





Introduction

The J9 Domestic Abuse Initiative is named in memory of Janine Mundy, who was killed by her estranged husband while he was on police bail. The initiative was started by her family and the local police in Cambourne, Cornwall, where she lived and aims to raise awareness of domestic abuse and assist victims to seek the help they so desperately need. In Essex, the initiative was started by Epping Forest District Council. It expanded to Harlow and Uttlesford soon afterwards. Training is now available across the county. As part of the Smack That (a conversation) UK tour, Rhiannon Faith and Safer Places are delivering J9 training to theatres nationwide. Look out for the pink J9 heart.



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1. What Is Domestic Abuse?

Domestic abuse is very common and currently claims the life of two women per week and affects millions of people. One incident of domestic abuse is reported to the police every minute.

The Government definition of domestic violence and abuse is:

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

The Government definition includes so-called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Psychological abuse is abuse which reduces a person's sense of identity, dignity, and self-worth. This includes:

- Controlling behaviour: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.
- Coercive behaviour: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

Physical abuse is abuse involving contact intended to cause feelings of intimidation, pain, injury or other physical suffering or bodily harm. Physical abuse includes hitting, slapping, punching, choking, pushing and other types of physical contact that result in physical injury to the victim. Physical abuse can also include behaviours such as denying the victim medical care when needed, depriving the victim of sleep or other functions necessary to live, or forcing the victim to engage in drug/alcohol use against his/her will.

Sexual abuse constitutes any situation in which force is used to obtain participation in unwanted, unsafe or degrading sexual activity.

Emotional or mental abuse can include humiliating the victim privately or publicly, controlling what the victim can and cannot do, withholding information from the victim, deliberately doing something to make the victim feel diminished or embarrassed, isolating the victim from friends and family, implicitly blackmailing the victim by harming others when the victim expresses independence or happiness.



Domestic abuse happens in all cultures; people of all races, ethnicities, religions, ages and backgrounds can experience domestic abuse.

It is most commonly carried out by men against women but it can happen to men and to people in same-sex relationships. It applies to married couples, co-habitees, boyfriends girlfriends, ex-partners and teenage children. It can be linked to other offences such as elder abuse and child abuse.

REMEMBER!

Domestic abuse is far more widespread than you may think and is rarely a one-off incident and will usually escalate over time. It becomes a pattern of behaviour that allows one partner to establish and maintain power and control over the other.

If you recognise any of the behavioural traits mentioned in this guide, try not to ignore the signs and seek help for the sake of you and your children.

If you are in an abusive relationship, there are important steps you must take:

- Recognise it is happening to you
- Accept that you are not to blame
- Get help and support



2. Common Myths About Domestic Abuse

Only married women experience domestic abuse

False

Anyone can suffer from domestic abuse or abuse. The majority of domestic abuse victims are women but men also suffer from abuse by their partners. The myth that domestic abuse is a problem only experienced by women may make it more difficult for men to admit that they are suffering from domestic abuse. Do not be ashamed or embarrassed to admit you are suffering from violence at the hands of your partner.

Equally, you do not have to be married to suffer from domestic abuse. Abuse can occur in any relationship. Nor does marriage make domestic abuse, or abuse, acceptable. Violence by one person against another constitutes a criminal act, regardless of marital status or gender.

Domestic abuse only occurs between a couple

False

Domestic abuse can occur between any family members, including mother, father, son, daughter, brother, sister, aunts, uncles, grandparents, in-laws and step family in any combination.

Domestic abuse is uncommon

False

Research by the British Crime Survey shows that 1 in 4 women is a victim of domestic abuse at least once in her lifetime. The police receive a call about domestic abuse every minute in the UK.

It was a momentary loss of temper

False

Research suggests that victims of domestic abuse are victimised over and over again by the same person. Domestic abuse is an ongoing experience of abuse and one you do not have to suffer.

Hitting your partner is the only form of domestic abuse

False

Domestic abuse encompasses physical, psychological, sexual, emotional and financial abuse.

Only poor and ethnic minority groups experience domestic abuse

False

Domestic abuse does not discriminate. People of all socio-economic classes, genders, races, ethnicities, sexual orientations and religions can experience domestic abuse.

Leaving an abusive relationship is easy

False

It can be very difficult to leave an abusive relationship for many reasons, but help is available to you.



Many victims of domestic abuse are at their most vulnerable immediately after they leave an abusive relationship. Help and support are available to victims of domestic abuse to help make the process of leaving a violent or abusive relationship less difficult. Don't feel guilty about leaving an abusive relationship, you are not 'giving up' on someone, you have the right to a life free of violence or abuse.

Women always stay in violent relationships

False

Many women and men who leave violent or abusive relationships go on to build a life free of violence and abuse. Almost all victims of domestic abuse will leave at least once. Remember that you have a right to a life free from fear, violence and abuse. Help and support is available to you.

People don't get seriously hurt by domestic abuse

False

Statistics show that the leading cause of injury for women aged 15-44 is domestic abuse. Almost half of all murders committed in the UK are domestically linked, with one woman murdered by a partner, or ex-partner, every three days.

Figures don't reflect the amount of mental and emotional trauma experienced by victims of domestic abuse, including children who witness domestic abuse or abuse in the home.



3. Your Legal Rights

If you are frightened of your current or former partner, then you have a right to be protected under the law.

Domestic abuse is dealt with both under Criminal Law and Civil Law. The two systems are separate and are administered by the two separate courts.

Criminal Law

You have rights under Criminal Law. Being assaulted by someone you know, or live with, is just as much a crime as abuse from a stranger, and often more dangerous.

When the police have been called, their first priority should be the safety and well-being of you and your children, and to protect everyone present from injury or further harm.

If you call the police because you are experiencing domestic abuse, they should always give you the opportunity of being listened to and spoken to separately, away from your abuser.

If there are reasonable grounds to justify an arrest, the police should do this without asking your 'permission' or insisting on a statement from you first. The abuser can then be held for up to 24 hours before they need to charge him.

