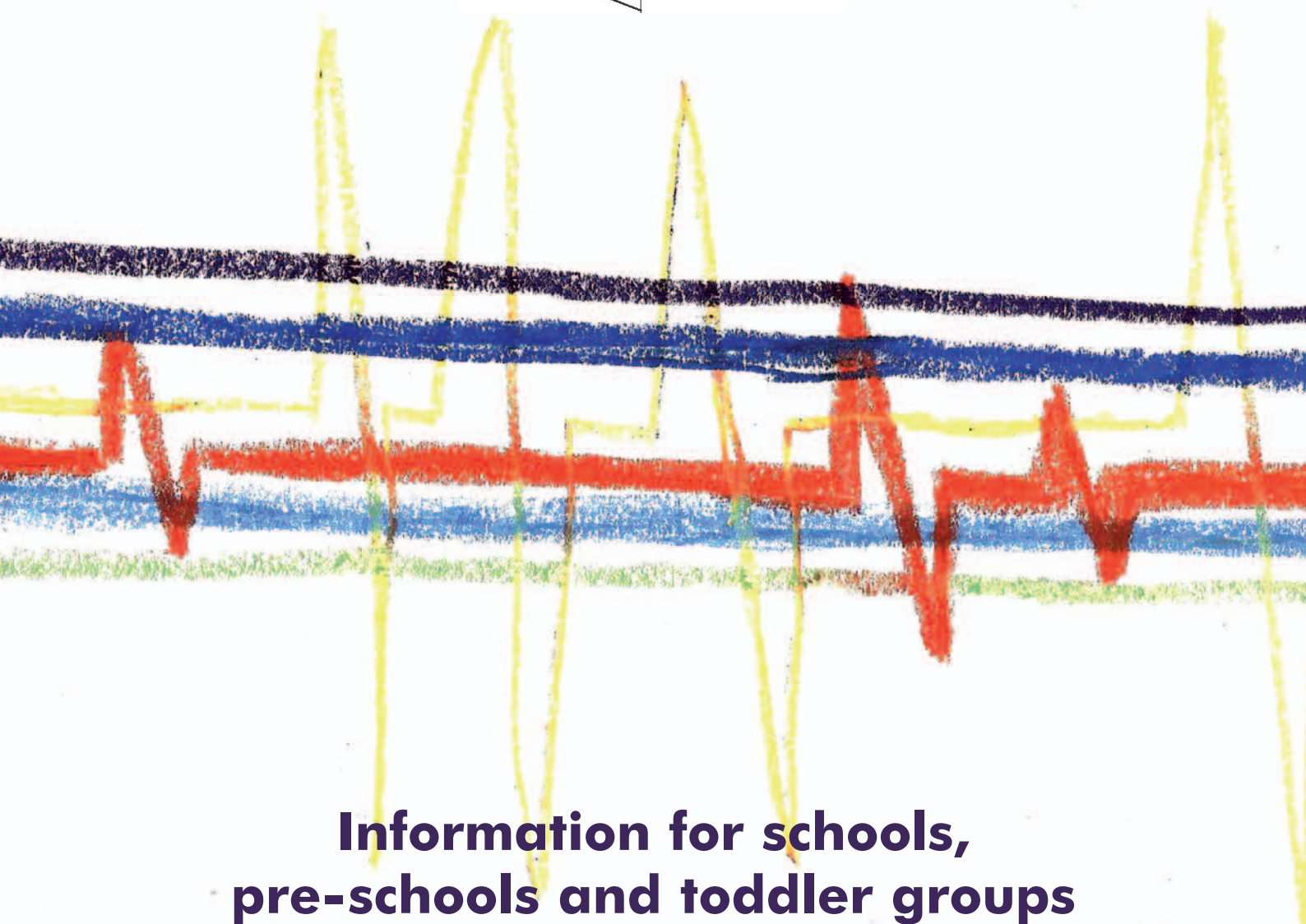


# Domestic Violence and Abuse



**Information for schools,  
pre-schools and toddler groups**



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## **Definitely**

*Although we have taken reasonable care in the compilation of this booklet, we cannot guarantee that inaccuracies will not occur. We will not be held responsible for any loss, damage or inconvenience caused to you or anyone else as a result of any inaccuracy or error within these pages. If you discover any information which you believe to be inaccurate or inappropriate, please contact the forum on 01256 405 208.*

# Introduction

This guide has been produced to increase awareness among those working with children and young people about domestic violence and abuse issues.

Domestic violence and abuse affects one in four women and one in six men during their lifetime<sup>1</sup>. More than 750,000 children a year witness domestic violence. Nearly three quarters of children who were on the 'at risk' register live in households where domestic violence occurs<sup>2</sup>.

In 90 per cent of cases the children were in the same or the next room when the incident occurred<sup>3</sup>. It is also estimated that between 40 and 70 per cent of children living in these households suffer from direct abuse<sup>4</sup>.

Nearly 75% of girls and 50% of boys have reported some sort of emotional partner abuse<sup>5</sup>.

In Rushmoor and Hart more than 1,600 calls are made to the police each year as a result of domestic violence and abuse.

Monthly MARAC's (*Multi Agency Risk Assessment Conferences*) are held to discuss the highest risk cases and enable the professionals involved with the families to share information and take actions to reduce the risk of further harm to the victim and their children.

Domestic abuse has a major impact on children's ability to develop and function effectively, thereby affecting their capacity to learn.

***“Reality is black and white because it's harsh, sharp angles, blunt cuts. My life has been disrupted by violence”***

***“I get angry when people can't understand me. I have to learn to talk not shout, whisper not scream”***

***“How many masks do you wear? How many would you choose to stop wearing?”***

<sup>1</sup> Information obtained from the BSC Survey 2004

<sup>2</sup> Department of Health, 2002

<sup>3</sup> Hughes, 1992

<sup>4</sup> APA 1996, Berry, 1998

<sup>5</sup> NSPCC and University of Bristol 2009

# ***Why domestic violence/abuse is an issue for schools, pre-schools and toddler groups***

- Domestic abuse can affect a child's ability to reach their full potential - emotionally, physically or academically
- Children experiencing domestic abuse may have a disruptive effect on other children through violent outbursts or bullying
- Schools and other settings can provide a safe environment where positive relationships with adults and peers can be modelled. They are also places where families may seek advice and support.
- Children spend a significant proportion of their lives in schools
- Schools have a duty to protect and promote the welfare of the child including a legal obligation to promote the social, moral and other aspects of a pupils development
- Domestic abuse amounts to significant harm to children and young people and will involve child protection and safeguarding procedures

## ***Definition***

Domestic violence is “Any incident of threatening behaviour, violence or abuse (*psychological, physical, sexual, financial or emotional*) between adults who are or have been intimate partners or family members, regardless of gender or sexuality” (Home Office 2006). This includes issues of concern to black and minority ethnic (BME) communities such as so called 'honour based violence', female genital mutilation (FGM) and forced marriage.

**Domestic abuse frequently co-exits with child abuse.**

**The following are some examples of the different forms of abuse:**

- **Physical abuse** can include pushing, slapping, kicking, biting, punching, hitting, burning, choking, assaulting with weapons, murder
- **Emotional and psychological abuse** includes name calling, threats, smashing things, humiliation, controlling who they see and what they do, treating them like a servant, acting jealously, blaming them for everything that goes wrong, using children to get at them
- **Financial abuse** includes not letting them work or study, controlling all the family money, keeping them short of money, running up debt in their name, making all of the financial decisions
- **Sexual abuse** includes - sexual 'put downs', rejection, unwelcome demands, making them do sexual things they don't want to do, hurting them sexually, pressure, coercion and rape

# ***Signs that a child or young person may be affected by domestic abuse issues***

Each child or young person who experiences domestic violence will respond differently. Some children may be resilient and not exhibit any negative effects and others will display many signs of distress both internally and externally through their behaviour. The effects may be short and / or long term.

**The following is a list of some of the signs to be aware of:**

## **They may:**

- have physical injuries, including bruising and broken bones
- be overly protective of the non-abusing parent and / or siblings by physically intervening or withholding information
- become anxious or depressed
- have difficulty sleeping
- have nightmares or flashbacks
- be easily startled
- complain of physical symptoms such as tummy ache
- show signs of neglect
- start to wet the bed
- have temper tantrums
- behave as though they are much younger
- have problems at school
- become aggressive or they may internalise their distress and withdraw from others
- have a low sense of self worth
- begin to play truant or start to smoke, use drugs and / or alcohol
- begin to self harm by taking overdoses or cutting themselves
- have an eating disorder
- be secretive or silent
- have development delays
- have poor social skills
- show anti-social or disturbed behaviour
- bully or be bullied
- show personality changes, for example, becoming withdrawn or introverted
- display a lack of concentration
- run away from home
- show a reluctance to form or develop friendships with school mates

Children and young people may also feel angry, guilty, insecure, alone, frightened, powerless or confused. They may have ambivalent feelings towards the abuser and the non-abusing parent and may also feel that the abuse is their fault.

Domestic violence maybe one of many other issues that are happening within the family home and the abuse itself can create other issues for a family.

# ***Responses to suspicions or disclosure by a young person - when a child wants to talk***

## **DO**

- **Be accessible and receptive**
- **Listen carefully**
- **Take it seriously**
- **Reassure children they are right to tell**
- **Negotiate getting help**
- **Find help quickly**
- **Make and keep careful records of what was said straight away**
- **Comply with Child Protection Procedures**

## **DON'T**

- **Jump to conclusions**
- **Try to get the child to say more than they are comfortable with**
- **Speculate or accuse anybody yourself**
- **Make promises you can't keep**
- **Pre-empt or prejudice any criminal investigation or the giving of evidence to in court proceedings**
- **Try to hurry them, let them take the time they need to talk to you**

If a referral is made to Children's Services and a child is believed to be at risk of serious harm a Child Protection Conference may be held. This is an independently chaired meeting involving parents, other family members and relevant professionals. Information is shared and a plan agreed to ensure the safety and well being of the child.

# ***What is the child or young person likely to have seen and heard?***

- Heard the victim being verbally abused, humiliated and threatened
- Seen bruises and injuries on the victims
- Heard the victim scream and plead for help
- Seen the abuser removed and taken to the police station
- Seen the victim being taken to hospital by ambulance
- Seen physical injuries of their own or their siblings

## **They may also have:**

- Been used as a pawn or spy by the abuser to try and control the victim
- Been forced to participate in the incidents
- Experienced unexpected and / or frequent house moves as the victim tries to protect themselves and the children

# ***Why doesn't a victim leave in these circumstances?***

Whilst the risk of staying may be very high, simply leaving the relationship doesn't guarantee that the violence will stop. In fact, the period during which a victim is planning to leave, or actually leaving is often the most dangerous time for them and the children.

