

Bolton domestic abuse and violence handbook

“

Equipping professionals with
the tools to ensure a robust
and consistent response to
domestic abuse and violence

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Bolton
Safeguarding
Children

Bolton
Vision

Be Safe
Bolton Strategic
Partnership

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Definition and underpinning principles
Bolton coordinated community response
Training for professionals
Enabling disclosure
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Female Genital Mutilation
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Honour Based Violence
Adolescent to Parent Violence and Abuse (APVA)
Domestic Abuse Services and Resources

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Version 1	January 2015	Original
Version 2	March 2016	New section added ‘Adolescent to Parent Violence’
Version 3	October 2016	Document restructure to better align with Domestic Abuse Framework for Action, update of content within FGM, ABA, FM sections, and Directory of Services

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Section 1

Foreword

Our collective ambition is to reduce domestic abuse and violence and its effects in Bolton. With one in four women in the UK experiencing some form of domestic abuse and violence (DAV) in their lifetime and one in seven children under the age of 18 having lived with DAV at some point in their childhood, this is a widely under-reported crime with disastrous consequences. In Bolton, there are approximately 2000 domestic abuse crimes every year. The Home Office estimate that the true prevalence of victims suffering domestic abuse is closer to eight times this amount. Since April 2011, when the government placed on statutory footing domestic homicide reviews, Bolton has conducted four such reviews. There is no excuse for this crime which ruins childhoods, destroys families and threatens lives.

This Domestic Abuse and Violence Handbook provides all professionals with a useful resource manual when dealing with families where domestic abuse and violence is present. It is intended to guide and inform any professional working, directly or indirectly, with children, families or parents, in circumstances when they suspect or become aware that domestic abuse and violence is taking place.

It has been developed following consultation with the Domestic Abuse and Violence Front Line Practitioner Forum, Domestic Abuse and Violence Partnership and the Children Safeguarding Executive.

The main aim is to provide front line practitioners with the tools and resources required so that they support individuals and that they use the systems and processes available that help to manage risk. Domestic abuse and violence is a complex issue and we want to ensure there is consistency in practice in how agencies and professionals respond.

In developing the handbook it brings together keys aspects of the Domestic Abuse and Violence Strategy and the Framework for Action for children and young people.

Bolton's Domestic Abuse and Violence Partnership and Safeguarding Children Board would like to acknowledge and thank all those who participated in, and contributed to the development of this handbook. This is a live document and will be updated and amended in response to local and national need.

Chair
Domestic Abuse and Violence Partnership

Independent Chair
Bolton Safeguarding Children Board

Section 2

Definition and underpinning principles

2.1 Definition

Bolton has adopted the national definition of domestic abuse and violence (DAV) which covers:

‘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, and emotional. This also includes so called honour based violence, female genital mutilation and forced marriage.’

‘Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent on the perpetrator – isolating them from others, those that can support them, monitoring and controlling their movements and behaviours, stripping them of their independence.’

‘Coercive behaviour is an act or a pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.’

In recent years there has been an increasing understanding and recognition that violence from children towards their parents – Adolescent to Parent Violence and Abuse (APVA) is a form of domestic violence and abuse and, depending on the age of the child, it may fall under the government’s official definition of domestic violence and abuse. While this definition applies to

those aged 16 or above, APVA can equally involve children under 16, and the advice provided in Section 14 reflects this.

2.2 Principles

The following underpinning principles have been identified for the Domestic Abuse and Violence Strategy and are an important reference to how Bolton coordinates its response to this issue.

- Safeguard and promote the welfare of victims, and their families, is everyone’s responsibility and practitioners should understand their role and responsibility in responding to domestic abuse and violence.
- Practitioners should work together to prevent, intervene and reduce the impact of DAV, increasing the safety and well-being of those living with its effects, this includes avoiding duplication of assessment and activity, and promote effective support to families.
- Work should reflect the necessity for prevention and early intervention to reduce further harm and safeguard basic human rights. It should also continue to ensure services are accessible and have the appropriate tools to screen and identify domestic abuse and violence
- Ensure that staff are aware of the lifetime impact on children witnessing domestic abuse and violence, and use the Framework for Action for children to ensure a consistent and coordinated response is offered.
- Provide evidence led interventions that support children through this traumatic experience.

- To continue to improve the joint working between agencies and learn from Domestic Homicide Reviews, including information sharing, and establish robust structures to enable a coordinated approach
- Provide a client-centred approach to supporting victims of domestic abuse and violence, within which the safety of the victim and their family is the paramount consideration
- The partnership acknowledges that victims of DAV do not need to have been physically hurt to be in need of protection and provision
- Provide perpetrators of DAV with programmes that help them to understand their behaviour, provide support to alter this behaviour, and ensure that perpetrators are held accountable
- Maintain the provision of appropriate services for specific community groups, with awareness that not all community members will automatically require/prefer community-specific services

In implementing the above principles professionals should ensure that they:

- Help prevent DAV before it happens and prevent repeat victimisation
- Stop it when we know about it
- Offer and provide information, support, advice and care to those affected in a professional, prompt and appropriate manner

Section 3

Bolton's coordinated community response

The Co-ordinated Community Response (CCR) model has been identified nationally and internationally as effective practice in tackling domestic abuse in a multi-agency setting. The model acknowledges that no one agency can address DAV and only by working together can agencies make a difference.

Every agency who has a responsibility for dealing with victims of DAV, their children and

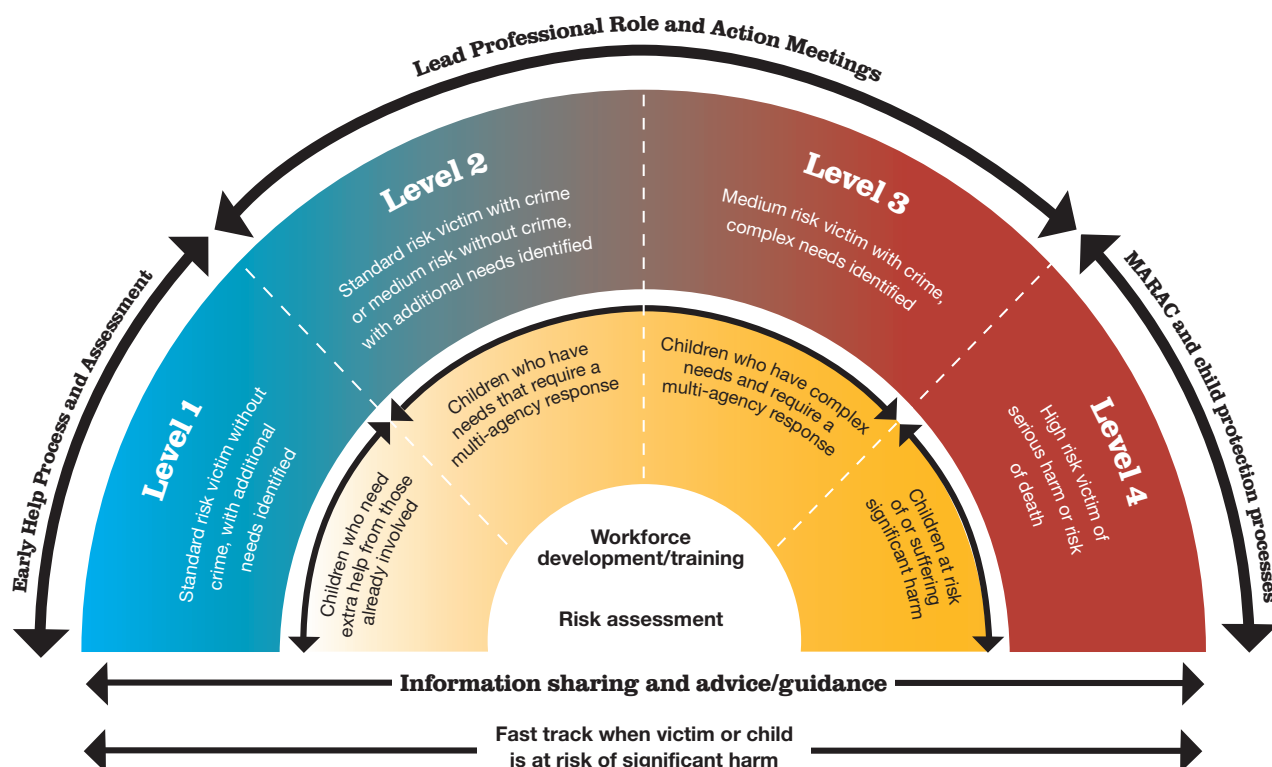
perpetrators, must work effectively within their own agency **and** with all the other agencies that also have that responsibility; to secure the safety of the victim and their children. Many victims present with multiple needs, for example, women experiencing domestic violence are up to fifteen times more likely to misuse alcohol and up to nine times more likely to misuse substances than women who have not been victims of this type of abuse/violence.

Around one in five children have been exposed to domestic abuse and violence. Children exposed are more likely to have behavioural and emotional problems.

The following diagram sets out the Coordinated Community Response for Bolton and builds on the recent Domestic Abuse and Violence Strategy, aligning level of need of both victim and child (using the Framework for Action) with appropriate pathways into services.

Levels of need and provision in Bolton

Domestic abuse and violence Framework for Action / co-ordinated community response model



Things to remember...

Level of need may not always be the same for the adult victim and children

Risk assessments and the sharing of information across agencies are essential if this model is to effectively protect families.

The following section brings together the level of need for the victim and the level of need for the child, as set-out in the Framework for Action. There will be times when families have a combination of levels; for example, adult victim could be at Level 4 (referral into the MARAC) but for the child this could be at Level 2 (Early Help). It is important that professionals consider and understand these levels and take up the multi-agency training that is available.

Every Family (Universal Services)

This section of the CCR model highlights that for most families their needs are addressed by parents and children accessing universal services without the need for any other agency involvement. This covers things like accessing health services (registering with a doctor) and education services (school admissions).

At this level the model also reflects various primary prevention and awareness raising provision and general public information on domestic abuse and violence.

Examples of this include:

Healthy relationships

The aim of the programme is to educate children on safe and healthy relationships, raise awareness of domestic abuse and other impacting factors which affect relationships.

The interactive sessions, delivered by Fortalice, have clear aims and objectives which are identified in the schemes of work and lesson plans and the delivery is mapped to the PHSE and SEALS curriculum. Initial assessments and evaluations are completed by all the children participating in the delivery, thus providing measurable outcomes. The Project includes a teacher training package "Domestic abuse and the effects on children" equipping teaching staff with up to date knowledge of the effects of domestic abuse both nationally and locally, the impact on children, dealing with disclosures, services available and an opportunity to develop their safeguarding skills.

Awareness raising

Various awareness raising campaigns have been developed in Bolton:

- **Selection of posters** have been used for use across Bolton (these are available [here](#))
- **16 days of activism against gender-based violence** – each year Bolton comes together to demonstrate its support to ending gender-based violence with a full programme of events taking place during the period. Further details are available from amina.jeewa@bolton.gov.uk
- **White Ribbon campaign** – men supporting an end to violence against women
- **Sitting right with you campaign** – Greater Manchester collaboration raising awareness of domestic abuse and how to access support www.sittingrightwithyou.co.uk



Women experiencing domestic violence are up to 15 times more likely to misuse alcohol than women who have not been victims of abuse/violence

Level of need – 1

Standard risk for the victim, no crime, some help required for the child

At this level an individual has made a disclosure to a professional that they are experiencing domestic abuse. The risk to the victim, and their children, has been identified as standard risk and it is likely that there hasn't been a crime but additional needs have been identified. It also covers children who need extra help from those already involved with the family. Typically this will cover children of parents where there has been some domestic abuse.

We know that the effects of domestic abuse can have a lasting impact on children and can affect school attainment and healthy growth and development which will have a lasting impact on their adult lives. Research tells us that children growing up in households where there is domestic abuse, are more likely to grow up and live with domestic abuse either as a victim or a perpetrator in adult life. Research has clearly shown links between father's / partner's violence to mothers, and their children (usually sons) replicating that behaviour towards their parents (usually mothers). For this reason although the level of need at this stage is low it is important that practitioners consider the needs of the child and secure support via the use of Early Help as set on in Bolton's Framework for Action.

At this level children's needs can often be met by individual workers from a single agency working with parents to identify the required help. This help will be provided by that agency. At this stage it is appropriate to use the Early Help Assessment and Action Plan as per the Framework for Action (children).

Support Services

See Section 15 for a full list of support services available at this level. A brief summary is available here:

- **Fortalice Support Centre** – offers services to victims, their children or young person whose life is affected by domestic abuse and violence. Project Workers offer advice and support, assist in identifying appropriate pathways for each client and deliver counselling, one-to-one support and deliver programmes such as Freedom Programme and 'Stepping Forward'. Contact can be made by ringing **01204 365677**

- **Victim Support** – offers information, practical help and emotional support to victims of domestic abuse. Victims are usually referred via the police but anyone can contact and refer a victim. Bolton Victim Support **01204 399736** or **0161 2001950**
- **Operation Encompass** – this is a process where school receives a notification from the police (normally by the next working day) when a child has been present at a domestic abuse incident following the attendance of a police officer. The aim of the notification is to support schools to respond to children's needs when they experience domestic abuse within their home at the earliest opportunity. Further information is available [here](#).
- **Programme Strive** – The project focuses on and targets standard risk victims and perpetrators of domestic abuse, through an early help offer, including families and children. It aims to address the gap in service provision around early intervention with domestic abuse victims and perpetrators to prevent escalation of incidents to crisis point and reduce preventable demand for public services.

One of the key aims of the project is to make re-visits to victims of standard risk domestic abuse (1st, 2nd or 3rd caller) without a crime, following a referral from the police. These are conducted by Fortalice (trained volunteers) and an outcome-based assessment tool is undertaken and a subsequent action plan developed.

The plan includes making contact with relevant agencies and services in order to explore further identified issues and seek resolution.

- **'Inner Strength' Behaviour Change Programme** – This provision targets standard risk perpetrators of domestic abuse who are willing to engage in a dedicated programme aimed at changing behaviour to minimise risk and prevent escalation. Further information including how to make a referral is available at www.boltonsafeguardingchildren.org.uk/working-with-children-and-young-people/domestic-abuse-and-safeguarding-children-2/

Level of need – 2

Standard risk, with crime, or medium risk without crime for the victim, children who have needs that require a multi-agency response

At this level an individual has made a disclosure to a professional that they are experiencing domestic abuse. The risk to the victim, and their children, has been identified as standard risk and there has been a crime or medium risk with no crime but additional needs have been identified. It also covers children who have needs that require a multi-agency response. Typically this will include children in families where there are emerging patterns of domestic abuse.