If the police arrest and charge the abuser they will then make a decision whether to keep him in custody or to release him on bail. If they release him on bail, they may attach conditions to this that are aimed at protecting you, your children and any witnesses from further intimidation and abuse.

The police will inform you of any conditions they have placed on the abuser, what these conditions mean and what action you should take if these conditions are broken.

Civil Law

Civil Law is primarily aimed at protection. A survivor of domestic abuse can make an application for an injunction (a court order).

You could try to gain some protection from your abuser by applying for a civil injunction or protection order. An injunction is a court order that requires someone to do, or not to do, something.

There are two main types of injunctions available and both can have a power of arrest attached by the courts if they believe that you are in any danger.

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

An occupation order regulates who can live in the family home and can also restrict your abuser from entering the surrounding area. If you do not feel safe continuing to live with



your partner, or if you have left home because of abuse, but want to return and exclude your abuser, you may want to apply for an occupation order.

Who is eligible to apply for an injunction?

To be able to apply for one of these orders you must be an 'associated person'. This means you and your partner, or ex-partner, must be related or associated with each other in one of the following ways:

- You are, or have been, married to each other
- You are, or have been, in a civil partnership with each other
- You are cohabitants or former cohabitants (including same-sex couples)
- You live, or have lived, in the same household
- You are relatives
- You have formally agreed to marry each other (even if that agreement has now ended)
- You have a child together (this can include those who are parents of the same child and those who have parental responsibility for the same child)
- Although not living together, you are in an 'intimate relationship of significant duration'
- You are both involved in the same family proceedings (e.g. divorce or child contact)

If you are not eligible to apply for an order under the Family Law Act 1996, or if you are being continually harassed, threatened, pestered or stalked after a relationship has ended you can also get a civil injunction under the Protection from Harassment Act 1997.

Getting Legal Advice

Although you can apply for an injunction yourself, you might find it helpful to have legal advice. It is best to get a solicitor who has a lot of experience with domestic abuse cases and who is likely to understand all the issues.

You may be eligible for legal aid to pay for your legal costs if you are claiming welfare benefits, or are on a low income and have little or no savings. (Your partner's or husband's income is not taken into account if you are taking legal action against him.)

You can contact Civil Legal Advice for free impartial legal advice and information on legal aid. (<https://www.gov.uk/civil-legal-advice>)

Tel: 0345 345 4345

Minicom: 0345 609 6677

Monday to Friday, 9am to 8pm

Saturday, 9am to 12:30pm

Text 'legalaid' and your name to 80010 (they will call you back)

The National Centre for Domestic Violence can provide free help with getting an injunction.

FOR EMERGENCY HELP:

Tel: 0207 186 8270 - Option 1

Text: NCDV to 60777 (they will call you back)

Freephone: 0800 970 2070 – Option 1



4. Crisis Planning

Admitting to yourself and others that you are experiencing domestic abuse may seem very difficult, but it is an important step towards getting protection for yourself and your children.

It is not your fault. You are not alone. You have the right to live free from fear.

Keeping a diary of events and incidents is helpful to both the police and you. A record of events can help if any action is taken against the offender. Try to record an incident as soon as possible and include as much information as possible.

Sometimes victims of domestic abuse have to leave home in a hurry to escape from abuse. It can help if you have already made some plans.

Making a crisis plan is a way of feeling more in control, more positive and confident. This is a suggested plan of action which you can add to or change to suit you:

- Find somewhere you can quickly and easily use a phone (neighbour/relative/friend)
- Make, and always carry with you, a list of numbers for an emergency. Include friends, relatives and local police (even well known numbers can be forgotten in a panic)
- Try and save some money for bus, train or taxi fares
- Have an extra set of keys for your house, flat, car
- Keep the keys, money and a set of clothes for you and the children packed ready in a bag that you can quickly get and take. For safety it may be more appropriate to have this at a friend's house to save keeping it in your premises
- Explain to your children (if they are old enough to understand), that you might have to leave in a hurry. Explain that you will take them with you or arrange for them to join you as soon as possible

If you have more time to plan leaving, do as much as possible of the following:

- Leave when the abuser is not around
- Take all the children with you
- Take your legal and financial papers, marriage and birth certificates, court orders, national health cards, passports, driving licence, address book, cheque book, credit cards and so on
- Take any of your personal possessions which have sentimental value – photographs or jewellery etc.
- Take favourite toys for the children



- Take clothing for at least seven days
- Take any medicine you or your children might need
- If you have any pets and are worried they may not be looked after if left behind, try to arrange for someone to care for them. Pets can sometimes be forgotten in an emergency. An animal charity might be able to help
- If you do leave and realise that you have forgotten something, you can always liaise with the police domestic abuse units, with a view to having the protection of a police escort so that you can return home to collect it

How the police can help

Domestic abuse is treated seriously by the police. If you or someone you know is the victim of domestic abuse, the police will deal promptly and positively with any domestic incident that they are called to attend. The police have domestic abuse units and staff who can give advice.

Children can be victims too. The police have Child Abuse Investigation Teams and are there to protect the welfare of children who are victims of emotional, physical or sexual abuse.

Where it is necessary and appropriate, the person responsible for the abuse will be arrested.

The police will take action that can protect you from further abuse, such as recording information relating to your address, in case of calls and installing police linked alarms and consider all safeguarding measures.

The police work closely with other local agencies such as Victim Support, housing and many others in order to get the support you need.

What to do if you need help

In an emergency always dial 999

In non-emergency cases and for general advice, please call 101.

5. Housing Options



As a victim of domestic abuse, one of the biggest decisions for you to make is whether to leave your home.

If you decide to leave, then you will need to consider where you/your family will live.

If you do not have anywhere to stay or are in any doubt about your housing options, then you should seek housing advice.

Homelessness

If you need to leave your home due to domestic abuse, you should contact your local council (see contact details at the end of this leaflet). Councils have trained officers who will give you advice and an opportunity to talk through the options available to you. The options may vary from making a homelessness application, applying to go on the housing register, a women's refuge or looking into applying for private accommodation.

