

APPENDIX B

**LONDON BOROUGH OF BRENT
DOMESTIC VIOLENCE CORPORATE
MANUAL
2005-2008**

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“Domestic violence affects thousands of Londoners every year- in individual families, in our communities, in our workplaces and in public services. It shatters lives, crushes dreams and all too often, results in death.

I want London to be a truly 21st century world city- that means a city where all feel safe and secure, where children have happy childhoods unscarred by violence and where agencies provide safe and affective responses to domestic violence when it does occur.”

Ken Livingstone
Mayor of London 2005

PREFACE

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Society has many misconceptions around domestic violence. Due to this victims are sometimes not given the help that they deserve and need. Many of these attitudes are rooted in a “*blame the victim- they should just leave*” mentality¹.

Myth: “The victim must have done something to provoke the abuse”.

Fact: No form of violence is acceptable behaviour. Domestic violence is about the perpetrators use of violence and abuse, not a victim’s inability to avoid it.

Myth: “Drug and/or Alcohol abuse is the cause of domestic violence”

Fact: Excessive drinking or drug misuse is not the cause of domestic violence, or an excuse for it. The abuser may stop drug or alcohol use but not lose the abusive behaviour. It is also worth remembering that some victims may use drugs and alcohol in response to domestic abuse. Therefore it is often necessary to address an individual’s drug and alcohol issues when offering support.

Myth: “What goes on in the home should remain private”

Fact: Domestic violence is against the law. Therefore it is the responsibility of society to hold perpetrators to account for their abusive behaviour. If we choose to ignore it we collude with the perpetrator.

Myth: “Domestic violence is part of our culture”

Fact: No religion or culture condones violence. Anyone who uses religion as an excuse for abuse of this kind is misled.

Myth: “The victim must enjoy the violence or they would leave”

Fact: Many victims do eventually leave but the decision to do so is extremely difficult. Victims are likely to leave and then return many times before they finally get away. Practical considerations such as housing, children’s education and income can pose huge obstacles for individuals attempting to escape. Emotional considerations such as self esteem, fear, social pressure, and the nature of their relationship with the abuser can also keep some people involved in violent situations. In addition some people simply can’t see a way out, either they do not recognise their experience as abuse, they believe they have encouraged it, or they can’t understand the messages of help.

Myth: “Children who live with Domestic violence will be perpetrators or victims of the future as part of a cycle of violence”

Fact: Research indicates that 70% of boys who witness domestic violence as children did **not** grow up to become violent themselves. Research also indicates that women who witnessed domestic violence as children are no more likely to experience violence as adults than non abused individuals.

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INTRODUCTION

CHAPTER 1: INTRODUCTION

Understanding domestic violence

Domestic violence is an abuse of power and control.

The perpetrator can use physical, emotional and psychological means to control their victim usually in the context of an intimate relationship. The perpetrator is most commonly a male partner or ex-partner but could also be a relative such as a father, son, brother or uncle. Domestic violence can also be committed by heterosexual women against their male partners or within same sex relationships. Domestic violence is not about how the victim has behaved it is about power, control and domination by a perpetrator.

What constitutes domestic violence?

The following forms of abuse from an intimate partner, ex partner, relative, friend or acquaintance fall within the remit of domestic violence;

Emotional Abuse: When a person constantly criticises or humiliates another. The perpetrator blames the victim for things which are not their fault. The perpetrator can be obsessively jealous. S/he lies to manipulate the victim and punishes the victim when s/he gets angry. Emotional abuse is commonly characterised by intimidation, pressure, bullying and coercion.

Physical Abuse: He or she pushes, slaps, punches, burns, kicks, bites, restrains, uses a weapon against, or throws objects at the victim. Any unwanted action which causes the victim bodily injury or pain is physical abuse.

Isolation: The perpetrator prevents the victim from seeing his/her family or friends. The perpetrator may get jealous of anyone else in the victims life. S/he threatens to harm the victim if they leave.

Sexual Abuse: The perpetrator forces or coerces the victim to have sex with him/her. S/he humiliates the victim sexually or causes the victim pain without their consent. The perpetrator may also refuse to practice safe sex.

Threats: The perpetrator threatens to harm the victim, their family, friends or pets. The perpetrator says s/he will damage your property. The perpetrator may also threatens to expose information about the victim that could be hurtful, i.e. in the case of same sex domestic violence it is not unusual for the perpetrator to threaten to 'out' a victim. In the context of forced marriage threats of deportation are often used.

Financial Control: The perpetrator may prevent the victim from getting or maintaining a job. S/he may control the victims shared resources. S/He may refuse to pay his/her fair share. The perpetrator may steal the victim's money or property.

Property Destruction: The perpetrator may frighten the victim by smashing objects or destroying things. S/he may also damage or sell things that the victim value as a means of punishment and control.

Harmful Cultural Practices: are recognised as incidents such as honour killings, forced marriageⁱⁱ, female genital mutilationⁱⁱⁱ (FGM), and acid attacks. Such harmful cultural practices are "a violation of internationally recognised human rights standards"^{iv}. Victims of these types of abuse often face additional language difficulties and social isolation when trying to access help. In addition for those victims who have insecure immigration status access to services and support are limited and complex.

Domestic violence and vulnerable adult abuse

The London Borough of Brent has a multi agency Vulnerable Adults procedure and policy which this strategy recognises. There is a huge cross-over between domestic violence and other types of abuse of vulnerable adults. Adult abuse can be a form of domestic violence. It can occur where a perpetrator abuses an adult who because of frailty, disability or illness relies on them to assist them. Perpetrators can therefore be a partner, family member, friend, another vulnerable adult or a paid carer. A commonly used definition for adult abuse is;

A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to a vulnerable person.

The dynamics of such abuse can mean disclosure of vulnerable adult abuse can be hindered by a victim's mental or physical health. The national lack of provision of refuge accommodation for those with complex needs can also prove to be an obstacle for leaving such situations. In addition there is a common misconception that domestic violence does not occur in vulnerable adults intimate relationships. However this is sadly not the case.

Domestic violence and harmful cultural practices

Under-reporting of harmful cultural practices such as female circumcision, acid attacks, forced marriage 'honor' killings are often compounded by stigma and shame. Many people fear that speaking out may result in being ostracised by their extended family members, or excluded and threatened by their community. In addition research indicates that some Black and Minority Ethnic communities may have to endure violence for longer because of difficulties in accessing public services, discrimination and language difficulties.

Domestic violence and child abuse^v

There is evidence of co-occurrence of domestic violence and child abuse in the same family. Research shows that in over 70% of cases of domestic violence the children have also suffered physical assault and in some cases sexual abuse. In over 90% of cases children have been in sight or hearing of the violence leading to emotional abuse. In the cases of child deaths – Maria Colwell, Kimberley Carlile,

Sukina Hammond and Toni Dales – the Inquiries found that Domestic violence was found to be an element of the parental relationships. The concerns raised around the abuse of children through domestic violence have now been formalised within the criteria for Significant Harm.

With such a direct link child abuse can be seen as an indicator of domestic violence and visa versa. Even where this co-occurrence does not exist children may be at risk of accidental injury, and are likely to suffer significant harm from witnessing or suspecting a parent's abuse. Children need help and support to ensure that they are not left to deal with their experiences alone. Children also need to be reassured that the violence they have experienced is wrong, legally and morally. Finally, they need an opportunity to share their experiences with other children so as to reduce their feelings of isolation amongst their peers^{vi}.

Where a woman is dependent on her partner and is responsible for her children, she may find it difficult to leave a violent relationship.

Locked into a cycle of battering (Leonora Walker 1984), initial tension is followed by violence and release. This is followed by reconciliation and sweetness and promises that the violence will not happen again. The cycle goes on repeating with the woman becoming more helpless as the cycle deepens.

With no recourse to her own or public funds a woman will find it hard to find accommodation in the private or public sector, and may have no friends or family able to support them. A woman may stay for the sake of the children believing that they are not being harmed by the experience or believing that they have been sufficiently protected from the violence taking place. The children themselves may refuse to leave their home or the abuser leaving the woman in a position of powerlessness.

Where the abuser has made threats to kill or convinced the woman that her children will be removed from her care by the statutory agencies, she may be unwilling to approach or co operate with these agencies in the assessment and planning for the safety of the children. These fears will be compounded if the domestic violence has led to mental health difficulties, physical disability or drug and or alcohol misuse. In these circumstances the woman will develop her own survival or coping strategies fearful that if she does work with the statutory agencies the threats to kill may be carried out. It is important to understand the level of fear that constantly resides in the emotions of the woman while she is trying to make decisions for her own and her children's safety.

Children may become responsible for the protection of the abused parent by trying to intervene and prevent the violence, or by calling for assistance from the police.

This has led to children becoming caught up in the violence itself and being harmed in the process while trying to manage or prevent the woman being assaulted. At other times they will have called for assistance from the police and then have to face the consequences from the abuser after the police have left the scene. Where

contact is an issue children may be used as a weapon to continue frightening the victim through passed on messages and threats and by the abuser trying to find out where the woman and her children have been placed. In many cases the child will compensate for the lack of parenting by the mother by taking on the role themselves to support the mother and prevent the authorities becoming aware of the situation.

Domestic Violence and Young people

A common misconception is that is domestic violence only happens in adult relationships however research indicates that youth is a major risk factor for domestic violence. The British Crime Survey found that 10.1% of women aged 16 to 19 and 9.2% of women aged 20 to 24 who were experiencing domestic violence reported that they had been assaulted in the previous year (as compared to an average of 4.2%) As women become older, the risk of domestic violence statistically decreases. Women's Aid recently developed The Hideout website to meet the needs of thousands of children and young people affected by domestic violence www.thehideout.org.uk. Recent research by teenage magazine Sugar has shown that one in five teenage girls have been hit by a boyfriend and 33% experience some form of domestic violence or abuse at home.

There is also evidence to suggest some correlation between teenage pregnancy and domestic violence. Reference should be made to the Brent PCT Strategy for Sexual Health and HIV, 2005 – 2008; August 2005 and the Brent Teenage Pregnancy and Parenthood Strategy 2005-2010.

Domestic violence during Pregnancy

Although estimates of the prevalence of domestic violence during pregnancy vary, for almost 30% of women the first incident occurs in pregnancy^{vii}. Women may also experience an increase in the extent and nature of physical abuse during pregnancy. It has also been identified that domestic violence is a key issue in maternal deaths.

Pregnant adolescents (ages 13-17) have an elevated risk of violence from their partners. There is a lack of attention to the causes behind this elevated risk, although there is a growing attempt to put the issue of teenage pregnancy and violence onto the regular sex education curriculum across Great Britain. In the United States, research has found that nearly 10 percent of teenage mothers experience violence while pregnant^{viii}. Evidence from the United States also suggests that women are four times more likely to suffer increased abuse as a result of an unintended or unwanted pregnancy. In addition pregnancy itself can also be a result of domestic violence, in the form of sexual abuse, marital rape or denial of access to birth control^{ix}.

Link with Teenage pregnancy and Sexual Health

By 2010, our vision is that all young people in Brent will be brought up in a society where they are valued and well supported through an easily and quickly accessed range of co-ordinated, comprehensive, preventative and support services of high quality, that respond to different needs in the local community.

It is intended that through education and extended Borough-wide multi-agency services, young people can make informed decisions about relationships, sex, parenthood and sexual health, whilst those who become teenage parents will be actively supported to reach their potential in society. For more information please refer to Brent Teenage pregnancy and Parenthood Strategy 2005-2010.

Domestic Violence between same-sex partners

Domestic violence is not confined to heterosexual relationships. The needs of lesbian, gay, bisexual and transgender (LGBT) victims of domestic violence have historically been overlooked. Issues facing LGBT may be different than non-LGBT individuals and are often compounded by homophobia. This has resulted in many LGBT individuals remaining in violent relationships for longer than their heterosexual counterparts. However things have changed with the Government publishing the Domestic Violence, Crime and Victims Bill. This new Act recognises and addresses LGBT domestic violence. Among other measures, the Act strengthens the civil law on domestic violence so that cohabiting same-sex couples have the same protection as heterosexual couples, and extends the availability of non-molestation orders to couples who have never lived together or have never been married.

Domestic violence a workplace issue

Domestic violence is not confined to the hours spent in the home, the emotional, financial, sexual and physical abuse is often reinforced from threats and sometimes direct actions throughout the working day. Employees who are victims of domestic violence may receive harassing or repeated phone calls, faxes or e-mails while they are at work. They may receive unwelcome notes left on their cars or unwanted visits at work. Furthermore individuals can be targeted travelling to or from work. Domestic violence is likely to affect the productivity of employers, resulting in employee absenteeism, lost productivity, stress, and sometimes workplace violence that threatens the safety of all employees.

Colleagues can also be placed in danger as perpetrators may choose to harass them in a similar way to disclose the survivor's whereabouts. Any employee may also unintentionally or intentionally misuse their job-related authority- or encourage colleagues to do so- to negatively impact on abused victims, such as to assist perpetrators to locate their partners, assist in perpetrating acts of domestic violence or protecting an abuser. In addition colleagues may be placed at risk if they attempt to intervene in workplace violence.

Children of employees who the council take charge of during events like summer play schemes also need to be protected if there is a risk that they may be abused or abducted by a known perpetrator whilst on the premises.

Third parties such as council customers may also be placed at risk either directly by the perpetrator if he/she approaches the victim at work or by the negligence of an employee whose ability to perform their role is affected by the abuse they are experiencing in their personal life.

Perpetrators employed by the council maybe using workplace resources such as time, phones, fax, e-mail or other means to threaten, harass and abuse their victim.

Glossary of terms

What is a refuge?^x

A refuge is a safe house when women who are experiencing domestic violence (including sexual, mental, emotional, financial, and verbal abuse as well as physical violence) can live free from abuse.

Important Note: Refuge addresses and phone numbers are confidential due to concerns that violent partners will track down residents. Women are at greatest risk of being murdered when they plan to leave or have left a partner. It is therefore critical that you never, under any circumstances, give the address or location of a refuge to anyone, even when you think they are safe. Residents of refuges must also keep their location confidential that means they will not be able to tell friends and family where they are staying.

Children can also stay in refuges with their mothers, though some refuges limit the number of children women can bring because children share a room with their mother. Some refuges are also only able to take male children up to a certain age (usually around 14 years of age) due to fear for other women.

Women are usually given a refuge place outside their own borough for their own safety. Women can usually stay as long as they need to in refuges. Many women stay in refuges for a break from the abuse so that they have time to think away from danger. Some women then decide to return to the partners to try again. In other cases some may stay whilst waiting to be re-housed. However re-housing can take a long time; refuge stays may therefore be fairly lengthy.

What are outreach services?

Outreach services usually provide support and advice on issues such as housing, benefits, legal options, support for children, safety planning and any other issue which survivors identify. These services will, where possible, accompany women when they visit other agencies such as the police, housing resource centre or lawyers in order to ensure that they have the support and information they need to gain access to their entitlements.

What are advocacy services?

Advocate services generally provide crisis intervention assistance to survivors of domestic violence with priority given to the safety of victims and their children. Often women will be assigned a dedicated caseworker who will support them through the criminal justice process. In Brent we have a new Advocacy Project Brent DVAP (Contact details in back of document).

What is counselling?

There are some specialist services which provide emotional support to victims. Brent Victim Support is one such service. Clients can contact agencies direct or alternatively individuals can speak to their GP and ask for a referral to a counsellor or therapist on the NHS.

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Policy

CHAPTER 2: POLICY

Policy statement for all staff

Brent Council takes its role in responding to domestic violence very seriously and is committed to developing its response in partnership with its CDRP colleagues.

This policy aims to raise understanding amongst council staff around the meaning of domestic violence and the implications for the council through the agreed aims, objectives and principles of good practice. Similarly this policy also promotes the need to respond appropriately to local authority employees who may experience domestic violence in their private lives. Finally, this policy demonstrates a commitment to raising awareness and understanding of domestic violence across the wider community in an attempt to encourage more perpetrators to be held to account.

Policy objectives for all staff

In order to achieve our strategy around domestic violence the council is committed to:

- Delivering a victim centred service taking victim's perception as a starting point for any investigation and action
- Empowering victims to make informed choices
- Maximising accessibility to services available to victims and perpetrators
- Providing clear and accessible information to the public
- Ensuring that whomever a victim discloses domestic violence to within the council, they receive a supportive and sympathetic service or are guided directly to it
- Supporting and developing services for victims experiencing domestic violence
- Raising public understanding of the complexities of domestic violence
- Promoting the council's domestic violence policy and principles of good practice to partner agencies operating within Brent
- Developing targeted preventative work in the borough
- Raising awareness among service managers and staff;
- Recognising equality and diversity policies, and the additional issues facing victims from our minority communities

Our statement of intent to Victims

- Promoting everyone's right to live safely without the fear of violence;
- Working to create a safe and supportive environment which encourages the reporting of domestic violence;
- Working in partnership with other agencies to provide accessible, effective and consistent services and training programmes;
- Recognising that domestic violence can affect anyone regardless of their circumstance or lifestyle, for example age, sex, race, ethnicity, social economical status, culture, religion, sexuality, ability or disability;

- Recognising and addressing the needs of children in domestic violence cases;
- Treating people affected by domestic violence with respect and providing information about local services;
- Demonstrating commitment to and support for employees experiencing domestic violence;
- Publicising support for employees experiencing domestic violence;
- Accepting the account of the person affected in a sympathetic and supportive manner and assisting that person in obtaining immediate advice on an appropriate course of action.

Responding principals for all staff ^{xi}

Empowering victims

The decision to report domestic violence to any agency is very difficult. As a council we recognise that many victims will decide to return to abusive relationships for different reasons. However it is our desire to inform victims of their options so that they can make an informed choice. Council officers will never seek to influence an applicant's decision.

'Victim centred' approach

Brent council adopts a 'victim centred' approach to domestic violence and will ensure that those experiencing domestic violence are dealt with sensitively and appropriately. This will mean that the safety of the victim is paramount and they will not be asked for direct evidence of abuse but instead their testament will be believed. This is because the council recognises that while victims often experience physical assaults some experience prolonged periods of emotional abuse and intimidation which is often a lot more difficult to evidence.

Safety Planning^{xii}

The domestic violence leads for Brent council departments will be trained to safety plan with clients. A safety plan is about allowing victims to identify the options available to them within the context of their current circumstances. Individuals experiencing domestic violence will already have survival strategies they find effective and it is worth discussing these.

Confidentiality

Brent council upholds an individual's right to confidentiality and privacy. The council will only involve other agencies or divulge information with the consent of the woman concerned unless it can be demonstrated that divulging information is necessary to carry out the Council's legal obligation i.e. where there are Child Protection issues; where a victim is a vulnerable adult, where a woman's life is imminently in danger; and where a perpetrator is likely to put the lives of others in danger.

Record keeping

It is not unusual for perpetrators of domestic violence to go to great lengths to seek out their victims. Therefore the physical safety of clients can depend on records and notes being kept securely, including information about the survivor's address. Information elicited over the telephone should always be preceded by a written and signed fax. Staff must also be aware that their notes could be used in court or externally as evidence.