At this level for children the Early Help Assessment (EHA) and Action Plan must be used with child and parent's consent. Triggers that may indicate the need for an Early Help Assessment include one or more of the following

- A single agency response has not met the need or cannot meet the need alone
- It is not clear what the needs for the child and family are and an EHA will provide a structure to assess these
- There are a number of needs for the child and family and an EHA will help to prioritise and coordinate how needs can be met, information shared and an action plan identified
- There are a number of agencies already working with the child and family but an EHA has not been completed
- The child or parent has asked for an EHA to support them

Support Service

See Section 15 for a full list of support services available at this level. A brief summary is available here:

- Fortalice Support Centre
- Victim Support
- Operation Encompass
- 'Inner Strength' Behaviour Change Programme
- **Domestic Violence Protection Notice / Order**
 - DVPN is a notice served by the police against a person who is aged over 18 years where they reasonably believe that the alleged perpetrator has been violent or has threatened violence against a victim and it is necessary to protect the victim from the perpetrator. The DVPN can prohibit the alleged perpetrator from returning to, entering in, and being within a certain distance of the home. It can also prohibit the alleged perpetrator from threatening or interfering with the victim, or others living at the home. Within 48 hours of the DVPN being issued (excluding weekends and bank holidays), the police must submit an application to the Magistrates Court of a DVPO, which is may be in force between 14 and 28 days (See Section 9 for further details)

Level of need – 3

Medium risk victim with crime, complex needs identified, children who have complex needs and require a multi-agency response

At this level an individual has made a disclosure to a professional that they are experiencing domestic abuse. The risk to the victim has been identified as medium risk and there has been a crime with some complex needs identified. It also covers children in families where there has been one significant episode of domestic abuse or a pattern of domestic abuse incidents that are likely to significantly impact on the child's safety, health or welfare. This includes children who have complex needs and require a multi-agency response, including specialist services. In most cases the Early Help Assessment should have previously been used and will evidence the need for a specialist assessment and support plan.

Support Service

See Section 15 for a full list of support services available at this level. A brief summary is available here:

- Fortalice Support Centre
- Victim Support
- Domestic Violence Protection Notice / Order
- **Safe Haven Project (Endeavour)** – offers bespoke support for medium and high risk men and women recovering from domestic abuse providing home based support
- **Support First Project (Urban Outreach)** – commissioned by the Police it provides advocacy and direct support to adults in an intimate partner relationship where domestic abuse is an issue and there are other presenting complex needs. Referrals to be sent to family.first@gmp.pnn.police.uk or family.first@bolton.gov.uk

- **Troubled Families** – national programme, delivered at a local authority level, of targeted-intervention for families with multiple problems. Known locally as Family First families on the cohort are assigned a lead professional who coordinates support as needed. Referrals can be made to family.first@bolton.gov.uk. Two of the following indicators are required to meet the programme criteria:

1. Parents and children involved in crime or anti-social behaviour
2. Children who have not been attending school regularly
3. Children who need help
4. Adults out of work or at risk of financial exclusion or young people at risk or worklessness
5. Families affected by domestic violence or abuse
6. Parents and children with a range of health problems
7. Demand reduction

- **Floating housing support** – this is an extension of the Safe Haven project and delivered by Endeavour. This provision is provided to dispersed properties for victims fleeing domestic abuse but who are not able to access the Refuge
- **Pet Fostering Service** - Endeavour provide this service to any domestic abuse victim who is worried about leaving their pets with the abuser, e.g. when accessing temporary accommodation such as floating housing support or the Refuge. Contact **01204 394842**

Level of need – 4

High risk victim of serious harm or risk of death, children at risk of suffering significant harm

At this level an individual has made a disclosure to a professional that they are experiencing domestic abuse. The risk to the victim has been identified as high risk of serious harm or at risk of death. This covers children (including unborn children) who are at risk of/are suffering significant harm and are in need of; protection or substitute care. In accordance with the Framework for Action the threshold for a referral into the child protection system is where a child or young person involved in, including being witness to, one serious or persistent incidences of domestic abuse.

If the child is in immediate danger the police should be notified (**999**) as they alone have the power to remove a child to a place of safety without recourse to courts.

Contact should also be made with the Multi-agency Screening and Safeguarding Service
Tel: **01204 331500**
r&a@bolton.gcsx.gov.uk / r&a@bolton.gov.uk

Support Service

See Section 15 for a full list of support services available at this level. A brief summary is available here:

- **Fortalice Support Centre**
- **Refuge** – dedicated secure 24 hour accommodation for women and their children fleeing domestic abuse. Families housed at the Refuge receive a range of services including; one-to-one support, assistance with housing needs and benefit applications; counselling; Freedom Programme. Contact: **01204 701846** (24 hours)
- **Pet Fostering Service** - Endeavour provide this service to any domestic abuse victim who is worried about leaving their pets with the abuser, e.g. when accessing temporary accommodation such as floating housing support or the Refuge. Contact **01204 394842**
- **Multi-agency Risk Assessment Conference (MARAC)** – all high risk cases of domestic abuse should be referred into MARAC, where an Independent Domestic Violence Advocate (IDVA), from Endeavour, will be allocated to the family. IDVAs provide advocacy and support to any victim of domestic abuse, or sexual violence, referred into the MARAC and offer emergency safety planning, signpost into other services as appropriate (e.g. BIDAS, mental health services). For further details see section ?
- **Young Person Violence Advocate (YPVA)** – the YPVA (Endeavour) provides advice and support for any high risk young person, aged 16+, who are victims of domestic abuse and have been referred into MARAC

Section 4

Training for professionals

The Bolton Safeguarding Children Board coordinates and manages a comprehensive training programme for professionals. The programme is open to anyone who works with children, young people, their parents or carers in Bolton and is free to access. Included within the programme are specific training courses on domestic abuse and other training that is linked to providing an effective response. Examples include:

- How to respond to the Framework for Action across all levels of need (included within this is the use of Early Help processes)*
- Recognising and responding to domestic abuse (Level 2 and 3)*
- Domestic abuse: the effects on children and families (Level 1 and 2)*
- Teenage domestic abuse: raising awareness

- Female Genital Mutilation
- Safeguarding young people at risk of force marriage
- Assessments skills
- Communicating with parents
- Working with resistant families

It is recommended that frontline staff attend, as a minimum, those courses highlighted with an*.

Full details about courses, dates and how to book are available via the Safeguarding Children Board website.

Full details are available via the [Bolton Children Safeguarding Board](#) website.

In Bolton, there are approximately 1500 domestic abuse crimes every year.

Section 5

Enabling disclosure and making an initial response

It is effective practice for professionals to create an environment that facilitates and enables disclosure to take place. Understanding some of the barriers to disclosure will help professionals respond in a sensitive and appropriate manner.

5.1 Barriers to disclosure

Barriers to disclosure for victims of domestic abuse and violence (DAV)

There are many reasons why an individual will often be unwilling or unable to tell someone that they are experiencing DAV or to approach an agency for help to deal with it. Reasons include:

- Not recognising or identifying the behaviour as abuse or as illegal
- Past experience of poor responses from agencies or professionals
- Fear that the situation will become worse as a result, including more serious assaults or being killed
- A survival strategy of minimising the nature and effects of DAV to themselves or to others, in order not to be seen as a victim or out of fear of the consequences of identifying it clearly, or because they feel that they are in some way to blame
- Fear that the children will be removed by the Local Authority or the abusive partner
- Shame, embarrassment, self-blame
- Fear of not being believed or past

experience of not being believed

- Fear that the abuser will make allegations and that these could result in being detained under the mental health act or having children removed or drug use exposed
- Fear of being deported
- Isolation from friends, family, agencies and other sources of information about how to get help
- Feeling that the only option that will be offered is to leave the abusive relationship and not wanting to do that for all the reasons listed later in this section
- Perception that the situation will be worse after seeking help, e.g. because the effects of homelessness or moving area will be worse for the children than the effects of living with the abuse and violence, particularly as the risk of violence continuing may be high

Reasons why it may be difficult for some individuals to leave an abusive relationship or end the relationship

DAV victims, particularly female victims, may find it difficult or even impossible to consider leaving the family home or ending an abusive relationship. This can be assumed by professionals, friends and family, that the victim is “choosing” the abuse or to stay in an abusive relationship. Women in these circumstances are often treated by professionals as responsible for the effects of the abuse on their children, or described as being unaware or uncaring of the effects on their children. In fact, children are usually the most

common reason for a woman remaining with an abusive partner.

These attitudes lead to dangerous assumptions and unsafe and unhelpful practices. It is more useful for protecting children as well as the victim to see this is as a decision based on a lack of perceived or actual safe alternatives. They will often have come to this decision reluctantly, or under severe threat or pressure from the abuser or others.

Working with an understanding of why someone may have made this decision will help professionals and others to protect victims and children.

The reasons why someone may have not been able to identify the possibility of ending an abusive relationship or leaving the family home include one or more of the following:

- Not wanting to take the children away from their other parent or extended family
- Fear of being killed or of the children being killed, which is likely to be based on actual threats from the abuser or past experience of trying to leave
- Fear of the children being removed by the Local Authority, particularly if the abuser has threatened to tell Child Protection services that the woman is a bad mother if she tries to leave
- Fear that the other parent will gain residence of the children, which may lead to them having only limited contact with their children or to the abusive parent providing unsafe care

- Experience of or fear that if they separate, the abuser will in any case be granted unsupervised contact and provide neglectful, unsafe or abusive care to the children and continue to abuse and harass the victim in front of the children on contact handover or as a result of contact orders
- Not wanting to take the children away from the family home, school, friends, pets, possessions, hobbies, activities, etc.
- Not wanting to leave their own home
- Not knowing that they are entitled to leave, or how
- Not knowing about the range of legal and financial help they are entitled to and fearing that they will be unable to support their children adequately or at all. Many victims report being told by professionals that they could leave if they wanted to, without being given any information about how
- Being unwilling to spend time in inappropriate temporary accommodation, which may be based on past experience or knowledge of others' experience
- Concern that they may spend a long time waiting for permanent accommodation
- Experience of having tried to leave but finding that they are still experiencing abuse and violence from the ex-partner and feeling that they might as well live in their own home and be abused as live in temporary accommodation and face abuse on child contact handover or other contact with the abuser, particularly if the abuser has stalked or harassed them
- Perceived or actual family, community or professional pressure to stay with the father of the children, for the sake of the child's welfare

- Strong values about the importance of marriage for life
- Lack of knowledge of how they might end the relationship and still remain in the family home, by having the perpetrator removed and safety strategies put in place

Professionals should bear in mind that these may be the reasons why a victim has not considered leaving or ending the relationship and should find out from them if these or other reasons are the case. Doing this will help to inform safety strategies and other interventions considered and put in place for protecting the children and victim.

Barriers to disclosure for children

Children may also find it difficult to tell anyone about what is happening to their parent and to them. They may also go to great lengths to hide it. The reasons include:

- Wanting to protect the victim from further abuse or from exposure
- Wanting to protect the perpetrator from exposure or from the consequences of exposure, such as police action or imprisonment
- They may love the abuser and feel the victim is to blame
- Not wanting to share family secrets with outsiders
- Being threatened directly or indirectly by the abuser about the consequences for them or the non-abusing parent if they anyone
- Fear of being taken into care
- Fear of having to move area, lose their home, school, friends, pets, possessions if they tell someone
- Fear they or the victim or perpetrator may be deported
- Fear of exposing the family to shame and dishonour

In responding to the needs of children where domestic abuse and violence is present frontline practitioners should apply the processes outlined in [Bolton's Framework for Action](#). This resource provides guidance on; how to identify, assess and respond to different levels of need, how to access additional services to address children's needs, how to seek advice and guidance, and what to do when there are child protection concerns.

5.2 Enabling Disclosure

Enabling disclosure for victims of DAV

Many victims want to tell someone about the abuse or want to be asked. Enabling them to tell or knowing when to ask is something professionals can make easier for victims by doing some or all of the following:

- Ensuring that their agency has posters, leaflets or other signs that they will and can help someone who is experiencing DAV
- Being alert to any possible signals that the victim is giving and not ignoring them – many victims say that they didn't want to be the first one to say something or didn't know how, but tried to get professionals to ask by giving clues or presenting at particular times
- Considering the possibility of DAV when supporting families whose children have additional needs (such as behaviour difficulties or other development needs)
- If a suspected victim is accompanied by someone else, particularly if this is the suspected perpetrator, offering them the opportunity to talk to someone alone, presenting this to both adults as standard and routine practice for all clients

- Offering all adults the chance to talk to someone alone even if there are no obvious signs of DAV – some of the most vulnerable victims will be under such threat that they may be trying very hard to appear as if everything is fine when they are with the perpetrator.

- Responding positively to any disclosure of DAV and offering information, support or other services which show the victim a clear benefit from disclosing – victims will put off asking for help again if the first response they get is unhelpful or does not seem to offer anything to protect them and their children

- Show that they are not scared or embarrassed to hear personal information – victims will not want to tell someone who looks as though they don't want to hear

- Maintaining up to date contact and other information so that all practitioners in their agency can provide at least a basic first response. This should include copies of this handbook

- Where possible ask routine questions of all clients about DAV

In some agencies or services, for example maternity services, it is appropriate to ask every woman they come into contact with some routine questions designed to help identify if they are experiencing DAV. In any case, professionals who suspect that a particular adult is being abused can ask the same questions to clarify the situation and help the suspected victim to have confidence that telling them is an appropriate and safe feeling to do.

It is not reasonable to expect a victim to want to tell someone if she or he feels that nothing will be gained as a result or that the situation will get worse. Professionals should therefore bear in mind all the barriers to disclosure listed above and the additional reasons victims

may have for not wanting to end the relationship. They should also be able to explain to the victim what can be the positive result of disclosing as the victims will have many genuine fears about the possible negative results.

Before you begin to discuss domestic abuse it is important to consider the following:

- Where possible any discussion about domestic abuse should be undertaken in a private environment. Think about safety before asking about domestic abuse – can anyone over hear you?
- Staff should never ask about possible abuse in the presence of the perpetrator and be aware that it may also not be suitable to discuss in the presence of children or other family members

- Where the victim does not speak English it is essential that an interpreter is used to obtain a direct history from the victim. It is not suitable for a family member be asked to interpret without establishing whether this is acceptable to the victim or will increase risk

- It is important when asking the client direct questions about their experience to do this sensitively and in a manner that is empathetic and supportive. Be sensitive to the emotional distress or fear that the victim may be experiencing

- Ask direct questions rather than letting an improbable explanation pass without saying anything

- Listen carefully. The person may talk around the subject before disclosing to you. Requests for help are often veiled and may 'hide' behind other things. Think about ways in which you could draw out further information.

- Respect confidentiality and

privacy – also understand the need to share information if immediate protection is required for either the adult or the children

- Respect and validate what they tell you and remember that you may be the first person who has listened to them and taken them seriously. Acknowledge what has been disclosed "that must have been frightening for you"
- Emphasise the unacceptability of violence and that violence is a crime
- Do not suggest that they are responsible for the violence – the responsibility lies with the perpetrator
- Ensure the safety of the victim and any dependent children/vulnerable adults
- Seek to empower - do not try to make decisions on behalf of the victim

Key Questions - How to ask – direct and indirect questions

People experiencing abuse say they need to be asked – this can be done carefully and sensitively

Start by asking a framing question to explain the reason behind the enquiry for example:

- "As domestic abuse is a feature in many families we now always/ often ask about it". You may refer to information within your setting – a poster or leaflet to introduce your questions.
- Written questions may be useful in some situations however if the answer is "no" the worker may add: "I see that you have checked "no" about questions relating to feeling safe with your partner. Do you have any other questions about this issue? I just want you to know that if anything like this ever does come up, there are safe place to talk about it and get help."

Adding this last sentence above can have a dramatic, positive effect and encourage future disclosure or contact with services.