It is always best to contact the council at the earliest opportunity in order to allow plenty of time to look at your options and to prepare for any changes.

Council Tenancy

Anyone can apply to their local council for re-housing, regardless of their current circumstances.

If you are already a council tenant and are going through a relationship breakdown, you can approach your local council to discuss your housing options. If you are experiencing domestic abuse, a specialist officer will take time to discuss your needs and explain the options that are available. The advice offered will be determined by your personal circumstances, family composition, tenure and rent history. The options available to you may range from taking action against the perpetrator to transferring you to alternative council housing, possibly in another local authority area.

Women's Refuges

A refuge is a temporary safe haven for women and children fleeing domestic abuse. They are run by women and provide a wide range of practical advice and support for both women and children.

Refuge addresses and telephone numbers are kept confidential. The aim is for residents to feel safe. Remember that if there are spaces available, you don't have to feel pressured to stay in your home area.

Information on refuges in London and nationwide can be found at the end of this leaflet.

Friends and Family

Another option is for you to stay with friends or family, but only if you consider that you and your family/friends are not in any danger, as the perpetrator may know where you are. This may be a useful option for the short-term while you look at other options.

Whatever housing option you are considering, it is always worthwhile talking to a housing adviser at your local council. They will be able to help you find the best option.



City Of London Corporation

Housing Needs Team

Tel: 0207 332 1237 or 0207 332 3452

Women's Refuges in London

Solace Womens Aid

Contact Solace Womens Aid for details of Refuges in London

Tel: 020 7619 1350 (Mon-Fri, 9am-6pm)

Email: info@solacewomensaid.org

Website: www.solacewomensaid.org

National Domestic Violence Helpline

Tel: 0808 2000 247

The Freephone 24 hour-Domestic Violence helpline 0808 2000 247 helps women find spaces in refuges across the UK.



6. Solace Womens Aid

We're Solace. For more than 40 years we've supported women and children in London to build safe and strong lives. Futures free from male abuse and violence.

Advice

Our Advice service offers short term support to women affected by domestic and sexual violence living in London. We provide immediate advice and can refer women on to safe refuge accommodation, longer term advocacy support, counselling or specialist children's services.

Counselling

Our counselling service offers emotional support to women aged 16 and over who have been affected by domestic and sexual violence in an intimate relationship. Sessions are offered during the day or in the evening.

Refuges

We manage refuges across London providing safe accommodation and ongoing support for women and children fleeing domestic violence.

Young People's Services

This is a youth led service and provides young people aged 10-21 with 1 to 1 emotional support to help them recover from their experience of violence, involving them in fortnightly activities with the opportunity to take part in a young persons forum.

The Silver Project

If you are aged 55 or over and have experienced domestic or sexual violence it may have happened over many years and you may face particular obstacles when trying to get help and involve other agencies. We have supported many women in their 60's and 70's find a new life free from violence.

Supporting Women with Complex Needs

Our specialist refuge provision is for women fleeing sexual/domestic violence who, in addition, have mental health and past or present drug and alcohol support needs. We provide a 24-hour service with additional outreach and specialist parenting support.

Irish and Irish Traveller Service

We have many years experience working with the Irish Traveller community helping families to flee violence and we provide emotional and practical support, advice and advocacy or we can find you and your children safe accommodation.

Amari Project

A pan-London floating support and second stage accommodation service for women who have been sexually exploited through trafficking or prostitution.

Contact us

Freephone Adviceline: 0808 802 5565 (Mon-Fri, 10am-4pm and Tues, 6pm-8pm)

Email: advice@solacewomensaid.org

If you are in danger or in the event of an emergency always dial **999**.



7. Benefits

Deciding to leave an abusive relationship is daunting enough on its own, but when there are financial concerns, things may appear even harder. It is therefore very important to seek advice as soon as possible on benefits which you might be entitled to claim.

Housing Benefit

If you are worried that you won't be able to afford to pay rent on a property on your own, then you may be eligible for housing benefit. This can be paid if you are a:

- Council tenant
- Housing Association tenant
- Tenant of a privately rented property
- Hostel resident
- Bed and breakfast/hotel resident

Housing benefit is usually paid at one home only at any one time. However, victims of domestic abuse can be classed as an exception. If a claimant has left the property where housing benefit is paid, due to fear of abuse, benefit can be paid on both the former home and the temporary home providing that the Benefits Officer finds it reasonable. In these circumstances payment can only be made for an absolute limit of 52 weeks.

Local Council Tax Support

You can apply for Council Tax Support if you are:

- Liable to pay Council tax and
- On a low income.

For more information on Housing Benefit and Local Council Tax Support, contact the Benefits office of the District Council for the area you live in:

City of London Corporation

Tel: 020 7332 3937 (Mon-Fri, 9.15am-5pm)

Email: benefits@cityoflondon.gov.uk

Website: www.cityoflondon.gov.uk/services/housing/financial-help-benefits/Pages/default.aspx

Income Support

You can apply for Income Support if you are:

- Aged 16 years or over
- Not working on average more than 16 hours per week
- On a low income

Job Seekers Allowance

- You can apply for Job Seekers Allowance if you are:
- Under pensionable age
- Not working, or working on an average of less than 16 hours per week



Universal credit

This came into effect on the 01.2.16 and replaces JSA, this is currently only available for single people who are non-home owners, there are quite a few exclusions, please follow the link for more information - <https://www.gov.uk/universal-credit/what-youll-get>

Employment and Support Allowance (ESA)

ESA is replacing Incapacity Benefit and can provide:

- Help if you are unable to work
- Help to work if you are able

You can apply for ESA if you are already working.

Child Benefit

You can apply for Child Benefit if you are bringing up a child or children. Benefit is paid for each child.