## **Some of the reasons victims of abuse have given for staying are:**

- They are frightened of the abuser and what they might do if they leave
- They still care for / love their partner and just want the behaviour to change
- They feel ashamed about what has happened and believe it is their fault
- They are scared about the future in terms of money, housing, what will happen to the children and if they will have to hide forever
- They are worried about being isolated from their family or friends
- They have no confidence in their ability to manage on their own
- They believe it is better to stay for the sake of their children

Victims need to be supported in their decisions and will often make several attempts to leave before they leave permanently and safely.

# Disclosure from a child or young person of domestic violence / abuse

## Listen to the child or young person

- Stay calm and take what they are saying seriously
- Do not ask leading questions but listen to their story and try to make sense of what you are being told:
  - Are they currently being harmed?
  - Are they likely to be harmed in the future?
  - Is anyone else at risk of being harmed?
  - Do they need medical attention?
  - What are their overall needs?
  - What is important to them?
- Try not to look shocked or disbelieving
- Advise them you may need to inform others if you are concerned for their safety

## Issues for the child or young person to consider

- Their immediate worries and concerns
- How they hope the situation will be resolved
- Adults who know about the situation or who they can talk to
- Their main fears about the situation
- Have they been involved in the violence?
- Do they feel safe?

## Reassure the child or young person

- Assure them that you believe them and they are not alone
- Domestic abuse is unacceptable and taken seriously
- It is not their fault - they are not responsible for another person's actions
- As a child/ young person they have a right to protection and support
- Acknowledge how hard it must have been for them to tell you about what has happened and reassure them teachers, support staff and other agencies working with them are here to **HELP** and **NOT JUDGE**
- Explain what will happen next

## Make a written record of the discussion

- **(be aware that the child's file could be seen by their parent)**
- Record what you did next and who you shared the information with and why
- Follow the school / nursery / youth group's Child Protection procedures



# ***Response to notification by an external source concerning a child***

Sometimes the first time that a school, pre-school, nursery or youth group are aware of domestic abuse issues in the home of one of the children or young people may be from an external source such as the police, Children's Services, friend, relative or class mate. Where possible try to encourage an atmosphere in which the child or young person can confide in you if they want to do so but do not try to get a child to say more than they are comfortable with saying.

**Refer the matter to your child protection officer for advice.**

## ***Receipt or notification of a child or young person form (CYP) from the Police or Education Welfare Service***

**If you receive, or are notified of, a CYP form, please consider the following:**

- 1** As a result of the information in the CYP, do you need to have a discussion with the child / young person or their parent?
- 2** Assess the needs of the child / young person
- 3** Consider which other members of staff need to be made aware of the information
- 4** Record the information on the child's file
- 5** Offer support to the child / young person
- 6** Provide information on local and national services available to them
- 7** Consider practical safety measures if needed e.g. safety planning, safe routes to school, varying arrival / leaving times, ensuring staff are aware and can identify abuser
- 8** Continue to monitor the situation and if matters change and / or there are concerns for safety review any actions needed.

If at any point there are additional needs, consider a referral to the Common Assessment Framework (CAF) process. This involves professionals and the family working together to decide what help and support a young person may need. This results in an action plan. A CAF can only take place with the consent of the child and family and if the family are not willing to engage with the CAF consider what further action may be necessary, for example a referral to Children's Services. Information on CAFs can be found at <http://www3.hants.gov.uk/childrens-services/practitioners-information/caf-and-locality-teams/caf-support-and-resources.htm>

# ***Safety planning for the child or young person***

## **Domestic Violence / Abuse**

It is very important for the child or young person to stay safe when there is a fight. They may feel they have to stop the fight and protect the parent who is being hurt but this can be very dangerous and put them at risk of being hurt.

Research has indicated that more than 300,000 children and young people are injured each year as a result of trying to stop arguments at home<sup>1</sup>.

**It is not the child's responsibility to protect their parent from abuse and instead of trying to stop the fight they could:**

- Call 999
- Find a place in their house where they can be safe, preferably somewhere there is a phone. If they have a mobile make sure there is always credit on it (*although 999 calls are free*) and the battery is charged
- Think about whom they could confide in about what is happening so that they can phone them in an emergency. They can also agree a code word so that they only have to say the word and the person they have phoned will know what to do
- Think about where they could go (such as a friend, neighbour or relatives house) and maybe leave a change of clothing there
- Think about making a safety plan and try to keep this with them. Make sure that the abuser can't find this information.

Domestic Abuse hurts children and young people. Some children and young people are also abused by other members of their family.

Whatever the cause, domestic abuse is not OK and it is not the fault of the child or young person who deserves to live a life free from abuse.

Below is an example of a safety plan which can be completed by the child / young person (*reproduced with the kind permission of Women's Aid*)

<sup>1</sup> NSPCC research  
January 2009

# Safety Planning Document for children or young people

## My Safety Plan

My name and age (and names and ages of brothers and sisters if you want)

My address

My phone number

Someone I trust and can talk to about my worries is:

His/her phone number is:

His/her address is

Other people I can ring in an emergency (include name and phone numbers)

Safe places for me to go when there is a row at home are:

**If I end up away from home I can call Runaway Helpline on 0808 800 7070.**

My friend,  knows about the domestic violence, s/he and I have agreed on the code word  in case of emergencies. S/he can then call help for me. S/he knows my address and phone number.

Local Police station phone number:

**Ring 999 for emergencies**

women's aid  
until women & children are safe  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

"The following information is taken from the Hideout website, [www.thehideout.org.uk](http://www.thehideout.org.uk), and is protected by copyright to Women's Aid Federation of England (© 2006 Women's Aid Federation of England)."

# What children and young people want

Key messages from research by Kidscape - The Hideout online survey June/July 2007

**1 Children and young people are almost always aware of the abuse - even if their parents try to keep it from them:**

"I was really scared when I first heard my Mum and Dad shouting. I was afraid to go downstairs... I tried to forget all about it and go to sleep, but I couldn't because of all the things in my head... when I woke up the next morning it was all back to normal again. I didn't know what to do..." *Silas, 11yrs*

**2 They would like to find someone they could talk to about their experiences, and whom they could trust:**

"I'm feeling safe now because I have people around me and I'm talking to them now so if you get lonely ... talk to someone you feel safe with". *Ethan*

**3 They wanted to be listened to, to be taken seriously, and to be believed:**

"My friend is being subjected to domestic violence .. he has been trying to find help but he doesn't know where to go.... He can't talk to anyone, no-one believes him.... I just wish that I could do something to stop it." *Sara, 12yrs*

**4 Children and young people who had experienced domestic violence and other abuse were very supportive of each other:**

"I read your message and I would like to say that it made me feel sad for you, but you are not alone. Loads of people are in the same situation... I hope that someone can help you!" *Milly*

**5 Children and young people wanted their views to be taken into account, whenever decisions were made that would affect their lives:**

"... I just hope the court will listen to me and my mummy. I think we shouldn't have to see him. We can think for ourselves, I think the court should let us have our say..." *Suzey, 14 yrs*

**6 In particular, they did not always want to see the abusive parent or not until they were ready to do so:**

"My dad used to hit me and my sisters ... every week ... he hurts my mum and us and I feel sad. I hate him and I dont want to see him again". *Jay*

**7 Children and young people wanted clear information and an appropriate response from any agency they approached for help and support - but sometimes found that was not forthcoming:**

"I found by talking to the authorities the abuse worsened, my friends were not in a position to help, so I ended up carrying the burden alone...."

*Marcus, 17 yrs*

**8 They appreciated the help provided by refuge organisations and other specialist domestic violence services - though they also found it hard if they had to leave home:**

"... the hardest thing for me has been leaving my friends behind and knowing I have to make new ones where I live now. I also miss my belongings ... it has been a different time in my life but it is alot better now and we are starting a new life and it will all be worth it in the end."

*Sophia, 16 yrs*

**9 Those children and young people who had ongoing support were appreciative of the help provided - for example through a special Women's Aid support group set up for children and young people who had experienced domestic violence:**

"... I really enjoy the girls' group. I would miss this support, it makes me less worried". *Cara, 11 yrs*

*These messages from children and young people should not be ignored. It is clear that children are profoundly affected by hearing and witnessing domestic violence. They want to be able to talk about their experiences, and get help and support - but often such support is not readily available.*

# ***Disclosure from a parent/carer of abuse***

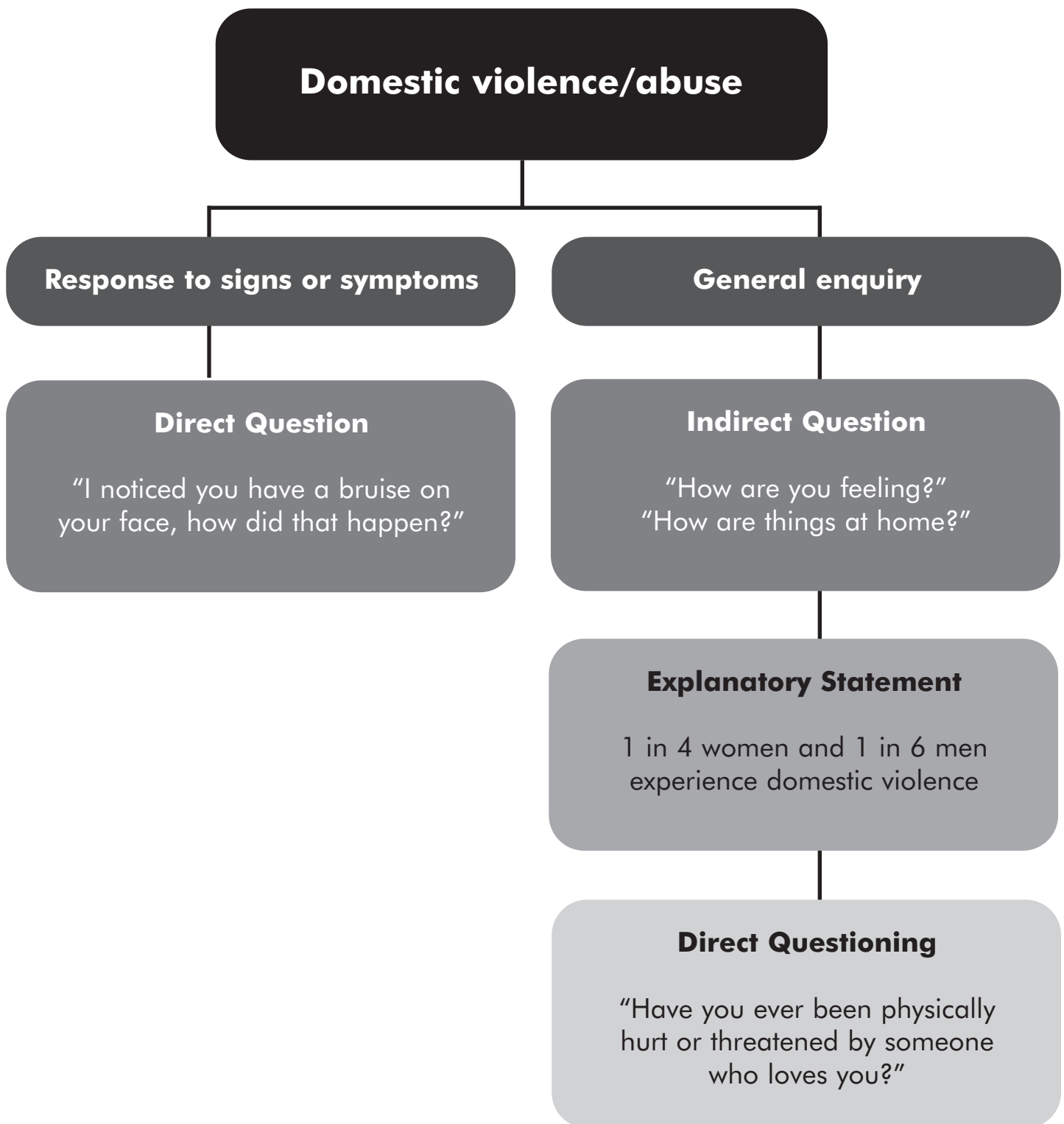
## **Listen to the parent/carer in private.**