Sensitivity

Brent council will ensure that officers are sensitive to the needs of women experiencing domestic violence and in particular to the specific needs of survivors from minority communities, e.g. black and ethnic minority women, disabled women, lesbian gay bisexual and transgender individuals, and older women. If necessary, Brent council will arrange for female interviewers, interpreters, translators and signers. In addition the council is aware that different groups of women may also experience, or have experienced, discrimination when accessing support, e.g. BME individuals may experience racism.

Legal Rights

Brent council recognises that domestic violence will often constitute a criminal offence, and where it doesn't it will normally constitute a civil offence under harassment legislation. Therefore Brent council employees will refer survivors to appropriate legal services where they can find out about their rights and obtain available support. A list of legal services is attached in the back of this document.

Monitoring

Domestic violence has remained largely hidden and therefore has often been ignored as a priority to be address. Better information about its existence and extent is required to enable services to be developed for victims and their children facing violence. For this reason, Brent council is committed to developing effective monitoring systems.

Referral to specialist agencies

There are agencies locally and London-wide which deal specifically with the issues of domestic violence. There are many other agencies that can help with related matters. Officers who are likely, during the course of their work, to deal with victims of domestic violence, should ensure they are aware of these agencies, how to contact them and how to make referrals. A directory on local domestic violence services developed by the Brent Domestic Violence Forum is available at the back of this strategy and also on line www.brentbrain.org.uk

Each council department should have a hard copy of the directory for staff to refer to. As well as Domestic Violence Lead Officers. Further copies are available from the Brent Domestic Violence Forum development worker on ext 1139 or the Brent Domestic Violence co-ordinator on ext 1047. Brent Crime and Disorder Reduction Partnership have recently developed an advocacy service for victims and their

children which is based at Brent Metropolitan Police Community Safety Unit. See chapter 6 for referral flowchart.

Routine enquiry

Routine enquiry involves asking about the experience of domestic violence of all people within certain parameters^{xiii} (e.g. unaccompanied women over 16) regardless of whether or not there are signs of abuse, or whether domestic violence is suspected. Evidence suggests the majority of women do not mind being asked when it is explained that the same inquiry is being made of all women because domestic violence is widespread and often hidden (ESRC, 2002, p.21; Harris, 2002). Brent council is committed to developing a system of routine enquiry in the near future. However to enable this to be safe, work must be done to ensure that there are appropriate protocols, training, resources and support for all staff. In the meanwhile Brent council employees are committed to responding sensitively when somebody does disclose but will not at this point routinely enquire.

Housing and Customer Services

This section applies to Council Tenants, Private Sector Tenants and Owner Occupiers and those who are staying with family and friends. All the general principles apply to those subjected to domestic violence, in the same way.

Those experiencing domestic violence and who are in the Private Sector will be directed to either Housing Resource Centre or the Housing Advice Team who will provide the appropriate assistance.

A detailed and comprehensive Housing Services Department Domestic Violence Policy and Procedures is currently been drafted and will be available shortly from the Housing Crime Reduction Team.

Housing and Customer Services^{xiv}

On Monday 4th July 2005, Brent's Housing Services and One Stop Shops merged into a new Housing and Customer Services Department. This development will ensure that both services, which are perhaps most likely to be able to discretely impart information and pick up on disclosures, can present a consistent message to customers experiencing domestic violence.

The relevant service offered by Housing and Customer services to deal with domestic violence are listed below:

Customer Services

Access to information about Brent Council services has been centralised through the development of Brent Council's One Stop Shop Customer Services Centres. The shops are situated in convenient locations throughout the borough to enable residents and visitors to access to a wide range of services from a single point of contact. As a central service the one stop shops are likely to come into contact with various domestic violence enquiries. Staff should refer all phone enquires regarding

domestic violence to the Brent Domestic Violence Co-ordinator ext 1047 or refer individuals to the National Domestic Violence helpline on 0808 2000 247. If a customer discloses domestic violence in person the guidelines outlined in chapter 6 of this document should be adhered to and contact should again be made with the Brent Domestic Violence Co-ordinator on ext 1047

Housing management and Brent Housing Partnership

In October 2002 Council housing in Brent was contracted out to an Arms Length Management Organisation, called Brent Housing Partnership (BHP). In 2005 BHP controls and manages the majority of Landlord services (approx 10,000 properties) within the borough. If the Client is a Council tenant, then BHP, has detailed procedures and guidance for its staff when dealing with domestic violence.

They:

- Make it easy for victims to report problems
- Treat all reports of domestic violence seriously and with sensitivity
- Communicate effectively with victims and provide information about actions taken and outcomes
- Provide a framework for supporting victims.

If a client is a tenant of BHP and directly contacts the Housing Needs service; the duty officer should contact the relevant Area Housing Team.

Additional Housing and Customer Services Statement of Intent

Housing and Customer Services Statement of Intent for domestic violence

In addition to the council wide statement of intent Housing and Customer Services will:

- Implement, review and evaluate our approach to tackling domestic violence on a regular basis;
- Evaluate and monitor the implementation of policy and practice across the department regularly;
- Pursuing positive outcomes with perpetrators;
- Recognising that confidentiality is vital to the safety of survivors of domestic violence, and will ensure that information about accommodation arrangements for those re-housed as a consequence of domestic violence are held securely and in strict confidence.

Legal housing related Remedies

It is possible to obtain an injunction under civil law as described in Appendix 1. If the orders are broken, then it is possible for some of the orders to be endorsed with a Power of Arrest, this will allow the police to arrest the perpetrator who can be taken to court and could eventually face a possible prison sentence in subsequent committal proceedings.

Where the perpetrator is a Council Tenant in breach of one of the covenants in the Tenancy Agreement, the Council may commence proceedings for an injunction as well as, or instead of, commencing possession proceedings. The Court has discretion whether or not to grant an injunction but will always do so for serious cases where the evidence is clear and unambiguous. The court may be more inclined to accept an undertaking from the perpetrator to discontinue the acts explained of, which will have the same effect as an injunction as any breach will be a contempt of Court punishable, ultimately by imprisonment in both cases.

Interim accommodation while a case is being investigated

This responsibility lies with the Housing Resource Centre.

Whilst a level of proof of violence, or threatened violence may be sought, the absence of documentary proof should not be used as grounds for failing to provide interim accommodation. There may be circumstances in which it is not possible to provide Police or Medical Reports on the day that abuse took place, but the provision of temporary re-housing is an immediate necessity.

The perpetrator **MUST NOT** under any circumstances be contacted

The housing and customer services department is committed to providing interim accommodation in cases where the person affected is faced with the threat of violence should they return to their home. Interim accommodation may be made available to provide the opportunity for alternative solutions to be found.

Emergency Housing Remedies

In addition to the existing emergency accommodation provision utilised by Housing services, domestic violence survivors may also be eligible for the following housing options:

- **Women's Refuges**

They will only accept women fleeing domestic violence. Most refuges have quite a wide definition of domestic violence and will try to accommodate women suffering from it in any form. They will assist women whether or not the local authority has a duty to assist. They will accept someone with or without children but some place restrictions on accepting male children. A woman can arrange a refuge place herself if she wishes or an officer can arrange it for her. The central numbers for arranging refuge accommodation is 0808 2000 247 (24hr)

- **Sanctuary Project**

The Sanctuary Project is a victim centred initiative, which provides additional security measures and support for Domestic Violence survivors. The scheme aims to make it possible for victims to remain in their homes and feel safe, thereby preventing homelessness. For more information contact the Homelessness Assessment Team or Housing Resource Centre.

- **Out of area applications**

It must be noted that a person fleeing domestic abuse can approach any local authority as homeless anywhere in the UK. This advice is given to all clients who approach the council due to violence as it may be a viable option for some households.

Establishing the need of the Client

Brent council promotes a victim centred approach to domestic violence whereby the safety of the victim is paramount. This ethos needs to be followed right through the investigation, from the initial stages and until the end of the investigation. They should be helped to feel in control of their situation. Any referrals to other agencies should only be done with their consent; except where we have a duty to disclose. Consideration must be given to the survivors need for privacy, female interviewer and interpreter;

- **Privacy**

With domestic violence interviews as with other interviews of a sensitive nature a private room based in the Housing Resource Centre Reception has been set aside. This room can be used for other interviews, but if a domestic violence interview needs to be carried out, any other occupants should be prepared to vacate the room. If reception staff makes officers aware that there is a particularly distressed client in the Reception Area then where appropriate, the person can be taken directly to wait in the designated private room.

- **Offering a choice of a male or female interviewer**

For any interviews of a sensitive nature, the client should be offered the choice of being interviewed by a male or female officer wherever this is possible. This is because clients may feel awkward discussing very sensitive/emotional matters with someone of the opposite sex, however it may also be the case that they may feel awkward discussing their situation with someone of the same sex.

- **Interpreters**

An interpreter should be arranged where:

- It is apparent to the interviewer that the interviewee does not speak/understand English.
- It is apparent to the interviewer that English is not the first language of the interviewee and that whilst there is some communication; the officer does not feel that the communication is effective.
- An interviewee asks to have an interpreter present.

If there is sufficient communication to establish the existence of domestic violence and to be able to make arrangements for the client to get to temporary accommodation, then this should be done and a later date can be made for the client to be interviewed again with a professional interpreter present.

Children and Families Services

The Right Hon. David Blunkett, the then Home Secretary opened the consultation on Safety and Justice June 2003 with this introduction:

“Domestic violence is usually a hidden crime. Victims suffer silently, afraid for themselves and for their children. The trauma and long-term effects suffered by children living in a violent household is incalculable.”

Additional Children and Family Services Statement of Intent

Women must be encouraged to seek help, support and protection from Children and Families, and that means ensuring that the response they receive is the right one. Women may be referred in by other agencies or will present:

- Directly: by stating that the difficulty is violence in their relationship and asking for advice and assistance to ensure the safety of themselves and any children.
- Indirectly: by seeking advice about another issue, e.g. entitlements to benefits, support for housing, ante natal care, assistance towards day care etc and as more information becomes available the underlying issue of domestic violence becomes apparent.

The Responsibilities of the Children and Families Department

The Children and Families Department have a responsibility to women who have experienced or who are currently experiencing domestic violence, where there are children who are being caused significant harm. The Department will be addressing Domestic Violence at several levels:

- Preventative responses will be required to take place in schools through the Personal, social and health education and citizenship programmes where pupils will be encouraged to challenge gender stereotypes in male/female roles and behaviours that lead to abusive relationships becoming the norm. Work led by the Brent Domestic violence Forum is an initiative that Children and Families is committed to supporting, so as to maintain the positive momentum that has been created so far
- In Children’s Centres and Extended Schools partnership work with health and expert organisations will deliver services around healthy lifestyles with both men and women to again address gender stereotypes, expectations and behaviours that underpin abusive relationships.
- On presentation or referral to the Family Support Division. In these situations under Schedule 2, Children Act 1989, and under the new definition criteria of Significant Harm, Children Act 2004 the Family Support Division is required

to carry out a risk assessment of the women and her child/children's circumstances on all notifications and referrals which reach the departments criteria for intervention. This will be followed up by either an initial, core or Section 47 assessment as appropriate. This may result in the provision of services which could include respite care for the family, day care for the children, assistance towards travelling costs to services provided by the voluntary sector and in exceptional circumstances Section 17 funds. A safety plan must be drawn up in response to the risk assessment which empowers the woman to have in place arrangements that she can fall back on in a crisis situation.

Working with women, young people and children

All staff need to understand the impact and effect domestic violence can have on a woman's capacity to parent her children. The abuser will, in many cases, isolate the woman from her friends and family and progress to controlling her behaviour, her appearance and the activities she can undertake. By progressive means her confidence, self esteem and identity are eroded to a point where she is unable to seek help for herself or her children. Through threats and physical action a woman may reduce her parenting to a position of compliant accommodation of the abuser's commands in order to ensure the survival of herself and her children. These circumstances will be compounded if the woman is reliant on the abuser for her immigration status, her financial support and/or social position. Where the victim is young or vulnerable through disability then these circumstances will add a further complexity to the situation. Where the abusive experience has included sexual violence or violence during pregnancy, it may be difficult for a woman to bond with a child born in these circumstances and particularly if the child has looks or behaviour reminiscent of the abuser. An assessment worker may see the child being treated more harshly or coldly than siblings, or what might be expected of a loving parent.

In cases of child protection where a woman is expected to protect her child from further abuse, an assessment must be made to ascertain whether she also has been subject to violence or abuse. Where a woman is also experiencing abusive and violent behaviour, her ability to protect will be compromised and this may lead to her actions being misinterpreted.

Link with Teenage pregnancy and Sexual Health

By 2010, our vision is that all young people in Brent will be brought up in a society where they are valued and well supported through an easily and quickly accessed range of co-ordinated, comprehensive, preventative and support services of high quality, that respond to different needs in the local community.

It is intended that through education and extended Borough-wide multi-agency services, young people can make informed decisions about relationships, sex, parenthood and sexual health, whilst those who become teenage parents will be actively supported to reach their potential in society. For more information please refer to Brent Teenage pregnancy and Parenthood Strategy 2005-2010

There can be some overlap between adult protection and domestic violence^{xv}. Where one or both adults involved can be defined as vulnerable then Brent's multi-agency policy and procedures *Protection of Vulnerable Adults in Brent* applies and **must** be followed. Staff can access this document on the intranet and external partners can view it in the Brent internet.

In this context, a vulnerable adult is defined as a person aged 18 years or over 'who is or may be in need of community care services by reasons of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'^{xvi}. Examples of adults who may be vulnerable include a person who:

- Is elderly and frail
- Has a mental disorder that may make them eligible for a community care assessment (e.g. dementia)
- Has a physical or sensory disability
- Has a learning disability, including autism
- Has a severe physical illness
- Is a substance mis-user
- Is an unpaid carer
- Is homeless

The presence of a disability or age alone does not signify that an adult is necessarily vulnerable i.e unable to take care of his/her self or unable to protect her/him self from abuse or exploitation. 'Community care services' includes all care services provided in any setting or context by any agency whether statutory, voluntary or independent in health or social care, including hospitals, housing agencies, advice services.

Crossover between the two types of abuse

	Similarities	Differences	
		Domestic Violence	Protection of Vulnerable Adults
Victims	Both genders, generally Adults (18yrs +) However domestic violence crosses all age groups and in particular it is important to recognise young people are at risk of domestic violence in their relationships and within their family.	Domestic violence victims tend to be personally singled out by the perpetrator rather than targeted as part of a group of people because of their perceived vulnerability	Note: For Vulnerable Adults procedures are 18+, otherwise refer to the children and Families procedures Age or disability alone is not a criterion for a person being vulnerable: vulnerability is determined by the presence of mental or physical incapacity, physical or mental frailty, physical or mental

Types of Abuse	Both categories of abuse can involve physical abuse, sexual abuse, psychological or emotional abuse, discrimination, financial or material abuse, neglect and acts of omission, and discriminatory abuse. An unequal power relationship generally exists between the abused and the abuser	Domestic violence is a pattern of behaviour targeted by one well known individual against another. This relationship between the two individuals is likely to define whether the abuse is domestic violence or institutional abuse. Where domestic violence occurs to a vulnerable adult a referral must be made to the relevant Adult and Social Care department	illness ^{xvii} . Vulnerable adult may also be the subject of institutional abuse Note: institutional abuse is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution
Place of Abuse	A person's own home, another person's home or public place.	Does not usually include abuse in institutions	Does include institutional settings e.g. hospital, residential homes, nursing homes, day care, detention centres, hospitals
Perpetrators	In both forms of abuse the perpetrator will be well known to the victim either as a partner, ex-partner, relative, friend or unpaid carer. The perpetrator will have the ability to exercise power and control over the individual through the mechanism of the relationship that s/he has with the victim.		Perpetrators of abuse of a vulnerable adult can also include: Professional staff, paid care workers, volunteers, other service users, relatives and family members, neighbours, friends and associates, people who deliberately exploit vulnerable people or strangers

Environment and Culture Department

Our new Environment and Culture department brings many of our frontline neighbourhood services together in one department. Although these services may not obviously associate themselves to the process of domestic violence work the mainstreaming of community safety and section 17 means that they do have a part to play. It is important that the issue of domestic violence is recognised within the Department and that this recognition is demonstrated to the public using the services provided by the Department.

For example this can be achieved by encouraging licence holders to site posters or information leaflets discretely in toilets. In the event of a crime taking place on

licensed premises we would also look to the licence holder to contact the police immediately.

Health Safety and Licensing: Staff should be aware of the potential impact of alcohol consumption upon individual's violent behaviour particularly when advising licensed premises. We would suggest that where alcohol is licensed to be consumed clear information is available for both victims of violence and perpetrators of local support services.

Register of Births Deaths and Marriages: The legal obligation to register births deaths and marriages means that this department has contact with most residents at one point or another. Therefore we have identified this service as providing a valuable opportunity to impart information discreetly and purposefully. For example we are looking to include personal safety and domestic violence information within new mother packs in response to findings around the increase risk during pregnancy. We also take great care to ensure that staff have a thorough awareness of the issue of forced marriage.

Parks Service, Street care, Street Wardens, Trading Standards, Environmental Health, Town Centre Management and Transportation: Where staff are in contact with customers in or around their homes they may become aware of domestic violence. In the event of such an incident staff should record the incident and report it immediately to their manager. We would not suggest that any member of staff endanger themselves or the victim by intervening or challenging the behaviour, however if it is possible to safely and discreetly inform a victim of local support numbers in a way which would not alert the perpetrator we would aim to do so. This can be achieved by carrying some of our crisis cards or leaflets on your person to distribute if necessary. Similarly environmental have specific duties under the Environment Protection Act 1990 to respond to complaints in relation to noise and this may bring staff into contact with domestic violence in an enforcement role. Again if it becomes apparent or likely that a resident is experiencing domestic violence staff should record their suspicions and inform their line manager immediately. A strategy of support for the victim can then be drawn up with the help of the domestic violence co-ordinator.

Libraries, Brent Adult and Community Education, Libraries and Adult Learning Centres also have a valuable role to play in responding to domestic violence both in raising awareness and changing attitudes about violence against women and children. In addition, as direct frontline service providers to the community, staff may come into contact with individuals who disclose domestic violence and need to be signposted to advice particularly through providing creches in house for students and therefore are in contact with families - also through their family learning sessions. If any members of staff are approached by someone experiencing domestic violence they need to follow the general guidelines. They need to listen, believe, refer and make the safety of the victim and any dependents a priority. There needs to be a commitment to condemning violence and challenging negative attitudes should they become evident. This can be demonstrated through ensuring that information is accessible and a safe environment is provided so that people feel able to raise the issue, and through learning events. Libraries also hand out Bookstart packs to all

babies and young children born in Brent at age intervals, working with health visitors this can be an opportunity to inform and disseminate messages.

