justice and Criminal Evidence Act 1999 helps to protect anyone giving evidence in court by allowing the use of screens, giving evidence via video link and by allowing the public gallery in a court to be cleared.

The Criminal Justice Act 2003 allows a court to hear about a defendant's relevant previous convictions so they can understand the seriousness of the situation, and take this into account when they decide a sentence. It also allows witnesses to give evidence via video link.

The Female Genital Mutilation Act 2003 makes it a criminal offence to carry out female genital mutilation on a UK national or a permanent UK resident anywhere in the world, even in a country where it is legal unless the mutilation is for certain medical reasons.

Victim Personal Statements are written statements about how a crime has affected a victim emotionally and psychologically from their point of view. This enables the court to understand how serious the crime is, even if there are no injuries to look at.

Court Orders (injunctions)

you can get to protect you;

There are **two main court orders** used:

- Orders about the way your partner should behave in future – **'non-molestation orders'**.
- Orders saying who has the right to live in the home – **'occupation orders'**.

A non-molestation order, is aimed at preventing your partner or ex-partner from using or threatening violence against you or your child, or intimidating, harassing or pestering you, in order to ensure the health, safety and well-being of yourself and your children.

Molestation can take the form of physical violence and can also include harassment, such as sending threatening letters, texts, emails etc The courts can now make non-molestation orders for any specified period.

An occupation order under the Family Law Act 1996 is a court order about the home, and again simplifies the law.

It can be used to:

- Enforce your right to remain living in your home
- Make sure that you are allowed to get back into your home if you have had to leave
- Make the abuser leave the home, or
- Restrict the abuser to part of the home.
- Forbidding a 'Notice to Quit' being served, so your ex is forbidden from surrendering (ending) the joint tenancy.

The listed orders are called 'regulatory orders' and the court will take into account everyone's housing needs, finances, health, safety and conduct. The Act says that the court must make an order if you or any children are likely to suffer significant harm. The court will need evidence from both you and your abuser before making its decision about whether to issue a non-molestation or occupation order. These orders will be for a specified period but further orders can be granted. If you have lived together or have been married you can still apply for an occupation order even if your home was only in your ex-partner's name. If you are worried about the abuser's presence, you can ask court officers to keep him or her away from you.

Without Notice Applications

In certain circumstances you can make an application to the court for an order against a perpetrator of domestic violence and request that no notice is given to the perpetrator before the court hearing. This would happen if a victim or child were at significant risk of harm and required urgent protection or if the abuser was thought to be aware of the court proceedings but was deliberately avoiding anyone serving papers from the court, and or if it was considered that if the abuser knew about the hearing it would place the victim at further risk of domestic violence. Occupation orders are very unlikely to be made without notice. The Court will send another date for when the perpetrator attends the Court too.

Pros & cons of Court Orders (injunctions)

It must be noted that injunctions should be applied for as soon as possible after the last incident.

There are both advantages and disadvantage of court orders (injunctions) that you should be aware of before applying for a court order. Some of the pros and cons are listed below:

ADVANTAGES

- Can be an effective means to end violence, and to allow a victim to remain in their home
- It may be possible to get to court quickly, and allow the victim to return home after very little time away
- Court orders can also protect a victim and their children outside the home e.g. at work, at the children's school
- The abuser can be excluded from the home
- Can protect your children from growing up witnessing violence.

Applications for Court Orders are held in "closed" courts unlike criminal proceedings. This means the court will be cleared of people who are not concerned with your case. Many victims find this a big advantage. You can ask for your address to be kept secret.

DISADVANTAGES

- Court Orders are normally a short-term remedy. Talk to your Solicitor about a long term solution.
- Court Orders for victims who do not qualify for legal aid can be very expensive
- The victim may fear the court order will only increase his/her danger, especially if the abuser loses his/her home
- The process of going to a solicitor and to court is stressful as the abuser will have a right to attend the hearing. However making a change is likely to be better in the long run.
- It might not be possible to find the abuser to serve the injunction.

Undertakings

A judge or magistrate may ask you if you will accept an 'undertaking' from the abuser to the court that he/she will not assault you. Undertakings offer less protection than injunctions and you do not have to accept one.

Undertakings cannot be accepted on orders where the court determines that a power of arrest should be ordered.

How to obtain a Court Order

You can contact any family law solicitor to apply for these court orders. You can either visit www.lawsociety.org or **contact 0870 606 2555**. You can also contact a local agency or the Citizens Advice Bureau (CAB). For details of your local CAB you can visit www.citizensadvice.org.uk or call **020 7833 2181** for details of your local CAB. You can also contact a Community Legal Service Direct at 0845 345 4345 or visit their website at www.clsdirect.org.uk. You can also make an application for the relevant order on your own. Court staff will help you to complete the application forms although they cannot offer you legal advice. You can get help from the Rights of Women domestic violence DIY Injunction Handbook. To get your copy, you can contact **Rights of Women at 020 7251 6575/6**. You can also get legal advice from the **FREE LEGAL ADVICE HELPLINE of Rights of Women at 020 7251 6577**.

Special measures in Criminal Proceedings

The recent Youth Justice and Criminal Evidence Act 1999 introduced certain statutory provisions for the protection of vulnerable or intimidated witnesses. These measures were designed to protect witnesses under the age of 17. However, these measures have now been extended to the Magistrates' Court for adults. This is an important step in the area of domestic violence because, by its very

nature, survivors are often frightened to give evidence in Court against the perpetrator.

Special Measures may include:

- Screens – so that the survivor can give evidence without having to see the perpetrator.
- Video link – the survivor gives evidence to the court from a video suite. It may be that if their statement has been taken in video form that the video will be played to the court and the survivor is then asked questions about it by the defence.

It should be noted that the provision of these special measures is not automatic. Each case is considered on its own merit by the Crown Prosecution Service and a decision is then made whether or not to make an application to the Court. Ultimately it is the Court that decides whether or not to grant the special measures requested.

Compensation

A solicitor may be able to claim compensation on your behalf if the abuser is convicted of an offence in the Magistrates' Court. You may also be able to claim compensation through the Criminal Injuries Compensation Scheme. To apply, you must no longer be living with the abuser and there must be evidence of the assault. A police or a doctor's report is enough.