- Reassure and make time for them
- Explain the situation about confidentiality and that you will need to pass on the disclosure if there are concerns for their safety or that of the children in the family
- Listen but don't try to tell someone what to do - focus on safety and making the person feel supported and valued
- Let them know that you believe them and make it clear that the abuse is not their fault
- Let them know they are not alone and many others are suffering
- Discuss the history and circumstances, if appropriate, of the abuse
- Find out what support they need and what they would like you to do
- Discuss the effects on the child and any safety issues
- Be supportive with requests for variations in the child's arrival and departure time from school, where there are concerns for safety
- Clarify the reasons at this point, why you may have to disclose the information to other agencies and who these agencies will be
- Make a written record of discussion on child's file
- Check for concerns about the perpetrators tracking down their former partner through the school
- Be aware of local and national specialist advice and support services and signpost as appropriate
- Remember the perpetrator is likely to be very plausible and manipulative - don't be fooled!
- Be aware that the victim is likely to play down the extent of the abuse or even deny that it is happening - they may well blame themselves

## **Some options for the abused to consider include:**

- Seeking help from a helpline
- Contacting the police
- Obtaining legal advice from a solicitor about injunctions or restraining orders
- Taking additional security measures
- Seeking emergency refuge accommodation
- Making a safety plan

**REMEMBER - confidentiality does not mean keeping information to yourself if you think a parent or child might be at risk**



**Safety of the person experiencing the abuse and of any children is paramount.**

**NEVER arrange joint interviews with the perpetrator or suggest reconciliation.**

# After disclosure the following action is recommended:

## Respect and validation

- Listen carefully, take the disclosure seriously and accept their perception of the abuse
- Let her/him know that this is not unusual and s/he is not the only wo/man experiencing this. **Domestic abuse is serious.**

## Response and risk assessment

- Consider the need for physical and/or mental health assessment.
- Consider imminent and long term danger to the wo/man and her/his children.
- Discuss safety planning.

## Record keeping

- Record information accurately so it can be used as evidence.
- Do not record domestic violence in records to which the perpetrator could have access.

## Providing information

- Check it is safe for the wo/man to take information (e.g. card / leaflet) with her.
- If only one contact number is given it should be Women's Aid National Helpline or Male Advice line

## Information sharing and confidentiality

- Be honest about limits of confidentiality.
- Where it is believed that children are at risk of significant harm, child protection procedures must take precedence.

## Support and follow up

- Provide support and follow up where appropriate.
- Maintain continuity of staff where possible.

## Useful contact numbers

**Woman's Aid National Helpline**  
0808 2000 247

**Male Victim Advice Line**  
0845 064 6800

**Hampshire Constabulary**  
0845 045 4545  
01256 405 273

**Rushmoor and Hart Police  
Domestic Abuse Unit**  
01256 405349



# Keeping safe

## In an emergency, if you are being attacked or abused:

- Call 999 immediately to alert police
- Stay away from the kitchen
- Get to a room with a door or window so that you can escape
- Call for help
- Get out of the house

## Have a safety plan

A personal safety plan is a way of helping you to protect yourself and your children. It helps you think about how you can increase your safety either within the relationship or if you decide to leave.

## If you still live with your partner or family member who is abusing you:

- Tell someone about your situation - a friend, relative, colleague or neighbour; someone who can give you help and support
- Try to seek professional advice
- Talk to **specialist trained police** (call 0845 045 4545 and ask for the Domestic Abuse Unit) or **Victim Support** (call 0845 3030 900)
- Teach your children to call 999 in an emergency and what they need to say (their full name, address and telephone number)
- Identify a safe exit and use it if you feel an abusive situation is about to arise
- If you cannot leave home, try to avoid risk areas such as the kitchen or garage where there may be knives or weapons
- Teach your children that it is not safe for them to intervene directly
- Keep with you any important and emergency contact numbers
- Pack an emergency bag for yourself and your children and keep it somewhere safe
- Keep your mobile phone fully charged and with you at all times
- Keep a diary of all events, assaults, harassment, threats etc and any contact by phone or texts
- Plan in advance how you might respond to different situations, including crisis situations
- Use your own instincts and judgement about the situation

*(Information from Hampshire Constabulary Domestic Abuse Safety Plan leaflet)*

## **If you are thinking about leaving**

If you do decide to leave it is best if you can plan this carefully as sometimes the risk of violence increases if your abuser thinks you are able to leave. Plan to leave at a time when you know that your partner will not be around and if you are concerned, you can ask for a police officer to be present while you leave.

Take your children with you when you leave and try to make sure you have a safe place to go. The National Domestic Violence Helpline on 0808 2000 247 (or 0808 801 0327 for male victims) can offer advice and guidance as to how to safely leave. If possible try to set aside a small amount of money each week in a separate bank or post office account and pack an emergency bag containing:

- Clothing and toiletries for you and your children
- Your children's favourite small toys
- Some form of identification for you and your children, for example passports and birth certificates
- Any documentation relating to the abuse - diaries, police records, court orders and copies of medical records
- Money, bank or post office books, child benefit or welfare books / cards
- Prescribed medication for you and your children
- Car and house keys

## **If you live alone or not with the person who is abusing you**

- Change the locks and install window locks
- Get advice from your local police
- Use an answering machine to screen your calls
- Have an ex-directory number and if you need to phone your abuser make sure your call can't be traced by dialing 141 before ringing
- Inform neighbours of the situation so that they can contact the police if they see or hear anything unusual

## **Other steps you can take**

- Inform someone you trust at work about your situation
- Plan differing routes home from work and avoid routines
- Try to avoid places such as shops, banks or cafes that you used to use when you were together
- Make sure no one passes on your new details if you have had to move or change phone number
- If the abuser comes to your door, don't open it and call 999 immediately. Do not make contact with your abuser or reply to any messages or texts

## Children

It is very important to ensure that safe contact arrangements are in place before child contact takes place as this can be a dangerous time for you and / or your children. If possible consult a solicitor as soon as possible after leaving to ensure that you have the necessary legal protection in place.

If you are in any way concerned about 'handover' of the children, consider using a Child Contact Centre, either supported or supervised (depending on whether it the non-resident parent needs to be observed during contact or if the centre is just needed to enable a safe handover).

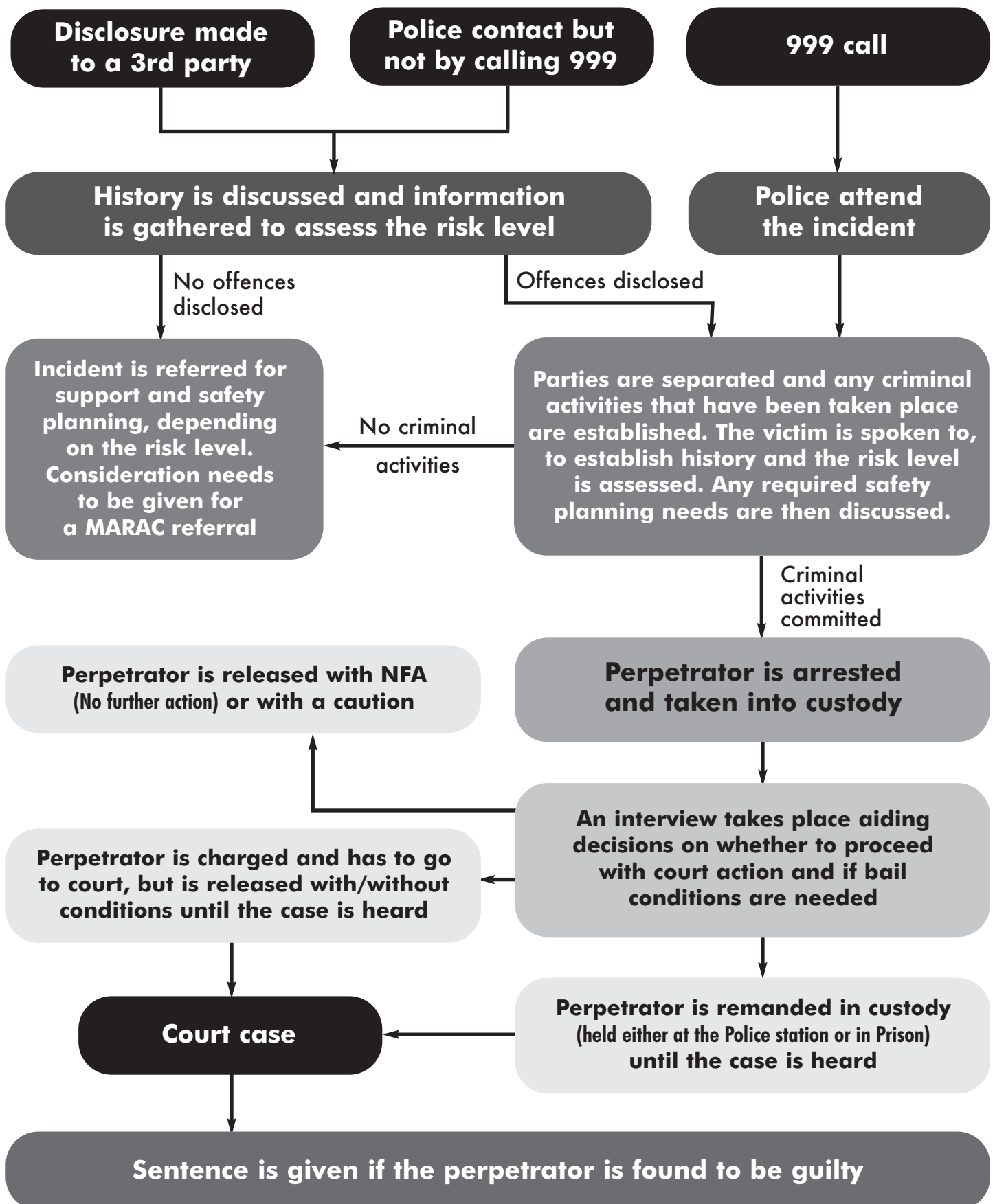
## Talk about it

It is your decision as to whether you tell people or not that you have experienced domestic abuse. However, if you still feel unsafe it might increase your safety if you tell your family and friends, your children's school / nursery and your employer or college what is happening.