Child Tax Credits

You could get Child Tax Credit for each child you're responsible for if they're:

- under 16
- under 20 and in approved education or training

You don't need to be working to claim Child Tax Credit, but if you are working and on a low income, it can help with child care costs.

Working Tax Credits

You can claim Working Tax Credits if:

- you're aged 16 or over
- you work a certain number of hours a week
- you get paid for the work you do (or expect to)
- your income is below a certain level

The amount of Tax Credits which you can get depends your age, how many hours of paid work you do a week, your income and other circumstances, such as whether you have children.

For more Information on the above benefits and other benefits which you may be able to claim, go to www.gov.uk/browse/benefits. This website gives full details of how to make a claim.

Child Maintenance Service

You can apply for help with the cost of bringing up a child, especially if one of the parents is a non-residential parent and claiming Income Support or income-based Job Seekers Allowance. For more information, go to <https://www.gov.uk/childmaintenance/overview>.

Essential Living Fund (formerly called the Social Fund)

The ELF is a grant system of one-off payments to help vulnerable people to live independently in the community. Grants can be made for items such as furniture, household equipment, clothing and general living expenses. For more information, go to: www.cityoflondon.gov.uk/services/housing/financial-help-benefits/Pages/emergency-support-scheme.aspx



Easement - switching off work-related requirements

Any claimant who informs Universal Credit that they have been a victim of actual or threatened domestic violence and abuse is eligible to have their work-related requirements switched off for 3 months as long as:

- the incident of domestic violence and abuse occurred within the previous 6 months
- the incident meets the definition of domestic violence and abuse
- they are not living at the same address as the abuser
- they have not had a previous domestic violence and abuse switch off within the last 12 months
- they provide written evidence within one month of attending the interview with a Work Coach

The 3 months switch off period starts on the date they attend the Work Coach interview.

If the earliest date that the claimant can be seen by a Work Coach is after the 6 month time limit but the claimant has notified Universal Credit of the incident within 6 months, the switch off period will start from the date the claimant first contacted Universal Credit. For example:

A claimant suffers domestic violence and abuse on 1st January 2017 and mentions domestic violence and abuse at a Work Search Review 29th June 2017.

The Work Coach interview is booked for 4th July 2017 (more than 6 months since the incident).

In this scenario, the claimant will be treated as having notified Universal Credit on 29th June 2017 and the switch off will begin on this day.

If the claimant is not eligible to have their work-related requirements switched off because of domestic violence or abuse, they may be eligible to have their requirements switched off for a maximum of 4, one month, periods (one for each 6 months over the next two years) because their child is in considerable distress. See Switching off requirements – Child in considerable distress.

A claimant can only have their work-related requirements switched off due to domestic violence once in any 12 month period.

During the claimant interview, the Work Coach will complete a form UCDV1, the record of the claimant's application to be temporarily exempt from work-related requirements. The Work Coach decides if the claimant meets the criteria for domestic abuse and explains that their work-related requirements can be switched off for 3 months from the date of the interview.

The purpose of this is to give the claimant time to resolve any issues arising from the domestic violence and abuse, such as finding new accommodation, changing children's schools or getting legal advice etc.



If the claimant wants support to continue looking for work before the 3 months have expired then they can contact Universal Credit to access this on a voluntary basis. It should be explained to the claimant that they will not be able to 'bank' the remaining time and use it later on if this is after the three months has expired.

During the interview the Work Coach will also:

- Signpost the claimant to any other possible help.
- Discuss Personal Budgeting Support.
- Explain to the claimant that they will need to provide relevant evidence within 1 calendar month for their requirements to remain switched off for 3 months.
- Explain to the claimant that they will need to inform Universal Credit if their address or contact details change.

Relevant evidence

Relevant evidence is written evidence from a person acting in an official capacity showing that:

- the claimant's circumstances are consistent with those of a person who has had domestic violence and abuse inflicted upon them, or threatened, during the 6 months prior to the claimant notifying Universal Credit
- the claimant has made contact with the person acting in an official capacity in relation to such an incident, which occurred during that period

A person 'acting in an official capacity' means:

- a health care professional
- a police officer
- a registered social worker
- the claimant's employer or a representative of their trade union
- any public, voluntary or charitable body which has had direct contact with the claimant in connection with domestic violence and abuse



8. The Impact of Domestic Abuse On Children

Quite often a victim will stay with their abuser because they feel that it is necessary for the sake of any children. Even in situations where the child is not targeted directly with abuse and is 'only' witnessing abuse, it can lead to very serious psychological trauma with possible long-term effects. These can affect not only the child's well-being during or shortly after the abuse, but also the child's ability to build and maintain healthy relationships in his/her adult life.

Children who live with domestic abuse can be affected in many ways. They may experience any of the following problems:

Emotional Problems: crying, anxiety and sadness, confusion, anger, depression, suicidal behaviour, nightmares, fears and phobias. In younger children and babies, eating and sleeping disorders are common. Children can also suffer from post traumatic stress disorder.

Behavioural Problems: aggression, becoming troublesome at home or at school, withdrawing into or isolating themselves, regressive behaviour (such as baby talk, wanting bottles or dummies, etc.), lower academic achievement.

Physical Problems: bed-wetting, nervous ticks, headaches or stomach aches, nausea or vomiting, eating disorders, insomnia. Older children will often feel that they are responsible for the abuse, or feel guilty as they are unable to help prevent the abuse. Children living in an abusive environment may also start to condone abuse or the threat of abuse to resolve conflict in relationships.

Children who live with domestic abuse need support. The following organisations can help:

Childline provides confidential telephone and online counselling for children and young people. **Tel:0800 11 11**

www.thehideout.org.uk

A website offering advice and support to children and young people suffering abuse.



9. Teenage Healthy Relationships

A recent survey by the NSPCC showed that a quarter of girls and 18 per cent of boys have experienced some sort of physical abuse from their partner in a relationship. Abuse in a relationship is never okay. Everyone deserves to be treated with respect from their partner.

What behaviour counts as abuse?