The assault must have been reported to the police and recorded by them as a crime, and you must also have assisted the police in their enquiries.

Immigration issues

Individuals who enter or stay in the UK on the basis of marriage or relationship to a spouse/partner who is settled in the UK or is a British citizen are initially given limited leave to remain. They are subjected to a 2 year probationary period, at the end of which, with the support of their British partner, they can apply for indefinite leave to remain. During the two year period the partner from abroad has no recourse to public funds. If the relationship breaks down, the partner from abroad becomes liable to be removed from the UK unless they can show the required evidence of domestic and gender based violence. This means that should a relationship break down because of domestic violence, if the domestic violence survivor can produce one of the following she may be granted indefinite leave to remain exceptionally outside the immigration rules:

- an injunction, non-molestation order or other protection order (other than an ex-prate or interim order) against the sponsor (if the sponsor is the violent partner).
- a relevant court conviction against the sponsor.
- full details of a relevant police caution against the sponsor.

If you are in this position, seek urgent advice from the local Advice Bureau, the Joint Council for the Welfare of Immigrants or the local Law Centres before starting legal proceedings (see contact addresses at the end of this section).

Refugees & Asylum seekers

Other issues regarding their immigration status apart from the two-year rule can also disadvantage refugee and asylum seeking women. These may range from a lack of emotional and family support to a lack of financial resources. It must also be noted that there is a limited amount of assistance that can be provided by agencies, as it may prejudice any ongoing procedures with the Immigration and Nationality Directorate.

The following list may assist you:

- Keep all personal papers about your situation and your children in a safe place and with you if possible.
- Keep your passport with you at all times.
- Contact a registered immigration advisory service.
- Give the advisor full details of your circumstances. Services should be free and confidential.

- Try and list the incidents that have happened to you.
- Talk with people you trust about what is happening to you.
- Contact a women's support service such as the ones listed in this guide or in Haringey Council's Women's Directory.

General welfare, benefits and legal advice

The following is a list of useful organisations for Refugees and Asylum Seekers that can offer specific advice for women experiencing domestic & gender based violence:

HOPKIN MURRAY BESKINE SOLICITORS

Tower House 149 Fonthill Road London N4 3HF

T: 020 7272 1234 F: 020 7272 4050

W: www.hmbsolicitors.co.uk



Offers advice and representation to clients in

- Family disputes; Domestic Violence; Children Law
- Landlord and Tenant including possession proceedings; illegal evictions; homelessness and disrepair
- Public Law matters including Children Act, National Assistance Act and disputes involving local authorities.

The firm has contracts from the Legal Services Commission to carry out publicly funded work to those who are eligible. Competitive rates are available for private clients. Staff are available who speak French, German, Polish and Gujarati.

Opening hours: Monday to Friday 9.30am – 5.30pm.

REFUGEE LEGAL CENTRE

T: 020 7780 3200



Providing legal advice and representation for those seeking protection under international and National Human Rights Asylum law.

SOUTHALL BLACK SISTERS

T: 020 8571 9595

E: info@southallblacksisters.co.uk



Offer telephone advice to mainly Asian women across London in situations of domestic or other violence and those facing hardship through the operation of the immigration rules.

THE REFUGEE COUNCIL

240-250 Ferndale Road London SW9 8BB

T: 020 7346 6700



Have a women's officer as a women's mental health worker. Also provide outreach worker to the Haringey community.

Divorce or Separation

If you are married, you can apply for a divorce or Judicial Separation Order from your spouse. To apply for a divorce you must have been married for at least one year. You can contact a solicitor or the Law Centre for advice. All couples applying for divorce will be offered mediation except when you are claiming that there has been domestic violence in the relationship. If a mediation appointment is arranged then you need to tell the court that domestic violence has happened and mediation is not suitable. If you are asked to negotiate about child contact with your ex-partner, and are frightened of him you should tell your solicitor that you have experienced domestic or gender based violence. If you feel that arrangements for child contact might affect your safety you must let the court know. To get legal advice you can contact any solicitor by looking in the phone book or your local high street. The following is a list of some of the other places you can go for advice.

CRIMINAL INJURIES COMPENSATION AUTHORITY

Tay House 300 Bath Street Glasgow G2 4LN
T: 0800 358 3601 W: www.cica.gov.uk



Explains the different types of benefit you may be entitled to and tells you where to go to get help and advice on money matters

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS

115 Old Street London EC1 V9RT
T: 020 7251 8708 E: info@jcwi.org.uk



Operates a free telephone service to the public on Wednesday's from 11am to 1pm

RIGHTS OF WOMEN

52-54 Featherstone Street London EC1Y 8RT
Advice Line: 020 7251 6577
E: info@row.org.uk W: www.rightsofwomen.org.uk



Offers telephone advice sessions for women who want help, advice or information on legal problems.

Tues, Wed & Thur ... 7-9pm / 2-4pm
Fri ... 2-2pm

SECTION NINE

If you are considering leaving a violent relationship, you will need to know about money available to support your family and yourself. Below is a description of the government support available. Having a crime number may be helpful in claiming benefits after a domestic violence incident.

Welfare Benefits

There are various welfare benefits that you may be entitled to, even if you are working. There are various types of benefits: contributory, non-contributory and means-tested. Contributory benefits depend on paying National Insurance contributions when you work. You have to pay National Insurance when you work.

Non-contributory benefits are paid as a right to people who are living in Britain for a certain period of time. They are paid to carers, people bringing up children and people with disabilities. They do not depend on the payment of National Insurance contributions, savings or income.

For the means-tested benefits, any savings or incomes you have are taken into account. These are the benefits that most people claim and they provide you with money to live on or help with some of your housing costs or council tax.