An explanatory statement can be made to set the context such as:

- “I am concerned about you because of... (list indicators that are present) and would like to ask you some questions about how things are at home. Is that OK with you?”

If there are disclosures about or concerns about historical domestic abuse it is useful to determine when the last incident of violence or abuse occurred and details of the incident.

Questions may be part of your routine history taking, or may come up in response to a suspicious sign or symptom, examples of some approaches include:

- Is everything alright at home? What about stress levels? How are things going at work? How are relationships in the family? Do you have supportive relationships in your life? Do you feel safe? Are you experiencing domestic abuse?”, “Has your partner ever hit you?”, “Are you afraid at home?”, “How does your partner react when they are angry/under the influence of alcohol?”, “You seem quiet?”, “How are things with your partner?”, “Are you feeling supported?”, “How is your partner coping?”
- That’s a nasty scratch/bruise. How did that happen? Can you talk about it? I am wondering if someone has hurt you or frightened you?
- How did your injury happen? Is everything OK? / Are you safe to return home?
- “I have seen injuries / behaviours like this before, and that time the person had been hurt by someone – are you sure everything is OK?”
- “I don’t know if this is a problem

for you, but many of the people I see are dealing with abusive relationships. Some are too afraid or uncomfortable to bring it up themselves, so I’ve started asking about it routinely”

- Do you need support?

If no disclosure is made but you remain concerned

Provide information about domestic abuse i.e. a card or leaflet. If the response is “I don’t need that” reply with “Good, but because domestic abuse is an issue in many families, perhaps you could hold onto it so that if anyone in your family, a neighbour or friend talks to you about this you could use it then.” If this is likely to compromise the woman’s safety with the perpetrator finding the card, then say “You know where you can find information should you or someone you know be affected by violence.”

Offer some options about who to speak to in the future and plan to discuss again.

Ask if they are working with any other service - can you work in partnership?

Where possible, clients suspected of being victim of domestic abuse should be given frequent opportunity to discuss stress, relationships and home life. For instance, pregnancy offers an ideal opportunity for women to be asked at different times when they attend for antenatal appointments.

Children living in households where there is domestic abuse

Whilst children will respond differently to the abuse they have witnessed or experienced depending on their age, their personal resilience and support mechanisms, there is evidence that children suffer long term damage through living in a household where domestic abuse is taking place even though they themselves may not be directly physically harmed.

Their emotional, physical and psychological development may be impaired.

Many victims chose to remain in an abusive situation in the belief that keeping the family together is in the best interests of the children. It is helpful for adults to be made aware of the impact of violence on children and to be encouraged to discuss this. There may be concerns about ability to protect a child if domestic abuse is suspected but is not acknowledged as a problem.

The following questions can assist adults gaining a greater understanding of the impact of domestic abuse for their children:

- How do you think ... (child) would describe life at home?
- What changes do you think ... (child) would like to happen?
- What is the reaction of ... (child) when ... (perpetrator) has been violent to you?
- Are you worried about your children (or someone else in your family or household)?
- How is this affecting your children?
- Has ... (the perpetrator) threatened to hurt your child?
- Has ... (the perpetrator) hurt you in front of your child?
- Has ... (the child) seen or overheard the yelling/violence?
- Has ... (the child) tried to protect you/tried to stop the violence?
- Has ... (the child) been injured by ... (perpetrator) or injured while trying to protect you?
- Is ... (the child) afraid to leave you alone?

The impact on children living in households where there is domestic abuse can include:

- Being denied a safe and supportive environment in which to grow and develop
- Hearing on-going verbal and/or emotional abuse and witnessing the degradation and isolation of the non-abusing parent
- Being physically, verbally or emotionally abused when they attempt to intervene in the violence
- Being denied extended family, peer and broader social support and connection as a result of social isolation imposed on them by the perpetrator
- Being denied the physical care and emotional support necessary for their wellbeing when the non-abusing parent is neither physically nor emotionally able to care for them
- Assuming a parental role over younger siblings when the non-abusing parent is neither physically nor emotionally able to care for them
- Protecting siblings from harm during explosive outbursts
- Feeling responsible for the violence or blaming siblings or the non-abusing parent

- Being pressured to maintain a family secret
- Being subjected to death threats towards themselves, their siblings or the non-abusing parent.
- High levels of anxiety and fear about their own and/or the non-abusing parent's safety feelings of shame, guilt, self-blame, anger about what is happening in the family behaviours of withdrawal and hostility towards parents or others for the on-going violence
- A sense of loss and grief in losing the family or their father/mother at separation
- High levels of compliance
- Feelings of hopelessness and despair that the violence will not end
- Risks of forming similar personal relationships

5.3 Immediate action following disclosure or indicators of potential domestic abuse

Following disclosure or identification of domestic abuse the victim may be open to support or advice or alternatively may refuse to discuss the situation. Regardless of their response professionals need to do the following:

- Take the disclosure seriously and

explain that you want to and will help

- Tell them that the abuse is unacceptable and that they are not to blame
- Find out if they want/need immediate help and need somewhere safe to go right now. If the victim is in immediate danger contact the police (999)
- Find out if they need medical treatment and an immediate response to physical injuries may be required, and referral for further assessment, treatment, specialist advice or counselling
- Find out what their immediate fears are and what they would like to happen
- In order to fully assess the risk the perpetrator poses aim to complete the Domestic Abuse, Stalking and Honour-based Violence Risk Identification Checklist (DASH RIC) – see section 6
- Consider immediate staff risks - Workers need to take into account their own safety and that of their colleagues, and must minimise the risks that they may face from the perpetrator of domestic abuse

The following diagram sets out the process once disclosure has been made:

Professional completes Risk Identification Checklist with the victim or makes professional judgement of level of risk faced or passes this to more experienced colleague to complete.

If risk level meets MARAC threshold (i.e. high risk) refer to manager to discuss safety options to put in place now. A MARAC referral form is completed and service MARAC Champion quality assesses and uploads the form onto SharePoint

If the risk does not meet the threshold continue to complete appropriate actions and consider the use of the Early Help process for any children to co-ordinate a plan and refer to local specialist support services - see Directory of Services for full details.

Where the risk is high a Multi-agency Risk Assessment Conference (MARAC) referral should be made. This process is explained in more detail under Section 7.

Where the risk is lower the professional should continue to support the victim, as appropriate. The following will help:

- Explain that there are legal rights, support services and practical help available which can help to protect them and their children
- Provide the victim with useful information including a local 24-hour domestic violence helpline. This might mean giving them a leaflet, or giving them the phone number and helping them to memorise it or store it under disguise in their mobile phone or address book. It could also mean explaining to them how to find the number/information again via a website or other source of information

- Establish a way of contacting the victim discreetly in the future if there is not an immediate risk to safety
- Discuss safety planning – see Section 8
- Offer a further appointment, contact or reason to be seen at a later date; an example of this would be a health appointment where the victim is allowed out of the house and can be seen alone -having an appointment card can give the victim a legitimate excuse and provide them with an opportunity for getting further help
- Emphasise confidentiality but explain the limits, for example if there are children involved who might be at risk
- Explain that you will probably need to ask someone with more experience for further help and guidance in order to help protect them and their children

- Consider the welfare of any children and follow early help or safeguarding procedures (as identified in the framework for action) including sharing or requesting information, making a referral or completing an Early Help assessment and action plan. This should identify all actions that services working with the family and those who may be able to provide support are taking. The tools outlined in Section 6.3 can be used to gather relevant information for the assessment and identify outcomes and actions

Our collective ambition is to reduce domestic abuse and violence and its effects in Bolton.

Section 6

Domestic abuse risk assessment tools

6.1 Adult Risk Assessment

Safe Lives (previously CAADA (Coordinated Action against Domestic Abuse) is a national charity working within the field of domestic abuse. Safe Lives has developed a comprehensive risk identification checklist for any victim of domestic abuse and violence. This checklist has been adopted nationally, including across Greater Manchester and Bolton.

Safe Lives Domestic Abuse, Stalking and Honour Based Violence Risk Identification Checklist (commonly known as the DASH RIC)

Aim of the Risk Identification Checklist (RIC):

- To help front line practitioners identify high risk cases of domestic abuse, stalking and 'honour'-based violence
- To decide which cases should be referred to MARAC (see next section for further details) and what other support might be required. A completed form becomes an active record that can be referred to in future for case management
- To offer a common tool to agencies that are part of the MARAC¹ process and provide a shared understanding of risk in relation to domestic abuse, stalking and 'honour'-based violence
- To enable agencies to make defensible decisions based on the evidence from extensive research

of cases, including domestic homicides and 'near misses', which underpins most recognised models of risk assessment

How to use the Risk Identification Checklist?

The checklist should be used in every case where disclosure is made to a professional about current domestic abuse and violence. This will help to inform whether the victim is in imminent threat of serious harm.

Before completing the form read the full practice guidance and Frequently Asked Questions and Answers which you can access through the [SafeLives](https://www.safelives.org.uk) website.

Risk is dynamic and can change very quickly. It is good practice to review the checklist after a new incident.

Before you begin to ask the questions in the checklist:

- Establish how much time the victim has to talk to you? Is it safe to talk now? What are their safe contact details?
- Establish the whereabouts of the perpetrator and children
- Explain why you are asking these questions and how it relates to further support and the MARAC

Whilst you are asking the questions:

- Identify early on who the victim is frightened of – ex-partner, partner, and family member
- Use gender neutral terms such as partner. By creating a safe,

accessible environment Lesbian, Gay, Bi-sexual and Transgender (LGBT) victims are more likely to feel able to disclose both domestic abuse and their sexual orientation or gender identity

Talking about the outcomes of the checklist:

Telling someone that they are high risk of serious harm or homicide may be frightening and overwhelming for them. It is important that you state what your concerns are by using the answers they gave to you and your professional judgement. If they meet the MARAC threshold then a referral must be made to MARAC, via SharePoint immediately.

Identifying that someone is not currently high risk needs to be managed carefully to ensure that the person doesn't feel that their situation is being minimised and that they don't feel embarrassed about asking for help. Reassure them that you have taken them seriously and that there is support available for them.

Please pay particular attention to a practitioner's professional judgement in all cases. The results from a checklist are not a definitive assessment of risk. They should provide you with a structure to inform your judgement and act as prompts to further questioning, analysis and risk management whether via a MARAC or in another way.

Recommended Referral Criteria to MARAC:

- **Professional judgement** – if a professional has serious concerns

¹ For further information about MARAC please refer to the 10 Principles of an Effective MARAC www.safelives.org.uk/marac/10_Principles_Oct_2011_full.doc

about a victim's situation, they should refer the case to MARAC. There will be occasions where the particular context of a case gives rise to serious concerns even if the victim has been unable to disclose the information that might highlight their risk more clearly. This could reflect extreme levels of fear, cultural barriers to disclosure, immigration issues or language barriers particularly in cases of 'honour'-based violence. This judgement would be based on the professional's experience and/or the victim's perception of their risk even if they do not meet criteria two and/or three below

- **'Visible High Risk'** – the number of 'ticks' on this checklist. If you have ticked 14 or more 'yes' boxes the case would normally meet the MARAC referral criteria
- **Potential Escalation** – the number of police callouts to the victim as a result of domestic abuse in the past 12 months. This criterion can be used to identify cases where there is not a positive identification of a majority of the risk factors on the list, but where abuse appears to be escalating and where it is appropriate to assess the situation more fully by sharing information at MARAC. It is common practice to start with three or more police callouts in a 12 month period but this will need to be reviewed depending on your local volume and your level of police reporting

This form will provide valuable information about the risks that children are living with but it is not a full risk assessment for children. The presence of children increases the wider risks of domestic abuse and violence and step children are particularly at risk. If risk towards children is highlighted you should consider what referral you need to make to obtain a full assessment of the children's situation.

Click [here](#) to access the Risk Identification Checklist and the MARAC Referral Form. Both forms need to be completed and recorded by agencies. When submitting the referral to MARAC both forms must be uploaded on SharePoint.

6.2 Young Person Risk Assessment

In April 2013 the government changed the national definition of domestic abuse and violence to include young people over the age of 16 years. In supporting areas to improve their responses to young people suffering domestic abuse and violence the government launched the Young Person Violence Programme, with Safe Lives providing regional support to local areas. In Bolton our Young Person Violence Adviser is delivered by Endeavour Paws for Kids who works with referrals via the MARAC, and other agencies, where the risk of serious harm is high to teenagers between 16-18 years. For further details contact Endeavour Paws for Kids on **01204 394842**.

Through the national programme Safe Lives has developed a new risk identification checklist tailored to the needs of young people. If you are a professional where a young person you know has disclosed current domestic abuse and violence then the young person risk identification checklist should be used and not the adult version. To access the young person's RIC and for further guidance on completing it please click [here \(this will follow waiting final sign-off\)](#).

Professionals should aim to complete the Young Person's Risk Identification Checklist on your first contact with the client. However, it may be best to first ensure an appropriate relationship is established between yourself and the young person to enable them to confide in you more readily. In such cases, be sure to complete the form at the earliest opportunity.

Who should you use the checklist with?

Normally the checklist will be completed with a young person who is experiencing relationship abuse, including stalking and 'honour-based' violence. However, you may receive additional information from other professionals such as the police. If you do, please note this on the checklist form.

Information should not be gathered from other family members unless a young person specifically asks you to do this. Consider that, in certain situations such as 'honour-based' violence, family members may also pose a threat.

6.3 Child Risk Assessment Tools

All professionals have a responsibility to consider domestic abuse and violence and how it impacts on children. The child's needs or any risks should be assessed using Bolton's Framework for Action, where help and support can be offered at the right level. Workers should not wait until the risk of domestic abuse is serious to take action.

A specific tool has been developed to support workers clearly explore and identify the nature of risk to children living in homes where domestic abuse is present. A more comprehensive understanding and identification of such risks will not only lead to improved planning; but also better responses to managing and reducing risks to children.

It should be used as part of a whole family approach which should include actions to ensure that the adults are supported to access relevant services and safeguards. You should use information gathered from key adults in conjunction with information from the child, as well as additional information you may have access to such as Safe Lives DASH Risk Indicator Checklist.

Best Practice Points

Provide an atmosphere that supports children's comfort in discussing sensitive issues – you should create a safe, supportive, and age-appropriate environment that helps children feel comfortable talking about a difficult topic. It is essential that you establish trust and rapport before asking children direct questions about domestic abuse. It also is important to use age and development appropriate language and techniques, such as having the children draw what they saw or experienced. You should also be mindful of sibling groups and that each child's experience of the domestic abuse will be different and pose different levels of risk.

Validate the children's feelings during the assessment – you should encourage children to discuss their feelings about any domestic abuse, the alleged offender and the victim. It also is critical to tell children that the violence is not their fault and that their feelings are normal.

Promote safe and healthy coping skills and responses to domestic abuse – you should assist children in developing positive and effective methods to keep themselves safe. Where appropriate, safety plans need to include tips for children such as what to do and who to contact for help in domestic abuse situations. Whenever possible, the

non-offending parent should be included in the process of developing safety skills and plans. You should emphasise that they are not to blame for what is happening, discussing that they are not responsible and it is not their job to intervene and try and stop the fighting/arguing

Begin direct inquiry regarding domestic abuse with a general statement – you can help make the child feel more at ease by starting with broad-based statements before asking specific questions about the child's family. For example:

“Sometimes when people get upset, they get angry. Sometimes even too angry, and they may start to fall out, shout, throw things at each other or even hit each other. I know fights can be scary. I want to ask you a few questions about whether your parents/ adults in your house fight and what you think about it. Would that be ok?”