Creative Development and Heritage Services

As a council we have the ability to demonstrate our unified intolerance towards violence to residents or visitors of the borough, through our publicity, events and public buildings. Therefore if the opportunity presents itself we should promote this strong message in our arts and entertainment and in our museums and exhibitions. Heritage Services officers also provide frontline services to residents including children and families and should operate within the guidelines as outlined above.

Sports Service: Where individuals access our sports centres, fitness facilities and sports activities staff may become aware of violence or physical injuries. Do not approach a suspected victim when they are with a suspected perpetrator or challenge a perpetrator directly as this could endanger the victim and yourself. However you should record your suspicions and refer immediately to your line manager. Staff should again follow the general guidelines and checklists detailed in chapter 6.

Finance and Corporate Resources

The new Finance and Corporate Resources department brings finance, IT and Property together.

Where frontline staff are in direct contact with the public they need to be aware of the possibility that individuals may disclose domestic violence or require signposting. Again the Guidelines section of this document should be adhered to.

Access to finances can become a major obstacle for victims wishing to flee violence. Therefore the council can offer advice around benefits and entitlements and signpost to other agencies.

IT and Property services may also become directly involved in service provision if it is a member of staff who is a victim and a risk assessment has to be carried out for their working environment.

3

GUIDELINES

CHAPTER 3: GUIDELINES

If you suspect your client is a victim of domestic violence

If you suspect that your client is experiencing domestic violence, safely and sensitively ask. Victims of domestic violence may be reluctant to raise the subject with others, either because they do not perceive themselves as being in a violent relationship or because they feel ashamed or embarrassed by their situation. Be aware of client's body language as this may help you pick up on a possible disclosure. The victim may be glad of an opportunity to discuss their problems or they may deny them or not wish to discuss it; in either case, the victim's wishes should be respected. Even if they do not want to discuss it now, the fact that someone has shown an interest may make them feel more able to discuss it in the future. Be careful not to ask direct questions instead use more indirect questions for example:

"It sounds as though you are having problems at home."

"Do you want to talk about the difficulties you are having at home?"

"Why do you feel that you have to leave?"

"Do you ever feel scared of your partner?"

"Has your partner ever said anything which made you feel scared for your safety?"

"In my line of work you come across domestic violence a lot and I wouldn't be doing my job if I didn't ask- are you having difficulties at home?"

Practical Issues to be considered by all Staff interacting with survivors

Below are issues which may will be of importance to someone fleeing a violent situation. They are also issues that an interviewer must bear in mind when conducting an interview or making an assessment of a housing application. This is not an exhaustive list or guide. Other issues may also become apparent to an experienced interviewer.

Housing

- In an emergency a victim may wish to flee to a safe place, for instance a refuge, bed and breakfast or family/friend. Advice on this can be provided by Housing Resource Centre.
- Victims will also want to know what their long-term property rights are and will need to get advice as soon as possible. The Housing Advice Team can provide information on this but they may also need to be referred to a solicitor or the new DV Adult Advocate on 020 8733 3742/ 07785 331610.
- **Important Note:** Refuge addresses and phone numbers are confidential due to concerns that violent partners will track down residents. Women are at greatest risk of being murdered when they plan to leave or have left a partner. It is

therefore critical that you never, under any circumstances, give the address or location of a refuge to anyone, even when you think they are safe. Residents of refuges must also keep their location confidential that means they will not be able to tell friends and family where they are staying.

Finances

- Financial independence is an important consideration for someone leaving a violent relationship. If someone fleeing violence does not have their own income then an awareness of the benefits system is essential as well as how to access such information. Advice can be sought from Citizens Advice Bureaux or the new DV Adult Advocate on the number above.

Personal Safety

- There are a number of legal safeguards available to victims of domestic violence. For their protection, it is important that proper legal advice is given by a solicitor as soon as possible (See list of local solicitors at back of document). Again the new Advocacy project based in the Police Community Safety Unit at Kilburn Police Station 0208 733 3742 will be able to provide advice, alternatively the national domestic violence helpline can offer advice on 0808 2000 247.

Counselling/Emotional Support

- Victims may benefit from being professionally counselled or simply being able to talk to someone in privacy about their feelings. Brent Women's Aid, Brent Domestic Violence Advocacy Unit, The Asian Women's Resource Centre and Brent Victim Support are just a few of the agencies operating in Brent which can offer this service as can some refuges. By offering the victim a Brent Domestic Violence leaflet or crisis card they can phone the preferred agency when and if they feel ready.

Black and Minority Ethnic Individuals

- People from Black and Minority Ethnic Communities may need the following particular issues taken into account: language issues, racism, no recourse to public funds and cultural issues. Support groups and refuges are available for people from ethnic minorities. Details are contained in the contact list at the back of the strategy.

Mental Health Problems

- It may be that the victim of domestic violence or the perpetrator may have additional mental health issues. If this is the case, it may be appropriate to discuss the situation with the client's social worker or the social worker of the perpetrator (if known). If there is no known social worker, a referral to a mental health team may be appropriate. Also refer to the Housing Services Mental Health protocol.

Older People

- Those older people who have been in a relationship for many years and have experienced domestic violence, can find it particularly difficult to talk about their experiences. They may believe they will not be able to cope if they leave the perpetrator (particularly if financially or physically dependent on that person).

They may also experience considerable pressure from friends and relatives including older children to remain in the relationship.

Younger People

- Entitlement to some benefits is restricted for people under 18 years of age. If a person is under 18 years old and violence is from a parent or carer, it could be considered to be child abuse. In these circumstances a referral to the appropriate Children and Families Team must be made.

People with Children

- If there is any indication that a child (under 18 years) has been abused by a parent/carer, then an urgent referral must be made to the appropriate Children and Young Family Team for them to make appropriate enquiries etc. Referrals may be made if the client wishes it, if it appears that the family are in need of advice and support. For more advice contact the ACPC.

People with Disabilities

- Be aware that there can be concerns that those living with disabilities who are subjected to domestic violence (from a principal carer or someone they live with) may not complain. They may not even be aware that they are being abused. There can be a fear that if they report domestic violence, they may be removed and placed in an institution. A referral to adult and social care physical disabilities unit should be made subject to the applicant's consent or overriding duty of care concerns.

Lesbian, Gay, Bi-Sexual and Transsexual (LGBT)

- Domestic violence does occur in LGBT relationships. It is important to note that violence may occur from other members of their family in response to telling them they were LGBT.

Employees Experiencing Domestic Violence

Staff should always be aware that Council employees subjected to domestic violence may find it particularly difficult to approach another member of staff for help. If they do so, every attempt must be made to reassure them that their rights to confidentiality will be respected. It may be appropriate to keep their application for housing separate from the main filing system (i.e., by using the locked Housing Needs 'Confidential' cabinet) and to arrange to interview them at a venue other than by using the usual interview facilities so that there is no risk of friends/colleagues becoming aware of their situation.

Procedural Guidelines for all staff

Victim safety

- Do ask if they are in danger right now or if it is safe to talk- especially if speaking to a victim over the phone.
- Do ask if they are safe to go home after your conversation- If they are not strongly help them to access emergency help

- Do give priority to the victim's safety – explore ways of maximising their safety whether they decide to leave the partner or not. Your role is to inform them of their options.
- Do take their fear seriously, their life may depend on your response
- Do not discuss the allegation of abuse with the alleged perpetrator
- Do not attempt to be a mediator
- Do not give **anyone** the address or phone number of where she/he is staying. This includes other professionals, unless there is a very strong overriding reason for them to know such as Child Protection issues. Where there are overriding Child Protection concerns, make enquiries to establish the identity of the professional you are passing the information to and ensure that the number you are telephoning is the correct office number for the department they claim to represent.

Maintaining Contact

- Establish a safe means of contacting the victim either by sending correspondence to c/o address e.g. a trusted friend, workplace or phoning a mobile. Ask the client if it is safe to contact them at home. If it is not safe, mark the housing file clearly. "NO CORRESPONDENCE TO HOME ADDRESS" and/or "NOT TO BE TELEPHONED AT HOME"
- If referrals are made to any other Council Officers or organisations make them aware of this.
- Be aware about the need for secrecy of refuge addresses: The safety of refuges as a place for people escaping violence relies on their whereabouts being known to as few a people as possible. The consequences of releasing these addresses to the "wrong" person are potentially very serious.

Providing an Alibi

- Where a victim feels they may have been seen at the Council offices by the alleged perpetrator or family or friends and feel that this may put them at further risk, the interviewer should consider the possibility of trying to provide them with an appropriate alibi. This could mean saying they were visiting another Section of the Council e.g., Council Tax, Education etc. The officer should discuss with the victim what may be a more acceptable reason for them to have been visiting Council offices.

Empowerment

- Do respond positively giving her/him your support

- Do reaffirm that the violence is not their fault- often victims feel that they are responsible for the situation because after repeated abuse they have low self esteem
- Do not tell them what they *should* do next
- Do not be judgemental of their actions and choices. Instead appreciate the reasons why it is incredibly difficult for some individuals to leave
- Do not ask them what they did to provoke the violence
- Do not make assumptions or comment about a victim's motives in reporting abuse.
- Ensure that up to date information about support services is available in public areas for individuals to pick up.

Protection

- Do explore options with them and talk through how they can minimise risk to their safety. Find out what they want to do and help them to achieve it.
- Do not give victims a bad service. The consequence for a victim is that they are likely to return to an abusive relationship.

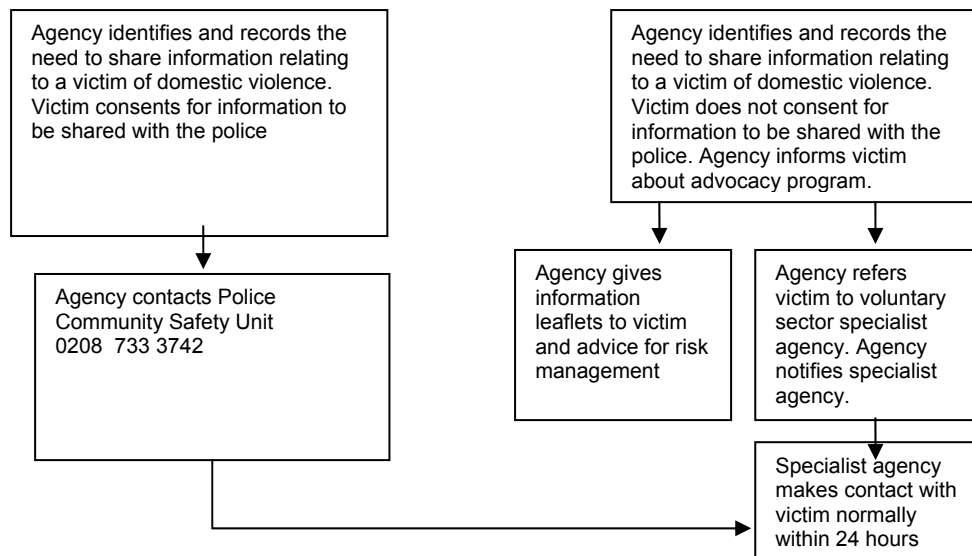
Evidence

- Do not disturb or destroy articles that could be used in evidence
- Do not challenge the victim, or ask for details and evidence in a way that suggests you do not believe the victim. Remember the victim has often risked their safety to come to you and so deserves to be believed unless proven otherwise. By disbelieving a victim at an early stage a professional plays into the hands of the perpetrator who would have told the victim many times that no one would believe them.

Remedy

- Do offer to refer individuals to the Brent Domestic Violence Advocacy Project (DVAP) Contact: 07785 33 1610/1296
- Do not pressurise them into agreeing an action which they are uncomfortable with
- Do not give up just because things are taking longer than you think

Referrals to specialist agencies flowchart



Data collection

While this is being developed departments are to required to record anonymous details of domestic violence related disclosures in a central department file and return these statistics to the Brent domestic violence co-ordinator at the end of each month Helen.oliver@brent.gov.uk

Safety Planning ***FOR USE BY TRAINED DV LEADS ONLY***

An offer of a referral to this service should always be made to clients who disclose (for more information contact the Brent Domestic Violence Co-ordinator on 0208 937 1047

Safety Planning

Suggestions for increasing safety – In the relationship

I will have important phone numbers available to my children and myself

I can tell _____ and _____ about the violence and ask them to call the police if they hear suspicious noises coming from my home.

If I leave my home, I can go to (list four places) _____

_____, _____ or _____

I can leave extra money, car keys, clothes, and copies of documents with _____

When I leave, I will bring _____

To ensure safety and independence, I can: keep change for phone calls with me at all times; open my own savings account; rehearse my escape route with a support person; and review safety plan on _____ (date)

When the violence begins which areas of the house should I avoid? E.g. Bathroom (no exit), kitchen (potential weapons) _____

Suggestions for increasing safety when the relationship is over

I can: change the locks; install steel/metal doors, a security system, smoke detectors and an outside lighting system

I will inform _____ and _____ that my partner no longer lives with me and ask them to call the police if s/he is observed near my home or my children.

I will tell people who take care of my children the names of those who have permission to pick them up. The people who have permission are _____
and _____

When I make phone calls I can use 141 so my number can not be traced

I can tell _____ at work about my situation and ask _____ to screen my calls

I can avoid shops, banks, and _____ that I used when living with my abusive partner.

If I feel down and ready to return to a potentially abusive situation, I can call _____ for support.

Important phone numbers

Police 999 or 0208 733 3742

National DV Helpline 0808 2000 247

Brent Women's Aid 0208 451 6047

Friends _____

Items to take if you can

Identification i.e. driving licence, Birth certificates for me and my children, Benefit books, medication, mobile or change for a phone, keys, change of clothes, passport, legal or divorce papers, Lease, rental agreement/ house deed, address book and diary

Some basic questions to ask in discussing ways in which to reduce risks to safety are:

1. Who can you tell about the violence who will not tell your abuser
2. Do you have important phone numbers available e.g. family. Friends, refuges, police?
3. If you left where would you go?
4. Do you suspect when the abuser is going to be violent? e.g. after drinking, after relatives visit, when the children are out.
5. When you suspect the abuser is going to be violent can you go elsewhere?
6. Can you keep a bag of spare clothes at a friends or family member's house?
7. Are you able to keep copies of any important documents with anyone else e.g. passport, birth certificate, benefits book.
8. Which part of the house do you feel safest in? e.g. possibly not kitchen where there are knives and sharp instruments.
9. Is there somewhere for your children to go when he/she is being abusive?
10. What is the most dangerous part of the house to be in when they are violent? e.g. bathroom because no exit

How to access a refuge

If your client needs a refuge space they can contact the new 24 hour National Domestic Violence Helpline on 0808 2000 247

If you contact the helpline yourself, you will be given a list of public telephone numbers for refuges and you will need to ring them yourself.

Once a refuge space has been secured you or your client will be given the details of a meeting point. You will not be given the address of the refuge because of the need to keep the locations confidential. Your client will have to make their own way to the meeting point.

N.B Considerations for male workers

If you choose to accompany your client to a refuge meeting point, you will need to leave your client before she is collected. This is so that the refuge workers are absolutely certain that the woman has not been found by her violent partner, and that it is safe for them to collect her. However, if your client wants you to remain with her during the initial meeting with refuge staff you could instead arrange to meet at the local police station so that the refuge workers know they are safe.

Housing and Customer Services Guidelines

This section applies to Council Tenants, Private Sector Tenants and Owner Occupiers and those who are staying with family and friends. All the general principles apply to those subjected to domestic violence, in the same way.

Those experiencing domestic violence and who are in the Private Sector will be directed to either Housing Resource Centre or the Housing Advice Team who will provide the appropriate assistance.

A detailed and comprehensive Housing Services Department Domestic Violence Policy and Procedures is currently being drafted and will be available shortly from the Housing Crime Reduction Team.

Considerations at the point of disclosure

Once an individual has disclosed domestic violence, an investigation will be carried out where the council will look to establish the following:

- Who is the perpetrator?
- When was the last incident?
- Does the perpetrator live in the home or have access to it?
- What form does the abuse take, actual violence, threats of violence sexual abuse, psychological/verbal abuse, and financial deprivation?
- Have the Police been involved?
- Have medical professionals been involved?
- Can the perpetrator be excluded from the property, and if so would the victim feel safe?
- Does the victim want to leave the accommodation, if so do they wish to stay in the same area or go to another area?
- Does the victim have anywhere safe that they could go to?

During an investigation

- The health, safety and welfare of those experiencing domestic violence is paramount, so the initial report should be accepted unless proven otherwise in subsequent investigations.
- The interviewer should not challenge the validity of the initial statement as this will have a detrimental effect on those experiencing domestic violence. However, clarification may be sought in a sensitive manner.
- At no time should those experiencing domestic violence be asked to provide physical evidence of domestic violence in order to access Housing Services e.g. Officers should not ask those experiencing domestic violence to show them their bruises or that there has been a physical attack before Housing Services department recognises that domestic violence has taken place. If further clarification is required, other avenues should be explored e.g. reports to the doctors, police, social services, voluntary sector specialist services, independent advocates, friends etc.
- It is paramount that confidentiality is respected and that information that is collected i.e. address and contact details should be kept locked away and that it should only be passed on a 'need to know' basis, with the consent of those subjected to domestic violence.
- Discuss the situation and any options available and establish the wishes of those experiencing domestic violence and see if you can help them achieve it, where possible only make decisions with the consent of those subjected to domestic violence.
- Officers should acknowledge that in some cases it is very difficult to report domestic violence. Housing and Customer Services Department Officers should not decide solely on the incidents mentioned above that domestic violence may be occurring. If in doubt, officers should seek advice from their manager.

When interviewing victims of domestic violence

1. The approach to the interview should be victim orientated.
2. A confidential/private room should be found for the interview to take place.
3. A same sex interviewer has been offered before the interview commences.
4. Confidentiality has been explained and the survivor reassured
5. An Interpreter has been made available where necessary and if appropriate a same sex interpreter should be requested.
6. Any children are out of immediate danger where possible Crèche facilities should be provided for those who have children present
7. Reassurance has been given that everyone has the right to live free of violence or fear of violence.

Confidentiality

Confidentiality must be maintained for all clients of Housing Services as a matter of course, however where domestic violence is an issue, the client may need to be actively reassured in order for them to feel they can discuss their situation without any additional fear for their safety. In particular,

- Never arrange joint interviews with the alleged perpetrator and those experiencing domestic violence, or suggest reconciliation.
- Clarify any limits to confidentiality before you start, for example in relation to Child Protection: If there are serious concerns about the welfare of a child then a duty is placed to notify the children and family department.
- It is advisable to inform those subject to domestic violence that their details will be computerised unless they have objections to this. Staff must respect any details which are accessed by computers and not pass the information on without the consent of the individual. Assure the individual they can have access to these records and that the information recorded can be used as evidence e.g. if they decide to report the crime or with her/his application for housing.
- Information on any case will only be given to a third party on a 'need to know' basis and with the written consent of those subjected to domestic violence.
- Reassured the individual that: The alleged perpetrator will not be contacted about the matter. Neither her or his whereabouts nor their contact with the Council will be released to anyone – (except where there is a need to know e.g., other Council Officers and other legitimate agencies).
- For the safety of the women using Refuges and the Refuge Workers, never give out the address or phone number of a Refuge.