MONEY

Income support

Income support is a benefit for people with a low income. It is paid to people who are considered to be unable to work such as single parents with young children. It is administered by the Department for Work and Pensions. People must be at least 16 years of age to claim income support although more stringent rules apply to those people aged 16-17. If someone has over £16000 in savings then they cannot claim income support. The amount awarded depends on the numbers and ages of people living in the household, their weekly income and the amount of savings held. If someone owns a property and pays mortgage costs then they can claim extra income support. There are additional things you may be automatically entitled to if you are receiving income support. These include free dental treatment; free prescriptions, free eye tests, and, if you have children, free school meals and milk tokens. Free clothing vouchers for children in secondary education are available through the local Education Office.

Pension credit

Pension credit is a benefit for people aged over 60 who have a low income. It is administered by The Pension Service who are part of the Department for Work and Pensions. People must be at least 60 years of age to claim pension credit. If a person who owns their own home receives Pension Credit then they may also claim extra

money to help them meet certain mortgage costs. There is no upper savings limit for pension credit although savings over £6000 will reduce the amount that may be awarded. The amount received depends on the numbers and ages of people living in the household, their weekly income and the amount of savings held.

There are two forms of pension credit:

- Guarantee Credit – paid to people whose income is below a set level
- Savings Credit – extra money can be awarded to those who have modest private pensions or savings.

Job seekers allowance (JSA)

To qualify you must be available and actively looking for work. If you have paid enough National Insurance contributions you will get contributory JSA, otherwise you claim JSA (income related), which is similar to Income Support.

Tax credits

Tax credits were introduced in April 2003 and fall into 2 categories; child tax credit and working tax credit. Child tax credit is paid to families with children. Working tax credit is paid to low-paid workers. It tops up earnings if the applicant is in part-time or full-time work, depending on their financial circumstances. You must be aged 16 or over to claim tax credits. Tax credits are administered by the HM Revenues and Customs.

Incapacity benefit

Incapacity benefit is a benefit paid to people who are incapable of work and who have paid sufficient national insurance contributions. In some cases it can be paid to people who became incapable of work in their youth. incapacity benefit is not affected by savings but may be affected by any personal or occupational pensions which may be received. Incapacity benefit is normally treated as a taxable income by the HM Revenues and Customs.

Employment Support Allowance (ESA)

From 27/10/08, the Employment and Support Allowance (ESA) replaced incapacity benefit – as with incapacity benefit, it is for those who are not able to work. You can receive ESA based on your national insurance contributions and ESA that is based on a means test similar to income support.

Child benefit

This is available to anyone who has a child under 19 living with them and still at school. You will receive a payment for each child.

Housing benefit

As long as you have less than £16,000 in savings you can apply for housing benefit to help pay your rent. If you receive income support, you may get all of your rent paid. If you are working but are on a low income, you may still get some of your rent paid. Housing benefit can be paid on two homes for a maximum of 52 weeks if the absence

from the former home is the result of fear of violence, and you intend to return home.

Council tax benefit

This benefit helps you pay for your council tax. It has the similar qualification to Housing Benefit i.e. you have less savings than £16,000. If you receive income support or full housing benefit you may get all of your council tax paid. If you work but are on a low income you may still get some of your council tax paid. If you are the sole adult in the household you will get a 25 per cent reduction in your council tax regardless of whether you work or not.

Loans & grants

There are also various loans and grants you may be entitled to. It is worth noting that in general, loans (which you repay) are easier to get than grants (which you do not have to repay). All the loans and grants mentioned below are paid by the Benefits Agency. All the forms to apply can be picked up from any social security office.

Budgeting loans

This may be paid for rent in advance to a private landlord or housing association, or to secure board and lodging accommodation. It cannot be paid for deposits, meals or service charges. You must have been receiving income support for at least 26 weeks to be eligible for a budgeting loan. It will have to be repaid and will be deducted at a weekly rate from any future payment of benefit.

Crisis loan

It is possible, but very difficult, to get a crisis loan for rent in advance or to buy necessary items abandoned or unavailable because of violence or fear of further violence. A crisis loan can also be paid for day-to-day living expenses whilst waiting for income support to be paid. It will have to be repaid and will be deducted at a weekly rate from any future payment of benefit.

Community care grant

This is paid to replace lost or unavailable items after fleeing the former home and to buy items to set up a new home. The payment is discretionary. To qualify you must be receiving income support and be either setting up home after leaving 'institutional' care (eg women's aid refuge, homeless hostel) or need help to prevent entry into 'institutional' care or be a 'family under exceptional pressure'. This money does not have to be repaid.

Maternity payment

This is a grant of £100, which is payable if you are pregnant and receiving income support, disability working allowance or family credit. You can apply any time from 11 weeks before the baby is due until the baby is three months old. This does not have to be repaid.

NB: If the abuser is receiving benefits for you and any children but does not maintain you, you can apply to the Department for Work and Pensions (DWP) to have all or a proportion of the benefit paid directly to you.

Maintenance

You are entitled to maintenance from the children's father, but if you receive benefits most of this maintenance may be deducted from certain benefits. If you intend to claim maintenance, seek legal advice.

Where to claim

A number of different organisations are involved in administering benefits. You have to make sure that you claim at the right office. You must also tell each of them when your circumstances change. The main offices are the Benefit Agency who administers Income Support, the Employment Service administers Job Seekers Allowance and the local Council administers Housing Benefit and Council Tax benefit.

You should not be pressurised by DWP staff into seeking maintenance or into providing the information about the abuser. The DWP can cut your income support by up to 20 per cent if you fail to provide information about a former partner without good reason. It should, however, be stressed that a history of domestic violence or the fear of violence is a sufficient reason for withholding information and no penalty should be imposed. You have the right to appeal if a penalty is imposed and you should seek advice immediately.

WHEN APPLYING FOR BENEFITS IT IS ADVISABLE TO DO SO THROUGH AN ORGANISATION OR ADVICE CENTRE.

IF YOU WANT HELP TO SORT OUT MONEY MATTERS YOU CAN CONTACT:

Housing Benefit (Council tenants please contact your local Housing Office, addresses in Housing Section).