It can be if someone constantly puts you down, threatens you or forces you to do something you don't want to. It's not always physical abuse, it can be sexual and/or emotional. Abuse in relationships can happen to anyone regardless of the type of relationship. Abuse can harm you physically and emotionally as well as leave you feeling isolated and lonely. The abuse comes from your partner trying to control you and your actions.

How to recognise the signs of abuse in a relationship

Here are some signs of controlling or violent behaviour by a boyfriend or girlfriend:

- They may get extremely jealous
- They may monitor your calls and emails and get angry if you don't reply instantly
- They may have trouble controlling their emotions, particularly anger
- They may stop you from seeing or talking with friends and family as much as you would like
- They may use force during an argument
- They may blame others for their problems or feelings
- They may be verbally abusive, or show threatening behaviour towards others

How to recognise the signs that someone may be in an abusive relationship

Here are some signs that may point to someone experiencing abuse:

- No longer hanging out with their circle of friends
- Not doing as well at school, or skipping school altogether
- Constantly checking their phone
- Being withdrawn and quieter than usual
- Being angry, becoming irritable when asked how they are doing
- Making excuses for their boyfriend or girlfriend
- Having unexplained scratches or bruises
- Showing changes in mood or personality
- Using drugs or alcohol



These organisations can help you if you're being abused:

Solace Womens Aid

Solace Womens Aid supports women and children in London to build safe and strong lives. Futures free from male abuse and violence. Our Advice service offers short term support to women affected by domestic and sexual violence living in London. We provide immediate advice and can refer women on to safe refuge accommodation, longer term advocacy support, counselling or specialist children's services.

Freephone Adviceline: 0808 802 5565 (Mon-Fri, 10am-4pm and Tues, 6pm-8pm)

Email: advice@solacewomensaid.org

If you are in danger or in the event of an emergency always dial **999**.

Refuge

Refuge is a charity that offers help and advice to women and young girls who are in abusive relationships.

24-hour national helpline: 0808 2000 247

Respect

Respect is a charity which runs support services and programmes for those who inflict abuse in relationships, including young men and women.

Respect Phonenumber: 0808 802 4040 (Freephone), Monday to Friday 9am-5pm

Email: info@respectphoneline.org.uk

Website: www.respectphoneline.org.uk (incl. an online chat service)

Textphone users dial: 18001 0808 802 4040

Respect also provides an advice line for men who are victims of an abusive relationship.

Men's Advice Line: 0808 801 0327 (Freephone), Monday to Friday 9am-5pm

Helpline for male victims of domestic abuse

Email: info@mensadviceline.org.uk (incl. an online chat service)

Website: www.mensadviceline.org.uk

Textphone users dial: 18001 0808 801 0327

Telephone interpreting service available – If English is not your first language, call us and ask for an interpreter

Childline

The UK's free and confidential helpline is not just for children. They also offer help to young people up to the age of 19 who are in distress or danger.

Tel: 0800 11 11 (24-hour helpline)

Website: www.childline.org.uk (incl. an online chat service)

Women's Aid

Women's Aid is a national charity which works to end abuse against women and children.

Tel: 0808 2000 247

Website: www.womensaid.org.uk



Women's Aid also has a dedicated website for young people, www.thehideout.org.uk where young people can get more information about relationship abuse and where to get help.

Rape & Sexual Abuse Support Centres

Rape & Sexual Abuse Support Centres offer a range of services for women and girls who have been raped or experienced another form of sexual abuse. Rape & Sexual Abuse Centres are not just for women in 'crisis'.

National Freephone helpline: 0808 802 9999 (12 noon-2:30pm and 7pm-9.30pm daily).

Website: www.rapecrisis.org.uk

Galop

Galop offers support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse.

Helpline: 0800 999 5428 (Monday and Thursday 10am-8pm, Tuesday and Wednesday 10am-5pm, Friday 1pm-5pm).

Email: help@galop.org.uk

Website: www.galop.org.uk

The Mix

Essential support for the under 25s'

Tel: 0808 808 4994

Website: www.themix.org.uk

A 1-2-1 chat service is available via the website

NSPCC

Tel: 0808 800 5000 (24 hr helpline)

Email: help@nspcc.org.uk

Website: www.nspcc.org.uk



10. Staying Safe on the Internet

The Internet is a very useful source of information. However, if you are a victim of domestic abuse, you need to take particular care when using the Internet, as there are a number of ways in which being online could provide information to your abuser. The safest way to find information on the Internet is to do it in a safe place. This could be at a local library, a friend's house or at work. However, as this is not always possible, the following is a simple guide which can help increase your safety when using the Internet.

Other users can look at the history of websites you've visited

As a rule, Internet browsers will save certain information as you surf the Internet. This includes images from websites visited and words entered into search engines (known as the 'cache') and a trail ('history') that reveals the sites you have visited and passwords. All Internet browsers have a method for deleting such information. However, if you and your abuser share a computer, **it is important that you are aware that there is a risk involved in removing data from your computer.** For instance, if your partner uses online banking and has a saved password, then if you clear the cookies on your PC, your partner will realise you've done so, because their password will no longer be saved. Also, your partner may notice if the address history on the PC has been cleared and this may raise suspicion.

Other Internet browsing options

Many Internet browsers now have an option to go into 'in private' or 'incognito' mode. This enables you to browse the Internet without storing any history or cache data.

Internet Explorer allows an in private mode of searching. From the homepage, click Tools (the cog in the top right of the page, select Safety and click In Private Browsing)

Google Chrome can also be downloaded and this has an option of incognito browsing (<http://www.google.com/support/chrome>).

Clearing browsing history and cache in Internet Explorer

Clearing the history:

- Click on the Tools menu (in the row at the top of the browser)
- Move the mouse pointer to Safety from the drop down menu and select Delete Browsing History.
- In Browsing History tick the items you want to delete, (remember to uncheck the Preserve Favourites box to delete cookies etc).
- Click Delete

Information on how to clear the browsing history and cache in other Internet browsers can be found at www.wikihow.com/Clear-Your-Browser's-Cache.