If the child is not willing to discuss the situation, assure them it is understandable to feel reluctant

talking about such matters. It is never appropriate to attempt to instill any type of guilt or fear in the child in an effort to gain compliance or obtain information. You should re-assure the child that your role is to help and support them and their family and that if they don't want to talk now, that they have an opportunity to talk to you at a later date if they want or need to. However, you do need to be clear that you may have to share what they tell you to make sure they are kept safe.

This will take time – in order to gain a full picture of the risks and impact of domestic abuse on a child you will need to set aside sufficient time. This framework has not been designed to be a mechanistic process or talking questionnaire rather it should act as a structure for workers to better develop their understanding of how each child experiences domestic abuse within their home and think about the way they discuss domestic abuse with a child.

Be aware – children receive messages, either directly or indirectly, that domestic abuse is a “family secret”. It is usually uncomfortable and frightening for children to talk about the abuse. Some children may be afraid that discussing the violence will create problems at home, such as further violence or the separation of their parents. Other children may align with the abuser and attempt to provide protection by not discussing the violence or even blaming the victim.

[Click here to view 'The Child's View'](#)

One in seven children under the age of 18 have lived with DAV at some point in their childhood.

Making sense of the information

Often the impact of domestic abuse on children is underestimated or not acknowledged by the adults around them. Developing a child-focused understanding of risk posed from domestic abuse will:

- Enable parents to recognise the impact of their behaviour and actions on their child
- Support effective action planning that meets the needs of the child
- Enables the level of risk and need to be reviewed over time

Areas to consider in the analysis

The main reason for using this resource with a child is to better understand and make sense from their perspective of how domestic abuse is impacting on their life. In order to do this any analysis should clearly define:

- Nature of the abuse the child is experiencing
- Risks to the children posed by the abuser
 - Risk of physical injury or death to the child
 - Risk of emotional abuse
 - Risk of neglect
 - Risk of sexual abuse

- Impact of the abuse on the children
- Perpetrators pattern of assault and coercive behaviours
- The nature and extent of protective factors e.g. victim does not minimise risks, victim recognises triggers/potential flashpoints, child has mentor/trusted person established at school, grandma lives over the road etc
- Outcome of any previous/historic domestic abuse interventions/support
- The frequency and severity of the domestic abuse incidents

Once you have completed the analysis and considered the level of risk to the child you should make use of the other tools and support referenced in the Domestic Abuse Handbook, for example developing a safety plan with the child. Where needed you should access additional services for the child and their family and ensure this is embedded in any single or multi-agency assessment and action plan e.g. Early Help Assessment, Child and Family Assessment.

Things will have improved when:

- The victim and children, when interviewed separately, report feeling safer
- The victim has knowledge of and access to relevant support services, information, and safety options
- The victim and the abuser understand the effects of domestic abuse on their children
- The victim of domestic abuse has a primary connection to a community service provider who will have ongoing contact with him or her and the children
- The children and victim have safety plans. The protective parent demonstrates what they will do should domestic abuse resume
- All agencies are in agreement that the risk of harm has been lowered for the victim and children
- Domestic abuse intervention programmes, criminal and civil courts, probation and other community service providers will continue to monitor and respond with immediate sanctions to any new violent behavior by the abuser
- The perpetrator has access to and engages with intervention programmes and support services

**There is no excuse
for this crime which
ruins childhoods,
destroys families
and threatens lives.**

Section 7

High risk victims — Multi-Agency Risk Assessment Conference (MARAC)

MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of the local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sector. After sharing all relevant information they have about a victim/children, the representatives discuss options for increasing the safety of the victim and turn these into a coordinated action plan. The primary focus of the MARAC is to safeguard the adult victim, and safeguarding implications for any children are also considered.

The MARAC will therefore liaise directly with children safeguarding representatives and where possible manage the behaviour of the perpetrator. At the heart of the

MARAC is the working assumption that no single agency or individual can see the complete picture of the life of a victim, but all may have insights that are crucial to their safety. The victim does not attend the meeting but is represented by an IDVA who speaks on their behalf.

Each agency/department should have a dedicated MARAC champion who has received appropriate training on referring into the MARAC, via SharePoint, and who understands their agency's role at the meetings. Queries or further information is available from amina.jeewa@bolton.gov.uk

It is important that each agency / department has a way of flagging cases, particularly those that are referred to MARAC so that they understand when a referral is a repeat.

The national charity Safe Lives provides practical help to support professionals and organisations working with domestic abuse victims. Their aim is to protect the highest risk victims and their children – those that are at risk of murder or serious harm.

The MARAC section of their website www.safelives.org.uk contains a plethora of resources available to professionals. In particular there are a full set of agency specific toolkits that sets out the role of each agency in the MARAC process.

Those victims who are aged between 16-18 years and come to MARAC will be allocated to the Safe Lives Young Person Violence Adviser. In Bolton this role is carried out within Endeavour Paws for Kids (see Section 15 for further details).

Often the impact of domestic abuse on children is underestimated or not acknowledged by the adults around them.

7.1 The MARAC Referral Process

Step 1 Identification

- Services have in place routine or targeted enquiry to identify victims of DAV

Step 2 Risk Assess

- Following a disclosure the **DASH RIC** is used to establish if the victim and children are at high risk of serious harm or death
- Carry out immediate safety measures for the victim and children

Step 3 Referral

- Where the DASH RIC scores 14 or higher, or based on professional judgement, the agency where disclosure was made must complete a MARAC Referral Form. This should include details whether an Early Help Assessment is open for any children. This form should be sent to the agency MARAC Champion for quality assessment.
- MARAC Champion uploads MARAC Referral Form onto Sharepoint as soon as possible. This will trigger the allocation of an IDVA who will make contact with the victim.

Step 4 Research

- All agencies research all the cases for the operational MARAC meeting. This includes any information know to services about the victim, children or perpetrator
- IDVA engages with the victim and gathers any background information from other agencies that are not represented at the MARAC

Step 5 MARAC meeting

- MARAC representatives present information at the meeting on their agency involvement/referral of the victim, children and perpetrator
- Review risk based on information at the meeting
- IDVA Service presents information on behalf of the victim

Step 6 Action Planning

- Each agency volunteers actions on behalf of their own agency to minimize risk and increase safety. This includes identifying specific actions for any children to ensure support is in place, e.g. use of Early Help, and identify a lead professional. Actions set should be SMART
- Identify opportunities to coordinate and sequence actions with other partners as required
- IDVA Service confirms actions are as safe as they can be

Step 7 Follow-up

- Inform your own agency/department of the actions and complete your actions in the agreed timescales
- Confirm when actions are completed and update Sharepoint. Keep IDVA informed of relevant information
- IDVA keeps victim informed of plan where safe to do so and liaises with partners to coordinate action plan

Section 8

Safety planning

A personal safety plan helps individuals to plan in advance what action they can take to reduce risk and impact from domestic abuse and violence. Developing a safety plan with adults and children in a family also helps to identify how you can support individuals and families to increase their safety either within the relationship or when deciding to leave.

8.1 General points for all workers to consider in safety planning:

- **Encourage individuals to keep important and emergency telephone numbers with them**, for example a local refuge or other domestic abuse service (Fortalice offer a 24 hour helpline **01204 701846**); the police domestic violence unit, the Freephone 24 Hour National Domestic Violence Helpline **0808 2000 247**. Further details available in Section 15.
- **Encourage individuals to teach children to call 999 in an emergency situation**; rehearsing with them what they would need to say (for example, their full name, address and telephone number).
- **Encourage individuals to identify any neighbours, friends etc.** who are trusted and who can provide support in an emergency; encourage individuals to tell them what is going on, and ask them to call the police if they have any concerns
- **Discuss and rehearse an escape plan**, so in an emergency this can be used
- **Discuss packing an emergency bag** and storing it somewhere

safe (for example, at a trusted neighbour's or friend's house, at work etc.)

- **Discuss mobile phones** – if the individual or their children have one it is important to keep it charged and accessible; equally if the phone is used by the perpetrator as a means of monitoring or controlling individuals in the family consider buying a 'pay as you go' model that can be hidden without their knowledge
- **Discuss what happens during a violent incident** – talk about getting to a lower risk area of the house - for example where there is a way out, access to a telephone etc; avoid the kitchen or garage where there are likely to be knives or other weapons; and avoid rooms where you might be trapped, such as the bathroom, or where you might be shut into a cupboard or other small space
- **Discuss any plans to leave** and how this can be prepared for, including financial planning

8.2 Points to Consider When Preparing or Planning to Leave

When someone decides to leave their partner, it is best if you can support them to plan this carefully. It is important to recognise that the level of risk is likely to increase if the perpetrator suspects someone is thinking of leaving, and it will often continue after they have left. This can be a particularly dangerous time. It's important to remember that ending the relationship will not necessarily end the abuse.

Use the following as a guide to support someone who is thinking of leaving an abusive situation:

- Encourage them to leave at a time when they know the partner will not be around
- It may be better to leave at a time when any children are in school or nursery; make sure that key people know they have left and also what the future arrangements are for contact between the abusive partner and children if relevant
- Gather together the following items:
 - some of which can be kept by the individual
 - others will need to be stored somewhere safe in an 'emergency' bag
 - Some form of identification showing name and address
 - Birth certificates; including any child's
 - Passports (including passports for all children), visas and work permits
 - Money, bankbooks, cheque book, credit and debit cards
 - Keys for house, car, and place of work. (You could get an extra set of keys cut, and put them in your emergency bag)
 - Driving licence (if you have one) and car registration documents, if applicable
 - Prescribed medication

- Copies of documents relating to your housing tenure (for example, mortgage details or lease/rent agreements)
- Insurance documents, including national insurance number
- Address book
- Family photographs, jewellery, small items of sentimental value
- Clothing and toiletries for you and your children
- Your children's favourite small toys
- You should also take any documentation relating to the abuse – e.g. police reports, court orders such as injunctions and restraining orders, and copies of medical records if you have them

Remember – thinking about leaving and making the decision to leave can be a long process. Planning it doesn't mean it will be carried through immediately – or at all. But it may help to be able to consider all the options.

8.3 Keeping safe after the relationship has ended

When someone leaves an abusive situation but are staying in the same town or area, these are some of the ways to increase safety:

- Avoiding isolated or vulnerable places or situations
- Avoiding places that had any particular meaning during the relationship
- Altering routines as much as possible and if there are any regular appointments that the partner knows about (for example, with a counsellor or health practitioner) try to change the appointment time and/or the location
- Choosing a safe route, or altering the route taken or the form of transport used, when approaching or leaving places that cannot be avoided – such as place of work, children's school, GP's surgery etc
- Telling children's school, nursery or child-minder what has happened, and letting them know who will collect children as well as who cannot – establishing a password, and giving copies of any court orders can help
- Making sure children know not to tell anyone a new address or share a telephone number without checking it out first
- Telling an employer or others at the place of work – particularly if an abusive partner may try to make contact
- Changing the locks on all doors
- Putting locks on all windows
- Referring for a home fire risk assessment via Greater Manchester Fire and Rescue Service **0800 555 815**
- Installing an outside light (back and front) which comes on automatically when someone approaches
- Encouraging individuals to inform trusted neighbours that the partner no longer lives there and asking them to make a note or to contact the police
- Changing telephone numbers
- Using an answering machine to screen calls
- Keeping copies of all court orders together with dates and times of previous incidents and call-outs for reference if they need to call the police again
- Reviewing use of social networking sites; it is important that this is considered for all family members including children and that safety measures are put in place – this may include closing accounts, reviewing privacy settings, removing mutual friends, asking friends not to 'tag' photos, locations, etc

When someone leaves an abusive situation and are moving to another town or area, these are some of the ways to increase safety:

- Change mobile phone numbers and disable any GPS tracking - Mobile phones can be 'tracked'; this is only supposed to happen when permission has been given but if an abusive partner has had access to the phone, they could have sent a consenting message and initiated the service; if in doubt encourage contact with the mobile phone provider or change the phone
- Avoid using shared credit or debit cards or joint bank accounts; if the statement is accessed they will see the transactions made and location
- Make sure that addresses do not appear on any court papers
- Where there needs to be contact with an abusive partner or anyone with whom they are in contact, make sure **141** is dialled before ringing
- Talk to children about the need to keep addresses and locations private and the reasons for this
- Reviewing use of social networking sites; it is important that this is considered for all family members including children and that safety measures are put in place – this may include closing accounts, reviewing privacy settings, removing mutual friends, asking friends not to 'tag' photos, locations, etc.

NB. Victims of stalking and domestic abuse are now allowed to join the electoral register anonymously this

ensures they are not put at risk, and do not lose the right to vote. Anyone wanting to register their details anonymously must provide evidence such as an order under the Family Law Act 1996 or the Protection from Harassment Act 1997.

If an application is granted, the details that appear on the register only have a person’s electoral number and the letter N.

8.4 Example Safety Plans

Safety plans are personal and practical tools to help individuals, whether an adult or a child, avoid dangerous situations and know the best way to react if in danger from domestic abuse.

There is no set template but some examples of plans are available [here](#).

It would be expected that anyone undertaking an assessment where domestic abuse is a factor should ensure the completion of a safety plan with key family members is part of any holistic plan.

Safety plan example 1 – Adult

Individualised safety and support plan

The ISSP follows on from completion of the MARAC Risk Indicator Checklist and has two elements to it:

- To provide you with the space to action plan the individual risks you have identified through the checklist and any additional concerns that you or the individual may want to address
- To provide you with the space to document a personalised safety plan identifying options and advice given to reduce and manage risk

The aim, where practical, is to provide an individual plan tailored to each situation that can be taken away.

Where practical, make sure you address all of the risks you have identified. You should use it to agree action, establish timelines for completion and agree who is going to carry them out. An example of an action point might be to address the risk of weapons being used by the perpetrator towards the victim, while another may be to extend support networks by attending local parents group. You may need to create new plans or refresh old ones as situations change

or develop. While the initial action plan will prioritise immediate safety, the following plans you create will be able to look at short to medium term goals.

Don’t forget to talk about the possibility of future violence/abuse, what they will do and what options will be available to them in these circumstances.

Individualised Safety and Support Plan

Options and Advice:

All of the boxes on the options and advice pages are designed to cover the spectrum of options available to a high risk domestic abuse victim. It provides you with space to document the options that are appropriate but which individuals might not want to take up at this point in time. This needs to be kept up to date so that it reflects any change in local services/ resources or available referral routes.

Once you have completed an ISSP make reference to it in case notes, keep a copy in the file and, where it is safe to do so, give a copy to the individual. An example of a blank individualised safety and support plan is available by clicking [here](#).

A copy of the action plan is available by clicking [here](#).

Section 9

Using legal options and sanctions

This section is intended to give professionals a broad understanding of the legal options available to victims of DAV.

When discussing options and giving information to victims practitioners will need to exercise professional judgement in the language they use, how they introduce options, and how to involve the person/victim in getting good legal advice. The aim of this should be to meet the needs of the individual for information and support, at a pace and level of detail which suits them, and in ways that are understandable and accessible.