COMMUNITY LEGAL ADVICE

T: 0845 345 4345

W: www.clsdirect.org.uk



COUNCIL TAX BENEFIT

PO Box 1 0505 Wood Green N22 7WJ

T: 020 8489 2800



TOTTENHAM CITIZEN'S ADVICE BUREAU

551B High Road Tottenham London N17 6SB

T: 0844 826 9715 F: 020 8376 0909

W: www.haringeycabx.org.uk



TURNPIKE LANE CITIZEN'S ADVICE BUREAU

14a Willoughby Road London N8 OJJ

T: 0844 826 9715 F: 020 8374 0527

W: www.adviceguide.org.uk



If you qualify for legal aid call our **National helpline 0845 345 4 345** for free advice about benefits, tax credits, housing, employment, education or debt problems.

For people on a low income. It is paid by your local authority. If you are entitled to council tax benefit, your council tax bill is reduced.

Opening Hours:

Mon appointments

Tues ... 10am - 12 noon, 2pm - 4pm

Wed appointments

Thurs ... 10am - 12 noon, 2pm - 4pm

Friday closed

Mon ... 10am - 12 noon, 2pm - 4pm (drop-in)

Tues appointments

Wed ... 10am - 12 noon, 2pm - 4pm (drop-in)

Thurs / Fri appointments

Additional useful information

- If your children opt to live with their father and you work, the Child Support Agency will require you to pay towards their up-keep.
- You may not have to pay Council Tax if you are living in temporary accommodation depending on your tenancy agreement.
- If you have joint bank accounts or credit cards, you need to contact the relevant bank or financial institution and ask them to remove your name from the account. This will stop you being responsible for any bills or overdrafts that the abuser may incur.
- If you leave your home and bills are in your name (e.g. gas, telephone), remember to inform the relevant organisations that you no longer live at that address. If you are working or thinking of working, it is important that you tell your tax office when you leave the relationship as you may be entitled to earn more money before you start paying tax.
- Shopping in charity shops can cut the cost of good quality clothing. More women are choosing this way to shop as a means of obtaining quality goods at low prices.
- Car boot sales offer cheap, quality goods but be prepared to search.
- Some advice agencies offer a free and confidential debt management and budgeting service. This is always a good way to save and manage money.

SECTION TEN

THIS SECTION...

- Gives examples of equality issues which create additional difficulties for women in violent relationships

The equality issues that most affect women are:

- Black & ethnic minority
- Disability
- Older women & young women
- Sexuality

Here are some examples of equalities issues that create additional difficulties for women in violent relationships.

Black and ethnic minority women can and do face racism in their daily lives. This can be an added barrier if they are also experiencing domestic and gender based violence. The fear of institutional racism may make it difficult for black or ethnic minority victims of domestic violence to report an incident to the police. It may also be difficult to talk about the incident to housing workers or social workers. The real or perceived threat of deportation may be used. A reluctance to feed racist stereotypes may help maintain loyalty to a partner. There may be additional pressure from an extended family network not to leave an abusive partner, especially if it would be held to bring shame within the wider community. Domestic and gender based violence is not your fault and there are organisations and refuges to support you in dealing with domestic and gender based violence. All local authorities and the police are now asked to plan how they will provide services free from racism. Help, advice, and legal advisors are available from support agencies regarding immigration issues.

WOMEN & EQUALITY ISSUES

If you have recently arrived in this country, or if your first language is not English, it may be much harder for you to understand the systems of support available or to access appropriate sources of help. You may be unaware of support services and not know where to go. You could ring the Freephone 24 Hour National Domestic Violence Helpline on 0808 2000 247. This is run in partnership between Women's Aid and Refuge. The helpline is a member of Language Line and can provide access to an interpreter and suggest organisations in your area which can help you.

Disabled women can be particularly vulnerable to abuse and violence. Your principal carer may expect tolerance to such abuse as a form of gratitude for their assistance. Women with disabilities may fear institutionalisation if they leave. You may feel as if the abuser has increased power to control your life. However, there are organisations and refuges that can support you. Domestic and gender based violence is not your fault. A few refuges have been adapted for women with disabilities. Some agencies have accessible premises and can obtain sign language interpreters. Haringey Disability Consortium can assist and refer you where necessary. It is possible to leave a violent relationship regardless of your disability.

As a disabled woman, you may be regarded as a "vulnerable adult", and in this case, the multi-agency policies and procedures for the safeguarding and protection of vulnerable adults will apply. All areas have had to develop these policies and procedures following on from the publication of the Government's 'No Secrets' guidance. The criteria for being defined as a "vulnerable adult" vary from area to area – but if

you do fit the criteria set in your area, than all agencies (both statutory and voluntary) have to follow these procedures. A number of domestic and gender based violence organisations now do provide for a range of disabilities. Many have outreach services or independent advocacy services which can help you. Many refuges now have full wheelchair access, and workers who can assist women and children who have special needs such as hearing or visual impairments, and some Women's Aid organisations offer BSL interpreters.

There are support agencies and advice centres to help you to overcome the trauma of domestic & gender based violence. (See support and advice agencies list).

Older women living in violent relationships can become dependent on the abuser for care and attention. It could be emotional abuse inflicted through threat or humiliation. It can be physical abuse resulting in bodily injury, pain or impairment. It may be sexual abuse involving non-consensual sexual contact. Significant obstacles that older women may face in trying to leave violent relationships include health, employment, finances, family relationships and the psychological costs of starting over late in life. Your name may not be on the mortgage or tenancy agreement but you can receive assistance and support from local authority housing if you are in a violent relationship. Age Concern can assist you and refer you where necessary.

Young women can face housing difficulties when leaving a violent relationship but there is help available to assist you. Young women are often able to look at the choices they have for leaving a violent relationship. However finding suitable housing

for young single women can be difficult. You can however find housing via women's refuges, private rental agencies and your local council or housing association (although availability may be limited). As a young woman you have the opportunity to create a healthy violent-free life. Leaving a violent relationship can give you the confidence that you need to re-train or pursue your career goals. You are not alone. Support is available.