Toolbars

Browser toolbars such as Google keep a record of the search words you have typed into the toolbar search box. In order to erase all the search words you have typed in, you will need to check the individual instructions for each type of toolbar. For example, for the Google toolbar all you need to do is click on the Google icon and choose 'Clear Search History'.



Emails

If an abuser sends you threatening or harassing email messages, they may be printed and saved as evidence of this abuse.

Be aware of how records of your emails can be accessed:

- Any email you have previously sent will be stored in 'Sent Items'. Go to 'Sent Items' and delete emails you don't want anyone else to see.
- If you started an email but didn't finish it, it might be in your 'Drafts' folder. Go to the 'Drafts' folder to delete it.
- If you reply to any email, the original message will probably be in the body of the message. Delete the email if you don't want anyone to see your original message.
- When you delete an item in any email program (Gmail, Hotmail, Outlook, Thunderbird, etc.) it does not really delete the item – it moves the item to a folder called 'Deleted Items'. You have to delete the messages in 'Deleted Items' to remove them permanently.
- If there's a risk that your abuser may know how to access your emails, it's a good idea to set up a new email account. Use a provider like Hotmail or Google for an account you can access from anywhere and use a name that is not recognisable as you. Keep this email account secret.

Internet Safety Advice

There are a number of websites that provide advice on Internet safety, including:

Metropolitan Police – provides advice and guidance on a wide range of safety issues including Internet safety.

Website: www.safe.met.police.uk

CBBC Stay Safe – tips and tricks for children to stay safe online.

Website: www.bbc.co.uk/cbbc/curations/stay-safe



11. Getting Help and Advice

If you are experiencing domestic abuse, getting help and advice is one of the most important things you can do.

In an emergency dial 999

Domestic abuse is treated very seriously by the police and they will take action to protect you.

There are many people and organisations you can turn to if you are suffering from domestic abuse.

LOCAL ORGANISATIONS

Solace Womens Aid

Solace Womens Aid supports women and children in London to build safe and strong lives. Futures free from male abuse and violence. Our Advice service offers short term support to women affected by domestic and sexual violence living in London. We provide immediate advice and can refer women on to safe refuge accommodation, longer term advocacy support, counselling or specialist children's services.

Freephone Adviceline: 0808 802 5565 (Mon-Fri, 10am-4pm and Tues, 6pm-8pm)

Email: advice@solacewomensaid.org

Website: www.solacewomensaid.org

Metropolitan Police

In an emergency always dial 999

In non-emergency cases and for general advice, please call 101.

Website: www.met.police.uk/advice-and-information/domestic-abuse/

Victims Support

Victims Support provides practical and emotional support to help you deal with the impact of a crime, even if you don't want to report it to police or it happened in the past. The support can be tailored to your particular situation, and specialist services are available for victims of the most serious crime such as rape and sexual violence.

Search for available services at www.victimsupport.org.uk

Citizens Advice Bureau

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice. Citizens Advice has branches across London, visit the website to find your local branch.

Website: www.citizensadvice.org.uk/

Local Authorities

Your local district/borough council can give advice on housing issues relating to domestic abuse. See 'Housing Options' leaflet for contact details.



NATIONAL ORGANISATIONS

Action on Elder Abuse

Charity giving help and information about the abuse of older people, including abuse by family members and partners.

Helpline: 0808 808 8141 (Freephone)

Email: enquiries@elderabuse.org.uk

Website: www.elderabuse.org.uk

Galop

Galop offers support for lesbian, gay, bisexual and transgender (LGBT) people experiencing hate crime, sexual violence or domestic abuse.

Helpline: 0800 999 5428 (Monday and Thursday 10am-8pm, Tuesday and Wednesday 10am-5pm, Friday 1pm-5pm).

Email: help@galop.org.uk

Website: galop.org.uk

Childline

The UK's free and confidential helpline is not just for children. They also offer help to young people up to the age of 19 who are in distress or danger.

Tel: 0800 11 11 (24-hour helpline)

Website: www.childline.org.uk

Forced Marriage Unit

The Forced Marriage Unit provides advice for anyone who needs help leaving a forced marriage or who is trying to stop a forced marriage from taking place.

Tel: 0207 7008 0151 Weekdays 9am-5pm

Tel: (Out of hours) 020 7008 1500, ask for the Global Response Centre

Email: fmfco@fco.gov.uk

Website: www.gov.uk/guidance/forced-marriage

National Centre for Domestic Violence

The NCDV specialises in providing free legal support to survivors of domestic violence, usually by helping individuals obtain injunctions from their local court.

Tel: 0800 970 2070 or 0207 186 8270

Text: NCDV to 60777 and they will call back

Website: www.ncdv.org.uk/

National Stalking Helpline

The National Stalking Helpline provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking.

Tel: 0808 802 0300 (Mon, Tue, Thu, Fri 9:30am-4pm, Wed 1pm-4pm)

Email: advice@stalkinghelpline.org

website://www.stalkinghelpline.org/

NSPCC

The NSPCC is a charity which protects children across the UK. .

Tel: 0808 800 5000 (24-hour Child Protection Helpline)

Email: help@nspcc.org.uk



Website: www.nspcc.org.uk/

Rape & Sexual Abuse Support Centres

Rape & Sexual Abuse Support Centres offer a range of services for women and girls who have been raped or experienced another form of sexual abuse.

National Freephone helpline: 0808 802 9999 (12 noon-2:30pm and 7pm-9.30pm any day of the year. Also 3pm – 5:30pm on weekdays)

Refuge

Refuge is a charity that offers help and advice to women and young girls who are in abusive relationships.

24-hour national helpline: 0808 2000 247

Relate

Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website.

Helpline: 0300 100 1234

Website: www.relate.org.uk

Respect

Respect is a charity which runs support services and programmes for those who inflict abuse in relationships including young men and women.