Same sex interviewing

A sign should be displayed in all interview rooms stating that the client can ask to be interviewed by someone of the sex of their choice. Where domestic violence appears to be an issue, whether expressly stated by the client or not, the client should ACTIVELY be offered a choice of a male or female officer where possible.

Interpreters

Who should interpret?

In an emergency, it may be necessary to use the client's interpreter, but young children should not be used. If a staff interpreter cannot be found it may be possible to use the telephone interpreting service – Language Line. Officers should refer to

the Team Leader/Duty Manager for their I.D. password to access Language Line or contact the translation and interpretation Team on 020 8937 1070 for an interpreter.

Note: Interpreters must be reminded of the need for complete confidentiality

Housing referrals to specialist domestic violence services

Domestic Violence creates a complex set of needs. This requires a range of responses from various agencies, so there will be a need to consult with specialist agencies and individuals and make referrals to them but, do not do this without the victim's consent unless they are a vulnerable adult or a child. All those experiencing Domestic Violence should be offered referral to a specialist agency. Please see list of contacts at back of document.

Let the victim know what these agencies can offer. Explain what she/he can and cannot do including any delays or uncertainties there may be. Make sure that she/he has all the information that is required and take responsibility when referring her/him elsewhere. Make sure that the referral is appropriate. This means thinking about things like:

- Is the agency open and when can she/he get to it?
- Can she/he afford the bus fare
- Does she/he need to make an appointment?
- If there are any interpreters?
- Are there black and minority ethnic staff?
- Can she/he take her/his children with her/him?
- Be careful about referrals to groups her/his family and/or friends may belong. If you are not sure about the confidentiality policy in an organisation – check first.

If the client would like to make contact with any of the agencies listed but feels unable to do so themselves, they should be asked if they would like the officer to do so for them, otherwise they can contact them later if they wish to.

They could also take away the Brent Domestic Violence Leaflet, and be given the Homelessness service emergency number.

Remember do not pressure a victim into making contact with other agencies if they don't wish to.

Useful Contacts

	Telephone
BHP Housing office	020 8937 2424
BHP South Kilburn Office	020 8937 2659
Out of hour's service (Homelessness)	020 8937 1234
Housing Resource Centre contact number	020 8937 2000

Brent's One Stop Shop
Housing Advice Service

020 8937 1200
020 8937 2787
housingadvice@brent.gov.uk

Children and Families Department Domestic Violence Guidelines

Women, young people and children may seek help or be referred in several ways:

- By talking to a teacher or health professional
- By contacting a help line
- By accessing a website
- By coming to the attention of the police
- By approaching a local office or One Stop Shop
- By talking to their allocated worker
- By talking to staff in the Children's Centre or extended school
- By contacting the emergency duty team
- By approaching a women's refuge
- By talking to a worker in a day centre or community resource service eg. Asian Women's Resource Centre.

For simplicity, the response to be given by either approach is set out on the following flowcharts **(To be added)**.

Children and Families Social Work Team's Duty Numbers:

- | | | |
|-------------------------------------|---------------|----------------|
| • Referral and Assessment Team East | 020 8937 4715 | Hours of cover |
| 09.00 – 17.00 | | |
| • Referral and Assessment Team West | 020 8937 4875 | Hours of cover |
| 09.00 – 17.00 | | |
| • Emergency Duty Team | 020 8863 5250 | Hours of cover |
| 18.00 – 08.30 | | |

Some general principles to be followed:

- Where domestic violence or child abuse is identified, consideration must be given to the fact that they often occur together. Consequently, risk assessments must enquire into whether both forms of abuse are happening and where confirmed the child protection procedures must be followed.
- Enabling and empowering the woman to build her parenting capacity will increase her ability to protect her children. She will need active and non-blaming support in this, set in a context of understanding around the impact that domestic violence has on the psyche. These issues will be further compounded in terms of cultural and social expectations. The effect of 'bringing' shame and dishonour on a family must be considered and discussed with the woman so that their impact can be properly assessed in the understanding of the risks faced.

- The focus of any action must remain centred on the safeguarding of the child/ren and a comprehensive risk assessment must be made of the impact of the violence and the risk of abuse to them. However, punitive threats of removal to force an incapacitated mother into making a decision to leave the abuser may prove to be counter-productive in both the short and long term. A woman must have realistic options to choose from before she is able to take the steps towards leaving her abusive situation. Where the risk is deemed to high then steps must be taken to ensure the child's safety either through respite accommodation or Care proceedings.
- Where accommodation has become necessary then a child has the right to see or not see their parents. Their wishes and feelings need to be carefully assessed and their responses not taken at face value. They should not be allowed to be used or coerced into pressurizing the other parent during contact and the risk assessment should identify the need for supervision of contact if necessary.
- Any work with children should encourage their active participation in the planning for the family. Children need honest responses around the action being taken and should be reassured that none of this is their fault. They should be given opportunities to meet with other children undergoing similar experiences and enabled to find appropriate coping strategies to help them overcome their experiences of domestic violence.

Where a refuge expresses concern about a woman's care of her children, this should always be taken seriously.

The refuge workers will have put in place a support package for the family. Where this proves to be inadequate for reasons of damaged parenting capacity children and families should provide a core assessment of the children's needs together with a risk assessment of their immediate circumstances to ensure their ongoing welfare and safety. This work should always be sensitively managed and carried out in partnership with the refuge. However, while every effort should be made to keep the family supported as a unit, the focus must remain on the welfare of the child.

Child victims of Domestic Violence and the Law

A request for accommodation either in the form of supported refuge or respite care for the children must be assessed and appropriate support given where necessary. Where a woman has no recourse to public funds then a referral to the supporting people/homeless team must be made to support the need for accommodation while the ongoing risk assessment and safeguarding of the children remains with the referral and assessment team.

Contact for parents must be assessed and the wishes and feelings of the children included as part of the outcome. A contact plan should be drawn up which identifies all elements of the arrangements including any financial support required, and

signed by all parties and placed on the child's record. Where contact is being opposed an application must be made under S.34 of the Children Act 1989.

The Family Law Act 1996 and the Protection from Harassment Act 1997

Where the risk assessment has indicated a serious level of violence the orders should include the power of arrest. These orders should be combined with a safety plan for the woman and her children which might include the movement of the family out of the area and the protection of their whereabouts on the case record system.

Child Protection

- Where a referral is received that identifies domestic violence the data base must be interrogated to see if there have been any previous referrals or whether the child and or family are known to the department. If the referral meets the significant harm threshold or there have been 2 previous referrals a strategy discussion must take place with the police community safety unit (CSU) and the child protection team (CAIT).
- An assessment must be carried out on the children including a full risk assessment on their current and future safety and where appropriate a section 47 Investigation should be undertaken. Where there are compounding factors of mental health issues, drug and alcohol misuse and learning or physical disability a network/discussion must take place to ensure that all risk factors are understood and form part of the final risk assessment.
- The location of the children must be established and confirmed through enquiries to ensure that they have safe and appropriate carers. Their legal and immigration status confirmed and whether they are on or have been on the child protection register previously. Where neglect has been a previous issue this needs to be assessed in the context of the domestic violence.
- The assessment must address the woman's capacity to parent and protect her children. Consideration must be given to provide or signpost to services that will offer safety and respite to the family while the assessments are being carried out.
- Where safe, work should be undertaken to empower the woman to seek legal solutions around molestation and occupation orders so that the family can remain in the family home and the abuser is required to leave. In these circumstances the abuser should be encouraged to work with a domestic violence abuser group and with children's social worker to enable him to address his behaviour.
- Advice and guidance should be given or sought on the woman's rights and she should be advised to seek legal advice and support as soon as possible.
- Any treatment service that the family are referred to should understand the issues of domestic violence that the woman and the child have experienced in order that their initial presentation and ongoing involvement can be assessed in this context
- Where there is a risk that the child may be abducted the woman should be advised to:
 - Keep the child's passport, birth certificate and NHS card in a safe place
 - Where there is no passport, lodge an objection with the passport office

- Keep recent photographs of the child and anyone who might abduct them
- Do not agree to the child being taken abroad
- Warn carers that the child should only be collected by agreed people
- Apply for a Prohibited Steps Order.

Be clear that counter allegations **MAY** be malicious and designed to increase the fear and anxiety in the woman in terms of having her children removed.

Where arrangements have been made that the family remain in their home and the abuser has been ordered or required to leave, ongoing supervision should be maintained to ensure that they do not reassert themselves back in the household through fear or intimidation.

Child Protection Conferences

In the last year three women were killed during or after conferences took place in the London area. In any case coming to conference where domestic violence is an issue a risk assessment must be carried out prior to the conference. The recommendations must be presented to the chair regarding the abuser's attendance at or of being informed of the time and location of the conference and the decision and reasons recorded on the conference file.

Confidentiality and the sharing of information must be addressed in the conference and a decision reached on how the abuser will take part in the discussion and what information will be shared with them at the conferences conclusion. Further work will be carried out with the participants so that everyone is clear about the process, purpose and expectations in relation to the conference.

The focus of the conference must at all times remain on the child and any plan drawn up in respect of the concerns raised should ensure the child's welfare and safety. The plan needs to be set in the context of the risks the woman has and may face in the future. Consequently, services should be made available to bring about safe relief while the longer term work is being carried out and to this end a multi agency safety should be put in place. This should include addressing housing, health and education/day care provision, emotional and community support.

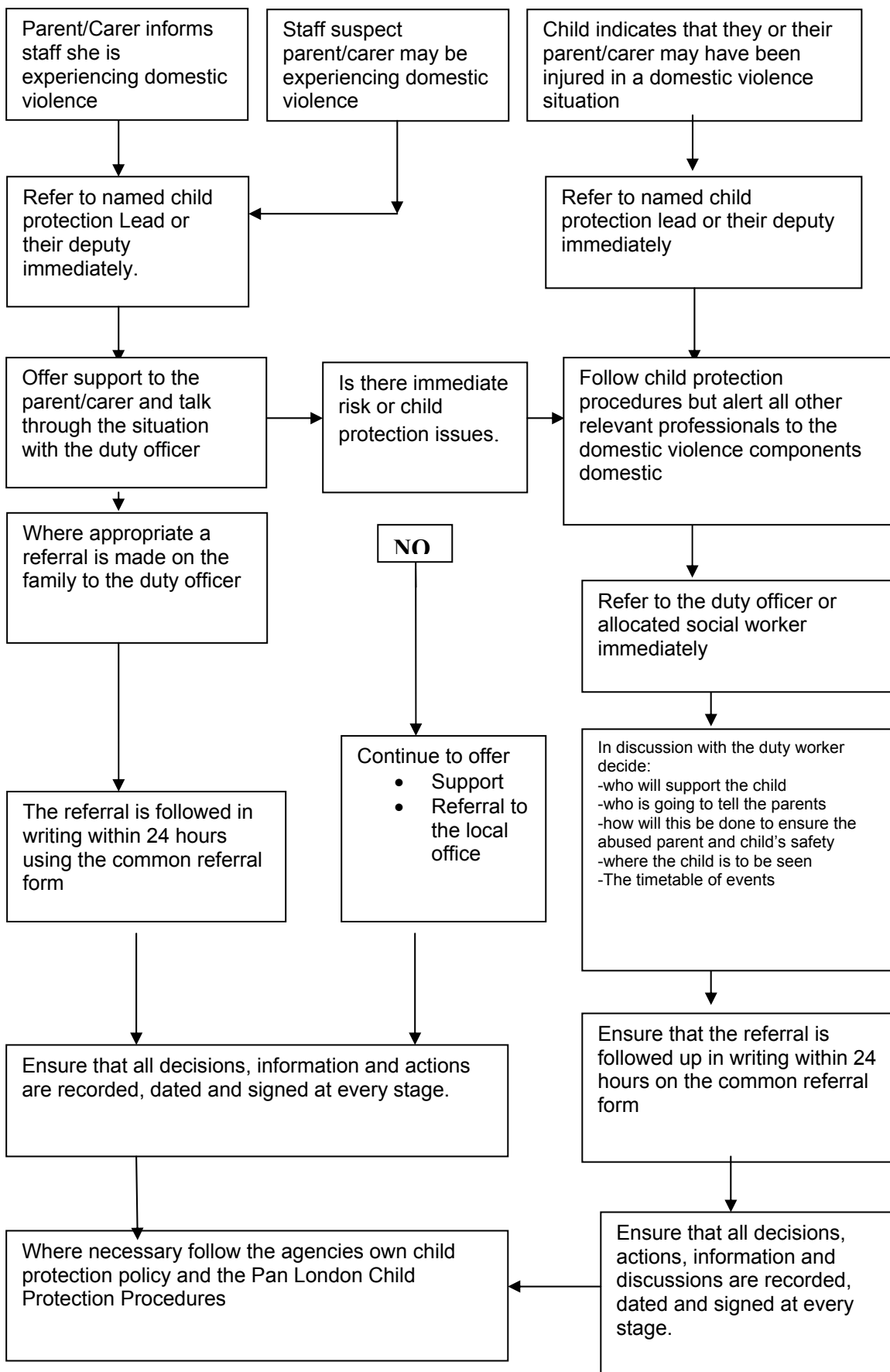
Core groups should include any agency or voluntary organisation involved in the support of the family and all should be aware of the risks to the family and their responsibilities involved in the safeguarding of the woman and the child.

Post conference family support

Where appropriate, following the conclusion of the child protection process, a family support plan should be negotiated with the woman and her children to address any remaining needs. Signposting or referrals partner services should

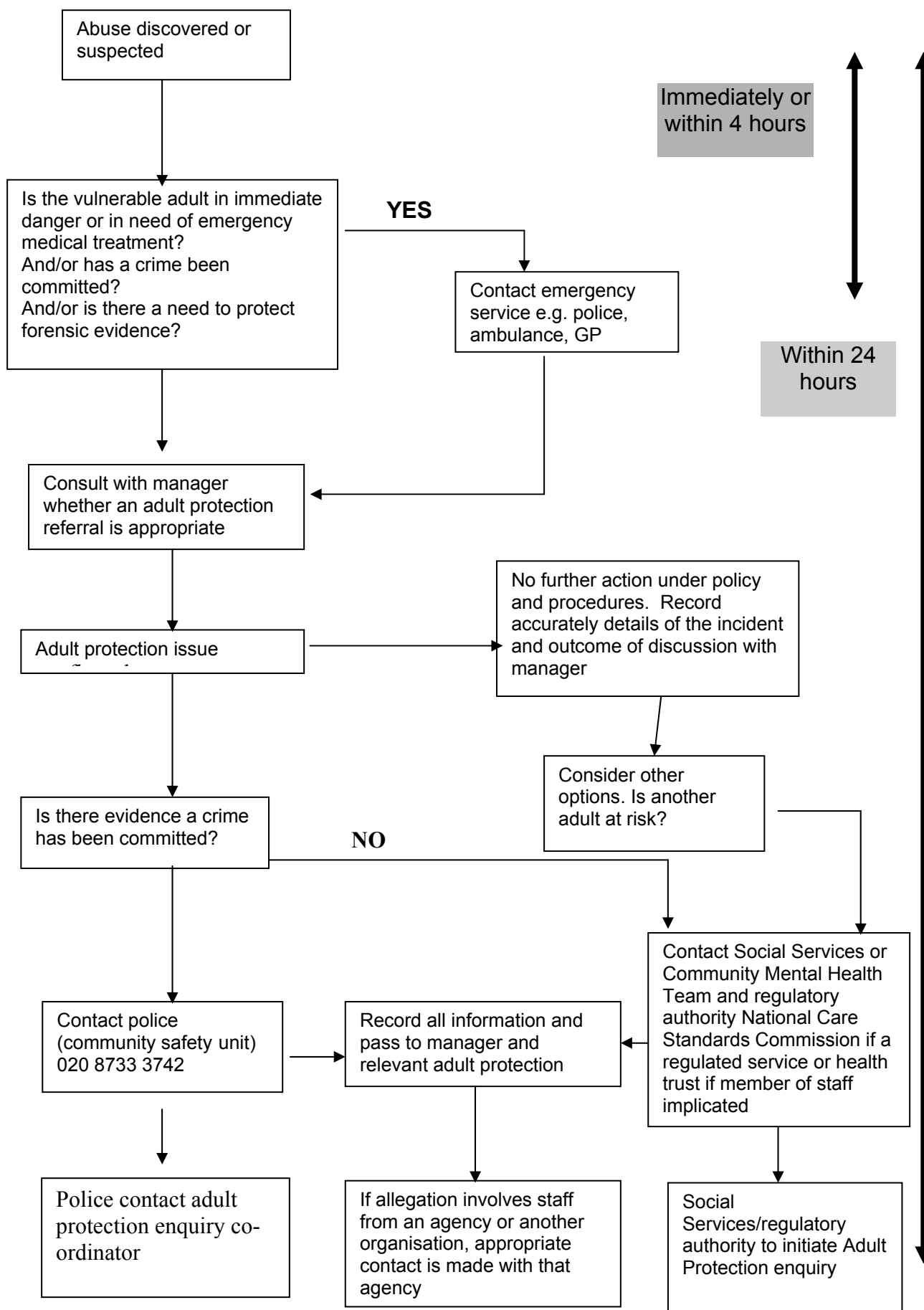
be made to ensure the family have the support they need to minimise the possibility of the abuser re entering the family group.

Flowchart: Children's Centres, Schools and Extended Schools



Adult and Social care services Guidelines

Alerting action to be taken after becoming aware flowchart



What if the vulnerable adult does not want any action to be taken?

In situations where the risk is regarded as being high, the wishes of a vulnerable adult that no action is taken does not preclude the holding of a multi-agency strategy meeting.

Deciding if the abuse is serious enough to warrant a referral to Adult and Social Care Department

Factors to be taken into account include:

- **Vulnerability** of the Individual
- **Nature** and **extent** of the abuse
- **Length** of time it has been occurring
- **Impact** of the abuse on others
- **Risk** of repeated or increasingly serious acts involving this or other vulnerable adults

IF IN DOUBT REFER

Regardless of whether the allegation seems trivial, you are uncertain that it indicates abuse, or previous allegations have been disproved **Still refer**

Although the consent of the vulnerable adult to a referral being made should be sought, you must refer in the following circumstances:

Referral in accordance with Brent's multi-agency policy and procedures 'Protection of Vulnerable Adults' must **always** take place when suspected or alleged abuse occurs in the following circumstances, where:

- The vulnerable adult does not have the capacity to make informed decisions about what action they want to take (if any) in response to the abuse they may be experiencing.
- The care of the person who is experiencing the abuse or exploitation is the legal responsibility of an agency or an individual e.g. Guardianship, s117 or s25A of the Mental Health Act 1983; The vulnerable adult is receiving care paid for by the Local Authority [THIS IS A FINANCIAL NOT LEGAL RESPONSIBILITY – i.e. different from the other examples]; There is registered enduring power of attorney, or Receiver under the Court of Protection.
- The abuse has taken place on property owned or managed by an agency that is providing services to the person experiencing the abuse or the person perpetrating the abuse. This includes property owned or managed by Adults and Social Care department or by health trusts.
- Crime has been or could be committed

- The alleged perpetrator is a paid worker or a volunteer
- The alleged perpetrator is another service user.
- There is an overriding public interest eg other vulnerable adults are at risk

In the above situations an adult protection enquiry will take place even where a person with capacity has asked for no action to be taken, in which case they will be informed of the duty to investigate.