Lesbians & women in same sex relationships who experience domestic and gender based violence may receive little sympathy from others. If children are involved, there may be fear about the custody hearings, making it even harder for them to complain. A woman who experiences abuse at the hands of another woman may find it impossible to break the silence in a society that is looking for any excuse to condemn relationships between women. They may also fear condemnation from within the gay community itself, which is otherwise perceived as providing great support. Loss of that support could lead to isolation. As in other situations it is sometimes easier to deny what is happening. Denial can occur for fear of retribution of giving the gay community a bad name or a bad press.

Following recent changes to the Family Law Act (as a result of the implementation of the Domestic Violence, Crime and Victims Act 2004) those who are experiencing violence or abuse from partners or former partners of the same sex as themselves are entitled to the same rights as people who are being abused within heterosexual relationships. You are also entitled to protection from other 'related persons', which includes family members.

There are very few services specifically for lesbian and bisexual women, and even fewer for transgender women. Most refuge organisations will, however, offer accommodation to women experiencing abuse from a female partner, and some projects have specialist services for lesbian and bisexual women or lesbian couples. You can contact the Freephone 24 hour National Domestic Helpline on 0808 2000 247 (run in partnership between Women's Aid and Refuge). You can contact specialist support agencies and other agencies that deliver services to people who have experienced homophobia. (See support and advice agencies list).

SECTION ELEVEN

THIS SECTION...

- Discusses how children may be affected by domestic violence such as (rape, forced marriages, honour based violence, female genital mutilation and gang associated violence)
- Gives advice on children in refuges
- Gives advice on what to do about children's schooling
- Offers practical advice on preventing our children being abducted
- Lists contacts for you and your children

If you are in an abusive relationship and have children, it can be difficult to decide on what to do.

Children living in families where domestic and gender based violence occurs may suffer serious emotional and / or physical abuse. Their home will not feel like a safe and secure place. Their relationships with other young people and adults may not be positive now and in the future. They may be aware of violence occurring even if they do not see it and may pick up the tension, fear and distress in their parent.

Each child's experience of domestic and gender based violence will be different. However, some children develop challenging and difficult behaviour whereas others may appear to be coping but are internalising their feelings. They also often love the perpetrator but do not like his/her behaviour, which is an additional tension for them.

Children and young people may benefit from expressing, exploring and learning about their feelings. This will help them cope with their emotional life. They have a voice and need to be listened to. Parents need to understand the damaging effects of domestic and gender based violence on their children and act accordingly.

CHILDREN & YOUNG PEOPLE

However the effects on children are shown to lessen once they feel safe from abuse and control and have had time and space to express their feelings without fear.

They may think they are to blame or feel insecure, alone, frightened or confused. They may be isolated or embarrassed in front of their friends. There are many ways that children and young people can experience domestic and gender based violence. They can witness the abuse (this can involve actually seeing violent and abusive acts and behaviours, hearing arguments and seeing the physical and emotional effects of abuse). They may try to intervene to protect their mother or siblings. They may be directly abused themselves or made to join in with the abuse. Young people may experience domestic violence in their own intimate relationships.

If you suspect this has happened, try to help them talk about it. You may want help with supporting your children from parent or family support organisations.

Police have Children Protection Units and are there to protect the welfare of children who are victims of emotional, physical or sexual abuse.

Men often try to stop women leaving by threatening that they won't ever let them take the children or by telling the woman that the children will be taken away. Both of these are very, very unlikely.

Children in refuges

If your child is in a refuge, it may be the first time that they have met other children in a similar situation to themselves. You can visit the HIDEOUT website (www.thehideout.org.uk) so that children will feel less intimidated by the idea of this, before moving to the refuge. While you are staying in a refuge, the staff will help you make arrangements for your children to attend local schools or nurseries and assist you in answering their questions about the refuge.

Most refuges have children's support workers who will make your children feel safe and at home in the refuge. Almost all refuges will have other children staying there when you arrive. There will always be a playroom for children, and the children's worker will arrange activities for young refuge residents both in and away from the refuge. These children's activities will benefit you as well as your children; you will have time to consider your own options and discuss your plans with other adults while your children participate in supervised activities.

Children are an important part of refuge life, and living in a refuge can be a positive experience for your children. They will have the opportunity to meet other children in a similar situation to their own. They can talk about their experiences with each other and begin to understand that they are not alone. With the help and support of the refuge staff and volunteers, children can be helped to come to an understanding of their situation.

It is often a good idea to let your children's schools know about the domestic & gender based violence you have experienced and what action you would like them to take. For example, if you fear your children might be snatched, it is essential that you and the school discuss additional security measures. You may be worried about the effect the violence has had on your children and need to request support. If the school knows about violence in the home they will often write letters that can help you when taking legal action or approaching the council.

Moving schools

If you have to change your child's school, you can either contact the nearest school to your new address or contact one of the Council's Customer Service Centres or the contact the Haringey Admissions Service on 020 8489 1000 for further advice.

If you have to change your child's school, you need to complete a form and hand it in to one of the Council's Customer Service Centres. The form is available on the internet or you can get it at the Customer Service Centre who will help you complete it. If your child is not already at a Haringey school you will be asked to provide proof of your child's date of birth, home address and evidence that you have parental responsibility for the child. You can contact the Haringey Admissions Service on 020 8489 1000 for further advice.

The Children Act 1989 and the Children Act 2004

This legislation and guidance establishes the legal framework for child protection and the provision of children's social care. The key principle is that the welfare of the child is paramount. It affirms that children are usually best cared for within their own families, but that children also should be kept safe and protected from risk of significant harm. The Act makes provision for local authorities to provide support, care and services to safeguard and promote the welfare of a child who is in need, can also be used if the mother has no recourse to public funds to support mothers and their children. If a child is thought to be at risk of harm or in need an assessment will be carried out to identify the risks and needs. All children should be treated as individuals. Their opinions should be listened to and all decisions should take account of the wishes and feelings of the child. Local Authorities should strive to work in partnership with the child; their parents and carers and others who may be concerned with the child. It is vital this approach is consistent with the child's welfare and safety.

Immigration

If the children have come with you from abroad to join their father and you leave because of the violence, their immigration status and yours may be at risk. It is advisable to seek legal advice from a good solicitor or immigration adviser on this immediately.