Children do not have to see violence to be affected by it. They hear it and sense it, and can be frightened and saddened by it. Talk to your children and tell them it's not their fault. If you have left the relationship talk to your children about what they should do if the abuser contacts them unexpectedly and discuss rules about checking before answering the door, who is allowed in the house, how to deal with phone calls and about the need to keep their new address confidential. There are organisations that can specifically help children who need to talk about things that are upsetting them and it is important to enable your children to access this support.

Talk to your friends, relatives, doctor or nurse about how you are feeling and / or access a local support group so that you can be with others who understand what you are going through.

# When the Police are involved in a Domestic Abuse Incident



# Legal Remedies for Domestic Abuse Victims

The following flowcharts explain the different legal pathways available

## Criminal Law

Proceedings under the criminal law

### Victim

Anyone who is a victim or witness of violence (domestic or otherwise) can make a complaint to the police. If there is enough evidence, proceedings can be brought in the criminal courts. The matter can also be reported to the Police by the perpetrator.

### Injury

Types of injury suffered by the victim, includes:

- Assault
- Grievous bodily harm
- Actual bodily harm
- Threatening behaviour
- Sexual assault
- Rape

### Court

The case is brought either in the Magistrates Court or the Crown Court, depending on the nature and severity of the offence or, if the Defendant elects, trial by Crown Court where such option is available.

In the Crown Court the case will be decided by a jury. In the Magistrates Court the case is decided by the Justice of the Peace (JP)

### Penalties

If the perpetrator is found guilty then a variety of penalties are available. The sentence will depend on the type of court, the nature of the case, previous convictions etc.

#### Penalties include:

- Prison
- Probation
- Combination Order
- A Compensation Order to the victim
- Fine
- Community Service

## Criminal and Civil Law

Proceedings under The Protection from Harassment Act 1997

### Victim

This act applies to anyone who is a victim of unpleasant and anti-social behaviour including 'stalking'. If there is enough evidence, proceedings can be brought in either the criminal or the civil courts.

### Examples of anti-social behaviour

#### Examples of anti-social behaviour include:

- Causing fear to the victim
- Stalking
- Nuisance 'phone calls
- Silent or offensive 'phone calls
- Poison pen letters

Generally the anti-social act should have occurred on at least two occasions so that it can be classed as a 'Course of conduct'

**The test for harassment is:** The perpetrator ought to know that his/her conduct amounts to harassment, if a reasonable person in possession of the same information would think that this type of behaviour amounted to harassment

### Court

Proceedings can be brought in either the Magistrates Court or the County Court but they look at different issues. The Magistrates Court considers whether the conduct amounts to a criminal offence. The County Court looks to see if an injunction and damages can be awarded to the victim.

### Penalties

If the perpetrator is found guilty the Magistrates Court can impose a prison sentence, fine or a Restraining Order. The County Court can impose an Injunction and award damages for anxiety. They can also imprison the Defendant for breach of the Injunction or other contempt of court.

## Civil Law

Proceedings under The Family Law Act 1996

### Victim

The act applies to people who come within the definition of "an associated person" which includes:

- Married / co-habiting couples
- Former married / co-habiting couples
- Relatives
- People who live at the same household (other than as a tenant, lodger or boarder)
- Fiancé's (as long as their engagement has not ended more than 3 years ago)
- In relation to children - parents of children or people with Parental Responsibility
- Parties to family court proceedings

The victim can apply for a Non Molestation Order to forbid the perpetrator using violence or threatening violence. And/or they can apply for an Occupation Order to eject the perpetrator from the home. (Can be hard to obtain)

### Examples of injury the court will consider

- Physical injury such as cuts, abrasions, wounds, bruising, broken bones, lost teeth, black eyes etc.
- Psychological injury caused by the perpetrators behaviour e.g. depression.

**Medical evidence will help the victim's case**

### Court

Proceedings are brought in the County Court in front of a District Judge. In an emergency the judge can hear the case without the perpetrator being present. This is called a 'without notice' hearing.

### Order

- An injunction
- An Occupation Order

In certain cases where there are physical signs of injury at the time the Injunction is made, the Judge or District Judge can place a power of arrest on the Injunction Order which will allow the immediate arrest of the Defendant in the event of a breach in the Injunction. This Injunction should be filed with the police.

# ***Children who need to move school as a result of Domestic Violence/Abuse***

A family may need to move geographical area in order to escape violence and this may be to temporary or permanent accommodation. Changing schools can be difficult for the child or young person concerned, particularly because of the circumstances of the change. This may result in a delay in placing the child into a new school. Frequent moves and changes of address can lead to social isolation and loss of family and friends. There could also be associated financial issues such as the costs of travel to the school or new school uniforms.

Care needs to be taken to ensure that the child is not placed in danger by allowing the violent partner access to the child or information, which may help the perpetrator to locate the family. (This includes the need to be aware of people asking about the new family as they could have links to the perpetrator)

**Please be aware that when a family leaves an abusive situation, this can be an extremely dangerous time for the victim and children. Do not - under any circumstances disclose any information about the child or their address which may place the family in danger.**

**It may be necessary for families in this situation to vary the arrival and departure time at school if they are in danger.**

**IF YOU ARE ADVISED THAT A CHILD NEEDS TO BE REMOVED IMMEDIATELY FROM SCHOOL BY THE POLICE TO GO TO A REFUGE, DO NOT DISCLOSE THIS INFORMATION TO ANYONE OTHER THAN THOSE AS ADVISED BY THE POLICE.**

**THIS COULD LITERALLY BE A MATTER OF LIFE OR DEATH**

**REMEMBER - confidentiality does not mean keeping information to yourself if you think a parent or child might be at risk**

# ***Teenage Relationship Abuse (Dating Abuse)***

Teenagers experience as much relationship abuse as adults with several independent studies showing that 40% of teenagers are in abusive dating relationships. Dating abuse is a pattern of controlling behaviour that someone uses against a girlfriend or boyfriend. It can take many forms, including mental/emotional abuse, physical abuse, and sexual abuse and can occur in both casual dating situations and serious, long-term relationships.

Teenage romantic relationships can often be short lived, but they are experienced as intensely as adult relationships. A lack of experience in constructing respectful relationships and their peer pressure group norms, can make it difficult for teenagers to judge their partner's behaviour as being abusive with research showing that some teenagers have worryingly high levels of acceptance of abuse within a relationship and often justify the abuse with the actions of the victim (for example they were unfaithful or disrespectful). In teenage relationship abuse it has also been noted that the young person will often become isolated from their peers as a result of the controlling behaviour of their abusive partner.

## **Some research findings:**

An NSPCC survey of 2000 13-19 year olds found that 43 per cent of the teenagers thought it was okay for a boyfriend to get aggressive if a girl cheated on him, flirted with someone else, screamed at him or 'dressed outrageously'

### **Research about sexual relationship violence in Adolescents and Young People (NSPCC 2005) found:**

- 16% of teenage girls have been hit by a boyfriend
- 6% of girls were forced to have sex by a boyfriend
- Regional variations showed 80% of teenagers in the south believed hitting a boy or girlfriend was acceptable

### **NSPCC / University of Bristol research (2009) found that:**

- Nearly 75% of girls and 50% of boys have reported some sort of emotional partner abuse
- 33% of girls and 16% of boys reported severe forms of sexual abuse
- 25% of girls and 18% of boys reported some form of physical relationship abuse
- The majority of young people either told a friend or no-one about the violence, only a minority informed an adult

### **Some warning signs that relationship abuse may be occurring:**

- Physical signs of injury / illness
- Truancy, falling grades
- Withdrawal, passivity, becoming unusually compliant



- Changes in mood and personality
- Isolation from family and friends
- Frequent texts and calls from boy / girlfriend
- Inappropriate sexual behaviour / language
- Depression
- Pregnancy
- Use of drugs or alcohol (where there was no prior use)
- Self harming, eating disorders or problems sleeping
- Symptoms of Post Traumatic Stress Disorder
- Bullying / being bullied

**If you suspect teenage relationship abuse, encourage the victim to:**

- Make a safety plan
- When out on a date - speak up if there is anything they are unhappy about, match their body language to their words and keep calm, using eye contact to show strength and courage
- Think about who they could confide in or seek help from
- If they feel in danger call 999

# ***Internet and social networking site dangers***

The use of the Internet and mobile technology has increased significantly over the past few years and whilst there are many positive aspects to this technology, the way in which children and young people communicate has been greatly affected. Often users become less inhibited in their use of language and expressions of emotion and may view their use of the Internet as more anonymous than when communicating face to face. In particular, young people reaching and in the transitional stages of puberty are more likely to engage in risky behaviours in which they inadvertently might put themselves in danger and open to the attention of those who wish to harm them<sup>1</sup>.

## **Some of the ways in which children become the subjects of abuse online are:**

- Children made the subjects of abusive images
- Children groomed online for sexual abuse offline
- Children groomed online for sexual abuse online via, for example, webcams<sup>2</sup>
- Bullying by peers

## **Some of the reasons that young people may not speak up about online abuse:**

- They feel they are 'in love' and therefore have a loyalty to the perpetrator
- They are concerned and even scared about family and friends finding out about their uninhibited use of language online
- They feel responsibility for the events that may have taken place between themselves and the perpetrators
- They feel guilty, ashamed or to blame for being taken in by the perpetrator

If you feel someone is in immediate danger then please call **999** or contact your local police. For age appropriate information for children, young people, parents and teachers go to **www.thinkuknow.com**, the Child Exploitation and Online Protection Centre (CEOP) website.