Adult and Social Care Contacts

Service Contact Numbers:

	<u>TEL</u>	<u>FAX</u>
Older People Services:	020 8937 4870/ 4639	020 8937 4027
Physical Disabilities:	020 8937 4621	020 8937 4630
Learning Disabilities:	020 8937 4367 / 4347	020 8937 4614
Mental Health Services:	020 8937 6330	020 8937 6333

Other useful numbers:

Adult Protection Co-ordinator Tel:	020 8937 4030
Brent's One Stop Shop:	020 8937 1200
Police Community Safety Unit:	020 8733 3742
Action on Elder Abuse Helpline:	080 8808 8141 (Freephone)

4

CENTRAL HUMAN RESOURCES AND DIVERSITY

CHAPTER 4: CENTRAL HUMAN RESOURCES AND DIVERSITY

By working to mitigate the risks related to domestic violence, the council hopes to create a safer workplace for those experiencing abuse while at the same time sending out a powerful message to our partner agencies and the general public that domestic violence is unacceptable, and that responding to it is everybody's business

For those individuals living with domestic violence going to work can present both an opportunity to access help as well as pose a further risk to safety. For example the workplace may become the only place where the individual can access information and assistance safely. However, it can also become the only place a survivor can be located and harmed once they leave an abusive partner.

The prevalence of domestic violence within our society means that it is very likely that some staff within Brent council will be at risk of or personally affected by domestic violence either as victims or perpetrators. It is therefore crucial that as an organisation we are vigilant to the signs and respond to disclosures in a sensitive, safe and responsible manner.

Brent council's commitment to supporting employees

- Commitment to awareness raising and training

Brent Council recognises that domestic violence prevention and early intervention is dependent upon the vigilance and sensitivity of all employees. Our commitment to this is based upon knowing that providing a supportive and confidential environment can assist those in desperate need to seek help and support. Corporate domestic violence training will be run to ensure the successful implementation of this strategy while ensuring that support services publicity material is prominently publicised in public areas.

- Commitment to assigning a point of contact in each department including training

By **January 2006** each department will appoint an officer who will act as a point of contact for employees facing personal difficulties. This individual will receive the necessary domestic violence training and support to carry out this role. Designated staff with specific responsibility for supporting employees who are experiencing domestic violence, and who have had training on domestic violence and how to respond effectively.

- Mechanism for monitoring and reviewing its effectiveness

The council's domestic violence co-ordinator will monitor and review the effectiveness of the implementation of the corporate domestic violence strategy through consultation with service users and staff.

- Commitment to ongoing supportive response

Brent Local Authority's continued commitment to working in partnership with local support services through the Brent Domestic Violence Forum allows us to develop our expertise and response to this issue. Our statutory role as a responsible authority within the local crime and disorder reduction partnership is also essential in co-ordinating and implementing our response across the borough.

- Set the borough standard

It is hoped that the development of this strategy will spread good practice on domestic violence not just for employees but for the local partner agencies and the wider community of Brent, for example by encouraging local partners to display information in their organisations or to adopt our policy.

What is available to staff who are victims of abuse?

- Safety and Security

In the event of an employee disclosing domestic violence Brent Council will work to minimise the risk to employees through the implementation of reasonable special safety measures. The Corporate facility manager in partnership with the employee and trade union representative can review and alter an individual's accommodation, implement measures to ensure safety on site within a personalised risk assessment and safety plan. Steps could include filtering telephone calls, informing security staff of the perpetrator's description, the use of panic buttons, in some cases the council may be able to offer individuals the opportunity to work in a different location, the councils flexi hours may also enable individuals to alter their working hours or shift patterns.

- Confidentiality

The council recognises the difficulties inherent in disclosing domestic violence and wishes to stress that a person will be believed and that information will be treated in confidence and with discretion. However, while confidentiality will be respected, there may be times when this has to be broken, for example if a child is involved and the relevant services need to be informed. Not only are we legally obliged to do this under the Children Act 1989, but we believe strongly that children who are experiencing domestic violence may benefit from a range of support and services, and may need protecting from harm. More information about the duties of Children and Family services in relation to children in need and children at risk of significant harm can be found in chapter 3 of this strategy. In addition chapter 6 of this document outlines the procedures to be followed if vulnerable adults are affected by domestic violence.

- Access to support

Ensuring that people have clear and accurate information about the support services locally and nationally is key to enabling survivors to make informed and safe choices. It also sends out a clear message that as an organisation we will not

tolerate abuse. Whether it is the poster displayed in the public toilets or the leaflets routinely placed in accessible spots, we attempt to break the isolation that many victims feel by removing some of the stigma surrounding the issue.

Finance can also be a key determinant in a person's decision to leave a violent relationship. In certain circumstances the council may be able to offer an advance of pay or could negotiate alternative payment arrangements. For more information individuals should contact the HR department. Some unions also offer personal loans to cover the expense of injunctions or setting up alternative accommodation for example the UNISON Welfare scheme for Unison members. Facility time for members of the union branch involved in supporting employees fleeing violence is in place.

Special paid leave may also be available for appointments with support agencies. Staff can request up to up to ten day's of special paid leave each year.

- Equality issues

Brent council will treat any disclosure of domestic violence sympathetically. We recognise that abuse may result in stress, distraction, poor timekeeping, absence, depression or other related health problems. Sometimes an employee who is being abused may also have difficulty meeting the demands of the workplace and as a result they may turn down opportunities. This should not be used to deny future opportunities to the employee. In addition disciplinary procedures or scrutiny of sick leave should be used with extreme caution and sensitively where there is evidence of domestic violence.

What should colleagues do to support victims?

All members of staff have a responsibility to implement this domestic violence policy.

Do not pressurise a victim to disclose or tell others on their behalf unless they expressly state. Instead inform them of the support which is available should they want it. If in any doubt advise contact the council's domestic violence co-ordinator.

Colleagues must respect confidentiality however if you suspect that a child or vulnerable adult may be placed at risk of significant harm if confidentiality is upheld then it should be broken.

Staff must ensure that vulnerable colleague's personal details such as phone numbers, addresses and working arrangements are not shared with third parties. Perpetrators will often use numerous methods of tracking their victims when they have escaped and to reveal such information can place them at significant risk.

If you witness a violent incident at work you can report it using the reporting procedure set out on the Intranet (see the Brent intranet health and safety home page) this can be done anonymously. It is advisable to discuss your decision to report the incident with the victim before you report it so that they are aware of any increased risk they may face.

For more advice about how to talk to someone who discloses domestic violence please refer to section 4.

What should line managers do?

Managers have a responsibility to take the lead in implementing the domestic violence policy in their departments. Managers should routinely consider domestic violence in their role of monitoring and investigating sickness, attendance and work performance. Doing so effectively is dependent upon training which can be obtained through the local domestic violence Forum.

All managers should be aware of the possible indicators of domestic violence these include:

- Lateness or high absenteeism rate without explanation;
- Uncharacteristic depression, anxiety, distraction or problems with concentration;
- Changes in the quality of work performance for no apparent reason;
- The receipt of repeated upsetting calls/ faxes/ e-mails, or the individual being a victim of vandalism or threats;
- Obsession with time or avoiding lunch breaks or socialising outside work;
- Needing regular time off for appointments;
- Inappropriate or excessive clothing;
- Repeated injuries, or unexplained bruising or explanations that do not fit the injuries displayed; or
- Increased hours being worked for no apparent reason.

It is important to note that this is not a checklist. Some individuals may not exhibit any of these indicators. Individuals experiencing domestic violence suffer a broad range of physical and emotional consequences and so outward indicators are very subjective.

If domestic violence is suspected, any discussion about an employee's situation should take place in private. Any questions should be asked with care and sensitivity, reinforcing that, as far as possible, confidentiality would be respected. Managers should try to be specific during the meeting and make it clear that what they have seen is leading them to have the conversation.

Signs of abuse should not be ignored however it is important to ensure that suspected victims of domestic violence do not feel pressurised into disclosing any personal information that they do not feel comfortable with.

Additional Management responsibilities include:

- i. Creating an environment where employees feel safe and comfortable talking about domestic violence, by ensuring employees have regular access to training, posters leaflets on domestic violence.

- ii. Participating in regular domestic violence training and be aware of physical behavioural and/or performance changes affecting job performance that may be the result of domestic violence.
- iii. Integrating routine enquiry about domestic violence into sickness and attendance procedures and work related appraisals. Focus on the employee's capability rather than taking a disciplinary approach where it is suspected that domestic violence may be cause of poor work attendance or work performance. See new human resources guidance capability policy and procedure.
- iv. To believe the employee, taking time to listen to what they are saying, and ensure that any discussion takes place in private.
- v. Providing a sensitive, non judgemental response which includes messages such as they are not alone, nor to blame, that they do not deserve to be treated this way and that there is help available.
- vi. Keeping the information confidential, telling only those who need to know (e.g. security staff) with employee's permission.
- vii. Being aware that there may be additional issues facing an employee because of their ethnic background, age, sexuality or disability.
- viii. Knowing about support options available and discuss these with the employee. See section 12. These include the provision of independent and confidential counselling during working hours at no cost to the employee through the occupational health service.
- ix. Staff who, in their work, come into contact with domestic violence should have access to training on this issue. Line managers will be responsible for identifying posts where staff are likely to come into contact with domestic violence.

What is the role of the Human Resources department?

The councils Human resources policies are central to our effective response to domestic violence. We trust that the implementation of equal opportunities will guard against discrimination during recruitment, selection and job performance. We are also able to give special consideration to employees' who may require time off work, for example to obtain help for injuries and any disabilities.

Human Resources responsibilities include the following:

- Advising employees and managers on the council's responses to domestic violence situations.
- Working with managers to grant leave, adjust work schedules, arrange salary advances or attempt to find relocated employment for employees experiencing domestic violence.

- Working with managers, the domestic violence co-ordinator and employees experiencing abuse to develop a personalised workplace safety plan, which minimises the risk to the employee experiencing domestic violence and their work colleagues.
- Advising managers in taking corrective or disciplinary action against perpetrators of domestic violence if they no action to change their behaviour and continue to threaten, harass or abuse their partner.
- Participating in regular domestic violence training.

How can we try to protect children and third parties on site?

Through the implementation of thorough risk assessments alongside the recommendations within this strategy the council will manage risk and intervene at an earlier stage to reduce the danger posed to any third parties. While it is impossible to prevent all potential abuse staff should consider the potential risk posed to third parties when implementing any changes to practice or when working directly with children and vulnerable adults.

What will happen to staff who perpetrate domestic violence?

Domestic violence is a crime. As an employer the council takes any criminal allegation made against its staff extremely seriously. Not only can such abuse impact upon other staff but it can bring the organisation into disrepute. Therefore the council will investigate any allegation of domestic violence perpetrated by an employee thoroughly. If the allegation is found to be correct it will constitute disciplinary action if it is believed that workplace resources and information have been misused in order to perpetrate such abuse or it is evident that another criminal offence has occurred the police will be informed.

While it is clear that the council aim to hold perpetrators to account we also wish to encourage perpetrators to seek help for their abusive behaviour at an earlier stage. There are a number of perpetrator services operating in London which can assist individuals to address their abusive behaviour. For more information on perpetrator programmes contact the Domestic Violence Intervention Programme 0208 748 6512 or Respect on 0845 122 8609. Similarly there are policies in place around bullying and workplace harassment which may apply.

Useful Contacts

Brent Domestic Violence Co-ordinator ext 1047

Occupational Health Service

Westminster Occupational Health Service Tel: 020 8795 6048
Wembley Centre for Health & Care
Chaplin Road

Wembley, Middlesex

Corporate facilities

Head of Property Services ext 1334

Union Reps

GMB ext 5696

UNISON ext 6500 or 6510 or 6501

Human Resources

Employee Relations Manager ext 1087

Senior Employee Relations Adviser ext 1083

Service Area HR Managers

Human Resource Manager Transport ext 6786

Human Resource Manager General ext 1088

Human Resource Manager Children and Families ext 3122/3245

Human Resource Manager Adult and Social Care ext 4142

Human Resource Manager Housing and Customer Services ext 2279

Human Resource Manager Environment and Culture ext 5003/ 5089

APPENDICES

LEGAL FRAMEWORK

This Section provides the legal guiding principles which give us the context for action

Housing and Customer Services

The Housing Act 1996 and the Homelessness Act 2002 places obligations on the Council with regard to homelessness. If the council has reason to believe that you are homeless or threatened with homelessness the Council may meet its obligations in a number of ways:

- ❖ In most cases the Council will only provide advice, rather than finding you a home.
- ❖ In some instances the Council will help you find a home with a private landlord with your signed permission.
- ❖ For those eligible the Council may provide short-term housing.

A Homeless Persons Officer will explain how the law affects you and collect the information for senior officers to make the decision regarding eligibility.

Priority need

What is Priority Need?

Only a small percentage of people who lose their homes are in '**priority need**'. You will be in priority need if:

- ❖ You are pregnant or someone who would be expected to reside with you is pregnant.
- ❖ You have children below the age of 16 years, or up to the age of 19, who are studying in full time education, who reside with you.
- ❖ You are homeless or threatened with homelessness due to any emergency, such as a flood, fire or any other disaster.
- ❖ You are vulnerable because of old age, mental illness, handicap, other physical disability, or any other special reasons.
- ❖ You are 16 or 17 years old and not owed a duty by social services
- ❖ You are a care leaver who was looked after, accommodated or fostered between the ages of 16 and 18 and are now aged 18, 19 or 20 years old;
- ❖ You are a person who leaves prison, custody or the armed forces who is deemed vulnerable;

- ❖ You are a person who is deemed vulnerable due to violence

Homelessness

Most domestic violence is not reported directly to the Housing Resource Centre. It is possible that those subjected to domestic violence could approach the Housing and Customer Services Department for a variety of reasons.

It is important that Officers are aware of those individuals who present as homeless because they can no longer live with relatives. They should be asked why they were living with relatives in the first place to establish if the underlying cause of the homelessness is domestic violence.

Officers should also note:

- ❖ Domestic violence can be reported by a third party i.e. allegations of nuisance/noisy neighbours.
- ❖ On-going reports of repairs and damage caused to the property could be due to constant violent incidents in the home.
- ❖ Those subject to domestic violence may make an indirect enquiry regarding housing or tenancy rights.

Domestic violence can be perpetrated by someone who is currently residing at the address or has previously resided at the address. It can also include violence or threats of violence from a known person outside the home, for example this can be an ex-partner or relative who comes to the property for the sole purpose of using violence or threats of violence against the resident.

Interim accommodation while a case is being investigated

S188 (1) of the Housing Act 1996 states that if the local housing authority have reason to believe that an applicant maybe homeless, eligible for assistance and have priority need, they shall secure that accommodation is available for his occupation pending a decision as to the duty (if any) owed to him. This responsibility lies with the Housing Resource Centre.

The interim duty to accommodate arises whether or not there is a possibility of referring the application to another local authority.

The interim duty ceases when the local authority conveys its decision to the applicant.

If the applicant seeks a review of the decision, the local authority has a power but not a duty to continue the interim accommodation pending the review.

Associated persons

The Housing Act 1996 and key elements of the Family Law Act 1997 introduced a new definition of 'associated persons' who can be a perpetrator of violence.

Domestic violence or other violence:

Section 177(1) provides that it is not reasonable for a person, the applicant, to continue to occupy accommodation if it is probable that this will lead to domestic violence or other violence against:

- I. the applicant,
- II. a person who normally resides as a member of the applicant's family, or
- III. any other person who might reasonable be expect to reside with the applicant.

Section 177(1A) provides that violence means violence from another person or threats of violence from another person which are likely to be carried out. Domestic violence is violence from a person, who is associated with the victim, and also includes threats of violence which are likely to be carried out.

Section 178 provides that, for the purposes of defining domestic violence, a person is associated with another if:

- a) they are, or have been, married to each other;
- b) they are, or have been, cohabitants (eg a man and woman living together as husband and wife);
- c) they live or have lived in the same household;
- d) they are relatives, i.e. father, mother, stepfather, stepmother, son, daughter, stepson, stepdaughter, grandmother, grandfather, grandson or granddaughter, brother, sister, uncle, aunt, niece or nephew (whether of the full blood, half blood or by affinity) of that person or of that person's spouse or former spouse. A person is also included if he or she would fall into any of these categories in relation to cohabitees or former cohabitees if they were married to each other;
- e) they have agreed to marry each other whether or not that agreement has been terminated;
- f) in relation to a child, each of them is a parent of the child or has, or has had, parental responsibility for the child (within the meaning of the Children Act 1989). A child is a person under 18 years of age;
- g) if a child has been adopted or freed for adoption (s.16(1) Adoption Act 1976), two persons are also associated if one is the natural parent or grandparent of the child and the other is the child of a person who has become the parent by virtue of an adoption order (s.72(1) Adoption Act 1976) or has applied for an adoption order or someone with whom the child has been placed for adoption

The Responsibilities of the Children and Families Department

Children and Families are not always involved in families where there is domestic violence; their focus is largely on children who are at risk of 'significant harm'.

The Children Acts 1989 and 2004

The threshold of Significant Harm has now widened to include emotional harm as experienced through domestic violence. Harm includes physical, emotional and sexual abuse as well as neglect. However, children do not have to be in imminent danger to be referred.

In many cases, this is a subjective assessment so the point at which a Social worker will intervene can vary. Staff should be aware of the risk factors associated with domestic violence so that Social Services can be informed if a child is at risk.

Legally all Brent staff are obliged to report any disclosures of violence if

- The victim is a child
- If the victim is unable to report the crime themselves e.g. they have a disability which has prevented them from reporting it

If this is the case a referral to either Children and Families or Adult and Social Care should be made.

The Education Act 2002

This Act requires schools to report their concerns around children experiencing domestic violence and abuse through the child protection procedures.

The Family Law Act 1996 and the Protection from Harassment Act 1997

Offers protection to the victim both through the civil courts and the criminal courts to raise the protection of injunctions and non molestation conditions

Health and Safety at Work Act 1974

Employers have a duty under the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees. The Health and Safety at Work regulations 1992 also requires employers to assess the risks of violence to employees and make arrangements for their health and safety by effective planning, organisation and control. It also makes business sense to address any issue which affects the productivity, cost, safety and liability of an employee in our charge.

Where do clients stand legally?

There are two ways survivors can access the legal system, either through the police (criminal law) or a solicitor (civil law)

The Criminal Law

- If a victim calls the police

The police can provide immediate help. They may arrest a violent perpetrator if s/he's committed a criminal offence. These offences could include: Assault, whether physical or psychological; sexual assault and rape; theft; fraud or other forms of financial exploitation; discrimination on the grounds of race, gender or disability and false imprisonment. It is the decision of the police whether to arrest the perpetrator or not and not the responsibility of the victim.