If you are subject to immigration control, you will usually be unable to claim most state benefits, including income support, jobseeker's allowance, housing benefit, homelessness assistance, child benefit, disability allowances or working families tax credit. This is known as having 'no recourse to public funds'.

Local authorities do have a statutory power under the Children Act 1989 to ensure that children 'in need' or 'at risk of significant harm', are adequately fed housed and cared for. Some local authorities may use this provision to pay for you to stay with your children in refuge accommodation. Other authorities may assess that it is necessary to take the children into local authority care. Following an amendment in December 1999, you will not be able to get this assistance if you are eligible for support under the asylum provisions.

Local authorities also have the power under section 21 of the National Assistance Act 1948 to assist victims of domestic violence, but – for those subject to immigration controls – only if they are particularly vulnerable, or have additional special needs, and again this is subject to local discretion.

Some refuge organisations will provide you with accommodation and support even if you have no recourse to public funds, though they will have to cover the costs from their own reserves, and therefore may have to place limits on the number of women in this situation that they can take at any one time.

Some domestic and gender based violence organisations have workers or volunteers who speak a variety of languages, or they may have access to Language Line (provides translation and interpretation services). There are also a number of specialist services for women from Black and minority ethnic communities, where you may be able to get support from women with the same ethnic, cultural or religious background as yourself. To contact these services, ring the Freephone 24 Hour National Domestic Violence Helpline on 0808 2000 247, run in partnership between Women's Aid and Refuge. The Helpline is a member of Language Line and can provide access to an interpreter and suggest organisations in your area which may be able to help you.

Abduction

Many women fear that their children will be snatched to put pressure on them to return or even that their children will be taken out of the country. If this is a fear for you, there are practical and preventative steps you can take.

- Keep the child's documents (eg: passport, birth certificate, NHS card) in a safe place.
- If the child does not have a passport, lodge an objection with the passport office. If you are married give them a copy of your custody or residence order.
- Do not agree to the father taking the child abroad for holiday.

- Keep all court orders/copies in a safe place.
- Keep recent photos of all the children and the father.
- Make a written description of the children and the father.
- Warn teachers not to hand the children over to the father, his relatives or friends.
- You can also apply to the court for a Prohibited Steps Order which can only allow contact (access) visits to take place in the presence of another adult. Ask your law centre or solicitor for advice.

Lesbian mothers

Lesbian mothers may need to get specialist advice, especially if they think a male abuser may use their sexuality to try and get custody of the children.

WHERE TO GO FOR SUPPORT & ADVICE

ASYLUM AID

Legal advice line

T: 0207 3549 264 or **0207 3549 631**



Gives free legal advice to asylum seekers and runs the Women's Resource Project.

ASIAN CHILD PROTECTION HELPLINE

T: 0800 096 7719



A multilingual service for Asian communities. Provides counselling, information and advice to any one concerned about a child at risk.

CHILDLINE

T: 0800 1111



Help & Counselling

CHANCE FOR CHILDREN TRUST

T: 0208 489 5200 (one of the drop-in centres at Wood Green)

T: 0208 489 1243 (Marcus Garvey Library)



We provide therapeutic arts programmes for troubled and young people from birth to 25 years. We also provide training programmes for welfare staff and volunteers.

CONNEXIONS

Chance for Children Trust

PO Box 54194

Wood Green



Connexions personal advisors are there to help you deal with issues such as educational choices, career options, training needs, health, problems, family relationships, bullying, truancy or any other issues that affect your life. There are Connexions personal advisors in secondary schools, special schools, colleges and the sixth form centre. If you are not in education you can call into one of the drop-in centres at Wood Green (020 8489 5200) or Marcus Garvey Library (020 8489 1243).

COSMIC CHILDREN & FAMILY SERVICE

(HAGA)

T: 020 8800 6999

FREEPHONE line for children: 0800 3895257

E: childrenandfamilies@haga.co.uk



CHILDREN'S CENTRES

Various centres in Haringey



FAMILY INFORMATION SERVICES DIRECTORY

(FISD)

www.fisd.haringey.gov.uk

or call us on **020 8489 1000**



HARINGEY YOUNG PEOPLES COUNSELLING SERVICE (HYPCS)

Wood Green Area Youth Project

10 Bruce Grove N17 6RA

New River Sports Complex White Hart Lane

Wood Green London N22 5QW

T: 020 8489 8944 F: 020 8881 1050

E: youth.office@haringey.gov.uk



A service supporting children and their families who are affected by drug or alcohol misuse.

Each Children's Centre brings together services for children under five and their families such as family support, health and education. It includes childcare, information and support across the local community. There are 17 Children's Centres across Haringey and your Council's Customer Services Centre or your local clinic will be able to tell you where your nearest one is.

This is where you can find services, support and activities in Haringey and national information to help parents, carers and their families.

Counselling service for young people living in Haringey, providing one-to-one counselling for those who are experiencing difficulties with: family and friends, schools, offending, bullying, relationships, bereavement, abuse or violence, racism and discrimination, your future, self esteem and other issues. The HYPCS also runs focus groups for young people in and outside of school on topics such as anger management, assertiveness training, communication skills, bullying, attitudes, conflict resolution and other relevant issues.

HOME-START HARINGEY

100 Tower Gardens Road London N17 7QA
Home Start Haringey (external link)

T: 020 8352 4152

E: info@home-start-haringey.org



Offers practical support and friendship to families with young children in their own homes helping to prevent crises and breakdown. Families must have at least one child under five.

HARINGEY CALL CENTRE

Customer services centre

T: 020 8489 1000



Opening hours:

Mon to Fri ... 8.45am-5pm

LONDON LESBIAN & GAY SWITCHBOARD

T: 020 7837 7324 (Switchboard)



Provides information, support and a referral service for lesbians, gay men, bisexual, transgender people.

NORTH TOTTENHAM CUSTOMER SERVICES CENTRE

639 High Road Tottenham N17 8BD



Opening hours:

Mon to Fri ... 8.45am-5pm

NSPCC

T: 0800 800 5000



Child protection helpline.

RELATE

T: 020 8427 8694



Offer relationship and family counselling for individuals, couples and families. Also provide education and training for adults or young people and family mediation for separating or divorcing couples to help sort out issues on children and families.