## **For information about...**

### **Cyberbullying**

[www.cybermentors.org.uk](http://www.cybermentors.org.uk)

### **Inappropriate Web Contact**

[www.iwf.org.uk](http://www.iwf.org.uk)

### **Online Abuse**

Contact CEOP at  
[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

### **NSPCC Childline**

0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

<sup>1</sup> ISPCAN newsletter 'The Link' Summer/Winter 2010

<sup>2</sup> Palmer, T. 2004

# ***Cultural issues***

Every person being abused is a victim of crime and culture should not be accepted as an excuse or justification for abuse. Minority ethnic victims face additional barriers to seeking help, such as language difficulties, insecure immigration status and not being aware of the law. There are some specialised services for minority ethnic victims and a range of translated information available.

## ***Forced marriage***

Forced marriage is where one or both parties do not consent to the marriage or consent is extracted under duress. Forced marriage is recognised in the UK as a form of domestic violence and a serious abuse of human rights. Young people at risk of a forced marriage are usually experiencing emotional and / or physical abuse at home. Schools should consider forced marriage to be abuse and deal with this under their child protection procedures.

**The Forced Marriage Unit are available for advice on 020 7008 0135**

# ***Children abusing parents***

Incidents of physical or verbal aggression are part of normal child development, however, a growing minority of families are finding that their child's behaviour is beyond that normally expected and that they are being subjected to extreme violence and aggression.

Parentline Plus have reported that over a two year period, 27% of calls received by their helplines related to parental abuse with the abuse coming in forms of intimidation, aggression and physical violence.

Many parents are hesitant to speak out about what is happening and seek help as they feel that the abuse may be seen as a reflection on their parenting or the child suffering or witnessing abuse themselves but often this is not the case and there is no obvious reason for why the abuse may be occurring. It has also been noted that many parents, even if they have the courage to confide in someone, find it very difficult to accept help and support with these issues and your support as a professional could be crucial in helping them to access the support available through organisations such as Parentline Plus.

## **Signs of parent abuse**

- Threats of and / or physical violence including hitting, punching, kicking, pushing, slapping, biting, hair pulling, with or without weapons or objects used as weapons
- Swearing and name calling
- Intimidation
- A constant refusal to do as they are asked (going to bed, coming home, asking friends to leave, not attending school etc (or to contribute to the household or participate in normal family activities
- Bullying by text or phone
- Stealing money or property or misuse of parent's credit cards / phones / computers
- Deliberate damaging of property
- Threats of, or actual, violence to pets or other children of the household as a way of intimidation
- Emotional blackmail
- Drug / alcohol abuse in the home
- Belittling parents in front of friends / other family members / public

## **What can parents do about this form of abuse**

In case of severe abuse it may be necessary for the parent to contact the police, especially if they are in immediate danger, but for those reluctant to take this step the following advice is offered:

- Do not suffer in silence
- Take back control of the situation and make it clear that you will not accept their aggressive behaviour
- Suggest that you both talk to someone who may be able to help

- Work out what may be causing the behaviour and learn to recognise the warning signs, discussing the causes when everyone is calm
- Try to find out if they are drinking alcohol, taking drugs or feel under pressure to act in the same way as their friends. There may be other problems going on that you are not aware of and that need to be addressed.
- Remove all privileges such as their rights to mobiles, computers, video games and money and refuse to act as a taxi service.
- If they refuse to come home, report them missing to the police (*sometimes this intervention is enough of a wake up call for them*)
- Spend time with the child as often as possible
- Tell the child that he / she is loved, cared for and respected. Point out their accomplishments
- Keep a journal of events with dates, times and consider filming your child when they are abusing you as often when faces with media of their own behaviour they can be shocked into accepting help from professionals.
- Try not to retaliate by hitting back unless in absolute self defence, and disarm them if they come at you with a weapon
- Walk away from the situation before it escalates whenever possible
- If a child sees violence at home, they may grow up believing this is normal. Your child need to learn that no form of abuse is acceptable
- Seek help from extended family and friends and see if they can offer to give you respite by taking the child from you for a few days
- Seek professional help such as from local domestic abuse support services and groups or from the police
- Get in touch with an agency such as **Family Lives (formerly Parentline Plus)** who are dedicated to helping parents with their issues and offer accessible, non judgemental support. You can call them on **0808 800 2222** or visit their website which contains lots of helpful information
- If necessary, approach your GP and your child' school and have your child referred to Child and Adolescent Mental Health Services (CAMHS) or refer them yourself, informing them that you are suffering parent abuse.

## ***Child Protection Issues***

**The school's child protection procedures should be followed in domestic violence/abuse situations.**

# Contacts and sources of support

Please check the updated Domestic Violence Service Directory at [www.saferrushmoor.com](http://www.saferrushmoor.com), [www.saferhart.co.uk](http://www.saferhart.co.uk) or [www.nehantsdvf.co.uk](http://www.nehantsdvf.co.uk)

## ACORN

Community drug and alcohol service to help reduce the possible problems caused by, or associated with, drugs and/or alcohol use. The team also provides information, consultancy and training to other professionals.

**01276 670 883**

## ADULT SERVICES

Advice, guidance and support for elderly or vulnerable adults.

**0845 6035 630**

## ARMY WELFARE SERVICE

Offer counselling and advice to Service men and women and their dependants.

**01252 349 924**

## CAFCASS (*Children and Family Court Advisory Support Services*)

Children and family court welfare service who are responsible for both Public and Private Law Cases. CAFCASS prepare court reports and act as a mediator in matters of dispute between parents over children.

**01256 32770**

## CAB

### **(Citizens' Advice Bureau)**

The CAB gives free, confidential and impartial advice on a wide range of subjects including; family and personal legal matters, debt, benefits, housing, employment, immigration and consumer issues. The CAB is open to everyone regardless of race, gender, sexuality, age or disability.

**Rushmoor: 08444 111 304**

**Yateley: 01252 878 410**

**Fleet: 01252 617 922**

**[www.farnboroughcab.org.uk](http://www.farnboroughcab.org.uk)**

## CAMHS (*Child & Adolescent Mental Health Service*)

Multidisciplinary mental health services to all children and young people with complex, enduring mental health difficulty.

**01252 335 600**

**Practitioners Consultation line: 01252 335 638**

## CHILDREN'S SERVICES

Children's Services give advice, guidance and undergo assessments with children. If you have concerns that a child might be being abused and you want to talk to someone about your concerns, please ask to speak to the duty social worker.

**0845 603 5620**

**The out of hours number is 0845 6004 555**

## CLOTHING

North Town Clothing Exchange has a large number of clothes for children and adults, which are free to families in need. The Clothing Exchange is open on Monday mornings 10am-12noon at the North Town Community Base, 232 North Lane, Aldershot.

**01252 314 437**

## COMMUNITY ACCESS PROJECT (*CAP - Mental Health issues*)

Provides friendly, impartial advice and support for 18 - 65 year olds who are struggling to cope with daily activities as a result of mental distress (for example depression, anxiety, stress, loneliness, schizophrenia etc)

**07894 606 244**

**[broadhurstcap@hotmail.co.uk](mailto:broadhurstcap@hotmail.co.uk)**

## CONTACT CENTRE

Supported Cove Child Contact Centre is for couples that have parted, giving the non-resident parent access to their children. The Contact Centre is open on the first and third Sunday of every month between 2pm and 4pm. Attendance is by referral only, usually through the Courts, but can be via Social Services, the CAB etc. The Centre is able to take a maximum of 18 children. The visits can continue for as long as is necessary and

there are lots of toys for the children to play with at the centre, giving them and their parents quality time together.

**01252 683 687**

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### **CONTACT CENTRE**

Supervised and observed  
The Robert Centre offer supervised, observed and handover services for situations where close supervision is required by the courts or where there may be a risk of abduction. The centre is open on Mondays 1.30pm - 6.30pm in Aldershot by appointment. A fee is charged.

**01252 368 692**

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### **CONTACT CENTRE (Virtual)**

Dad's Space 1.2.1 service enables children to stay in contact with their Dad even in difficult circumstances. This online service offers monitored interactive communication in a safe environment as a vetting process determines the level of risk posed in order to determine what communication will be allowed and at what level. To make a referral email [info@dads.space.org](mailto:info@dads.space.org)

**020 7022 1853**

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### **CONNEXIONS**

Provides a range of guidance and support for young people between 13-19 years old (or 25 for those with learning difficulties or disabilities). Each school has a designated Connexions Personal Adviser who is able to give advice and

guidance on a variety of issues that young people face - from employment and careers to housing and sexual health. Young people can access support via local centres. The Connexions website also has lots of information and access to online support

**[www.connexions-direct.com](http://www.connexions-direct.com)**

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### **COURTS - WITNESS CARE UNIT**

(Aldershot, Alton and Winchester Crown Courts)  
The Witness Care Unit contacts victims and witnesses in criminal court cases to provide information about the court process and overcome any difficulties in attending court. They can also signpost to other agencies. Practitioners can contact the office direct if concerned about a particular victim or Witness.

**01256 405 238**

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### **CRANSTOUN DRUG INTERVENTION TEAM**

Offer help for people with drug and alcohol problems through arrest referral. They work in partnership with Probation and the local Crime Reduction Partnerships. Cranstoun also offer a young person's service for under 18s.

**01256 473 842**

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### **FLEET INFORMATION PROJECT**

Advice, information and guidance to young people aged 16 - 25 including help with drug

and alcohol abuse, homelessness, employment, benefits, criminal justice and sexual health. Mondays and Wednesdays: 12.30pm - 5.30pm at the Point Youth Centre, Fleet GU51 4BP.

**01252 814 789**  
**Hart Youth Services:**  
**01252 365 090**

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### **FURNITURE STORES**

The following two groups hold items of household furniture that have been donated and can be given to people who are in need in order to help them set up their homes:

**The Church of the Good Shepherd** holds items of furniture and also runs a clothing exchange called the Olive Branch  
**01252 549 481**

**Fleet Lions** help people in need by providing household items, bedding and clothing. Opening hours are Tuesday - Thursday 10.15am - 3.30pm and Friday's 10.15am - 1pm  
**01252 616 998**

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### **GPs (Doctors surgeries and health centres)**

Provide advice, medication and referrals. They also advise on Child Protection issues. For a list of local surgeries look in the telephone directory or on the NHS Direct website.

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### **HEALTH VISITORS**

Offer advice, signposting and listening support for those with children. Your local health visitor

can be contacted through your GP, by self referral and through other local agencies.

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### **HOMESTART - North East Hampshire**

Volunteers offer regular support, friendship and practical help to families with one or more children under the age of five. There is a free drop-in group at the Mayfield Community Centre, 14 Totland Close, Farnborough as well as a toy library.