The key consideration is for practitioners to:

- To be aware of the range of legal remedies and sanctions which may be available
- To know where to get expert advice, from the police or legal services with knowledge of safeguarding and domestic abuse

In summary, legal remedies and sanctions can be pursued either through criminal or civil law.

There is no specific offence of 'domestic violence' under criminal law, but many forms of domestic violence are crimes, for example:

- Assault
- False imprisonment
- Criminal damage
- Harassment
- Attempted murder
- Rape

Crimes are reported and dealt with through the criminal justice system which is made up of a number of key agencies: the police; the Crown Prosecution Service (CPS);

the courts (Magistrates' courts and Crown court); and the probation service. Criminal law is primarily aimed at punishing the offender. The police together with CPS initiate the process.

The civil law is primarily aimed at protection (or in some cases compensation). A survivor of domestic violence can make an application for an injunction (a court order) either to the Family Proceedings Court or the County Court (usually through a solicitor). Other family proceedings (such as child contact or divorce) also take place in the County Court.

For more detailed information about legal remedies for domestic abuse go to www.womensaid.org.uk or www.rightsofwomen.org.uk and look at the sections on criminal law and civil law; and www.ncdv.org.uk for legal advice and support. The National Centre for Domestic Violence (NCDV) provides free, fast emergency injunction service to victims of domestic violence regardless of their financial circumstances, race, gender, or sexual orientation – **0844 8044999** / Freephone **0800 9702070**.

9.1 Domestic Violence Protection Notices and Orders

A Domestic Violence Protection Notice (DVPN) is the initial notice issued by the police to provide emergency protection to an individual believed to be the victim of domestic violence. The notice contains prohibitions that effectively bar the suspected perpetrator from returning to the victim's home or otherwise contacting the victim.

A DVPN may be issued to a person aged 18 years and over if the police have reasonable grounds for believing that:

- The individual has been violent towards

Or

- Has threatened violence towards an associated person, and The DVPN is necessary to protect that person from violence or a threat of violence by the intended recipient of the DVPN

The associated person mentioned above does not have to consent to the issuing of a DVPN or Domestic Violence Protection Order (DVPO).

Following an alleged breach of the DVPN, the police may arrest the individual without warrant and hold that person in custody pending the magistrates' court hearing of the DVPO application; this hearing must take place within 24 hours of the arrest for the alleged DVPN breach.

Within 48 hours of the DVPN being issued (excluding weekends and bank holidays), the police must submit an application to the magistrates' court for the DVPO. The Magistrates can make a DVPO if two conditions are met:

- The court is satisfied on the balance of probabilities that the recipient has been violent towards, or has threatened violence towards, an associated person
- The court thinks that making the DVPO is necessary to protect that person from violence or a threat of violence by the recipient

A DVPO may be in force for no fewer than 14 days beginning on the day on which it was made and no more than 28 days.

On 25 November 2013, it was announced that DVPOs will be rolled out across England and Wales from March 2014. This follows a successful trail in three police force areas (one being Greater Manchester).

DVPO are a new power that fills a gap in providing protection to victims by enabling the police and magistrates to put in place protection in the immediate aftermath of a domestic violence incident.

With DVPOs, a perpetrator can be banned with immediate effect from returning to a residence and from having contact with the victim for up to 28 days, allowing the victim time to consider their options and get the support they need.

Before the scheme, there was a gap in protection, because police couldn't charge the perpetrator for lack of evidence and so provide protection to a victim through bail conditions, and because the process of granting injunctions takes time.

It is imperative that any DVPN / DVPO served/secured needs to be shared with relevant partners, including with the Registered Social Landlord (RSL), so that they can pursue further protection in the intervening period and prior to the DVPO expiring.

9.2 Family Law Injunctions

Injunctions are court orders which require someone to do, or not to do, a certain act. The common areas in which injunctions are applied for is when a relationship has broken down and one party is harassing, threatening or assaulting the other. There are two main types of injunctions available under Part IV of the Family Law Act 1996:

- A non-molestation order
- An occupation order

Police Officers have direct access to the National Centre for Domestic Violence ASSIST database which provides immediate access to all Non-Molestation Orders, Occupation Orders and Domestic Violence Protection Orders. This service helps Police Officers obtain original court papers.

What is a non-molestation order?

This is an order to stop the person who is the abuser from molesting the victim or their children. Molesting means harassing, pestering or interfering with the victim or their children and also includes assault. 'Assault' can mean pushing, punching, slapping, throwing objects, spitting, etc. The order can also extend to cover anyone else who the abuser may tell to molest, harass, pester or be violent towards the victim or their children.

A breach of a non-molestation order is now a criminal offence; however, a victim can also take the case back to the civil court if the order is broken if they prefer to do so. There may be a power of arrest attached. Powers of arrest may also be attached to an occupation order. These powers come into effect if the abuser breaks the order (see below, Powers of arrest).

What is an occupation order?

An occupation order regulates who can live in the family home, and can also restrict an abuser from entering the surrounding area. Where a victim does not feel safe continuing to live with their abuser, or has had to leave home because of violence, but wants to return to their home and exclude their abuser then an occupation order can be used to help them to do this. The court will apply a 'balance of harm' test when deciding whether to make the order. When making an occupation order, the court may make other related orders imposing obligations on the victim or the abuser (for example, relating to repair and maintenance of the home, or to payment of rent or mortgage).

An occupation order can include the following outcomes:

- Allow the victim to remain in the home if the abuser is trying to get them out
- Allow the victim back into the home if the abuser has already thrown them out or is preventing them from going back into the home
- Exclude the abuser from all or part of the home
- Impose a set of rules about living in the home
- State that the victim and abuser must live in separate parts of the home
- Exclude the abuser from coming within a certain distance of your home
- Order the abuser to leave the home or a part of it
- If the victim does not own the property and has not paid towards the cost of the property the victim can obtain an order which says that they are still entitled to live in the property because they have 'matrimonial rights'. There is also an order that this right will not end if the abusive partner dies or there is a divorce. However, the abuser can apply to the court to try and end the victim's 'matrimonial rights' or restrict them

How long does an injunction last for?

Injunctions are normally for a specified period of time but can be renewed; or they may be made 'until further order'. There is no limit on the length of time that non-molestation orders can be extended for. Occupation orders can only be extended beyond 12 months if you have a legal right to stay in the home (i.e. as owner or co-owner, or tenant/joint tenant, or because you are or have been married to the owner/tenant). Occupation

orders are usually only for a short period of time therefore legal advice needs to be sought if a joint tenancy exists between the victim and the perpetrator.

Who is eligible to apply for an injunction?

In order for someone to apply for one of these orders they must be what is referred to as an ‘associated person’. This means the victim and abuser must be related or associated with each other in one of the following ways:

- They are or have been married to each other
- They are or have been in a civil partnership with each other
- They are cohabitants or former cohabitants (including same sex couples)
- They live or have lived in the same household
- They are relatives
- They have formally agreed to marry each other (even if that agreement has now ended)
- They 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, they are in an ‘intimate relationship of significant duration’
- They are both involved in the same family proceedings (e.g. divorce or child contact)

What is a Power of Arrest?

This can be attached to an injunction and will give the police power to arrest the abuser if he or she breaks the order. To obtain a power of arrest you need to show that violence has been used against the victim or has been threatened and this is likely to happen again.

The application process

An application for either a non-molestation order and/or occupation order is made in the Family Proceedings Court (part of the Magistrates Court), the County Court or the High Court. Form FL401, available from the court or to download from the HM Courts Service website, must be completed along with a sworn statement giving details of the victims relationship, any relevant children, past history of violence and the events which led up to making the application. If an injunction is required urgently as the victim is scared that the abuser will cause further harm if they find out the victim is going to court, an application can be made “without notice”. This means that the court can consider the application without the abuser being present.

Enforcing an non-molestation order

If the abuser has breached a non-molestation order this can be enforced by either:

- Starting criminal proceedings by reporting the behaviour/breach to the police

Or

- Starting civil proceedings by applying to the court that made the order for the respondent to be arrested and/or punished. This will require the advice and support of a solicitor

Breaching a non-molestation order is a criminal offence that can be tried in the Magistrates’ Court or Crown Court. The criminal courts have a range of sentencing options available to them; however, the maximum sentence is five years imprisonment.

Enforcing an occupation order

If the abuser breaches any of the provisions of an occupation order that have a power of arrest attached to it the victim can call the police.

The police can arrest the abuser and take them back to court. The court may then hear evidence about the breach and deal with the respondent immediately or the court may adjourn the hearing to another day. Where a power of arrest is not attached an application can still be made to the court to have the abuser arrested and/or punished. This will require the advice and support of a solicitor. A respondent who is found by the court to have breached the order may be committed to prison, fined or be given a suspended sentence of imprisonment.

9.3 Restraining Orders

Legislation also allows for a restraining order to be attached when criminal proceedings have been taken – even if the conviction has not been upheld – if the court believes that the victim is likely to be at risk. Restraining orders can provide the same protection as injunctions under the civil law but may be more effective as they carry stronger penalties. Taking action under the criminal law, coupled with restraining orders, may help the victim to avoid the cost of taking, what can be expensive, civil legal action if they do not also need to apply for an injunction to exclude the abuser from their home.

The Protection from Harassment Act (1997) makes harassment a criminal and civil offence and gives the police more powers to arrest and charge a person who is harassing someone, and can be used instead of ‘Common Law Injunctions’. Harassment includes, nuisance phone calls, stalking, threats, excessive noise etc. Basically any behaviour which causes the victim ‘alarm’ or ‘distress’. The harassment has to have happened more than once to use this Act. In the case of stalking the victim must show that the behaviour caused them to believe that the person was likely to use violence on them. The Act can also be used to prevent harassing behaviour by neighbours, protesters, family members, the media etc.

If there is evidence of harassment the police have powers to arrest suspected offenders, charge them and take them to either the Magistrates Court or the Crown Court. If they are found guilty in the Magistrates Court they can be sentenced to up to six months in prison and/or up to a £5,000 fine as well as an order preventing them from further harassment. In the Crown Court they can be sentenced to up to five years in prison or an unlimited fine as well as an order preventing them from further harassment.

9.4 Common Law Injunction

Unmarried couples not living together, neighbours, relatives, friends or acquaintances – can also apply for a ‘Common Law Injunction’. These are sometimes called ‘Assault and Trespass Injunctions’.

These injunctions will stop somebody coming onto the victim’s property without their permission or assaulting them. Specifically these orders can enable the victim to:

- Stop the person from assaulting or harassing them. The harassment must be serious to the point that it interferes with their mental or physical health. The harassment must also be intentional. Repeated phone calls can amount to harassment
- Stop the person from trespassing on their property. The victim must show they have an interest in the property, for example own it or be a tenant
- Stop the person from causing a nuisance
- Stop the person interfering with your possessions
- More recently the courts have also allowed orders to exclude abusers from coming within a certain distance of the applicant’s home or place of work

You cannot get a power of arrest with this type of injunction or an order to force somebody who is living in the home (such as a relative) to leave, if they have a right to be there. If the abuser breaks the injunction the victim will need to go back to court to get an order to send them to prison.

9.5 Anti-harassment Injunctions

If the victim is not eligible to apply for an order under the Family Law Act, or if they are being continually harassed, threatened, pestered or stalked by a stranger, acquaintance, or after a relationship has ended, a civil injunction can be applied for under the Protection from Harassment Act (1997).

9.6 Housing Injunctions – Registered Social Landlords (RSL)

Registered Social Landlords (RSLs) are able to support their tenants who are suffering from domestic abuse and violence via housing specific injunctions.

- **Section 153A Injunction (non-tenant)** – Behaviour capable of causing a nuisance or annoyance which directly or indirectly affects an RSL’s housing management function. Proceedings can be issued against persons aged 18 years or older and a power of arrest or exclusion order can be attached whereby the behaviour involves the use or threatened use of violence or there is a significant risk of harm
- **Section 153D Injunction (breach of tenancy)** – Any breach of tenancy agreement including acting, allowing, inciting, permitting visitors, children occupants or lodgers to act in a manner capable of causing a nuisance or annoyance. Also any other breaches of tenancy agreement e.g. property condition, unkempt gardens etc. A power of arrest can be attached if the complaint involves the use or threatened use of violence or there is a significant risk of harm

9.7 Criminal prosecution under the Mental Capacity Act 2005, Section 44

The Mental Capacity Act introduced a new criminal offence of ill-treatment or wilful neglect of a person who lacks capacity.

9.8 Criminal prosecution under the Domestic Violence, Crime and Victims (Amendment) Act 2012

This act extends the offence of causing or allowing the death of a child or vulnerable adult, to causing or allowing serious physical harm, like inflicting brain damage or broken bones. See Ministry of Justice Circular No. 2012/03.

9.9 Recognition of Coercive Control as a criminal offence: Section 76, Serious Crime Act 2015

From 29 December 2015 coercive or controlling domestic abuse became a crime punishable by up to five years in prison, even if it stops short of physical violence. The new legislation will enable the CPS to bring charges where there is evidence of repeated, or continuous, controlling or coercive behaviour within an intimate or family relationship. This can include: a pattern of threats, humiliation and intimidation, or behaviour such as stopping a partner socialising, controlling their social media accounts, surveillance through apps or dictating what they wear.

9.10 Obtaining good legal advice

It is possible for victims to make an application for an injunction themselves, but most people prefer to do this through a solicitor who has experience of dealing with domestic violence cases, to ensure the best representation and outcome. The Law Society or the local Citizens Advice Bureau has a list of family solicitors in each area.

Victims on low incomes may be eligible for public funding (Community Legal Services funding, or legal aid) to pay for legal costs. The income of the perpetrator is not taken into account if the victim is taking legal action against them.

Victims can apply for an injunction but in most cases this is done via a solicitor. The Independent Domestic Violence Advocate (IDVA) service and Fortalice will be able to advise victims about seeking legal advice. In addition, the victim may be eligible for public funding (Community Legal Services funding, or legal aid) to pay legal costs if the victim is claiming welfare benefits, or are on a low income and have little or no savings. Detailed information on claiming legal aid can be found at www.gov.uk/legal-aid/how-to-claim and under Section 10.

9.11 Going to court

Applications for injunctions under the Family Law Act are held at the Magistrates' Family Proceedings Court or the County Court, or in some cases the High Court. The application will be in a closed court ('in chambers') and no one who is not directly concerned with the case will be allowed in. Local advocacy services for vulnerable victims of crimes can work with the court and other agencies to ensure that safety is considered throughout. Independent Domestic Violence Advocates (IDVAs) often provide support with victims going through the legal processes. Victim Support also offers support to victims involved in the Criminal Justice System.

Specialist Domestic Violence Court:

Bolton has a Specialist Domestic Violence Court, a dedicated programme that has been running nationally since 2005. Domestic violence cases are heard at the same court session – normally every Monday. Specialist training has been provided to Magistrates and Crown Prosecutors so that they are better informed about the special

issues relevant to these cases. The specialist courts also enhance the provision for victims and witnesses through greater access by support services, e.g. Victim Support and the Independent Domestic Violence Advocates. Solicitors can also apply for special measures, e.g. if the victim is vulnerable the court can upon application give permission for the victim to give evidence via video link.