The local police Community Safety Unit will also provide support. Community Safety Units are the investigative teams for domestic violence crimes as well as race and homophobic crime. They can also support victims in finding ways to keep safe. They Brent Community Safety Unit can be contacted on 0208 733 3742.

If the police are called out they will take a statement from the victim. The victim will be asked to sign it to say it is true. The police will also gather other evidence that may be available such as medical records or statements from neighbours. They may also take photographs of injuries.

It is not possible to 'withdraw the charges'. It is the decision of the police to press charges and the decision of the Crown Prosecution Service whether to prosecute. The only action the victim can take it to withdraw their statement. If there's still enough evidence of the crime, the abuser may still go to court.

- If a violent partner is arrested

If they are arrested they will be taken to the police station. If he/she is charged with a crime he/she may be released on bail while the police complete their investigation. Usually there will be conditions attached to his/her bail such as ordering them to stay away from the survivor and not to communicate with him/her indirectly. If the abuser ignores these conditions, s/he can be arrested and may be kept in custody until the court case.

- If the perpetrator pleads guilty

If the perpetrator pleads guilty the victim doesn't have to go to court. She/He may however be asked to give a 'victim impact statement' to describe the effect the abuse has had on them. This could be considered when the court decides the penalty.

- If the perpetrator pleads 'not guilty'

If the perpetrator pleads not guilty the victim may have to go to court to give evidence. If this happens it may be useful to contact an organisation like Brent Victim Support 0208 965 1141 who can answer any questions about the court process. The crown prosecution service and the police witness care unit may also have a meeting with the victim before the court case to discuss some 'special measures' that may be available to assist the survivor through the process.

- If the abuser continues to harass the survivor

A survivor can report it to the police and they can issue him/her with a formal caution under the Protection from Harassment Act. If he/she persists after they have been cautioned, s/he can be arrested and could face up to 5 years in prison. This makes it more powerful than an injunction and incurs no financial cost to the survivor.

- Other things the police can do

The police can give information about other support agencies (e.g Women's aid, Refuge, etc)

If a victim is injured they can take her/him to a doctor.

They can take the victim and her/his children to a safe place such as a friend's house or refuge.

The Civil Law

In addition to calling the police, there are also other legal avenues your client may want to explore under the civil law.

The Protection From Harassment Act can be used to stop an abuser from behaving in ways that aren't actually criminal offences yet which are still distressing and intimidating e.g. Uninvited visits at 2 o'clock in the morning.

- Injunctions

An injunction is a civil court order which can be used to help keep a survivor safe. It places legal restrictions on their abuser to try to prevent or limit any further violence. Injunctions normally last for 6 months but they can sometimes be extended.

- Types of injunctions:

Occupation Order: (Sometimes known as an ouster injunction) these injunctions can exclude the abuser from the property

Non Molestation Order: This injunction prohibits the abuser from assaulting a survivor or her children. It can also prevent the perpetrator from coming within a certain area or from getting somebody else to do those things for them.

Ex-part injunction: this is not a different type of injunction to the two above – ex-part simply means that the perpetrator will not be notified of the court hearing. They can only be used in an emergency. A problem with enforcing an ex-part injunction is that it doesn't come into force until a copy of the order has been physically handed to the abuser. If the abuser makes him/ herself scarce and avoids service of the order, there can be a delay between the order being made and it coming into force.

Why should a victim report to the police?^{xviii}

There are many reasons why individuals do not wish to report violence. The survivors shock, mental health, shame, embarrassment, fear and anticipation of being disbelieved are often very prevalent. However the following list can be used by professionals when assisting survivors to make an informed choice.

In favour

- Reporting can be emotionally beneficial if you take the view that you are fighting back and asserting your rights to have your complaints taken seriously
- Reporting may prevent the perpetrator from abusing someone else
- Reporting abusive behaviour could break the pattern and save your life
- Reporting will ensure that you get medical attention to check for possible injuries
- Reporting may help you resolve concerns about your personal safety
- Reporting may be the first step towards a successful prosecution
- Reporting brings your perpetrator to the attention of the police- this may help them solve other cases of abuse
- Reporting ensures the authorities have accurate figures on the prevalence of domestic violence- helping to influence the laws and prevention services.

Against

- It is also important to assist the victim in recognising the possible risk to their safety immediately after s/he reports or leaves a perpetrator. Research indicates that a survivor is most at risk of severe violence or murder when s/he leaves a relationship because the perpetrator can react dangerously to the loss of control.
- It is also important to recognise that the losses for survivors once they leave are difficult to come to deal with. Often survivors will have to start from scratch.
- A prosecution is often a traumatic and difficult experience for survivors to undergo.

APPENDIX 2

ROLES AND RESPONSIBILITIES OF OTHER AGENCIES

1. The Crown Prosecution Service (CPS)

The CPS makes decisions about whether or not to prosecute a case. The Code for Crown Prosecutors provides guidance on how crown prosecutors should make the decision to prosecute or not. In addition the CPS has issued a domestic violence policy and additional guidance on the handling of domestic violence cases. This sets out some key considerations;

Evidence: The CPS will not automatically assume that calling the victim is the only way to prove a case. They will actively consider what other evidence may be obtainable. Police officers should collect all available evidence at the time of the incident and subsequently;

Withdrawal: If a victim asks the police not to proceed with the case, or withdraws their statement, the CPS will liaise with police officers to determine whether there is enough evidence to proceed without the victim's support. The views of the victim are important but are one of a number of considerations that the cps will have to take into account.

The CPS has a network of domestic violence co-ordinators for more information visit www.cps.gov.uk.

2. Children and Family Court Advisory and Support Services (CAFCASS)

CAFCASS was formed on 1 April 2001 and is concerned with interests of children involved in the family proceedings. CAFCASS officers advise courts on what they consider are the best interests of the child.

CAFCASS only works in the family courts and this includes;

- Situations where parents who are separating or divorcing cannot agree on arrangements for their children;
- Situations where children are subject to an application for care or supervision proceedings by social services.

For further information see www.cafcass.co.uk

3. Education Sector

School staff are often the crucial link in the chain between identification and referral to social services. They are also critical in a child's resettlement following escape. Schools and LEAs should seek an active role in local CDRPs and Forums. Advice for schools on child protection is presently set out in DfEE Circular 10/95- Protecting Children from Abuse; the role of the Education Service. For further information visit www.dfes.gov.uk/index.htm

For information on local training for staff and pupils please contact the Brent Domestic Violence Forum on 0208 961 6549 or ext 1047

4. Health Service

The Primary Care Trusts became responsible Authorities under the Crime and Disorder Act in April 2004. Health services have an essential role in reducing domestic violence as health professional may identify the first signs of domestic violence. In March 2000, the government published domestic violence: A resource Manual for Health professionals. This document sets out best practice professional guidelines on the identification and management of domestic violence. A second edition of this manual is soon to be launched.

Health care professionals are required to;

- Ensure that the safety of the person (and any children) is the paramount consideration;
- Treat people with respect
- Seek to empower people to make informed choices about their lives;
- Respect confidentiality;
- Co-operate with other agencies

For further information on the role of the health service visit www.nhs.uk

5. National Probation Service

The NPS core functions are enforcement, rehabilitation and public protection. The NPS supervise convicted offenders both on community sentences and, in many circumstances, upon release from custody on licence. The NPS has a statutory duty under the criminal Justice and Court Services Act 2000 to help victims of crime by providing them with information and consulting them about offenders release plans.

For further information see www.probation.homeoffice.gov.uk/output/page1.asp

6. Prison Service

Under the Criminal Justice Act 2003 the prison service plays a key role in the Multi-Agency Public Protection Arrangements (MAPPA). The prison service therefore has a duty to share risk management and other relevant information with MAPPA partners and to participate in the planned release of those offenders subject to the management of a multi-agency protection panel. As part of the safer custody programme all prisons are required to have a strategy to reduce violence and prevent bullying. This underpins a consistent approach to anti-social and abusive behaviour and promotes personal safety. Additionally, the prison service victim helpline provides a facility for victims to report unwanted contact by letter or telephone from a prisoner. These concerns are then notified in confidence, to the appropriate prison governor and action is taken to prevent further contact.

For further information contact www.hmprisonservice.gov.uk

7. Refuge/ Outreach services

Women's Aid Federation of England

Four Women's Aid Federations operate across the UK providing refuge support to victims of domestic violence. They are in England, Scotland and Northern Ireland. They co-ordinate and support local Women's Aid organisations and other domestic violence services which provide refuges, help lines, outreach and advice services to women and children experiencing domestic violence. Women's Aid works in partnership with government departments, social services, police, health services, and other voluntary organisations to provide an integrated approach to domestic violence. Brent has its own Women's Aid branch for more information visit www.womensaid.org.uk or contact the national domestic violence helpline on 0808 2000 247

Refuge

Refuge is a national charity for women and children who experience domestic violence. It offers the following services; a confidential 24-hour national domestic violence free phone helpline in partnership with Women's Aid; safe emergency accommodation through a network of refuges, some specifically for African Caribbean and Asian women; a children's programme, counselling outreach services and a resettlement service.

For more information visit www.refuge.org.uk or contact the national domestic violence helpline on 0808 2000 247

8. Registered social landlords and Housing Associations

In Brent local authority no longer owns all the social housing instead it works in partnership with local registered social landlords and housing associations. RSLs and housing associations do not have the powers to assess whether a person is statutorily homeless. For further information see www.rsls.co.uk

9. Victim Support and the Witness Service

Victim support provides information, a free and confidential telephone support line, practical help and emotional support to victims who have experienced a crime (reported or unreported). This service also extends to family and friends. Victim support is an independent voluntary organisation that works alongside the criminal justice system, government and other voluntary organisations.

Witness Service

The Witness service is part of VS and it helps victims, witnesses and their families and friends when attending any of the criminal courts in England and Wales.

For more information visit www.victimsupport.org.uk

10. Police

The priorities of the police service in responding to domestic violence are as follows;

- To protect the lives of both adults and children who are at risk as a result of domestic violence;

- To investigate all reports of domestic violence;
- To facilitate effective action against offenders so that they can be held accountable through the criminal justice system;
- To adopt a proactive multi-agency approach in preventing and reducing domestic violence.

Domestic violence may fall within the following potential associated investigations; child abuse, vulnerable adult abuse, missing person's investigations, domestic homicides, forced marriage, incidents involving insecure immigration status and domestic violence, sexual offences, prostitution and other incidents which are not overtly domestic violence.

11. The Forced Marriage Unit

The forced Marriage unit was launched in January 2005, and is another example of joined-up multi agency working between the foreign and Commonwealth Office and the Home Office. For more information please contact

Community Liaison Unit G55
Foreign and Commonwealth Office
Old Admiralty Building
London
SW1A 2PA
Telephone 020 7008 0230/0135/8706

APPENDIX 3

Brent Domestic Violence Forum

The Brent Domestic Violence Forum and Development Worker

The Brent Domestic Violence Forum acknowledges that domestic violence is widespread in our society. The Forum works towards eliminating domestic violence from the London Borough of Brent through co-ordinated action by all partner agencies.

Aim

The Brent Domestic Violence Forum is a second tier organisation for professionals and residents of Brent. It aims to raise awareness and understanding of domestic violence and its impact upon victims, children, perpetrators and local service providers. This involves promoting good practice, introducing new developments and circulating local and national research. Finally the Forum aims to achieve consistency in the way services are delivered to those experiencing violence through monitoring local agencies progress against local action plans and strategies.

Objectives

The Forums four objectives are those of the ALG Greater London Domestic Violence Strategy

1. To increase safer options for victims and their children
2. To reduce Social tolerance
3. To hold abusers to account
4. Prevention

Structure

The Full Forum has five working groups; Protection and Justice; Adult Health and Social Care; Children Health and Social Care; Housing; Public Education and Prevention. In conjunction with these working groups the forum also has a service user consultation subgroup and a Murder Review Subgroup

The forum has its own Development and Training Officer who can be contacted on Ext 1139.

Brent Domestic Violence Forum ongoing actions and priorities

Ongoing Actions:

Increase targeted membership to the forum

Continued development of forum information dissemination

Continued development and co-ordination of training Initiative in Schools

Implementation of borough action plan around domestic violence

Secure charitable status for the Forum

Continued capacity building of Forum

Continued Monitoring and evaluation of Forum led initiatives

Continued work on existing training projects include:

Brent's adaptation of the Westminster Domestic Violence Prevention work in Schools

Stella: drug, alcohol and domestic violence training and Multi agency training

Ensure the forum's directory of services is maintained and readily available

Work to highlight the issue of harmful cultural practices against women and children
Continued involvement in Brent Domestic Violence Murder Review Panels

Priorities

Secure future funding for the Domestic Violence Training and Development worker
Service User Consultation mechanism

Improved engagement with targeted sectors

Development of forum communication and public awareness strategy to maximise accessibility of information

Implementation of new ratified structure of the Forum

Formalise information sharing protocol for domestic violence cases

Establishment of a domestic violence case review board

Formalise referral system operating in Brent through the Brent DVAP

Development of a forum Training strategy to expand current training initiatives to include:

Cross training around domestic violence and Vulnerable Adult abuse, training targeted at Health Sector, Housing, Legal practitioners and children centre staff.

Work with local criminal justice agencies to advocate for a local domestic violence specialist cluster court

Increase safe housing options for survivors in Brent

Improve provision for survivors with no recourse to public funds

Develop move towards routine enquiry

The Brent Domestic Violence Co-ordinator / Senior Community Safety Officer

Brent Domestic Violence co-ordinator is based within the Community Safety team. She is responsible for the strategic co-ordination of domestic violence services in the borough. She can be contacted on ext 1047.

Brent Domestic Violence Advocacy Project (Brent DVAP)

Brent DVAP is a free and confidential service offering practical and emotional support to survivors of domestic violence and their children in the London Borough of Brent. The Brent Domestic Violence Advocacy Project (DVAP) is based at the Brent Metropolitan Police Community Safety Unit and aims to be the central referral route for domestic violence cases. They accept referrals from all agencies as well as self referrals.

To make a referral you **must** have consent from the survivor. Once this is obtained contact us directly on either of the numbers below. Alternatively you can also make a referral by giving the client our telephone number and email address.

Adult Advocate

Mobile: 07785 331610

Email: dvapadult@gmail.com

Child Advocate

Mobile: 07785 331296

Email: dvapchild@gmail.com

LOCAL SPECIALIST SERVICES

For more details of local specialist please refer to contact details at end of this document or see Brent Domestic Violence Directory of services which is available on the Brent intranet and Brain.

- **Black and Minority Ethnic Organisations**

African Women's Care

Moran House

449-451 High Road

Willesden London NW10 2JJ

Tel: 020 8449 9006

Fax: 020 8459 9028

email: africanwomencare@hotmail.com

Opening times: 9.30am – 5pm

Counseling, advice and information, translation, interpretation and advocacy services for women experiencing domestic violence. Befriending and empowering service for women with terminal or life-threatening illnesses. Health

promotion awareness and prevention training on areas of women's health. Basic skills training and support to enter employment for long-term unemployed women. Languages spoken: Luo, Swahili, Luganda.

An-Nisa Society

85 Wembley Hill Road,
Wembley Middlesex HA9 8BU

Tel: 020 8902 0100

Fax: 020 8902 0133

email: an-nisa@btconnect.com

Advice and referral. Limited Islamic counsellors.

Support Groups, courses on self-development,

health and well-being and ICT. Newsletter, supplementary school. Children and youth activities.

Languages spoken: Urdu, Arabic when available.

Asian Women's Resource Centre

108 Craven Park

Harlesden, London NW10 8QE

Tel: 020 8961 6549/5701

Fax: 020 8838 1823

email: asianwomencentre@aol.com

Opening times: 10am - 5pm Monday-Friday,

Thursday 10am-7pm.

Confidential, non-judgmental advice and referral service for any woman experiencing domestic violence, specialist outreach service, DV support group for Asian women. Advice on benefits, housing and immigration issues. Case work, drop-in sessions, pregnancy testing, English classes, summer playscheme, creche facilities, Sure Start child & parenting programme. Language support provided : Urdu, Hindi, Gujarati, Punjabi, Tamil, Bengali, English.

Brent Asian Women's Refuge

PO BOX 20080

London NW2 4FG

Tel: Confidential but can be contacted via ASRA,

Greater London Housing Association on Tel: 020 7940 6600

Opening times: residential Refuge accommodation, support, advice, advocacy, information and resettlement services for Asian women and children escaping domestic violence. Play sessions, advocacy and information for children. Languages spoken: Urdu, Punjabi and Gujarati.

Brent Irish Advisory Service (BIAS)

The Old Library Building, Willesden Green Library Centre

95 High Road, Willesden London NW10 2SF

Tel: 020 8459 6655

Fax: 020 8459 6699

email: bias.brent@btconnect.com

Opening times: 10am-5pm Monday - Friday, closed every Thursday from 1pm.

Ongoing social work support with families. Advice, support, befriending, family services, mentoring, youth work, housing.

Tamil Refugee Action Group (TRAG)

2nd Floor, 449-451 High Road

Willesden, London NW10 2JJ

Tel: 020 8459 9070

Fax: 020 8459 9071

email: trag-office@tiscali.co.uk

Opening times: 10am - 5.30pm Monday - Friday

Advice and information, health promotion project, women's welfare project, elderly support group, hard of hearing support, ESOL classes supported by N.W. London College. Case work undertaken on asylum issues and housing benefit.

Languages spoken: Tamil.

- **Children and Young People**

Brent On Track/ Children's Fund

Centre for Staff Development
Gwenneth Rickus Building
Brentfield Road London NW10 8HE
Tel: 020 8937 4153
Email: Anita.mehta@brent.gov.uk

CAFCASS (Uxbridge)

75 High Street
Uxbridge, UB8 1JR
Tel: 01895 251398
Fax: 01895 236299
email: Catherine.burns@cafcass.gov.uk
Opening times: 9am - 5pm Monday - Friday
Cafcass offers dispute resolution to the family courts in private law cases. All parties are first screened for domestic violence. Suitable cases are referred to the DVIP under our partnership arrangement, for a full risk assessment. DVIP then offers support to the victim and counselling to children. Perpetrators may be offered a place on their perpetrators programme. Any contact will be supervised.

Kilburn Youth Centre

79 Kingsgate Road
London NW6 4JY
Tel: 020 7625 2229
Opening times: Appts: Monday 10.30am – 4.30pm
Tues and Wed. 12.30 – 2.30pm.
Thurs/Frid. 10.30am – 12.30pm
Drop-in Tues. and Wed. 3-6pm. Thurs/Frid. 1pm - 4pm
Support to young people under 25. Advice on housing, benefits, employment, debt, education/careers, sexual health, drugs and alcohol. Chill-out space, advocacy and an At Risk project for young people at risk of offending.