**01252 545 416**

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### **HOPE COUNSELLING**

General counselling service in Aldershot. 33 High Street, Aldershot, Hampshire. GU11 1BH

**01252 350 466**

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### **HOUSING**

You are considered homeless if you are unable to stay in your home because of the risk of violence or abuse. The homelessness unit in both Rushmoor and Hart Councils offer housing advice, take homeless applications, secure emergency refuge and bed and breakfast accommodation and provide long term housing for those who are eligible.

**For advice about housing options and accommodation please contact:**

#### **Hart**

Council Offices, Harlington Way, Fleet, GU51 4AE  
01252 622 122

#### **Rushmoor**

Council Offices, Farnborough Road, Farnborough, GU14 7JU  
01252 398 398

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### **Housing Associations**

#### **Pavilion Housing**

01252 338 800

#### **Sentinel Housing**

Telephone: 01252 788 788  
(out of hours 0800 1955 515)

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### **HOUSING - SANCTUARY SCHEME**

Hart Council and Rushmoor Council both operate Sanctuary Schemes whereby security measures can be put in place to enable a victim of domestic violence to remain in their property where it is safe to do so. The grants for the security measures are available regardless of whether you own your own home, are in Housing Association property or private rental.

**If you live in Hart call 01252 621 122**

**If you live in Rushmoor call 01252 398 637.**

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### **INDEPENDENT DOMESTIC VIOLENCE ADVOCATE (IDVA)**

IDVAs are trained professionals who work directly with high risk victims of domestic abuse. Referrals to the IDVA service can be made through the Police, Witness Care Unit and MARAC (Multi Agency Risk Assessment Conference). Other partners are able to seek advice from the service as to how to best support, risk assess and develop safety plans with their clients

**07824 662 452**

### **IN TOUCH**

Outreach support for homeless people and those needing support or care to live independently, including those experiencing domestic abuse.

**01420 590 387**

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### **LEGAL HELP**

The following solicitors are members of the Domestic Violence Forum and are all local solicitors who specialise in family law and deal with domestic abuse cases on a frequent basis:

\* Constantine and Summers  
(Camberley)

\* Davies Blunden and Evans  
(Farnborough)

**01252 541 633**

Fulchers (Farnborough)

**01252 522 475**

Herrington and Carmichael  
(Camberley) **01276 686 272**

Pinto Potts (Fleet and Aldershot) **01252 361 200**

\* Tanner and Taylor  
(Aldershot) **0800 542 4505**  
(Farnborough) **01252 549 555**

\* Can offer legal aid

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### **LEGAL SERVICES COMMISSION (LSC)**

The LSC funds legal aid for those on lower incomes in domestic violence cases. The LSC funds local Family Law solicitors, Citizens' Advice Bureau and Criminal Law solicitors.

**0845 345 4 345**

**[www.clsdirect.org.uk](http://www.clsdirect.org.uk)**



## **MANKIND**

Provide a confidential helpline for men suffering domestic violence or abuse. The line is manned from Monday to Friday, 10am - 4pm and 7 - 9pm.

**01823 334 244**

Helpline services for the Deaf are provided through Text Relay. Visit [www.textrelay.org](http://www.textrelay.org) for details

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## **OUTREACH WORKER**

Stonham's Outreach Service provides practical assistance, emotional help, financial advice, liaison with agencies and resettlement work. Referrals can be made by the client themselves, via friends or family or by agencies.

**01252 338 835**

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## **FAMILY LIVES (FORMERLY PARENTLINE PLUS)**

Provide help and support to anyone caring for children. Their helpline is open 24 hours a day and they can help with any parenting issue.

**0808 800 2222**

[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

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## **PHOENIX FUTURES**

Counselling, help & information help line, self help groups, needle exchange and education & training service.

After 1st April 2011, this service will be provided by Solent NHS Trust (previously Solent Healthcare).

**01252 342 000**

## **POLICE**

**In emergencies call 999.**

For **non-emergencies** in Hampshire telephone call **0845 045 4545** or The single Non Emergency Number (SNEN) **101**

North East Hampshire Domestic Violence Unit  
**01256 405 349**

Ministry of Defence Police  
**02392 722 407**

Royal Airforce Police  
**01256 702 134**

Royal Military Police  
**01252 347 323**

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## **POSITIVE ACTION**

Offers confidential practical and emotional advice to individuals and families infected or affected by HIV / Aids across Hampshire and West Surrey with drop in centres in Aldershot and Southampton. Training and support is available to professionals.

**0800 980 1990**

(or 01252 345019 for the Administration office)

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## **PRIMARY MENTAL HEALTH TEAM (PMHT)**

Work with children and young people with moderate emerging mental health difficulties as well as offering liaison, training and training consultation.

Provide a consultation line for professionals to discuss children they may have concerns with who are not currently open cases to CAMHS

**01256 392 766**

## **RUSHMOOR & HART WOMEN'S REFUGE**

Our local refuge provides a safe place for women and their children who are fleeing domestic abuse and offers accommodation, as well as practical and emotional support.

**01252 337 026** for the local refuge or **0808 200 247** to access refuges around the country.

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## **RELATE - Aldershot and Farnborough**

Offers relationship counselling, advice and mediation services for couples going through difficult or unhappy stages in their relationships. This service is also available for people in same sex relationships.

**01252 324 679**

or visit the office at 12 Arthur Street, Aldershot GU11 1HL  
9am - 6pm Monday to Thursday  
and 9am - 3pm Friday

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## **RUSHMOOR FLOATING SUPPORT SERVICE**

Floating support service (based at Pavilion Housing Association) for vulnerable people, including people experiencing or recovering from domestic violence. The support workers work with people from all tenures including homeowners and people in privately rented accommodation who have a housing issue.

**01252 368 756 or  
01252 368 651**

## **SAMARITANS**

Confidential, non-judgmental emotional support and listening service for those who are despairing, going through a crisis, feeling suicidal or just needing a sympathetic ear. Available 24 hours a day,

**0345 90 90 90 or  
01252 513 222  
www.samaritans.org.uk**

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## **SCHOOL NURSES**

Offer advice, signposting and listening support for those with school-aged children. Your local School Nurse can be contacted through your child's school or via School Health, by self referral and through other local agencies.

**01252 335 654 or  
01252 335 655**

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## **SSAFA (Soldiers, Sailors, Airmen and Families Association)**

Offers an all-embracing service to the whole of the Royal Air Force (RAF) Community, dealing with a broad range of social support issues.

**01256 70 2134 ext 7217**

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## **STALKING**

If you need help and want to speak to someone directly about stalking and harassment contact the National Stalking Helpline

**0300 636 0300  
advice@stalkinghelpline.org**

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## **SUPPORT GROUP - MOVING FORWARD**

The Moving Forward support groups are facilitated by the outreach workers from the domestic violence refuge and meet on Wednesday lunchtimes in Aldershot and Thursday mornings in Cove

**01252 338 835**

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## **SUPPORT AND PERSONAL DEVELOPMENT GROUP - TAKING STEPS**

Taking steps is open to men and women who have experienced domestic abuse and provides an unconditional, positive and non-judgmental environment where the important issues to you can be explored. All those who attend are supported and accepted for who they are. The group takes place on Monday mornings in Aldershot and Tuesday mornings in Hook.

**07810 430 689 or  
01256 760 800.**

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## **VICTIM SUPPORT**

Victim Support is an independent national charity for people affected by crime. The service is independent, confidential and free. Victim Support is available to anyone affected by domestic abuse. The incident does not need to have been reported to the police. Specially trained volunteers offer personal and emotional support. People are given time to talk about their experiences and feelings, discuss future options, choices

and their consequences. Volunteers also provide information about the criminal justice system, identify agencies which might be best placed to help and, if needed, contact these agencies. Volunteers can accompany individuals to the DSS, solicitors, housing departments, County Courts for injunction proceedings; help with filling in compensation application and other forms, and offer advice on personal safety.

**0845 3030 900  
www.victimsupport.org.uk  
or www.victimsupport.org/  
vs\_england\_wales/  
contacts/hampshire\_iow/**

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## **WITNESS SERVICE**

Going to court as a witness or as the victim of crime can be a worrying experience, particularly if it the first time and witnesses don't know what to expect. The Witness Service helps witnesses, victims, their families and friends before, during and after a hearing. Trained volunteers provide emotional support and practical information about court proceedings. Judith Wilcox is the Manager for the Alton and Aldershot Magistrates' Courts Witness Service.

**01420 89508  
judith.wilcox@  
victimsupport.org.uk**

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# Out of area or National Helpline Services

## **DOMESTIC VIOLENCE 24 HOUR HELPLINE**

This is a 24 hour a day, free national helpline run by Women's Aid and Refuge which offers women and children access to emergency refuge accommodation, information and safety planning. They have access to a minicom and language-line facility.

**0808 2000 247**

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## **REFUGE 24 HOUR DOMESTIC VIOLENCE HELPLINE**

This service provides information, support and practical help, 24 hours a day to women experiencing domestic violence. Refers women and their children escaping domestic violence to refuges throughout the UK.

**08705 995 443 or  
020 7395 7700  
www.refuge.org.uk**

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## **REFUGE FOR WOMEN WITH LEARNING DISABILITIES**

Safe, confidential refuge accommodation for single women (over 18 years) with learning difficulties; support and counselling and resettlement also available. Accessible to women with mobility difficulties.

**0208 522 0675**

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## **WOMEN'S AID**

This service offers support, help and information, can discuss the practical and legal options available, and if needed refer to a local Women's Aid refuge and advice service, or other sources of help. All calls are taken in strictest confidence.

24 hour national helpline number: **0808 2000 247**

The Womens Aid website **www.womensaid.org.uk** has lots of information and you can access the survivors' handbook which covers many of the issues faced by victims, offering practical advice and information.

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## **ACTION ON ELDER ABUSE**

This organisation aims to prevent abuse in old age by raising awareness, providing education and promoting research

**020 8765 7000 or  
0808 808 8141  
www.elderabuse.org.uk**

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## **AGE CONCERN**

Confidential specialist advice and help including counselling and advocacy.

**01962 868 545  
mail@ageconcernhampshire.org.uk  
www.ageconcernhampshire.org.uk**

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## **BARNADO'S**

Helps children, young people and their families over the long term to overcome the most severe disadvantages.

**020 8550 8822  
www.barnados.org.uk**

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## **BBC HITTING HOME CAMPAIGN**

The BBC website provides a wealth of information, help and support for anyone affected by domestic violence

**www.bbc.co.uk/health/hh**

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## **CHILDLINE**

A confidential telephone counselling service for any child or young person with any problem, 24 hours a day.