9.12 Domestic Abuse Disclosure Scheme (Clare's Law)

There are two parts to the Domestic Abuse Disclosure scheme; a) right to ask and b) right to know. The scheme provides a formal mechanism that allows police to share information with an individual, or close family member or friend, about their partner's record of abusive offences. The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides help and support to assist the potential victim when making that informed choice.

Right to ask: Members of the public can make enquiries about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner. If police records show that an individual may be at risk of domestic abuse and violence from a partner, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

Who can ask for a disclosure?

- Anyone can make an application about an individual who is in an intimate relationship with another person and where there is a concern that the individual may harm the other person
- Any concerned third party, such as a parent, neighbour or friend can make an application not just the potential victim; however,

- A third party making the application would not necessarily receive the information about the individual concerned. It may be more appropriate for someone else to receive the information such as the victim or another person who is best placed to protect the potential victim

How to make an application?

- Visit a local police station
- Phone **101**, the non-emergency number for police
- Speak to a member of the police whilst out in the community

If someone believes there is an immediate risk or harm to someone, or it is an emergency, always call **999**. Further information about the scheme is available at www.gmp.police.uk

What is the process?

Step 1: Initial contact with police – details will be taken of what prompted the enquiry and the nature of your relationship with the potential victim and their partner. You will be asked when and where it is safe to make contact with you again. You will need to give your name, address, and date of birth (at a later stage you will need to give proof of identity). Police will run some initial checks based on the information you provided and conduct an initial risk assessment. This will determine whether there are any immediate concerns. You will not be present when these checks are carried out. If you disclose that a crime has taken place, e.g. if you witness someone hit their partner, then the police may investigate this as a crime and may arrest the partner. If the police believe that someone is at risk and in need of protection from harm, they will take immediate action. No disclosure of information will take place at this stage unless it is necessary for the immediate protection of the potential victim.

Step 2: Face-to-face meeting to complete the application

– Depending on the outcome of Step 1, you may then be asked to participate in a face-to-face meeting with the police. This meeting will establish further details about your application in order to assess any risk and for you to provide proof of identity (photo ID and another form of ID). The police will run further checks and speak to other agencies including Prison Service, the Probation Service and Social Services. It is envisaged that the maximum time to complete the whole process, including the checks and the disclosure of information if decided necessary, is 35 days. The police will act immediately if at any point they consider the potential victim to be at risk and in need of protection.

Step 3: Multi-agency meeting to consider disclosure

– The police will meet with other safeguarding agencies to discuss the information that you have given, along with additional information the police

may have received from the checks they have carried out, and any relevant information from agencies. The multi-agency meeting will then decide whether any disclosure is lawful, necessary and proportionate to protect the person you are concerned about from their partner. If they decide to disclose information, they will decide who should receive the information disclosure and set up a safety plan tailored to the potential victim's needs to provide them with help and support.

Step 4: Potential disclosure – If the checks show that the individual you are enquiring about has a record for abusive offences or there is other information that indicates there is a pressing need to make a disclosure to prevent further crime, the police may disclose this to the person who is most able to protect the victim. A person's previous convictions are treated as confidential and information will only be disclosed if it is lawful and proportionate, and there is a pressing need to make the disclosure to prevent further

crime. If the checks do not show that there is a pressing need the police will tell you that. This may be because the individual does not have a record of abusive offences or there is no information held to indicate they pose a risk of harm to the potential victim. Or it may be that some information is held on the individual but this is not sufficient to demonstrate a pressing need for disclosure.

Right to Know: If police checks show that the individual has a record of abusive offences, or there is other information to indicate the person they know is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim. The decision to disclose information when you have not asked for a disclosure will be made by the multi-agency meeting (described above), and the disclosure will only be made if it is lawful and proportionate, and there is a pressing need to make the disclosure to prevent further crime.

Often the impact of domestic abuse on children is underestimated or not acknowledged by the adults around them.

Section 10

Financial support for those fleeing domestic violence/abuse

With effect from 1 April 2013 Local Authorities received funding to provide Local Welfare Provision to replace the provision previously provided by the Department of Work and Pensions (DWP), specifically Crisis Loans and Community Care Grants (CCG's).

Bolton's Local Welfare Provision is made up of two different types of award: a Local Emergency Support Award for those who require short term emergency financial support and a Local Community Support Award for those who need financial support to maintain a home independently in the community. Customers that are likely to require these types of awards include the following (not exhaustive):

- Families under exceptional pressure
- Older people who may be at risk of harm
- People fleeing domestic violence
- Young people leaving care in exceptional circumstances where the Leaving Care Grant is insufficient
- People moving out of institutional or residential care
- Ex-offenders leaving prison or detention centres
- Chronically or terminally ill people
- People with learning disabilities
- People with mental health issues
- People moving from temporary homeless or hostel accommodation into mainstream housing
- Rough sleepers

Click on the following link for the [Bolton Local Welfare Provision Policy 2014 / 2015](#)

This policy covers the form the awards take depending on the circumstances of the individual, eligibility criteria, the application process and the payment options.

Legal Aid

In April 2013 changes were made to the family law legal aid system that meant legal aid was no longer available for many family law cases. Further information is available www.rightsofwomen.org.uk

However, legal aid still remained available for women survivors of domestic abuse and is accessed through the Domestic Abuse Gateway. As of April 2014 further changes were made to the evidence needed to access legal aid for women survivors of domestic abuse – these changes came into force on 22 April 2014.

The evidence that can be used to access legal aid for women survivors of domestic violence from 22 April 2014:

- Their perpetrator has been convicted of a domestic violence offence against them and that conviction is unspent or they have accepted a caution for a domestic violence offence against them within the past 24 months
- Their perpetrator is on police bail for a domestic violence offence (this is an additional piece of evidence added in 2014)
- Their perpetrator has received a Domestic Violence Protection

Order (this is an additional piece of evidence added in 2014)

- Their perpetrator has a binding over order for a domestic violence offence (this is an additional piece of evidence added in 2014)
- They are ongoing criminal proceedings in respect of a domestic violence offence against them
- They have a protective injunction (such as a non-molestation or forced marriage protection order) in force or one had been made within the past two years
- Their perpetrator had given an undertaking in respect of domestic violence and the undertaking is still in force or had been made within the past two years and where no cross undertaking has been given
- They have been referred to a Multi-agency Risk Assessment Conference as a victim of domestic violence and a plan is in place within the past two years
- They have a report from a doctor, nurse or midwife confirming they were examined in respect of an injury or condition consistent with domestic violence within the past two years
- They have been assessed by Social Services as experiencing or being at risk of domestic violence within the past two years
- They have a letter from a refuge confirming that they stayed there for a period of more than 24 hours within the past two years

- They have been assessed by a psychologist as experiencing or being at risk of domestic violence within the past two years (this is an additional piece of evidence added in 2014)
- They have evidence from a domestic violence support service where they have been referred by a health professional.
- They have been unable to access refuge due to insufficient accommodation (this is an additional piece of evidence added in 2014)

For more information see Rights of Women website www.rightsofwomen.org.uk or call their Helpline on **020 7251 6575**

Domestic Abuse, Money and Education Project (DAME)

The DAME (Domestic Abuse, Money and Education) Project has been awarded new funding through the Henry Smith Charity to deal with the problems connected with financial abuse.

The Project is delivered by money advice plus services (MAPS) and provides telephone support for anyone experiencing financial abuse. It is able to offer anything from simple budgeting skills, making token offers to creditors, applying for grants to providing guidance and support all the way through the bankruptcy/insolvency process. There is a dedicated money adviser available to give information to enable the client to make an informed choice about their options.

Financial abuse can manifest in a variety of ways. Often a partner is made to take out loans and/or credit, thus incurring large debts in their own name. They can be prevented from working, claiming benefits, or having benefits put into the abusers name only. They are made to account for every penny and not allowed to spend money on themselves or the children.

They are made to hand over all financial control with the abuser controlling their bank account, thus creating financial dependency, making it difficult to leave an abusive relationship. These people feel particularly isolated and are completely dependent on the abuser for financial support.

Domestic abuse is all about power and control and is another way to exert power, although it can be just as abusive as other forms of violence. There is a lack of awareness about financial abuse and the problems it can create, not just by the general public but by financial institutions too. Even sufferers themselves often do not realise that financial abuse is happening to them. Money problems can lead to a plethora of other worries, such as depression, anxiety and loss of confidence.

Through giving debt and money advice the aim of the project is to help empower victims of domestic abuse, and encourage them to break the cycle of dependency, learn to take control of their finances and become confident about dealing with their money and debt issues.

There is no stereotypical DAME client. Those referred to the project have often recently fled the family home and may now be experiencing greater financial hardship as a result. Some have previously been financially stable and are now faced with the realities of trying to survive on benefits, whilst others are more used to living on a tight budget. For some, it is simply a case of finding out what help is available and having another person understand what they are going through.

If you provide services to survivors of domestic abuse who need money and debt advice, contact the DAME Project on **01323 635987** and refer your client to a professional money adviser who can help them.

No recourse to public funds for victims of domestic abuse

Individuals who are subject to immigration control, are also unable to claim most forms of state benefit – including income support, jobseeker's allowance, housing benefit, homelessness assistance, child benefit, disability allowance or working families tax credit. This is known as having 'no recourse to public funds'. Often cases involving individuals with no recourse to public funds are complex and individuals would be best advised going to seek professional help.

A useful legal guide has been produced by Rights of Women (www.rightsofwomen.org.uk) explaining the immigration laws and policies relevant to women from abroad who have a family and/or private life in the UK.

Other useful contacts include:

- Befriending Refugees and Asylum Seekers (BRASS) www.brassbolton.org
- Asylum Aid www.asylumaid.org.uk advice line **0207 3549264** Tues 1pm-4pm
- Refugee Council www.refugeecouncil.org.uk
- Law Centre www.lawcentres.org.uk for access to immigration solicitors
- Bolton Homeless Welfare, Housing Options Centre, 1 Silverwell Lane, Bolton, BL1 1QN **01204 335830**, homelesswelfare@bolton.gov.uk

Further information can be found at www.womensaid.org.uk or Freephone 24hour National Domestic Violence Helpline **0808 2000 247**.

Section 11

Female Genital Mutilation (FGM)

FGM is illegal in the UK and is a clear and severe form of child abuse and violence against women. Professionals should intervene to safeguard girls and protect women who may be at risk of FGM or have been affected by it.

Where there is a reasonable cause to believe that a child or young person, under the age of 18 years, is at risk of significant harm, a police officer may (with or without the cooperation of social care) remove them from the parent and the powers for; police protection' (section 46 of the Children's Act 1989) for up to 72 hours. This involves informing children's social care who will assist with finding safe and secure accommodation. This will then trigger child protection enquires under section 47 of the Act, conducted by children social care.

After 72 hours, the child or young person must be returned to a parent or carer. However, children's social care may apply for an Emergency Protection Order (EPO), under Section 44 of the Children Act 1989, during this time.

An EPO authorises the children services to remove the girl and keep her safe for up to eight days but it may be renewed for up to a further seven days if needed.

Sometimes an EPO is followed by an application from the local authority for a Care Order (Section 31 and 38 of the Children Act 1989).

The government have developed a multi-agency practitioner guide available at the following link [here](#).

The Greater Manchester Safeguarding Partnership (Representing all 10 Children

Safeguarding Boards across Greater Manchester) has developed a local protocol which can be accessed via the following link [here](#)

Any information or concern that a female is at immediate risk of, or has undergone, FGM should result in a safeguarding referral to the Local Authority Referral and Assessment Teams (contact details can be found by clicking on the following link www.boltonsafeguardingchildren.org.uk/concerned-about-a-child and the Public Protection Investigation Unit of Greater Manchester Police - bolton.ppiu@gmp.pnn.police.uk

Female Genital Mutilation Act 2003 as amended by the Serious Crime Act 2015

The Female Genital Mutilation Act was amended by Section 73 of the Serious Crime Act 2015 to include FGM Protection Orders. An FGM Protection Order is a civil measure which can be applied for through a family court. The FGM Protection Order offers the means of protecting actual or potential victims from FGM under the civil law. FGM Protection Orders came into force on 17 July 2015 and apply to England, Northern Ireland and Wales.

Breach of an FGM Protection Order is a criminal offence carrying a sentence of up to five years in prison. As an alternative to criminal prosecution, a breach could be dealt with in the family court as a contempt of court, carrying a maximum of two years' imprisonment.

Who can apply for an order?

- The person who is to be protected by the order

- A relevant third party (such as the local authority)
- Any other person with the permission of the court (for example, teachers, health care professionals, police, family member)

FGM Protection Orders are unique to each case and contain legally binding conditions, prohibitions and restrictions to protect the person at risk of FGM. These may include:

- Confiscating passports or travel documents of the girl at risk and/or family members or other named individuals to prevent girls from being taken abroad
- Ordering that family members or other named individuals should not aid another person in anyway to commit or attempt to commit an FGM offence, such as prohibiting bringing a "cutter" to the UK for the purpose of committing FGM

The court can make an order in an emergency so that protection is in place straightaway.

The Female Genital Mutilation Act 2003, as amended by Section 74 of the Serious Crime Act 2015, has introduced the legal duty for regulated health and social care professionals and teachers to make a report to the police if:

- they are informed by a girl under the age of 18 that she has undergone an act of FGM

Or

- they observe physical signs that an act of FGM may have been carried out on a girl under the age of 18

The duty does not apply where a woman over the age of 18 discloses she had FGM when she was under 18.

The duty only applies in cases where the victim discloses. If someone else, such as a parent or guardian, discloses that a girl under 18 has had FGM, a report to the police is not mandatory. However, in these circumstances disclosures should still be handled in line with wider safeguarding responsibilities.

Complying with the duty does not breach any confidentiality requirement which might otherwise apply.

Professionals should make the report as soon after the case has been discovered. Best practice is within one working day, but in exceptional cases there is a maximum timeframe of one month from when the discovery is made.

If professionals fail to comply with the duty, this will be dealt with in accordance with existing performance procedures in place for each profession.

For further information, click on the link [here](#).

FGM is illegal in the UK and is a clear and severe form of child abuse and violence against women.

Section 12

Forced Marriage (FM)

A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. It is an appalling and indefensible practice and is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.

The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse (taking your wages or not giving you any money) can also be a factor.

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which set up in January 2005 to lead on the Government's forced marriage policy, outreach and casework. It operates both inside the UK, where support is provided to any individual, and overseas, where consular assistance is provided to British nationals, including dual nationals.

The Forced Marriage Unit operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing

with cases. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases), and, in extreme circumstances, to rescues of victims held against their will overseas.

The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. This includes:

- Taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- Marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)
- Breaching a Forced Marriage Protection Order is also a criminal offence
- The civil remedy of obtaining a Forced Marriage Protection Order through the family courts will continue to exist alongside the new criminal offence, so victims can choose how they wish to be assisted
- Forcing someone to marry can result in a sentence of up to seven years in prison

- Breaching a Forced Marriage Protection Order can result in a sentence of up to five years in prison

The Forced Marriage Unit has released statutory multi-agency guidance on responding to forced marriage. This is the most up to date guide and can be accessed via the following link: www.gov.uk/guidance/forced-marriage

The Greater Manchester Safeguarding Partnership (Representing all 10 Children Safeguarding Boards across Greater Manchester) has developed a local protocol which can be accessed via the following link [here](#).