Respect Phonenumber: 0808 802 4040 Monday to Friday 9am-5pm

Email: info@respectphonenumber.org.uk

Website: www.respectphonenumber.org.uk (incl. online chat service)

Respect also provides an advice line for men who are victims of an abusive relationship.

Men's Advice Line: 0808 801 0327 Monday to Friday 9am-5pm

Email: info@mensadvice.org.uk

Website: www.mensadvice.org.uk (incl. online chat service)

www.thehideout.org.uk

A website where young people can get information about relationship abuse and where to get help.

Victim Support (England and Wales)

Supportline: 08 08 16 89 111

Email: via website

Website: www.victimsupport.org.uk

Victim Support (Scotland)

Helpline: 0345 603 9213 (Mon to Fri 8:00am – 8:00pm)

Website: www.victimsupportsco.org.uk

Victim Support (Northern Ireland)

Helpline (Foyle): 028 7137 0086

Email: foyle@victimsupportni.org.uk

Helpline (Belfast): 028 9024 3133



Email: belfast@victimsupportni.org.uk

Website: www.victimsupportni.co.uk

Women's Aid

Women's Aid is a national charity which works to end abuse against women and children.

Tel: 0808 2000 247 (Freephone 24-hour national domestic violence helpline)

Email: helpline@womensaid.org.uk

Website: www.womensaid.org.uk



12. Supporting Friends and Family

Here are some suggestions about how you can support someone experiencing domestic violence (including forced marriage and so-called 'honour' based violence and/or sexual violence).

If there is a risk of harm, call the police or contact one of the organisations listed in this section.

Please note that in this section we have referred to the abuser as 'he' and the victim as 'she'. This is not always the case – a man can be the victim of domestic abuse and a woman can be an abuser. Domestic abuse also happens in same-sex relationships and between family members who are not a 'couple'.

Signs of an abusive relationship:

He ...

- puts her down
- does all the talking and dominates the conversation
- tries to suggest he is the victim and acts bewildered that she isn't grateful to be in a relationship with him
- tries to keep her away from you
- acts as if he owns her
- pretends he has no faults or tries to make himself good
- acts as if he is superior and works more than others in his home

She ...

- may be apologetic and make excuses for his behaviour
- is nervous about talking when he's there
- seems to be sick more often and misses work
- tries to hide her injuries/wears long sleeves and high necks in the summer
- makes last minute excuses about why she can't meet you or avoids you in public
- seems sad, lonely, withdrawn and is fearful
- uses more drugs or alcohol to cope

If you see these warning signs, your family member/friend/colleague may need help.

Signs of a forced marriage or 'honour' based violence:

- family history of relatives gone missing, self-harm or suicide
- relatives making decisions on behalf of victim
- victims may truant or have extended absences from school
- victims may report that they are being kept at home against their will
- decline in academic/work performance
- victim may report family has made threats to kill
- victims may report they are being emotionally blackmailed
- victims may be isolated due to physical, financial or cultural barriers
- victims may suffer from depression, self-harm or attempt suicide
- emotional and/or physical abuse



Raise the issue

- Try to bring the subject up when the abuser isn't around.
- Let them know you are concerned and want to help.
- Try not to criticise their abuser or the relationship. Instead, focus on the abuse and their safety. Listen to what they say and then see how you can be supportive.

Giving support

- Your family member/friend/colleague needs to be supported and not judged.
- Maintain contact with her and help her explore all options, such as finding appropriate specialist support.
- This is a big challenge. You don't want to see your friend get hurt, but may have to watch her stay with her partner or family when you think she should leave or go to the police.
- It's important that she doesn't feel like you're telling her what to do.

What to say

- sexual or domestic abuse is totally unacceptable
- it's common – one in four UK women will experience domestic abuse
- sexual or domestic abuse is about power and control, not sex
- the abuser is 100 per cent responsible for the abuse
- it's not your fault, regardless of what you say, do, or wear
- an abuser can choose to stop if they want to
- you can't change them, but you don't have to put up with it
- help is available – see "Getting Help and Advice" (section 12)

Questions you can ask

- what can I do to help?
- how has his/their behaviour made you feel
- how is it affecting you
- how have you been coping with the abuse
- what can you do to be safer
- what are you afraid of if you leave/stay
- do you know when it is going to happen?
- is there a pattern?
- what do you already do to protect yourself/your children
- can I help you find support?

Responding to forced marriage/'honour' violence

- do not mediate between the victim and any of their family members – this can put the victim at risk
- things can rapidly escalate to serious violence ending in murder if nobody intervenes
- Be aware of how serious the danger is and the immediacy of the risk – you must act quickly. The victim may need immediate protection away from the family or care setting. Siblings, boyfriends and girlfriends may also be at risk. Make urgent contact with the police or the Forced Marriage Unit (see contact details below).

Leaving an abusive partner

- Leaving can be difficult, particularly if the abusive partner promises to change.



- Leaving a violent partner or abusive family is often only the end of the relationship – not the end of the abuse. Two women are killed every week by a current or former male partner; around 12 women a year are killed in so-called ‘honour’ violence and others are killed by abusive family members. Of these, most were trying to leave a violent relationship, or had recently left one.

Practical help

You could:

- agree a code word or action your friend can use to signal that she is in danger
- offer to keep copies of important documents etc. for her, in case she has to leave in a hurry
- find out information about local services and encourage her to seek support before she leaves the relationship
- offer help, e.g. use of your phone or address for information/messages, keeping spare sets of keys etc.
- get support for yourself – and don’t give up on her

You may be their only lifeline.

Contact Details

Forced Marriage Unit

The Forced Marriage Unit provides advice for anyone who needs help leaving a forced marriage or who is trying to stop a forced marriage from taking place.

Tel: 0207 7008 0151

Weekdays 9am-5pm

Email: fmufco.gov.uk

Website: www.gov.uk/guidance/forced-marriage



13. Crimestoppers

As an independent charity, we are not part of the police and we are not a TV show. You might have seen or heard something about a crime but don't know what to do, or are scared to come forward. It's easy to think there is nothing you can do, but we offer you a safe way to do this.