Sure Start Brent (Central)

Mitchellbrook School
Bridge Road
London NW10 9BX
Tel: 020 8451 4180/4181
Fax: 020 8451 4199
email: ginahouston.sscb@btconnect.com
Opening times: 9.30am - 4.30pm Monday - Friday
Target group children under the age of 4 years: creches, speech and language therapy, play therapy, SS playbus, portage worker, children nursery facilities
6month- 5years, parenting classes and gardening project.

Sure Start Brent (Roundwood)

Suite 54, Chancel House
Neasden Lane, London NW10 2TU
Tel: 020 8214 1464
email: tajinder.nijjar@surestartroundwood.co.uk
Opening times: 9am - 5pm Monday – Thursday
9am to 4.30pm Friday
Referral to refuge and outreach services.
Support to parents/ carers of children under the age of 4 years. Parenting classes, smoking cessation classes, play bus, toy library, language classes for parents, mobile library, support for children with special needs and their parents, employment support. Professional multi-disciplinary team working with children and families including social work assistant and speech language therapist. Languages:

Hindi, Arabic, Punjabi, Somali and Portuguese.

Sure Start Brent South Kilburn

2a Canterbury Road, London NW6 5SW

Tel: 020 7625 1490

Fax: 020 7625 1460

email: jacinth.Jeffers@brentpct.nhs.uk

Opening times: 9am - 5pm Monday - Friday

Parent support groups and counselling. Support to parents/carers of children under the age of 4 years for those residing within Sure Starts South Kilburn catchment area. Provision includes family support, benefits/housing advice, advocacy, speech therapy, ESOL, smoking cessation, social worker and nursery nurse.

Teenage Pregnancy Education Advisor

Centre for Staff Development, Brentfield Road NW10 8HE

Tel: 020 8937 3347

Fax: 020 8937 3305

email: christine.chapman@brent.gov.uk

Opening times 9.00am-5.00pm

Support for teenage parents and teenagers who become pregnant whilst at school to enable them to remain/re-engage with education or training.

Information, advice and support regarding child care providers and funding.

Think First Young Peoples Access Centre

Unit 15, New Bridge Park Complex

London NW10 0RG

Tel: 020 8937 3695

Fax: 020 8937 3698

email: shirley.ricketts@brent.gov.uk

email: Pauline.Stephenson@brent.gov.uk

Opening times: 10am - 5.30pm Monday - Friday

Drop-in centre for young people offering advice, support and guidance on range of issues including sexual health, parenting, education, training and employment.

Intensive support on a regular basis as required. Referral to specialist agencies as required.

- **Counseling and Support Services**

ARICAS Project

17 Mapesbury Road

London NW2 4HU

Tel: 020 8728 2343 (clients)

020 8728 3849 (admin.)

Fax: 020 8450 1177

email: sarah@minstercentre.org.uk

Opening times: Monday 10am –6pm Thursday 10am – 6pm, evening work up until 10pm, Friday 10am – 5pm.

Work with male perpetrators of violence providing group work and individual counselling. Counselling and advocacy service for partners of perpetrators; individual & group work with partners and ex-partners, counselling for women in violent relationships who's partners are not attending the programme.

Brent Association of Disabled People

154 Harlesden Road

London NW10 3RX

Tel: 020 8451 3822

Fax: 020 8451 7803

email: info@badp.org

Opening times: 9.30am – 5pm Monday - Friday

Information and advice service including welfare rights and benefits advice, training and resource centre (UK Online Centre). Languages spoken: Gujarati and Urdu.

Brent Carers Centre

Wembley Centre for Health & Care
116 Chaplin Road
London HA0 4UZ
Tel: 020 8795 6240
Fax: 020 8795 6250
email: email@brentcarerscentre.org.uk
Opening times: 9.30am – 5pm Monday - Friday

Advice and support on benefits, services, legal rights and obligations, employment, health. Skills training, advocacy, form filling, newsletter, specialist areas: mental health/learning disabilities and young carers.

Brent Mencap

379-381 High Road
Willesden London NW10
Tel: 020 8451 5278
Fax: 020 8830 4152
email: info@brentmencap.org.uk
Opening times: 9.30 – 5pm Monday - Friday

Enabling residents of all ages with a learning disability to live as independently as possible, services include, advice and information on housing, employment, classes, campaigns, play and leisure activities. Referral to other specialist services including Community Learning Disability Team, Consent and Brent Advocacy Concerns. For perpetrators of violence referral to anger management specialists.

Brent Mind

379-381 High Road
Willesden
London NW10 2JR
Tel: 020 8451 3200
Fax: 020 8830 0431
email: info@brentmind.com
Opening times: office 9am –5pm Monday - Friday
Social club, Tuesday & Wednesday 6pm - 9pm,
Thursday 5pm-8pm (women only) Saturday 4pm -9pm.

Counseling service Range of social and support provision including befriending, social club, support groups and 'Mind Map' schools project.

- **Counseling and Support Services**

EACH Ethnic Alcohol Counselling Hounslow

116 Chaplin Road, Wembley Health & Care Centre
London
Tel: 020 8795 6050
Fax: 020 8795 6688
email: dthakrar@eachbrent.co.uk
Opening times: 9.30am - 5pm Monday - Friday

Counselling and group work, one:one counselling with domestic violence & substance misuse. We also provide counselling for men & women on issues around substance misuse and mental health, group work and training.

Essence Counselling and Training Enterprise

4th Floor, Chancel House

Neasden Lane,
 London NW10 2TU
 Tel: 020 8214 1548 helpline
 Fax: 020 8214 1549
 email: info@essencecounselling.co.uk
 Opening times: 10am - 5pm Monday - Friday
 Family & individual counselling, family therapy, parent education, parent support workshops,
 educational support & advocacy for children & young people.
 Languages spoken: Yoruba, Ibo (Nigerian languages)

Home Start Brent

9 Gwenneth Rickus Building CSD
 Brentfield Road
 London NW10 8HE
 Tel: 020 8937 3337
 Fax: 020 8937 3338
 email: brenthomestart@aol.com
 Opening times: 9am - 5pm, Monday - Friday
 Eligibility: Families who want support and who have at least one child aged under 5. Services: home
 visiting, befriending, parenting support/ courses, support
 for children/parents with special needs. Languages spoken: Urdu, Hindi, Gujarati, Bengali and some
 Arabic.

Mosaic

c/o Kilburn Youth Centre
 Tricycle Theatre, 269 Kilburn High Road
 London NW6 7QB
 Tel: 07931 336668 (Young men's worker)
 Tel: 07958 700446 (Young women's worker)
 email: lgbtq@yahoo.co.uk
 Opening times: 10am - 5pm Monday to Friday
 Target group: Lesbian, gay, bisexual and transgender and questioning young people under 25.
 Domestic
 violence advice on website. Group and one-to-one advice, information, support
 and advocacy, buddying service. Mosaic youth group Friday 6.30 - 9.00pm
 Languages: English, Gujarati and sign language.

Pukaar at EACH

4 Hanworth Road
 Hounslow, Middlesex
 TW3 14A
 Tel: 020 8577 6059
 email: each.e@ukonline.co.uk
 Opening times: 9.30am - 5pm
 Free and confidential counselling for Asian women and girls affected by violence and abuse.

Relate (Central Middlesex)

Civic Centre Complex
 Station Road
 Harrow Middlesex HA1 2XH
 Tel: 020 8863 4543 (office)
 020 8427 8694 (appointments)
 Fax: 020 8861 3471
 Opening times: 9am - 10pm Monday - Friday, 9am - 1pm Saturday Couple counselling (though not
 where domestic **violence** is an issue), psychosexual therapy, family counselling, family mediation,
 education and training.

Brent Samaritans

1 Leopold Road
 Harlesden

London NW10 9LN

Tel: 020 8961 6181 (confidential 24 hr helpline)

Tel: 020 8961 7633 (office)

email: jo@samaritans.org

Opening times: 24 hours a day all week

Target group: people experiencing feelings of distress or despair, including those which may lead to suicide. Service provided is emotional support via the telephone, email and face to face.

Victim Support Brent

1 Morland Gardens

Stonebridge

London NW10 8DY

Tel: 020 8965 1141

Fax: 020 8951 0767

email: jo.best@vs-b.org

Opening times: 9.30am - 5pm Monday - Friday

Specialist trained volunteers. Women's drop-in for survivors of domestic violence.

Support for victims of crime. Languages spoken: Gujarati, Hindi, Punjabi and Portugese.

Safe and Sound

New Deal for Communities

58 Peel Precinct

Kilburn

NW6 5RX

Tel: 020 7624 9926

Located in the heart of the South Kilburn and funded by New Deal for Communities (NDC), Safe & Sound operates as an innovative one-stop shop, offering crime reduction and crime prevention support to residents both young and old.

- **General**

Age Concern Brent

6 Craven Park

London NW10 8SY

Tel: 020 8965 7711

Fax: 020 8453 9393

Opening times: 9.30am –5pm Monday - Friday

email: acbrent@btconnect.com

Offer advice, information and advocacy, assistance with form filling, volunteering opportunities, 'keep fit' classes and equipment hire. We engage in partnership work with other agencies and run a charity shop. Languages spoken: Gujarati, Somali

Brent Association for Voluntary Action (BrAVA)

25 High Street

Harlesden

London NW10 4NE

Tel: 020 8838 1350

Fax: 020 8838 1361

email: info@brava.org.uk

Opening times: 9am – 5pm Monday - Friday

Setting up of groups/organisations in the community. Advice, information and support on organizational development to Voluntary services in Brent.

Brent Citizens Advice Bureau

270-272 High Road

Willesden

London NW10 2EY

Tel: 0845 0505 250 (advice line)

Fax: 020 8451 3714

email: brent.cab@brentcab.co.uk

Advice line open 9.30am-5pm Monday -Friday.

Advice and information on debt, welfare benefits, housing, employment, immigration/asylum and other legal issues. Outreach work carried out at health centres, hospitals and G.P. surgeries. Third party reporting site to report faith & race hate crimes.

Elders Voice

181 Mortimer Road

London NW10 5TN

Tel: 020 8968 8170

Fax: 020 8968 8139

email: elders.voice@btconnect.com

Opening times: 9.30am - 5pm Monday - Friday.

Day centres and transport provision (including 'healthy living' project in South Kilburn), outreach support, accident prevention, improvement of personal security by installation of smoke and pendant alarms, advice and information.

Westside Contraceptive Services

Tel: 020 8962 4455 (9.30am-12.30pm – Monday to Friday)

Opening times: To access service call the above

helpline for details of local clinic session times. Sessions are held at 10 NHS clinics during the working week and some evenings. Free, confidential advice and contraceptive supplies, emergency contraception and pregnancy testing.

- **Housing**

Brent Housing Partnership (BHP)

Mahatma Gandhi House

34 Wembley Hill Road Middlesex HA9 8AD

Tel dependent on address:

Brent North Team: 020 8937 2424

Brent South Team: 020 8937 2730

Sth Kilburn Team: 020 8937 2644

Emergency (out of hours) service: 020 8937 1234

Opening times: 9am – 5pm Monday - Friday

Referral to support and advice services for survivors and perpetrators.

Provision of housing services to tenants and leaseholders and their families..

Brent Women's Aid

P O Box 2492

London NW10 5AF

Tel: 020 8451 6047

Fax: 020 8451 6618

email: brentrefuge@aol.com

Opening times: (office hours 10am - 6pm Monday - Friday).

24 hour help-line. Emergency refuge for Brent women and children. Confidential women only service. Refuge space and help with move on for women from other boroughs. Outreach service to Brent women. Specialist outreach service to African Caribbean women. Advice on housing, legal rights, immigration status, finance and welfare benefits. Playroom and play sessions for children and advice on children's issues.

Housing Resource Centre (London Borough of Brent)

Mahatma Gandhi House

34 Wembley Hill Road

Middlesex HA9 8AD

Tel: 020 8937 2000

Fax: 020 8937 2013

Opening times: Monday/Tuesday/Thursday 9am –4pm

Friday 9am – 12 noon closed Wednesday.

Female housing officer if requested. Children deemed to be at risk will be referred to Social Services. Referral to refuge accommodation. All homelessness services. Everyone has the right to approach the service and gain a written decision from the Council.

Hillside Housing Trust (Formerly Stonebridge HAT)

Kassinga House 37-41 Winchelsea Road

London NW10 8UN

Tel: 020 8961 0278

Fax: 020 8961 7579

email: susan.barnes@hillsidehousing.co.uk

Opening times: 8.30am – 5.30pm Monday – Friday

Regeneration, housing management and community support to Stonebridge residents.

Solas Anois

Irish Women's

Domestic Violence Project,

PO Box 4662, SW16 2ZF

Tel: 020 8664 6289

Refuge service for Irish women or women of Irish descent. We offer refuge, support and advice to women fleeing domestic violence.

St. Christopher's Fellowship

Bridge Close, off: Kingsdown Close, Ladbroke Grove,

London. W10 6TW

Tel: 020 8960 8067

Fax: 020 8960 8098

Opening Times: 09.30am – 5.30pm

The SCF floating support service provides housing related support to anyone at risk of, fleeing from, or suffering domestic violence in Brent. We aim to assist people maintain their tenancies or locate alternative accommodation and also provide information on, and access to, a range of relevant services provided by other organisations. The objective is to assist the service user to develop skills that will enable them to manage their tenancy and remain in their community to the point where support can, where appropriate, be withdrawn.

- **Legal**

Brent Community Law Centre

389 High Road, Willesden

London NW10 2JR

Tel: 020 8451 1122 (Advice Line)

Fax: 020 8830 2462

email: brentlaw@brentlaw.org.uk

Opening times: Advice line 10.15am – 2pm and

2.15pm - 6pm Monday – Friday (closed Thursday pm)

Telephone advice on most areas of law. Case law undertaken on: housing, immigration, employment, education, mental health, community care and welfare benefits. Languages spoken: French, Tamil and Singhalese.

London Probation Area (LPA) Brent Offices

440 High Road

Willessden, London NW10 2DW or 402/408 High Road,

Wembley Middlesex HA9 6AL

Tel: 020 8451 6212 (Willessden) 020 8903 492 (Wembley)

Fax: 020 8451 3467/020 8795 0472

Opening times: 9am to 5pm Monday - Friday

Groups for male offenders convicted of a domestic violence offense and sentenced to a Community Rehabilitation Order. Support for current or ex-partners of men on the programme. Supervision of offenders who have been sentenced to either community or custodial sentences by the Courts.

Police Community Safety Unit

Kilburn Police Station

38 Salusbury Road, Kilburn, NW6 6NN

Tel: 020 8733 3742

Fax: 020 8733 3704

website: www.met.police.uk/brent

Opening times: 7 days a week, 52 weeks a year.

Investigation of crimes of domestic violence in partnership with other agencies.

Investigation of racial and hate crime in partnership with other agencies.

Legal Services

The following is a list of local legal firms which provide legal advice on a range of issues relevant to domestic violence. We do not specifically recommend use of any particular firm but suggest that you may use this information as a point of reference. The Law Society of England and Wales will provide you with a complete and current list of legal firms in your area on request on www.lawsociety.org.uk Do also ask your client if they would prefer to talk to a female or male legal representative when describing their situation.

Organisation	Address	Telephone	Areas of law	Contact
Adua & Co	Sterling House 49 Sudbury Avenue Sudbury Middx HA0 3AN	0208 902 2444	Family Law Injunctions Divorce Children Employment	Mrs Adua
Brent Community Law Centre	389 High Road Willesden London NW10 2JR	020 8451 1122	Education Housing Mental Health Employment Public Law Welfare Benefit Immigration	Advice Rota
Brent Law Practice	305-307 Neasden Lane London NW10 1GR	020 8452 5151 Emergency 07803 727534	Criminal Defence Matrimonial Employment	Mr Bhatia
Central Law Practice	19 Whitcombe Street London WC2H 7HA	020 7839 2998	Immigration Housing Employment	Advice Rota
Daniel and Harris	383 Kilburn High Road	020 7625 0202	Family Law Child care Housing for tenants Probate	mail@danielandharris.co.uk
Duncan Lewis Solicitors	Hackney	Centralise	Immigration	Advice Rota

	1 Kingsland High St Dalston Kingsland London E8 2JS	Switchboard 0207 923 4020	Housing Employment Debt	
	Harrow Viking House 17-19 Peterborough Road Harrow Middlesex HA1 2AX			
Hackney Community Law Centre	6-8 Lower Clapton Road Hackney E5 0PD	020 8985 8364	Immigration Housing Employment Debt Welfare Benefit	Advice Rota
Hodge, Jones & Allen	31-39 Camden Road Camden	020 7482 1974	Family Personal injury Crime Housing Welfare	Linda Franks
JCWI	115 Old Street London EC1V 9RT	020 7251 8708	Immigration Nationality Asylum Law	Advice Rota
J.D. Spicer & Co	140 Kilburn High Road	020 7624 7771	Family Immigration Housing Crime Personal injury Mental health law	Julie Armstrong
Law for All	Drop in law clinics at Viking Community Centre, 26 Radcliff Way, Northolt, UB5 6HR The Citadel, Leeland Road, West Ealing, W13 9HH	020 8758 0668	Housing Welfare benefits Family Immigration Debt Mental health Employment	www.lawforall.org.uk website gives details of clinic options times

Makwana Solicitors	449-451 High Road Willesden London NW10 2JJ	020 8451 1999	Criminal Litigation	Shella Makwana
Redferns & Co	33-39 Bridge Road Wembley Park Middlesex HA9 9AF	020 8904 9333	Family Law Probate Wills Conveyance	Mr Rendell
Refugee Legal Centre	Nelson House 153-157 Commercial Road London E1 2DA	Advice Line 020 7780 3220 Detention Line 0800 592 398 Emergency 07831 598 057	Asylum	Advice Rota
Rights of Women	52-54 Featherstone Street, London, EC1Y 8RT	020 7251 6577 (Advice line open Tues-Thursday 2- 4pm, Friday 12- 2pm) Administration 020 7251 6575	Advice only, no representation: Family law Domestic violence Rape Sexual assault	Advice line: advice by women for women
Selvaraj & Co Solicitors	4 Honeypot Lane Kingsbury London NW9 9QD	020 8204 7884	Immigration Housing Matrimonial	Mr Selvaraji
Williams & Co		020 8952 8882		Lesley Williams

- **Substance Misuse**

Addaction Brent

97 Cobbold Road
Willesden NW10 9SU

Tel: 020 8459 9510

Fax: 020 8459 9511

email: brent@addaction.org.uk

Opening times: Mon/Wed/Friday 2pm-4pm, Tuesday

10am-12pm, Thursday 3pm-5pm . Drop in Monday &

Friday 10am-12.30, Tuesday/Thursday 1.30pm-4.30pm, Wednesday 4-7pm.

Drop-in sessions, information, one-to-one support, free condoms, young person's service. Needle exchange and safer injection advice, crack specific service & crack cocaine users group.

Complementary therapies – acupuncture, shiatsu and detox teas. Referral to residential detox and rehab, arrest referral scheme.