**0800 1111  
www.childline.org.uk**

There is also a designated line for children currently living away from home, called 'The Line': **0800 884 444**

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## **NSPCC CHILD PROTECTION HELPLINE**

**0800 800 500**

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## **CIS'ters (Childhood Incest Survivors)**

Support for adult women who have experienced sexual abuse as a child.

**023 8033 8080**  
(telephone answering machine)

## **COURTS - COMMUNITY LEGAL SERVICE**

Information leaflets and help regarding both the criminal and civil law are available on this website, together with links to help you find local solicitors who can help you. There is also an online calculator to see whether you may be eligible for legal aid.

[www.clsdirect.org.uk](http://www.clsdirect.org.uk)

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## **DRUGS NATIONAL HELPLINE**

This is a 24 hour helpline which gives information and advice to anyone in the UK concerned about drugs including drug users, their families, friends and people who work with them.

**0800 776 600**

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## **GINGERBREAD**

Support organisation for lone parent families in England and Wales. Contact lone parents via their online discussion group.

**0800 0184 318**

[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

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## **HIDDEN HURT**

Website based information and advice for children about domestic violence, including national and regional helpline numbers.

[www.hiddenhurt.co.uk](http://www.hiddenhurt.co.uk)

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## **HAMPSHIRE MEDIATION SERVICE**

This is a mediation service for families facing conflict.

**023 9243 3388**

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## **NHS DIRECT**

Operates a telephone 24 hour nurse advice and health information service, providing confidential information.

**Telephone: 0845 4647**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

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## **NSPCC**

Free 24 hour helpline for anyone concerned about a child at risk. They offer information, support, advice and counselling.

**0800 800 500**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

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The Kids Zone section provides information and advice about child abuse and what you can do to help it stop.

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## **PRISONERS' FAMILIES SUPPORT GROUPS**

**Free, confidential service for anyone who is affected by the imprisonment of a close family member or friend.**

**0808 808 2003** (*helpline*)

[www.prisonersfamilieshelpline.co.uk](http://www.prisonersfamilieshelpline.co.uk)

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## **RAPE CRISIS**

Provides support and counselling to anyone over 16 who has suffered any sexual abuse or assault, however long ago. They are based in Basingstoke and the crisis lines are open on Tuesday, Wednesday and Thursday between 7pm and 9.30pm. (Office number 01256 843810)

**01256 840 224**

[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

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## **REUNITE**

Advice, information and support to parents, guardians and family members who have had or who fear abduction

**0116 2556 234**

[www.reunite.org](http://www.reunite.org)

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## **SHELTERLINE**

24 hour free national housing helpline providing advice to anyone with a housing problem. Can provide emergency access to refuge services together with information about housing rights and homelessness

**0808 800 4444**

[www.shelter.gov.uk](http://www.shelter.gov.uk)

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## **UK DISABILITY FORUM**

**020 7725 4242**

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# Male Victims

## MALE ADVICE LINE

Information and advice for male victims of domestic violence. This non-judgmental helpline gives men a chance to talk about their experiences and offers emotional and practical support together with signposting to other agencies who may be able to help.

**0845 064 6800**

Monday - Thursday 10am-5pm

**[www.mensadvice.org.uk](http://www.mensadvice.org.uk)**

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## MANKIND

Advice and help for male victims of domestic violence. ManKind operate a helpline Monday to Fridays 10am - 4pm and 7pm - 9pm where you can speak to a volunteer who knows what you are going through.

**01823 334 244**

Mankind also run a refuge for male domestic violence victims.

**0870 7944 124**

**[www.mankind.org.uk](http://www.mankind.org.uk)**

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## MANKIND UK

A support service for men who have been sexually abused, sexually assaulted and/or raped.

**01273 510 447**

**[www.mankinduk.co.uk](http://www.mankinduk.co.uk)**

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## MEN'S AID

Men's Aid is a registered charity which has been set up to provide free practical advice and support to Men who have been abused.

**0871 223 9986**

**[help@mensaid.com](mailto:help@mensaid.com)**

**[www.mensaid.com](http://www.mensaid.com)**

Men's Aid Forum

**[www.mensaid.com/forum](http://www.mensaid.com/forum)**

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## M-POWER

A national helpline for men who have been raped, assaulted or abused in childhood or adult life. The helpline also supports partners (male and female) and family members of abused men.

**0808 808 4321**

*(Thursday evenings only)*

**[support@male-rape.org.uk](mailto:support@male-rape.org.uk)**

**[www.male-rape.org.uk](http://www.male-rape.org.uk)**

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## SURVIVORS UK

A national helpline for men who have been victims of violence, sexual assault and rape. The helpline may be able to arrange counselling or a support group if you live in the London area. If you live outside London, Survivors UK may be able to provide details of an appropriate service outside the London area

**0845 122 1201**

*(Helpline: Tuesday and Thursday, calls charged at local rate)*

**[www.survivorsuk.org.uk](http://www.survivorsuk.org.uk)**

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# Ethnic Minority Groups

## ASIAN WOMEN

There is an Asian women's refuge which offers support and resettlement to Asian women and their children which is run by Hackney and Tower Hamlets' Asian Women's Aid. Interpreters are available and support is also offered to Asian women outside London area.

**Labo Housing 0207 7909 955**  
[info@labohousing.org.uk](mailto:info@labohousing.org.uk)

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## KIRAN

Asian Women's Aid provides safe, temporary accommodation for Asian women and their children escaping domestic violence

**020 8558 1986**  
[www.rdlogo.com/cwp/kawa/](http://www.rdlogo.com/cwp/kawa/)

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## NSPCC ASIAN CHILD PROTECTION HELPLINES

Open 11am - 7pm Monday - Friday (*all calls are free*)

Bengali speaking advisor  
**0800 096 7714**

Gujarati speaking advisor  
**0800 096 7715**

Hindu speaking advisor  
**0800 096 7716**

Punjabi speaking advisor  
**0800 096 7717**

Urdu speaking advisor  
**0800 096 7718**

English speaking Asian advisor  
**0800 096 7719**

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## SHAKTI BHAVAN (Asian Women's Refuge)

**01703 633 336**

## SAHARA

Supports Asian women and their children, can provide accommodation to abused women. All Sahara workers have detailed cultural knowledge and are from Hindu, Sikh or Muslim backgrounds.

**01189 266 333**

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## BLACK ASSOCIATION OF WOMEN STEP OUT (BAWSO)

This organisation works with black women who have experienced or are experiencing domestic violence.

**029 2043 7390**

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## CHINESE WOMEN'S REFUGE GROUP

Aims to provide a safe house for women and children of Chinese origin fleeing domestic violence. Telephone advice, drop-in sessions and support available to women outside the London area. Interpreters available.

**0207 837 7297**

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## CHINESE INFORMATION AND ADVICE CENTRE (CIAC)

Offers information on family issues, domestic violence and immigration

**020 7692 3697**  
[www.ciac.co.uk](http://www.ciac.co.uk)

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## CHINESE WOMEN'S INFORMATION AND ADVICE CENTRE

**0207 836 8291**  
(Interpreters available)

## FORCED MARRIAGE UNIT

For if you fear you may be forced into marriage overseas, or know someone else who may be.

**020 7008 0135 / 023**

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## FRIENDS, FAMILIES AND TRAVELLERS

Confidential advice, information and support to all travellers.

**01458 832 371**

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## IMMIGRATION ADVISORY SERVICE

Provides free and confidential legal advice and representation tailored to each client's needs on immigration or asylum.

**020 7378 9191**  
[www.iasuk.org](http://www.iasuk.org)

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## WOMEN'S AID

Advice, support, befriending and counselling service, refuge accommodation.

**0800 591 203**

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## SOUTHALL BLACK SISTERS

Support and information available for Asian and African-Caribbean women who have experienced domestic violence, forced marriages, abductions and conflict in the family and community.

**020 8571 9595**

# Same Sex Relationships

## **ACTION AGAINST HOMOPHOBIA**

Offers services to both adults and under 25s for same sex survivors. Information, advice and support

**01908 241 528**

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## **BROKEN RAINBOW**

A 24 hour helpline service for lesbian, gay, bisexual and transgender people who are experiencing domestic violence.

**07812 644 914**  
**[www.lgbt-dv.org/html/rainbow/htm](http://www.lgbt-dv.org/html/rainbow/htm)**

## **HOLD TIGHT**

This organisation aims to raise awareness of same sex domestic abuse and works towards inclusion within current service provision

**[www.lgbt-dv.org](http://www.lgbt-dv.org)**

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## **LESBIAN AND GAY SWITCH BOARD**

Aims to provide information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the UK.

**020 7837 7324**  
**[www.llgs.org.uk](http://www.llgs.org.uk)**

## **SOLA SURVIVORS OF LESBIAN PARTNERSHIP ABUSE**

Supports women who have experienced physical, emotional, sexual abuse or domestic violence by a female partner. Face to face crisis support and self help groups.

**0207 3287 389**  
**[www.beyou.org.uk](http://www.beyou.org.uk)**

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## **STONEWALL HOUSING ADVICE (LESBIAN AND GAY MEN)**

A charity providing hostels for lesbian and gay men, advice and information on homelessness, housing options, harassment and finding accommodation.

**020 7359 6242**

# ***Deaf awareness***

**As around one in seven people have some form of deafness, the following tips have been provided by deafPLUS to aid communication with someone who has problems with their hearing.**

- Ensure BSL (*British Sign Language*) interpreters are offered to people who sign
- Ensure a loop system is fitted to all rooms and if this is not possible, a portable loop is available and regularly tested
- If the person relies on lip reading, it is important to ask where the person would like to sit in a room as lighting and positioning can make a big difference
- Ensure that you are facing a deaf person when speaking to them and that you speak clearly - shouting or speaking slower than normal distorts the lip pattern and makes lip reading harder
- Ensure that you don't put your hands to your face as this obscures the mouth for lip reading
- Cut out as much background noise as possible
- Ensure you offer a fax number, email address and text number (*where possible*) on publicity and request that people who may require communication support contact you with their requirements.

# ***Blind and partially sighted people***

The Home Office Domestic Violence leaflet is available in Braille and also on audio tape and can be obtained by telephoning 0870 241 4680

To make leaflets and printed information accessible for partially sighted people it is recommended that you follow RNIB Clear Point guidelines, which include a minimum font, size of 14 points and that you left align the print. For full details of the Clear Print Guidelines and details about the RNIB See It Right pack visit [www.rnib.org.uk/seeitright](http://www.rnib.org.uk/seeitright)

**The Royal Institute for the Blind** is able to help with the translation of information into Braille, audio and large print formats and can be contacted on **01733 375 370**



# Help for perpetrators/abusers

## **ADAPT (SELF REFERRAL PERPETRATORS PROGRAMME)**

This programme seeks to achieve long-term behavioural change for perpetrators of domestic violence and abuse. The course consists of an individual assessment followed by a 30 week group work programme.