Any individual or agency who receives information, or has reason to believe that a child/young person is at risk of or subject to a forced marriage, should also refer the child to the Local Authority Referral and Assessment Teams.

Contact details can be found by clicking on the following link www.boltonsafeguardingchildren.org.uk/concerned-about-a-child and the Public Protection Investigation Unit of Greater Manchester Police - bolton.ppiu@gmp.pnn.police.uk

Section 13

Honour Based Violence (HBV)

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community.

It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. Honour based violence might be committed against people who:

- Become involved with a boyfriend or girlfriend from a different culture or religion
- Want to get out of an arranged marriage
- Want to get out of a forced marriage

Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- Domestic abuse
- Sexual or psychological abuse
- Forced marriage
- Being taken and held against your will
- Assault

The perpetrators are usually:

- Male family members (father, brother, husband, uncles, cousins)
- Women family members (mother, sister, in laws, etc.)
- Bounty hunters
- Contract killers
- Members of victims' communities
- People under the order of community leaders

Triggers of what is seen as dishonour include: Inappropriate" make-up or dress, going out; talking to a boy (or a girl), or to a stranger; expressions of sexual autonomy, public displays of affection; having a boyfriend; resisting a forced marriage; sex outside marriage, i.e. losing virginity, adultery, pregnancy and being a victim of rape.

The barriers to people seeking protection include: underestimating the threat, fear of dishonouring family, ostracised by friends and the community; fear of losing children, family and friends; feelings of guilt and shame; constant control by the family; fear of lack of confidentiality / sharing information with family.

Further information is available from www.karmanirvana.org.uk 0800 5999 247. The Forced Marriage Multi-agency Statutory Guidance (available [here](#)) also lists national services available to support victims of honour based violence as these two issues can often manifest themselves together.

The Greater Manchester Safeguarding Partnership (Representing all 10 Children Safeguarding Boards across Greater Manchester) has developed a local protocol which can be accessed via the following link http://greatermanchesterschb.proceduresonline.com/chapters/p_force_marriage.html

Any individual or agency who receives information, or has reason to believe that a child/young person is at risk of or subject to a forced marriage, should also refer the child to the Local Authority Referral and Assessment Teams (contact details can be found by clicking on the following link www.boltonsafeguardingchildren.org.uk/concerned-about-a-child/ and the Public Protection Investigation Unit of Greater Manchester Police - bolton.ppiu@gmp.pnn.police.uk

Section 14

Adolescent to Parent Violence and Abuse (APVA)

There is currently no legal definition of adolescent to parent violence and abuse. However, it is increasingly recognised as a form of domestic violence and abuse and, depending on the age of the child, it may fall under the government's official definition of domestic violence and abuse.

APVA is likely to involve a pattern of behaviour. This can include physical violence from an adolescent towards a parent and a number of different types of abusive behaviours, including damage to property, emotional abuse, and economic/financial abuse. Violence and abuse can occur together or separately. Abusive behaviours can encompass, but are not limited to, humiliating language and threats, belittling a parent, damage to property and stealing from a parent and heightened sexualised behaviours.

Patterns of coercive control are often seen in cases of APVA, but some families might experience episodes of explosive physical violence from their adolescent with fewer controlling, abusive behaviours. Although practitioners may be required to respond to a single incident of APVA, it is important to gain an understanding of the pattern of behaviour behind an incident and the history of the relationship between the young person and the parent.

It is also important to understand the pattern of behaviour in the family unit; siblings may also be abused or be abusive. There may also be a history of domestic abuse, or current domestic abuse occurring between the parents of the young person. It is important to recognise the effects APVA may have on both the parent and the young person and to establish trust and support for both.

APVA is widely recognised by practitioners who work with families across a range of support services. However it is not usually officially documented and therefore does not currently appear in any public records or figures. Evidence of the extent of the problem is therefore developing incrementally.

Reporting/disclosing APVA

Incidents of APVA reported to the police are likely to represent only a small percentage of actual incidents and actual levels are likely to be much higher. All forms of domestic violence and abuse are under-reported and parents are, understandably, particularly reluctant to disclose or report violence from their child.

Parents report feelings of isolation, guilt and shame surrounding their child's violence towards them, and fear that their parenting skills may be questioned; they will be blamed or

disbelieved by those to whom they disclose the violence. Many parents worry that their victimisation will not be taken seriously or, if they are taken seriously, that they will be held to account and that their child may be taken away from them and/or criminalised

Adolescents may also choose not to disclose due to guilt or fear of the social care and justice system. Young people may not understand the impact of their actions and be concerned about the consequences so they may not seek help, allowing the situation to escalate to crisis.

Responses - All

Professionals working with children and parents should seek to identify risk factors early and work together with the family to provide early support to avoid crisis situations using the early Help processes outlined in Bolton Framework for Action. Typical domestic violence and abuse responses holding perpetrators to account may not always be appropriate when working with APVA and it is recommended that before any intervention is attempted by practitioners, there needs to be a considered approach reflecting the whole family's dynamics.

There are specific factors to consider when working with young people who are involved in adolescent to parent abuse:

Environmental factors

Is there a history of domestic abuse within the family unit?

Is the young person in an abusive intimate relationship?

Is there a need for adult services' involvement in the family?

Is the young person being coerced into abusive behaviours?

Is the young person displaying heightened sexualised behaviours?

Is the young person associating with peer groups who are involved in offending or older peers?

Are Children's Services currently involved with the family?

Should a risk assessment be conducted on the siblings to see if they are at risk of violence and/or contributing to the violence?

Is the young person isolated from people and services that could support them?

Is there a risk that the young person is being bullied?

Are there BAME issues that need to be considered or that may affect a victim's disclosure?

Emotional self-regulation

Does the young person have difficulties in forming relationships?

Does the young person have mental health issues, self-harm or suicidal tendencies?

Is the young person disengaged from education?

Is the young person misusing substances?

Does the young person display an obsessive use of violent games or pornography?

Does the young person have poor coping skills or engage in risk taking behaviours?

Does the young person identify their behaviour as abuse?

Encouraging disclosure from parents

- Encouraging disclosure of APVA is essential. Parents affected by the issue may have taken a long time to come to acknowledge the problem they are facing, thus making the challenge of verbalising this behaviour to others even greater. Parents need to be encouraged to understand that the services they access are safe places where they can disclose APVA

- Avoid making assumptions for instance assuming that because someone is a parent they always have control over their child's behaviour or that the behaviour is always a direct result of parenting style
- Make asking about APVA part of your routine screening. Bear in mind, though, that many parents will not conceptualise what they are going through as domestic violence and abuse. They may think about APVA in completely

different terms and you might need to use different language when asking about it

- Questions you could to start a discussion; Does your child ever frighten you? What happens when your child is angry?
- Parents can be supported by discussing with them how they can manage the situation, this could include helping them to:
 - Recognise situations, triggers

or events that are likely to escalate into violence and how these can be tackled differently

- Stop whatever they're doing and count to 10 backward. This will help them think about their feelings before they get out of control
- If they can't control their anger encourage them to get away; take a time out
- Think about the options and consequences of their actions for them and the child
- If necessary, get help from a third party to solve differences
- Cool off – calm down and then talk to their child
- Listen carefully to the child's opinion and views
- Be assertive, not aggressive; parents should stand by their views/boundaries but talk to their child about them using statements such as "I feel this way when..." or "I don't like it when..." placing the focus on the child's behaviour rather than the child themselves
- Be willing to admit and be responsible for something they may have done wrong and to discuss this with their child

Specific advice and guidance for practitioners, including health, education, police, social care etc. can be found at:

- [Information guide: adolescent to parent violence and abuse \(APVA\)](#)

Support for parents can be found at:

- www.familylives.org.uk/advice/teenagers/behaviour/teen-violence-at-home/
- Family Lives Parentline
0808 800 2222

Adolescent to parent violence and abuse is increasingly recognised as a form of domestic violence and abuse

Section 15

Domestic abuse services and resources

Low/medium risk support

15.1 Fortalice Support Centre

The Support Centre offers services to any woman, child or young person whose life is affected by domestic abuse.

The Project Workers offer advice and support on issues relating to domestic abuse and identify the appropriate pathways for each client referring to other agencies when required. A DASH risk assessment will be undertaken with individual women who may be referred into MARAC if required. A counselling service is also available for women and children.

The Support Centre is open from Mon to Wed 9am-5pm;
Thurs 9am-7pm and Fri 9am-4pm.
The first contact should always be by telephone **01204 365677**

Service delivery at the Support Centre

Adult Women's Services

One-to-one support and advice sessions; Freedom Programme group-work; Next Steps group-work; Stepping Forward group-work; one-to-one counselling sessions; 'phone advice for victims; advice for professionals; risk assessments completed; some childcare places available for women accessing the services; training courses are available for anyone who works in, or has an interest in, domestic abuse. Details of training courses are available on the Fortalice website.

Allison Wallace Berry or Lynn Holland – Project Workers
allison.wallaceberry@fortalice.co.uk
lynn.holland@fortalice.co.uk

Young People's Project

One-to-one sessions for young people aged 13 years or above with an experienced Project Worker; risk assessments and referrals to other agencies when required; counselling services for young women of 16 years or above; a Stepping Forward programme for young women aged 13-19 years; group-work within schools for young people and outside agencies.

Contact: Gemma McCann,
gemma.mccann@fortalice.co.uk

IRIS (Identification and Referral to Safety) (low, medium and high)

IRIS is a GP referral based domestic abuse support service. IRIS is an early intervention project that recognises that GP's and staff within each surgery have an opportunity to recognise, record and refer patients who are currently experiencing or have experienced domestic violence and abuse. The IRIS Educators work pro-actively with surgeries, providing core training so that staff become confident and comfortable in asking patients about whether they are experiencing violence or abuse.

The Advocate Educator will make contact with the patient within 48 hours of the referral being made, to assess needs, risk, safety and to provide essential support. A range of services can be accessed for drugs/alcohol, mental health, legal recourse via civil court to ensure safety, liaising with GMP if an arrest has been made, explaining what will happen if the police are called and going to court, immigration support, safety advice, support with children, counselling sessions for adults as well as children, attending support groups like the Freedom Project, etc.

Contact: **01204 365677**

email Rachel Fowler rachel.fowler@fortalice.co.uk or Lubna Latif
lubna.latif@fortalice.co.uk

15.2 Endeavour Paws For Kids

Pet Fostering Service (low, medium and high)

Pet Fostering for all victims, women men and children who have pet animals as part of their families. The service is for people who are trying to access temporary accommodation because of domestic abuse and are prevented from doing so because they are unable to take their pets with them.

Pet fostering works alongside Lewis House, the IDVA Service, Safe Haven, Fleet House Sarah Lodge, Benjamin Court and the six DV dispersed properties. This list is not exclusive and victims going in to other temporary accommodation when escaping domestic abuse will be offered the service.

Contact: petfostering@endeavourproject.org.uk
01204 394842

15.3 Victim Support

Victim Support is the independent charity for anyone affected by crime. Our staff and volunteers are specially trained to give information, practical help and emotional support to male and female victims of domestic violence.

One-to-one support and safety planning is provided to all victims of domestic abuse aged 16 years and over. The specialist staff and volunteers will:

- Develop immediate safety plans with the victim – including practical steps to help the victim to protect themselves and their children

- Make referrals to specialist agencies such as refuge, rape crisis centres, drug and alcohol services and housing

- Offer assistance with criminal injuries compensation claims

- Give information about reporting the abuse to the police and explain the criminal justice process

- Develop plans for longer-term safety

- Help apply for sanctions and remedies available through the criminal and civil courts

- Give support around budgeting, health and wellbeing, education, work and accessing support networks within your local community

Victims are usually put in touch with us by the police but anyone can contact us directly; victims can either self-refer to our service or a referral can be made on behalf of the victim by other agencies to Victim Support provided the victim has given consent.

Victims affected by domestic violence do not need to report the abuse to the police in order to receive help from us; our services are confidential, free and available to everyone, regardless of when the abuse took place.

Contact: Bolton Victim Support
01204 399 736 Mon to Fri 9am-5pm

Victim Care Unit
0161 200 1950 Mon to Fri 9am-7pm and Sat 9am-5pm
Victim Support line
0845 30 30 900
Mon to Fri 9am-8pm, weekends 9am-7pm, bank holidays 9am-5pm

www.victimsupport.org.uk
www.facebook.com/victimsupport
Twitter **@VS_Manchester**

15.4 Greater Manchester Police

Report incidents of domestic abuse directly to the Police; the information is invaluable and can provide considerable insight into a case which could lead to a prosecution of the offender.

Contact:
999 (emergency only) or **101**
Bolton Public Protection Investigation Unit **0161 856 5589**
(8am-8pm, 7 days)
bolton.ppiu@gmp.police.uk

15.5 Greater Manchester Fire Service

There is a distinct link between arson attacks and domestic abuse. Arson attacks are a common problem. The fire service can provide support to victims of arson attacks by fitting letterbox security devices, window alarms and tailored advice regarding security and fire safety

Contact:
www.manchesterfire.gov.uk
01204 905127

15.6 Bolton at Home

Low/medium/high risk support

There are two dedicated Domestic Abuse Housing Officers with responsibility for tackling domestic abuse and violence cases whereby there is a link either directly or indirectly to Bolton at Home's stock. For the avoidance of doubt, if a victim is a tenant or occupies a Bolton at Home property or the perpetrator is a tenant or occupies a Bolton at Home property, Bolton at Home will support the victim and/or take enforcement action against the perpetrator to protect them. All domestic abuse and violence cases referred are contacted within 24 working hours. A bespoke support package will be created around the victim and their family.

Tough enforcement action will also be taken in the form of an Application for a without or with notice Injunction Order with a Power of Arrest attached, if for any reason the NCDV are unable to act. Bolton at Home will also consider possession proceedings to evict the perpetrator in circumstances the evidence demonstrates such an application is both reasonable and proportionate

Enforcement

Breach of Tenancy or Anti-Social Behaviour Injunctions with a Power of Arrest attached and an Exclusion Order or referrals to NCDV/Family Solicitors, if deemed more appropriate due to the victims unique personal circumstances. Bolton at Home also have a joint working protocol with the Crown Prosecution Service, who will if in agreement, prepare an Application for a Criminal Anti-Social Behaviour Order (CRASBO) or Restraining Order, in circumstances the perpetrator has impending convictions at our request.

Intervention

Target hardening, including Fire and Rescue Service referrals; Risk assessment; Long term housing solutions; Referrals to statutory agencies, such as Police, Adult and Children's Services; Partnership working including attendance at Child Protection Conferences, Child Action Meetings, Core Groups, Strategy and Safeguarding meetings and MARACs.

Contact: Michelle Edmondson, Diane Exley Domestic Abuse Housing Officers, **01204 328146/328161**
Manager of Service is Karen Allsop Complex Families and Interventions Manager **01204 329542**
davservice@boltonathome.org.uk

Neighbourhood Safety Team out of hours **01204 328143** (NB the out of hours number is a call handling service only and an officer will return the victim's call within 24 working hours).

15.7 Bolton Integrated Drug and Alcohol Service (BiDAS)

BiDAS provides services to individuals, concerned others and families who are using substances, or who may be concerned about someone else's substance use. This includes legal/illegal drugs and alcohol.