Southall Black Sisters

T: 020 8571 9595

W: www.southallblacksisters.org.uk



Provides advice and information on domestic and gender based violence, racial harassment, welfare and immigration, primarily for Asian, African and African-Caribbean women. Casework primarily undertaken in London Borough of Ealing, but deals with enquiries on a national basis.

nia project – young people’s worker

(Formerly Tottenham Women’s Aid)

PO Box 58203 London N1 3XP

T: 020 7424 5000



Helpline for young people concerned about domestic violence.

RIGHTS OF WOMEN

T: 020 7251 6577



Advice line for lesbian mothers

SOCIAL SERVICES (Children & young people)

48 Station Road Wood Green N22

T: 020 8489 5499



Opening hours:

Mon to Fri ... 8.45am-5pm

YOUTH SPACE

W: www.youthspace.haringey.gov.uk/



Youth Space is the web site for teenagers in Haringey. It has been set up and designed with the help of young people in the borough and contains information, advice and news.

SECTION TWELVE

THIS SECTION...

- explains why you may have contact with a social worker
- tells you how a social worker may help you
- lists the social services offices in the borough

If you want to contact Social Services or the Education Department, you can contact a Customer Service Centre for information. Some women go to Customer Service Centres or Social Services for general information and find that they just want somebody to talk to.

Information Officers and Social Workers recognise that it is difficult for anyone to make changes in their lives. With this understanding social workers may be able to support you through looking at your options and the changes you may want to make. Many women contact local community groups for advice and support. If you would like to talk to a woman from your own community, a community group or Social Services will try to put you in contact with relevant organisations that will help you find someone.

Social workers have been working with victims of domestic and gender based violence for years in the courts, the emergency rooms, and shelters. Domestic & gender based violence does not discriminate, it happens in every racial and ethnic community, as well as in every socio-economic group. It seems incomprehensible that abused women stay in violent relationships, however, many women are often held captive by their own sense of powerlessness and the overwhelming feeling of sole responsibility for the marriage and their children. The fear that if they leave they will have to care for themselves and their children alone creates feelings of depression and despair.

SOCIAL SERVICES

If the victim of domestic and gender based violence is a vulnerable adult, under the safeguarding policy and with consent, a joint safeguarding investigation with the Domestic Violence Unit can be initiated to identify areas of vulnerability and a safeguarding plan can be introduced to offer protection. The Adult Protection Team also works jointly with the Children's services if there are children in the family.

Social Services teams that may be able to assist you are:

- Children & Families
- Older People
- Refugees & Asylum Seekers
- Learning Disabilities
- Travellers Liaison
- Mental Health
- Physical Disabilities & Sensory Impairment

Sometimes the person who assaults you is also assaulting your children or your children may be hurt by 'getting in the way'. Children are also affected by witnessing violence and by witnessing verbal aggression. The police, schools, concerned family or neighbours may bring concerns about your children's welfare to the attention of Social Services. Social Services will work together with you to get to the bottom of any allegation.

If this happens to you the social workers will usually try to help a mother to protect her children from further experiences of abuse. You may be allocated a social worker who can assist you to access services, assist with your housing and benefit issues and other related needs.

What Social Services can offer:

- Emergency Referral Service.
- Advice about what you can do about your situation.
- Information about women's support groups.
- Information and support for lone parents.
- Help with interpreters including sensory impairment interpreters.

Local Safeguarding Children's Unit

The Safeguarding Children Unit is part of Social Services and has four main areas of work: Looked After Children; Child Protection; Children In Need Project and Family Group Meetings.

The Safeguarding Unit delivers an effective conference and review service for children involved in the child protection system and for children who become looked after by the local authority. The Unit is also responsible for facilitating the development of a multi-agency framework for responding to children in need.

Customer Service Centres

Advice on all council services including Social Services – they are open for visits and do not take phone calls.

HARINGEY COUNCIL CUSTOMER SERVICES

T: 020 8489 1000

HORNSEY CUSTOMER SERVICES CENTRE

Broadway Annex Hornsey Town Hall
Crouch End N8 9JJ



NORTH TOTTENHAM CUSTOMER SERVICE CENTRE

639 High Road Tottenham N17 8BD

SOUTH TOTTENHAM CUSTOMER SERVICE CENTRE

Apex House 820 Seven Sisters Road N15 5PQ

WOOD GREEN CUSTOMER SERVICE CENTRE

48 Station Road Wood Green N22 7DY

INTEGRATED ACCESS TEAM (IAT)

40 Cumberland Road Wood Green N22 7SG

T: 020 8489 1400 (24hrs) F: 020 8489 4900

SMS: text IAT to 80818

E: IAT@haringey.gov.uk



Opening hours:

Mon to Fri ... 8.00am-6pm

Opening hours:

Mon to Fri ... 8.45am-5pm

Opening hours:

Mon to Fri ... 8.45am-5pm

Opening hours:

Mon to Fri ... 8.45am-5pm

Opening hours:

Mon to Fri ... 8.45am-5pm

Services seven days a week, 24 hours a day

NATIONAL ORGANISATION ACTION ON ELDER ABUSE

PO Box 60001 Streatham SW16 9BY

Helpline: 0808 808 8141

Tel: 020 8765 7000 Fax: 020 8679 4074

E: enquiries@elderabuse.org.uk

W: www.elderabuse.org.uk



Action on Elder Abuse gives confidential advice and information to older people who are suffering from violence or abuse. A relative or friend of the person being abused can also contact the helpline on behalf of the older person. The helpline can be used in the case of older people who live at home, in a care home or who are in hospital.



SECTION THIRTEEN

THIS SECTION...

- Outlines ways in which women's health may be affected in domestic violence.
- Gives advice on GP and other support.
- Gives information on the NHS direct service.
- Gives information on accessing services.
- Gives information on where to go for health advice.

You may want to find out how and where to get medical care, including how to get a doctor, emergency care and emotional care. Living with abuse can affect your physical and emotional health but assistance and support is available.