**023 8021 3520**

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## **RESPECT PHONELINE**

A national phonenumber for domestic violence perpetrators, specialising in providing services to male perpetrators but also available to female perpetrators and those in same sex relationships. The phonenumber welcomes calls from (ex) partners, friends and relatives who are concerned about a perpetrator and will also give information and advice to frontline workers who come into contact with perpetrators in their work.

**0845 122 8609**

Monday - Wednesday - Friday  
10am-12noon and 2pm - 4pm,  
Tuesday 2pm - 5pm

## **EVERYMAN PHONE LINE**

A national helpline for men who are violent or concerned about their violence and the consequences of it. The helpline can provide telephone counselling and advice about local services. A face-to-face counselling service is also available but only in the London area.

**020 7737 6747** (Helpline:  
Tuesday and Thursday)

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## **BRITISH ASSOCIATION OF ANGER MANAGEMENT**

**0845 1300 286**

**www.angermanage.co.uk**

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## **STOP IT NOW!**

A campaign that advises anyone who has abused, or thought about abusing a child. They also support the family and friends of abusers. The campaign encourages abusers to recognise their behaviour problems and seek help to change.

Free, confidential helpline:

**0808 1000 900** (Mon-Thurs  
9am-9pm; Fri 9am-7pm)

**www.stopitnow.org.uk**

## **COMBAT STRESS**

Help is available for ex-service men and women whose offending is as a result of Post Traumatic Stress Disorder and other related conditions.

**01372 841 680**

**www.combatstress.org.uk**

# Help for those with drug and/or alcohol dependancy

## **ACORN**

Community drug and alcohol service to help reduce the possible problems caused by, or associated with, drugs and/ or alcohol use. The team also provides information, consultancy and training to other professionals.

**01276 670 883**

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## **ADFAM**

This is a national helpline offering confidential support and information for friends and families of drug users.

**020 7928 8898**

**www.adfam.org.uk**

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## **AL ANON / ALATEEN**

24 hour service to help families and friends of problem drinkers.

**0207 403 0888**

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## **ALCOHOLICS ANONYMOUS**

National organisation which holds local meetings to support those with alcohol dependency.

**0845 769 7555**

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## **CRANSTOUN DRUG INTERVENTION TEAM**

Offers help for people with drug and alcohol problems through arrest referral, work with prison through care clients, offering support and / or signposting to other agencies for those who have just been released from prison. They work in partnership with Probation and the local Crime Reduction Partnerships. Their main offices are based in Basingstoke with a satellite service in Aldershot for two days a week.

**01256 818 552**

Cranstoun has a separate young person's service for under 18s - **01256 812 315.**

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## **DRUGS NATIONAL HELPLINE**

Gives information and advice to anyone in the UK concerned about drugs. This includes drug users, their families, friends and people who work with them.

**0800 776 600**

**www.talktofrank.com**

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## **FAMILIES ANONYMOUS**

Support for relatives and friends concerned about the use of drugs or related behavioural problems.

**0845 1200 660**

**www.famanon.org.uk**

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## **NARCOTICS ANONYMOUS**

NA is a non-profit fellowship of men and women for whom drugs have become a major problem. The group members are recovering addicts who meet regularly to help each other stay clean. The only requirement for membership is the desire to stop using. Their website gives information to those who think they may have a drug problem, professionals working with adults seeking recovery and recovering addicts.

**0845 3733 366 or**

**020 7730 0009 (24 hours)**

**www.ukna.org**

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## **PARENT SUPPORT LINK**

Confidential telephone support line for those who are affected by someone else's drug or alcohol abuse.

**023 8039 9764**

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## **PHOENIX FUTURES - ALCOHOL AND DRUG SERVICE**

Gives counselling, help, information, needle exchange, education and training services as well as running self help groups in Aldershot.

After 1st April 2011, this service will be provided by Solent NHS Trust (previously Solent Healthcare)

**01252 342 000**

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# ***Help for children/young people who have been exposed to domestic violence***

## **CHILDLINE**

Free helpline for children where they can talk to someone about any problems they have.

**0800 1111**

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## **CHILDREN'S SERVICES**

Where there is domestic violence within a family and the children are subsequently subject to a Child Protection Plan, the children will have the support of an allocated Social worker who will work with the family and other agencies to develop an action plan for the children. Refer via Children's Services

**0845 600 4555**

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## **CONNEXIONS**

Provides a range of guidance and support for young people between 13-19 years old

*(or 25 for those with learning difficulties or disabilities).*

Schools have access to Connexions Personal Advisers who are able to give advice and guidance on a variety of issues that young people face - from employment and careers to housing and sexual health.

**01252 324 037**

The Connexions website also has lots of information and access to online support

**[www.connexions-direct.com](http://www.connexions-direct.com)**

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## **DAYLIGHT PROJECT**

Drop in centre for homeless / unemployed young people.

2nd Floor, Aldershot Institute, Station Road, Aldershot. GU11 1BA

**01252 324 499**

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## **FARNBOROUGH, Youth Services**

Domestic violence arts based group meets weekly.

**01252 311 786**

The youth building, "Youthy" *(which is by the Leisure Centre)* is a place where young people can contact youth workers. It is generally open on a Monday and Thursday evening from 7pm - 10pm but up-to-date opening times can be checked on the main office number:

**01252 311 786.**

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## **FLEET INFORMATION PROJECT**

Advice, information and guidance to young people aged 16 - 25 including help with drug and alcohol abuse, homelessness, employment, benefits, criminal justice and sexual health. Mondays and Wednesdays 12.30pm - 5.30pm at the Point Youth Centre, Fleet GU51 4BP.

**01252 814 789**

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## **HAMPSHIRE YOUTH AIMS**

Enables young people promptly to access the help they need on a wide variety of topics, including accommodation, advice and support on relationships, substance abuse, education and health issues.

They are open Monday to Friday at Victoria Road, Aldershot

**01252 327 317**

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## **HAMPSHIRE YOUTH SERVICE**

Provides various services for young people aged 10 - 25, including youth clubs and street work. Domestic Violence Arts Based Project meets weekly.

**01252 311 786**

for the Rushmoor area

**01252 365 090**

for the Hart area

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## **INCLUSIONS PROJECTS**

These projects support children on the edge of exclusion from school to improve their quality of school education through attendance, participation and personal development.

Contact via Childrens Services, Youth Team

**01252 311 786**

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## **NCH MENTORING PROJECT**

Mentoring is available for children who are at risk of offending or social exclusion. A volunteer mentor will take the child or young person out on a weekly basis over a six month period.

**01329 225 730**

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## **NSPCC**

Free 24 hour helpline for anyone concerned about a child at risk - offers information, support, advice and counselling.

**0800 800 500**

**[www.nspcc.org.uk](http://www.nspcc.org.uk)**

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## **THE SOURCE YOUNG PEOPLES CHARITY**

A drop in café for 14-25 year olds which also provides a mentoring scheme, anger management course, advice on health and relationships, support, advice on housing and homelessness, counselling, advice on drugs or alcohol and help with issues at school and home.

**01252 333 330**

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## **SUMMER DAZE**

Summer scheme for children affected by domestic violence, which enables children and young people (aged 11 - 16) to meet regularly during the summer holidays to have fun,

support each other and be able to talk to someone about any issues they may need help with.

**Call Karen Evans  
on 01256 405 208**

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## **TURNAROUND PROJECT**

Support group sessions for young people aged between 8 and 12 years old who have been affected by domestic violence. The sessions will provide peer support and development through drama, art, music, sports and games and will be held weekly in 6 - 8 week programmes. Referrals for young people are welcome from any agency working within North East Hampshire.

**02380 213 520**

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## **YOUNG MINDS**

This service provides information and professional advice to any adult concerned about the mental health or emotional well-being of a child or young person.

**020 7336 8445 for general enquiries.**

**For the parents information service call 0800 018 2138**

*(Mon and Fri 10am-1pm, Tues, Weds and Thurs 1-4pm)*

**020 7336 8445**

**[www.youngminds.org.uk](http://www.youngminds.org.uk)**

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## **THE YOUTH COUNSELLING SERVICE**

Free and confidential short term counselling service for young people aged 12 - 24 in Rushmoor and Yateley (funding has been applied for to cover the whole of the Hart area).

**0845 600 2516**

**[youthcounselling@ukonlines.co.uk](mailto:youthcounselling@ukonlines.co.uk)**

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## **YOUTH INCLUSION SUPPORT PANELS (YISP)**

Service for children aged between 5 and 13 years old with an emphasis on the prevention of involvement in crime or anti social behaviour. Concerns regarding the young person must have been raised by 2 or more agencies (can include the parents or carers of the child or the child themselves) to be referred.

**Contact Kim on 07725 201 766 and Susan Chapman on 07872 827 291 for those in the Rushmoor area, and Sally Guy on 07872 827 494 for the Hart area.**

# Websites for children affected by Domestic Violence

The Hideout is a website run by Women's Aid to give information to children. There are safety features in the site to avoid others finding out they have accessed this.

**[www.thehideout.org.uk](http://www.thehideout.org.uk)**

Teenagers can access information  
via **[www.teenagehealthfreak.org](http://www.teenagehealthfreak.org)**

## Acknowledgements

This booklet has been researched and produced by the North East Hampshire Domestic Violence Forum members with specialist input from:

**Children's Services**  
**Women's Aid**  
**Hampshire Constabulary**  
**Rushmoor Borough Council**  
**Hart District Council**  
**Connexions**  
**NSPCC**

The North East Hampshire Domestic Violence Forum was formed in the mid 1990's and its membership is made up of representatives from the many local agencies that work with those affected by domestic violence in Rushmoor and Hart. The Forum meets bi-monthly to share good practice, increase awareness of domestic violence and identify gaps in services.

**For further information about the forum  
please contact Karen Evans on 01256 405 208  
or email [karen.evans@hampshire.pnn.police.uk](mailto:karen.evans@hampshire.pnn.police.uk)**

*We would like to thank 'Spike' for the cover design which demonstrates pictorially a week in her life, with its ups and downs. We would further like to thank the Runaway Tortoise Arts group for their quotations and ideas.*



“This artwork represents emotionally a week in the life of Spike, a member of the Runaway Tortoise arts group. The group are working on developing their emotional resilience.”

**Purple = Thoughtfulness**

**Dark blue = Sadness**

**Red = Anger**

**Yellow = Happiness**

**Light blue = Calm**

**Green = Jealousy**