We want more people to speak out if they know someone is being abused. We know it's not always an easy thing to do but Crimestoppers offers the public the chance to give information anonymously.

We don't take personal details and we don't record calls. We can't trace calls or information given online. Those who contact us don't have to give a statement to police or go to court. Crimestoppers gives you the power to call it as you see it. And it's totally anonymous. Only you will know that you called or contacted us.

Just phone **0800 555 111 (or use our secure Crimestoppers website)**. **Your call is 100% anonymous** - you may even be eligible for a reward (up to £1,000 and paid anonymously).

Whether it's family, a friend or someone you've witnessed suffering, contact us now. Domestic abuse is a crime, so report it like one. However, we are unable to take information from victims of abuse directly because we operate an anonymous service. So if you are a victim of crime please contact the police immediately.

Crimestoppers is simple and it works – around 20 arrests are made every day thanks to information passed to the charity.



www.crimestoppers-uk.org/



14. Advice for Employers

Domestic abuse is your business!

- Domestic abuse currently costs UK businesses over £2.7 billion a year.
- In the UK, in any one year, more than 20 per cent of employed women take time off work because of domestic violence and 2 per cent lose their jobs as a direct result of the abuse.
- 75 per cent of women who experience domestic abuse are targeted at work – from harassing phone calls and abusive partners arriving at the office unannounced to physical assaults.

Domestic abuse can follow employees to work and affect their productivity, performance, attendance, and emotional and physical health. It can also lead to abuse in the workplace. Colleagues may be affected and fear for their own safety. Yet, for some, the workplace can be a safe haven and offer routes to support and vital resources to help and support employees experiencing domestic abuse.

What can employers do?

Recognise the problem

- Look for sudden changes in behaviour and/or changes in the quality of work performance for unexplained reasons, despite a previously strong record.
- Look for changes in the way an employee dresses i.e. excessive clothing on hot days, changes in the amount of make-up worn.

Respond

- Believe an employee if they disclose experiencing domestic abuse – do not ask for proof.
- Reassure the employee that the organisation has an understanding of how domestic abuse can affect them.

Provide support

- Divert phone calls and email messages and look to change their phone extension if an employee is receiving harassing calls.
- Agree with the employee what to tell colleagues and how they should respond if their ex/partner telephones or visits the workplace.
- Ensure the employee does not work alone or in an isolated area and check that staff have arrangements for getting safely to and from home.
- Keep a record of any incidents of abuse in the workplace, including persistent telephone calls, emails or visits to the workplace.

Refer to the appropriate help

Provide information for the employee on external sources of help and advice (see leaflet 'Getting Help and Advice').



15. Further Information and Resources

Galop

<http://www.galop.org.uk>

Resources: Leaflet and factsheets

NSPCC / Childline

Leaflets, booklets and other resources can be purchased from the NSPCC website <https://cpc-publications.myshopify.com/posters>

Forced Marriage Unit

<https://www.gov.uk/forced-marriage#forced-marriage-unit>

Resources: Leaflets, posters, handbook and other guidance

National Centre for Domestic Violence

<http://www.ncdv.org.uk/information-for-police-agencies/order-booklets-cards-andposters/>

Range of resources including posters and contact cards which can be ordered from the website.

National Stalking Helpline

<http://www.stalkinghelpline.org/resources>

Resources: Posters and leaflets

Rape and Sexual Abuse Support Centre

http://www.rasasc.org.uk/?page_id=279

Resources: Leaflets

Refuge

Leaflets, posters and wallet-sized helpline cards can be obtained by contacting press@refuge.org.uk

The Hideout

<http://www.thehideout.org.uk/over10/adults/resources/default.aspa>

Resources include posters, leaflets, and educational toolkit and games for children.

Womens Aid

http://www.womensaid.org.uk/landing_page?section=000100010014§ionTitle=Shop

Wide range of posters, leaflets, reports, books, etc, a number of which are free to download.



16. Useful Numbers – Quick Reference

Action on Elder Abuse	0808 808 8141
Advocacy After Fatal Domestic Violence	07768 386922
Asylum Aid	020 7247 8741
Childline	0800 11 11
Chinese Information and Advice Centre	0300 201 1868
City of London Corporation Benefits Team	020 7332 3937
City of London Housing Needs Team	0207 332 1237 or 0207 332 3452
Civil Legal Advice	0345 345 4345
Crimestoppers	0800 555 111
Domestic & Sexual Violence Helpline – 24 Hr (Northern Ireland)	0808 802 1414
Forced Marriage Unit (office hours)	0207 7008 0151
Forced Marriage Unit (out of hours)	020 7008 1500
Galop	0800 999 5428
Gingerbread	0808 802 0925
JAN Trust	0208 889 9433
Jewish Women's Aid	0808 801 0500
Men's Advice Line	0808 801 0327
National Association for People Abused in Childhood	0808 801 0331
National Centre for Domestic Violence	0800 970 2070 or 0207 186 8270
National Domestic Violence Helpline	0808 2000 247
National Stalking Helpline	0808 802 0300
NSPCC	0808 800 5000



Rape & Sexual Abuse Support Centres	0808 802 9999
Refuge	0808 2000 247
Relate	0300 100 1234
Respect	0808 802 4040
Rights of Women	020 7251 6577
Samaritans	116123
Scottish Women's Aid	0800 027 1234
Shelter	0808 800 4444
Solace Womens Aid (Helpline)	0808 802 5565
Solace Womens Aid (Refuge support)	020 7619 1350
The Mix	0808 808 4994
Victim Support (England and Wales)	08081 689 111
Victim Support (Northern Ireland – Foyle)	028 7137 0086
Victim Support (Northern Ireland – Belfast)	028 9024 3133
Victim Support (Scotland)	0345 603 9213
Welsh Women's Aid	0808 80 10 800
Women's Aid	0808 2000 247