GP and other support

Staying healthy means looking after your physical, mental, sexual and emotional health therefore you are taking care of your whole body and mind. You should never be nervous or afraid of going to your doctor to talk through a domestic or gender based violence problem. Your GP may be able to write letters on your behalf for courts and other official proceedings. Your health visitor or practice nurse can offer emotional and practical support.

HEALTH

NHS DIRECT



NHS Direct is a 24 hour Helpline on 0845 4647

Call to receive medical advice and information on all health services including finding a doctor, dentist or optician.

NHS Direct Online at www.nhsdirect.nhs.uk provides information on health services and links to self help groups. If you need assistance in contacting some of the local health services, the community organisations listed in this booklet can assist you.

Emotional support

Living with the effects of domestic and gender based violence can be difficult. Talking with a friend or counsellor can help put things back into a manageable perspective so that you can be better able to cope. Counselling gives you the opportunity to talk privately with someone about your feelings and thoughts, and to explore what changes you want to make in your life. Remember, your doctor may be able to advise on a range of options and provide support and advice on what action to take.

IF YOU ARE FEELING SUICIDAL AND NEED TO TALK TO SOMEONE,
THE SAMARITANS 24 HOUR HELPLINE IS **0845 790 9090**.

Where to go for health advice

You may want to talk to your GP but you can also get advice from:

COMMUNITY MENTAL HEALTH TEAM

274 Tynemouth Road Tottenham N15 4RH

T: 020 8275 4089



DASH (Drug Advice Service Haringey)

4th floor Alexandra Court 122-124 High Road
Wood Green London N22 6HE

T: 020 8489 4011 F: 020 8375 3340

**HAGA** (HARINGEY ADVISORY GROUP ON ALCOHOL)

590 Seven Sisters Road
London N15 6HR

T: 020 8800 6999

**NORTH MIDDLESEX HOSPITAL
WALK-IN CENTRE**

Sterling Way Edmonton N18 1QX

T: 020 8887 2000

**THE HAVEN WHITECHAPEL SEXUAL ASSAULT
REFERRAL CENTRE**

The Royal London Hospital Whitechapel

T: 020 7247 4787



Provides a wide range of services, information and advice for adults who are experiencing problems with their drug use.

Also offers information to relatives, partners and friends.

Offers counselling on alcohol abuse.

Opening hours:

Mon to Fri ... 11am-4pm (drop-in service)

Wed ... 11am-4pm WOMEN ONLY

Nurse-led health service dealing with minor illnesses and injuries.

Opening hours:

Mon to Fri ... 8am-10pm

Sat to Sun ... 8.30am-10pm

Provides 24 hour forensic examinations following rape, and follow up care for one year after the assault.

When you leave a violent relationship you often expect to be happy and cheerful. The reality is often, however, that it is only when you are safe and have removed yourself from the violence that you can start to allow yourself to feel anything about your experiences.

Women choose different ways to deal with the aftermath of the painful experience of domestic and gender based violence and may make a new start by:

- Changing their lifestyle
- Becoming more independent
- Enjoying the opportunity to make more choices
- Joining local community groups
- Returning to education or work

These changes can make a positive impact on your life. Some women find it very useful to talk about their experiences with women who have had similar experiences for instance, as part of a support group. But it is important to be aware of how you might feel hearing other women's stories particularly for women who have not had a chance to talk about how they are feeling on a one to one basis, as it can be really painful. Other women may choose to do something physical to feel better about themselves, for instance, practicing meditation, going to a gym (most run both women only and mixed exercise sessions), joining a self-defence class or an exercise class at a local leisure centre. Some women may be trying to take decisions about their future immediately, even though being subjected to violence can make you feel as though you have no control over your life. So it can feel like a huge decision just choosing what to wear in the morning, or whether to get up at all. It is important that you give yourself time to decide what you want to do: try and get a job, change your job, go into further education.

Only YOU can decide what you want from life and what is best for you!

Being in a violent relationship is difficult, painful and stressful but life after abuse can give you the opportunity to take control of your life and time to overcome some of the painful experiences. You can also develop your own ways to live with your experiences and move on to a more positive life.

SECTION FOURTEEN

SURVIVING VIOLENCE – LIFE AFTER ABUSE

Peace of mind is a treasure
 Of greater wealth than gold
 More precious than a jewel
 And if this prize you hold
 You're rich beyond all telling
 Though life may be unkind
 It cannot rob you of the treasure
 Of a quiet mind.

I'm sitting at home and I'm wondering if
 There's something in life that's better than this
 The panic, the fear, the shouting and crying
 Is it me that's doing the lying?

The lying that seems to have taken control
 Has taken my family and all that I know
 Today the same thing has happened again
 But this time the feeling is not one of pain
 My mind and my body are angry and sad
 So I think it's the best time to pack up my bags
 My mind's in a turmoil – what do I do?
 Without even thinking – to the police I go
 There I get sympathy, someone who cares
 Nobody realises unless they've been there
 People are ringing around for a place
 The tears that are falling are stinging my face ...

... Then someone comes in and says to me
 There's a space in a place, are you ready to leave?
 Up I get with child in tow

A place in a refuge is where I will go
 There I was greeted with kindness and smiles
 With tea and a fag, I'd be okay for a while
 My name and my details were all taken down
 Then it was time to be shown around
 A new chapter in my life is about to begin
 Bringing around from place to place
 DSS, schools, and doctors, but most important housing
 All done by workers of a charity force
 Until the time they think you can cope

WITH YOUR BEST FOOT FORWARD
 THERE'S ALWAYS HOPE

Written by
 two former Tottenham Women's Aid residents

Contact Us

We endeavour to keep 'I Shall Survive' as accurate and up-to-date as possible, however if you would like to make any suggestions, comments, additions or to order extra copies please do not hesitate to contact us.

Contact:

EQUALITIES & DIVERSITY TEAM

T: 020 8489 2574

E: equalities@aringey.gov.uk



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... **i SURVIVED**

'Uns Di la Mijstoj' është në dispozicion në Shqip në uebsajtin e Haringajit.	ALBANIAN
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	BENGALI
	CHINESE
	FRENCH
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