Brent Community Alcohol Service (BCAS)

25 Station Road
Harlesden, London NW10 4UP

Tel: 020 8961 7510

Fax: 020 8453 1746

email: Donovan.pyle@novas.org.uk

Opening times: 9am – 6.30pm Monday, 9am-5.00pm

Tuesday – Friday. Drop-in Monday 3pm -6.30pm

Wednesday & Friday 10am-12pm.

Drop in, one to one sessions, support service. Group sessions including relapse prevention, alcohol awareness, women's support group. Referral to residential detox and rehab services when appropriate, Community detox Programme.

EACH (Brent)

Wembley Centre for Health and Care

116 Chaplin Road, Wembley HA0 4UZ

Tel/Fax: 020 8861 3884

email: each.harrow@ukonline.co.uk

Opening times: 9.30am – 5pm Monday - Friday

Counselling on a one to one basis for Asian women experiencing domestic violence and mental health problems, or where alcohol or drug use is an issue.

Perpetrator counselling where alcohol is an issue. Provision includes women only support group, acupuncture and relaxation sessions, stress management.

Women working towards reducing their alcohol or drug use can also attend a relapse and prevention group. Languages spoken: Gujarati and Hindi.

Cricklewood Homeless Concern

60 Ashford Road, London NW2 6TU

Tel: 020 8208 1608

Fax: 020 8 830 5637

admin.manager@cricklewoodhomelessconcern.co.uk

Opening times: Mon, Wed, Frid. 10am-12.30pm and 1.30 to 3pm.

Referral to Solas Anois domestic violence project. Alcohol counselling service for men and women.

Health care for unregistered clients. Housing, welfare and general advice.

- **Community Safety**

Brent Community Safety Team

Tel: 020 8937 1058 /1058

2nd Floor Quality House

249 Willesden Lane London NW2 5JH

Community Safety

Helen Oliver

Domestic Violence Co-ordinator

Tel: 020 8937 1047

email: helen.oliver@brent.gov.uk

Cath Kane

Training and Development Worker Brent Domestic Violence Forum

Tel: 020 8937 1139

email: catherine.kane@brent.gov.uk

- **Health**

Brent Primary Care Trust

Tel: 020 8795 6000 (main switch board) Wembley Centre for Health and Care

116 Chaplin Road, Wembley HA0 4UZ

Central Middlesex Hospital

Main Switch board Tel: 020 8864 3232

Accident & Emergency Tel: 020 8453 2666

Birthing Unit Tel: 020 8963 7173

Acton Lane, Park Royal, London, NW10 7NS

Northwick Park Hospital

Main switch board 020 8864 3232
Accident & Emergency 020 8869 3088
Maternity 020 8869 2870/5045
Watford Road, Harrow, Middlesex, HA1 3UJ

Ethnic Walk -in Centre -clinic for people without a GP

Tel: 020 8795 6697
(Mon/Wed/Thur 10am–12 noon)
Wembley Centre for Health & Care
116 Chaplin Road, Wembley, HA0 4UZ

Wembley minor accidents treatment service

Tel: 020 8795 6270/1 (8am-8pm, 7 days)
Wembley Centre for Health & Care
116 Chaplin Road, Wembley, HA0 4UZ

Child Protection

Tel: 020 8795 6397
Wembley Centre for Health & Care
116 Chaplin Road, Wembley, HA0 4UZ

Chalkhill Health Centre

Tel: 020 8904 0911
Fax: 020 8908 0329
Chalkhill Road, Wembley, HA9 9ER

College Road Clinic

Tel: 020 8904 2299
Fax: 020 8904 1214
College Road, Wembley, HA9 8RJ

Craven Park Health Centre

Tel: 020 8965 0151
Fax: 020 8965 4921
Shakespeare Crescent, London, NW10 8XW

District nurses and School Nurses

Tel: 020 8206 2525
Fax: 020 8206 2727
25 Hay Lane Kingsbury, London, NW9 0NH

Helena Road Clinic

Tel: 020 8208 2565
Fax: 020 8450 4774
16 Helena Road, London, NW10 1JA

Kilburn Square Clinic Tel: 020 7625 5115

Fax: 020 7372 3749
Kilburn Square London NW6 6PS

Monks Park Clinic

Tel: 020 8795 6000
Clinic closing call above number for
information

Mortimer Road Clinic

Tel: 020 8969 4040

Fax: 020 8964 2013

Mortimer Road, London NW10 5TN

Neasden Team – Willesden Hospital

Tel: 020 8451 8475/6

Fax: 020 8451 8474

Harlesden Road London NW10 3RY

Perrin Road Clinic

Tel: 020 8904 9331

Fax: 020 8904 8392

Perrin Road Wembley HA0 2NW

Pound Lane Clinic

Tel: 020 8459 5116

Fax: 020 8459 4987

Pound Lane London NW10 2HH

Stag lane clinic

Tel: 020 8204 9117

Fax: 020 8905 02847

245 Stag Lane London NW9 0EF

St. Raphaels Way

Tel: 020 8459 2676

Fax: 020 8459 8269

Rayne Borough Close,

St Raphaels Estate NW10 0UD

Wembley Centre For Health and Care

Tel: 020 8795 6000

Fax: 020 8795 6018

Chaplin Road Wembley HA0 4UZ

Wembley Park Drive Clinic

Tel: 020 8902 2621

Fax: 020 8795 4902

19-21 Wembley Park Drive Wembley

HA9 8HD

- **One Stop Shops**

Brent One Stop Shop Call centre 020 8937 1200

- **Private Housing Information**

Private Housing Information Centre

Tel: 020 8937 2772 Tenancy Protection

Tel: 020 8937 2777 Lettings Team

Tel: 020 8937 2787 Homeless Prevention

Quality House 249 Willesden Lane

London NW2 5JH

- **Social Services**

Children and Families East Team

Tel: 020 8937 4747
Brent Housing Annexe 349-356 High Road Wembley HA9 6BX

Children and Families: West Team

Tel: 020 8937 4875
Brent Housing Annexe 349-356 High Road Wembley HA9 6BX

Community Team for Learning Disabilities

Tel: 020 8937 4336
36 London Road Wembley HA9 7SS

Adult and Social Care: Drug and Alcohol Service

Tel: 020 8937 2118
Mahatma Gandhi House 34 Wembley Hill Road Wembley HA9 8AD

Adult and Social Care: Older People

Tel: 020 8937 4030/4098
13-15 Brondesbury Road Kilburn NW6 6BX

Adult and Social Care: Physical Disabilities Team

Tel: 020 8937 4621 9-1pm
36 London Road Wembley HA9 7SS

Adult and Social Care: Learning Disabilities

Tel: 0208 937 4367/ 4347

Adult and Social Care: Sensory Impairment Team

Tel: 020 8937 4669
36 London Road Wembley HA9 7SS

Social Services Emergency Team Out of hours

Tel: 020 8937 4300

Social Services Mental Health East Team

Tel: 020 8937 4557/4549
13-15 Brondesbury Road Kilburn NW6 6BX

Social Services Mental Health North and West Team

Tel: 020 8937 4280
36 London Road Wembley HA9 7SS

Social Services Mental Health South Team

Tel: 020 8937 4935
The Courtyard 6 Avenue Road NW10 4UG

Social Services Children with Disabilities Team

Tel: 020 8937 4742
Hampton House, Top floor, 1B Dyne Road, Kilburn NW6 7XG

- Help Lines and Support Services Covering Areas Outside Brent

Action on Elder Abuse

Tel: 0808 808 8141

Help line providing information to a wide range of organisations and individuals concerned with the issue of elder abuse. The helpline also operates the Elder Abuse Response Line which is a confidential service providing information and support for anyone involved when an older person is abused.

Ashiana Project

Tel: 020 8539 9656 (refuge)

Tel: 020 8539 0427 (office)

Advice, support, safe housing for women between 16 and 30 from South Asian, Turkish or Iranian communities who are experiencing any degree or form of physical, sexual, mental, harmful cultural practices, emotional abuse. We also have other services including in house counselling, outreach services and refuge space for women fleeing forced marriages and domestic violence.

Broken Rainbow

Tel: 020 8539 9507 (Help line)

Tel: 020 8558 8674 (Administration)

Help line offering support, advice & information for lesbian, gay, bisexual & transgender victims of domestic violence.

Domestic Violence Intervention Programme (Male Perpetrators and Women Support)

Tel: 020 8563 7983

Women's Services: 020 8748 6512

Training: 020 8748 2229

P.O. Box 2838 London W6 9ZE

Provides perpetrator programmes and support for partners of perpetrators attending programme. Also provides training programmes.

Greater London Domestic Violence Project

Tel: 020 7983 5772

3rd Floor City Hall, The Queens Walk

London SE1 2AA

Working to end Domestic Violence in Greater London by Supporting Direct Service providers and promoting joint working.

Jewish Women's Aid

Tel: 0800 5912 03 (Mon-Thurs 9.30am-9.30pm)

Tel: 020 8445 8060 (office)

We have the only kosher and Sabbath observant refuge for Jewish women fleeing domestic violence in Europe. We have a national free phone helpline and we offer free counselling and outreach services.

Latin American Women's Aid (LAWA)

Tel: 07958 536242

LAWA works with women & their children experiencing domestic violence. We can offer temporary accommodation, advocacy & support. We also have an outreach service. We accept women from Latin American and other Spanish & Portuguese speakers. We accept referrals from women themselves and agencies. We can not accept women with no recourse to public funds unfortunately.

National Domestic Violence Helpline 24-HOUR HELP LINE

Tel: 0808 2000 247

2-8 Maltravers Street London WC2 3EE

A 24-hour service providing information, advice & support to women experiencing domestic violence. The help line service has access to information on refuge availability. IF THE LINE IS BUSY, PLEASE KEEP TRYING.

Respect

Tel 0845 122 8609

Text phone 020 8748 9093

A service for men who are looking for information and advice to stop their abusive or violent behaviour towards their partners. A phone interpreting service is available for those who do not speak English.

Phoneline open Mon, Wed, Friday 10-12 and 2-4pm,

Tues. 2-5pm.

Rights of Women

Tel: 020 7251 6577 advice line
 Tel: 020 7490 2562 text phone
 52-54 Featherstone Street London EC1Y 8RT
 Advice on family law matters including domestic violence free legal advice for women by women.

Safe Contact Project

Tel: 020 8748 7985
 PO Box 2838, London W6 9ZE
 Partnership project access all London boroughs for domestic violence survivors requiring safe contact facilities.

SOLA Project West Hampstead Women's Centre

Tel: 020 7328 7389 (during office hours)
 Help line offering support, advice and information to survivors of lesbian abuse.

Southall Black Sisters

Tel: 020 8571 9595
 Fax: 020 8574 6781
 21 Avenue Road, Southall, Middlesex, UB1 3BL
 Advice, emotional support and help for Black and Asian women experiencing domestic violence.

Stella Project

Tel: 020 7983 4510
 3rd Floor City Hall The Queen's Walk London SE1 2AA
 A second tier project supporting direct service providers to find positive ways of working with domestic violence and substance misuse. This is a partnership between the Greater London Domestic Violence Project and the Greater London Alcohol and Drug Alliance.

The Monitoring Group

Tel: 020 8843 2333
 Fax: 020 8813 9734
 14 Featherstone Road Southall
 Middlesex UB2 5AA
 Advocacy, casework and empowerment agency for victims of racial harassment.

Tryangle Project

Tel: 020 8855 7564 (Mens Services)
 Tel: 020 8854 6906 (Womens Services)
 South London Project
 Domestic violence perpetrator and women's support programme.

Woman's Trust

Tel: 020 7795 6444/6999
 Fax: 020 7795 6123
 Top Floor Unit 1 Kensington Cloisters
 5 Kensington Church Street London W8 4LD
 Provides independent confidential women-only services to women who have been or are affected by domestic violence.

British Association of Counseling and Psychology

Tel: 0870 4435252
 BACP House 35-37 Albert Street
 Rugby CV21 2SG
 Can provide a list of local counsellors and psychotherapists.

Careline

Tel: 020 8514 1177
 A national confidential counselling line for children, young people and adults on any issue including family, marital and relationship problems, child abuse, rape, sexual assault, depression and anxiety.

Childline

Tel: 0800 1111

Tel: 080 040 0222 (minicom)

Confidential 24 hour help line service for children in need.

Tel: 0800 88 44 44

Special help line for young people living away from home in places such as refuges, boarding schools and young offenders institutions.

Community Legal Service

Tel: 0845 608 1122 Mon-Sun 9am-5.30pm

Legal information.

Disability Information and Advice Line**(DIAL) SIGNPOSTING SERVICE**

Tel: 01302 310123

Text Phone: 01302 310123 (please use voice announcer)

Ring for details of local DIAL services.

Drink Line

Tel: 0800 917 8282 Tue-Thur 7am-11pm Fri-Mon 7am-11pm

Advice on safe drinking and problems relating to alcohol. Referrals to other relevant agencies.

Everyman Project

Tel: 020 7263 8884

Counselling, support and advice to men who are violent or concerned about their violence, and anyone affected by that violence.

Frank

Tel: 0800 776600

Information on the effects and risks of various drugs. Specialist help line advisers and referrals to other relevant agencies.

Joint Council for the Welfare of Immigrants

Tel: 020 7251 8706

115 Old Street London SW8 1SJ

Information and Advice to Asylum Seekers

London Friend

Tel: 020 7837 3337

For Lesbian, Gay and Bisexual counselling and support.

London Lesbian and Gay Switchboard

Tel: 020 7837 7324

24 hour information, support and referral service for lesbians and men from all backgrounds.

Mankind

Tel: 0870 794 4124

Helps and advises male victims of domestic violence.

MOSAC (Mothers of Sexually Abused Children)

Tel: 0800 980 1958

(Wed 10am-2pm & 7pm-9.30pm, fri)

141 Greenwich High Road, London, SE10 8JA

MOSAC is a voluntary organisation supporting all non abusing parents and carers whose children have been sexually abused, to provide support, advice, information and counseling following the discovery of sexual abuse

Muslim youth Helpline

Tel: 0808 808 2008
 help@myh.org.uk
 Confidential telephone counseling and email enquiries
 service for young Muslims in need.

National Drugs Helpline

Tel: 0800 77 66 00
 Free confidential 24 hour help line.

NSPCC

Tel: 0808 800 5000 (child protection)
 24 hour help line service for children in need.

Parentline Plus

Tel: 0808 800 2222 (24 hour helpline)
 Minicom: 0800 783 6783
 U.K wide helpline offering support to anyone caring for children and young people.

Rape Crisis Federation England and Wales

Tel: 0115 900 3560 (N/A)
 Unit 7 Provident Works Newdigate Street Nottingham NG7 4FD
 Information service for women who are seeking advice and/or support around the issues of rape and sexual abuse/assault.

Refugee Council

Tel: 020 7582 6757 (switchboard)
 Tel: 020 7346 6777 (asylum & immigration advice line)
 3 Bond Way London SW8 1SJ
 Information and advice for asylum seekers.

Reunite

Tel: 0116 255 6234 (Advice line)
 Tel: 0116 255 5345 (Administration)
 International Child Abduction Centre
 P.O. Box 7124 Leicester LE1 7XX
 Support groups for parents of children who have been abducted.

Shelterline

Tel: 0808 800 4444 (24 Hour Service)
 Provides information & advice for those facing homelessness or any matters relating to housing.

Saneline

Tel: 0845 767 8000 (12noon-2am)
 National out-of-hours telephone helpline offering practical information, crisis care and emotional support to anybody affected by mental health problems, including services users, family members, carers and health professionals.

Survivors UK

Tel: 0845 1221 201 (Tue & Thurs 7pm-10pm)
 PO Box 2470 London SW9 6WQ
 Survivors UK supports and provides resources for men who have experienced any form of sexual violence.

- **Useful Websites**

www.womensaid.org.uk
www.victimsupport.org
www.samaritans.org
www.rightsofwomen.org.uk
www.rapecrisis.co.uk

www.survivorsuk.co.uk

Black Minority Ethnic Services

www.asylumaid.org.uk
www.refugeecouncil.org.uk
www.iasuk.org (immigration advisory Service)
www.rwlg.org.uk (Refugee Women's Legal Group)
www.bmespark.org.uk

Children

www.barardos.org.uk
www.gingerbread.org.uk
www.childline.org.uk

Criminal Injuries Compensation Scheme

www.cica.gov.uk

Disabilities

www.bda.org.uk
www.disabilities-trust.org.uk
www.respond.org.uk
www.dialuk.org.uk

Funding

www.hm-treasury.gov.uk
www.tudortrust.org.uk
www.bridgehousetrust.org.uk

Health

www.doh.gov.uk
www.rcm.org.uk

Lesbian Gay Bisexual Transgender

www.safraproject.org
www.lgbt-dv.orgg
www.londonfriend.org.uk
www.queery.org.uk
www.naz.org.uk
www.pacehealth.org.uk

perpertrators

www.dvip.org

substance misuse

www.talktofrank.com

ⁱ Communications Workers Union, Domestic Violence

ⁱⁱ It is important to recognise the distinction between forced and arranged marriage. An arranged marriage is arranged by the families involved but there is an element of choice: both parties freely give their consent to the marriage. The report of the Home Office Working Group on forced marriage A Choice by Right, 2000 defines forced marriage as "A marriage conducted without the valid consent of both parties, where duress is a factor".

ⁱⁱⁱ Female genital mutilation (FGM) is the term used to refer to the removal of part, or all, of the female genitalia.

^{iv} Home Office, A Choice By Right: The Report of the Home Office Working Group on Forced Marriage, 2000

^v Sylvia Walby and Andrew Myhill, University of Leeds, Reducing Domestic Violence What works? Assessing and managing the risk of Domestic Violence, Policing and Reducing Crime Briefing note, January 2000. Crime Reduction Research Series.

^{vi} As detailed in the London Domestic Violence Forum Second Annual Report, 2003 to the Mayor of London www.london.gov.uk/mayor/strategies/dom-violence/index.jsp#strategy

^{vii} Helton, et al, 1987

^{viii} Family Planning Perspectives 31: 1999

^{ix} Heise, L. "Reproductive Freedom and Violence Against Women: What are the Intersections?" *The Journal of Law, Medicine and Ethics* 27: 1993.

^x This section is taken from the Stella Toolkit training handout 2005

^{xi} based on the London Borough of Hounslow Domestic Violence Corporate Policy p.5

^{xii} This section is taken from the Stella Toolkit training handout 2005

^{xiii} Taken from the current 2005 draft DV TRAINING MANUAL produced by HEVAN

^{xiv} Acknowledgement must be given to the Hounslow Domestic Violence Strategy for this section.

^{xv} Protection of Vulnerable adults in Brent, Policy section, point 14.1; p.13 October 2003

^{xvi} 'Who Decides' (Lord Chancellors Department) 1997

^{xvii} McCreddie (2001) cited Protection of vulnerable adults in Brent, p.16. 2003

^{xviii} adapted from Cathy Halloran, Rights of Women, From Report to Court, A handbook for adult survivors of sexual violence, (2004) Part A p.9