All individuals will have access to a case manager who will oversee the Recovery Journey, provide assessment and recovery planning and review. Individuals will also have access to a variety of interventions to meet their needs including one to one sessions, groups, workshops and prescribing services (if appropriate).

BiDAS also provides signposting and referral to other agencies.

Contact:
info@boltondrinkanddrugs.org
01204 557 977

15.8 Bolton Council of Mosques (BCoM)

Counselling Services are available for men and women over the age of 12.

BCoM has fully trained and professional counsellors providing a service according to the BACP guidelines.

The BCoM Counselling service is culturally sensitive and all its counsellors are multi lingual.

Counselling can be provided in English, Gujarati, Hindi, Urdu or Arabic. BCoM Counselling service is experienced in dealing with all life stresses and experiences.

Self-referrals are taken; referrals from Mosques, GPs and other service providers are all welcome.

Contact: admin@thebcom.org
01204 363680

15.9 Bolton Solidarity Community Association (BSCA)

Offer Female Genital Mutilation (FGM) Support Services which includes weekly drop in services; one to ones with clients; referral, signposting; telephone service; self-referral and counselling.

Contact: Hodan Osman
01204 334008

15.10 Bolton Children Centres

Children's Centres can offer a range of support on a one-to-one basis and in group settings. If you wish to find out more about how to access the different types of support please contact your local centre:

- Oxford Grove CC **01204 337090**
- Alexandra CC **01204 337347**
- Great Lever CC **01204 337333**
- Kearsley CC **01204 334995**
- Tonge CC **01204 336745**
- Oldhams CC **01204 334992**

Medium to high risk support

15.11 Fortalice Support Centre

The Support Centre offers services to any woman, child or young person whose life is affected by domestic abuse.

The Project Workers offer advice and support on issues relating to domestic abuse and identify the appropriate pathways for each client referring to other agencies when required. A DASH risk assessment will be undertaken with individual women who may be referred into MARAC if required. A counselling service for women and children is also available. A family conferencing service offers help families who are experiencing difficulties around

parental/family contact with their child or children.

The Support Centre is open from
Mon to Wed 9am-5pm
Thurs 9am-7pm
Fri 9am-4pm
The first contact should always be by telephone **01204 365677**

Service Delivery at the Support Centre

Adult Women's Services

One-to-one support and advice sessions; Freedom Programme group-work; Next Steps group-work, Stepping Forward group-work; one-to-one counselling sessions; phone advice for victims: advice for professionals; risk assessments completed; some childcare places available for women accessing the services; training courses are available for anyone who works in, or has an interest in, domestic abuse.

Details of training courses are available on the Fortalice website. Allison Wallace Berry or Lynn Holland- Project Workers allison.wallaceberry@fortalice.co.uk, lynn.holland@fortalice.co.uk

Young People's Services

One-to-one sessions for young people aged 13 years or above with an experienced Project Worker; risk assessments and referrals to other agencies when required; counselling services for young women of 16 years or above; a Stepping Forward programme for young women aged 13-19 years; group-work within schools for young people and outside agencies.

Contact: Gemma McCann,
gemma.mccann@fortalice.co.uk

Education in schools and community settings

Healthy Relationships Educational programmes linked to the SEALS and PHSE curriculum are delivered in schools and community settings

across Bolton. The delivery is undertaken by qualified teaching staff from Children's Services.

For further information contact the Chief Executive, Gill Smallwood, on **01204 701846** or email: gill.smallwood@fortalice.co.uk

Fortalice - Lewis House Refuge

Refuge for women and children and young women fleeing Domestic Abuse.

Contact: **01204 701846**
(24hour phone line)

Adult Women's service

Fortalice offers 24 hours supported accommodation. The Refuge comprises 22 self-contained flats for women and their children who are victims of domestic abuse and require safe, secure and protective accommodation.

Women housed at the refuge receive a range of services including; one-to-one support sessions; support and assistance with housing needs and benefits applications; counselling; educational support; personal development; money skills; emotional support; advice and support/MARAC referral; The Freedom Programme — for women experiencing domestic abuse; mental health issues are supported; drug and alcohol support; cookery, arts and crafts and IT classes are also available.

Contact: Sue Griffiths,
sue.griffiths@fortalice.co.uk,
Pam Sheridan
pam.sheridan@fortalice.co.uk
01204 701846 (24 hour service)

Children's Services

Childcare provided whilst women attend group-work, support sessions or appointments; nursery provision for children aged 2 years and over; after-school club for children aged 3–9 years and also a youth club for children 10 years and over;

computer sessions for young people aged 8 and over; education support and guidance; aid in gaining a school place and assistance for children struggling in school; 'Just for You' one-to-one sessions for children aged 4 years and over; Training on healthy relationships; intervention and support work for most vulnerable families; parenting programmes that include individual support behaviour-management strategies; Triple P; solution-focused brief therapy and 'You and Me' mum sessions.

Contact: Paula Pollitt,
paula.pollitt@fortalice.co.uk
01204 701846

15.12 Endeavour Paws for Kids

IDVA Services

Provide Advice Advocacy and support for female and male victims of domestic abuse referred to MARAC and offer emergency safety planning, liaise with relevant agencies as well as representing the victim at MARACs the service also provides support for BME victims and those who have experienced sexual violence.

Young Persons Violence Advisor

The Young Person's Violence Advisor provides advice and support for young people female and male 16+ who have been victims of Domestic Abuse and are referred in to MARAC. They are involved and contribute to the multi-agency planning for the young person and ensure that they are linked into an agreed care/referral pathway that includes both safeguarding children and MARAC. Safe Haven.

Offers bespoke support for high to medium risk men and women recovering from domestic abuse, providing home based support, helping them settle in to their new homes and communities. Safe Haven works with women or men and their children, however referrals must be made for the whole family

not just the children. Endeavour Paws For Kids also provides support for Bolton Community Homes six DA dispersed properties, supporting male victims or female victims or victims with older male teenagers who can't access Lewis House. Safe Haven also runs weekly group work for women who are supported by safehaven to develop their confidence and self-esteem as well as ways of keeping themselves safe.

Contact:
idva@endeavourproject.org.uk
safehaven@endeavourproject.org.uk
01204 394 842 (you will be put through to the most appropriate member of the team from the main number for all the above services)
www.pawsforkids.org.uk

15.13 Victim Support

A risk assessment is carried out and holistic support and safety planning is provided to male and female victims domestic abuse who are referred to Victim Support to ensure the appropriate level of support is put in place. High risk victims will be referred to MARAC and will therefore be supported by the IDVA service.

Holistic support and safety planning is provided to male and female domestic abuse. A risk assessment is carried out with all victims of domestic victim of abuse who are referred to Victim Support to ensure the appropriate level of support is put in place. High risk victims will be referred to MARAC and will therefore be supported by the IDVA service.

Victim Support provides a holding service to high risk victims of domestic abuse who are in the process of being referred to MARAC by Victim Support, (this would not apply to non-victim support referrals) telephone support and immediate safety planning is provided to those victims prior to an IDVA being allocated the case.

Domestic Violence Support Worker (DVSW)

Those victims who do not reach

MARAC threshold will be supported by the DV Support Worker and specialist trained volunteers at Victim Support who will support the empowerment of victims of domestic abuse, help them regain control of their lives and make informed choices in relation to their safety.

Contact:
 Bolton Victim Support
01204 399 736 Mon to Fri 9am-5pm

Victim Care Unit
0161 200 1950
 Mon to Fri 9am-7pm, Sat 9am-5pm

Victim Support line
0845 30 30 900
 Mon to Fri 9am-8pm,
 Sat to Sun 9am-7pm,
 Bank holidays 9am-5pm

www.victimsupport.org.uk
www.facebook.com/victimsupport
 Twitter: **@VS_Manchester**

15.14 Greater Manchester Police

Incidents of domestic abuse can be reported directly to the Police. The information is invaluable and can provide considerable insight into a case which could lead to a prosecution of the offender.

Contact:
999 (emergency only) or **101**

Bolton Public Protection Investigation Unit **0161 856 5589** (8am-8pm, 7 days) bolton.ppiu@gmp.police.uk

15.15 Bolton Housing Options

Bolton Council provides a comprehensive housing advice service across all tenures for those seeking improvements to their housing situation. They help people make realistic informed decision and choices.

For those who are homeless or threatened with homelessness a range of advice and assistance can be offered. For those under threat or fleeing domestic abuse/violence, their circumstances will be assessed and

if appropriate, they and their family will be offered a temporary place of safety. All DAV cases will be screened with the MARAC assessment tools.

Housing options refer directly into facilities both in Bolton and elsewhere as well as providing assistance with other alternative temporary accommodation depending on availability and need.

A Housing Options Officer will advise and support the applicant whilst their circumstances are assessed. They will liaise with other agencies to enable them to remain or return to their own home if it is safe to do so or where appropriate provide assistance to secure suitable alternative accommodation.

Contact:
 Housing Options,
 Town Hall, One Stop Shop
01204 335830
homelesswelfare@bolton.gov.uk

Local services for children and young people

15.16 Exit Team Bolton

The Exit Team is a joint Bolton Council and NHS Bolton partnership service, which works with Greater Manchester Police to prosecute criminals who groom teenagers for sex. Childrens are referred to Exit by the police, health services, childrens services, schools etc or by requests from parents or carers or self-referral.

Support involves one-to-one work where young people are educated about the abuse; work with families to help them keep the young person safe; work in schools to raise awareness of sexual exploitation with staff and pupils; and help for the victim and their families if they are witnesses in court cases. Help can be given in a location where the victim feels safe.

Contact: **01204 337195**
www.boltonsafeguardingchildren.org.uk/working-with-children-

[and-young-people/child-sexual-exploitation/](#)

15.17 Bolton Young Persons Housing

Bolton Young Persons Housing Scheme is a registered charity providing temporary supported accommodation to people aged 16-25 who are homeless and/or in special need. Independence is promoted with a strong emphasis on resident involvement on resident involvement.

Support is provided on a needs led basis with staff available from Mon to Fri 9am-6pm. A drop-in is provided two afternoons a week for current and former residents.

Contact: **01204 520183**

15.18 Raise the Youth Foundation

Raise the Youth Foundation works with the hardest to engage young people aged 12-24, whether that be Young Offenders, Homeless, Looked after Children from the care system, ex-offenders, vulnerable young people, sexually exploited young people, gang members, young people at risk, NEETS, unemployed, unsupported or the disengaged. It offers a range of different services to the local communities such as Gardening, Landscaping, Painting and Decorating, Plastering, Joinery, House Maintenance, Garden Maintenance, House Removals, Yard Clearances, House Clearances, Delivery Driving, eBay Shop, Web Designing, Graphic Designing, T-Shirt Printing and Selling. It aims to accredit, educate and train our young people to be positive contributing members of their community, and start them by engaging them in community regeneration projects, be highly employable through accredited qualifications and work experience with our trading arm, and learn the values and life skills we teach to prepare them to be a success in employment and in life.

Contact: **01204 579888**

15.19 Targeted Youth Support Services

The Targeted Youth Support is an early intervention and preventive team that is community based and focuses on inclusion by working with the most vulnerable and hard to reach young people and their families across Bolton. The service is part of the wider Targeted services model and addresses the needs of young people and their families aged 8-17 who are at risk of becoming involved in crime, anti-social behaviour and/or offending and other factors associated with poor welfare outcomes for young people.

Our Support Workers work with both young people who have witnessed domestic abuse and are at the risk from it or who have become perpetrators. This may be within the family, towards parents or within their inter-personal relationships.

This work is also supported by other areas of our work such as the restorative justice process, and through delivering other group work interventions, like staying safe and internet safety, which help young people look at the role of social media to ensure they do not become victims or perpetrators of online Domestic abuse. Our approach is to use a variety of different mediums such as creative arts, as a vehicle to engage and explore issues with young people. We also offer intervention toolkits such as cognitive behaviour therapy, anger management and solution focussed approaches to support young people, parents and families.

Contact: **01204 332 232**

15.20 Youth Offending Team

Bolton Youth Offending Team work with young people aged 10-18 who are within the Criminal Justice system, both in the community and in custody. Their young people may be victims or perpetrators of domestic abuse. This may be within

the family, towards parents or within their inter-personal relationships.

They have trained a number of practitioners and managers on the Respect Programme which offers a toolkit of interventions to work with young people who are perpetrators of domestic abuse. As part of the work they deliver a group based programme called Respect that seeks to help young people to understand positive healthy relationships and to identify those which are unhealthy. Alongside this practitioners deliver one-to-one and other group based interventions and support to young people around areas including anti-social behaviour; sexually harmful behaviour; anger management and decision making.

Contact: **01204 331263**

15.21 360 young people and families' substance misuse service

360 provides consultation and support to anyone working with young people in Bolton including getting advice about working with young people who are using substances; getting support in delivering workshops about substances to young people and getting support and guidance on developing policy, lessons/session plans and assessment.

360's aim is to ensure that young people across Bolton receive informed and cohesive substance misuse interventions and education.

Contact: **01204 337330**

15.22 Sarah Lodge

Sarah Lodge provides supported Housing for 16-25 year old pregnant young women and young mums with children under five. To qualify for housing, the young women need to have a Bolton connection and need a home and support.

Sarah Lodge helps and supports the women Manage their money;

Living on their own; Getting welfare and housing benefits; Getting into education, training and employment; Receive the health services they need and find a long-term home for the future

Contact: **01204 382124**

15.23 The Parallel

The Parallel provides a comprehensive general health service, including sexual health services for young people (aged from 11-19 years) including:

- Free contraceptive advice and contraceptives
- Sexual Health information and advice
- Emergency contraception
- Sexual Health screening for Sexually Transmitted Infections (STIs)
- Emotional Health and wellbeing including counselling and support

Contact: **01204 462444**

www.bridgewater.nhs.uk/bolton/the-parallel/sexual-health/

15.24 Health Based Services

A number of health professionals support families where domestic abuse is a concern. These may include GPs or Practice Nurses, Midwives, Health Visitors, School Nurses, and staff at Accident and Emergency.

During health assessments or consultations there are opportunities to discuss issues such as personal safety, stress and support and family relationships. There may be circumstances where more direct questions are asked about experiences of domestic abuse – for example midwives will ask on a number of occasions during pregnancy when the woman is seen alone.

Health staff may be involved in supporting families at an early stage (Early Help) or where concerns have already been identified. This may involve direct work with some or all members of the family, making appropriate referrals to other agencies or sharing information. Below are some useful contact numbers for health based services in Bolton:

- Midwifery – ante-natal clinic **01204 390577**
- Community Midwives office **01204 390023**
- School Nurse Teams – North **01204 463563**, Central **01204 463683**, South **01204 462468**
- Health Visitors –based at health centres and Children's Centres **01204 463720**

Regional and national services for children and young people

15.25 Barnardo's

Barnardo's aim to alleviate the long-term effects of domestic violence on children through counselling and family support services. Many mothers continue to provide love and stability for their children in very difficult circumstances, and Barnardo's tries to strengthen their ability to cope. Where a parent's ability to look after their children has been undermined by the stress of living with fear, services try to help them improve their confidence and self-esteem so that they can protect themselves and their children from violence.

Barnardo's North West
7 Lineside Close, Liverpool, L25 2UD
0151 488 1100
www.barnardos.org.uk

15.26 Women's Aid 'The Hide Out'

If a child or young person is worried about abuse, they can go to

www.thehideout.org.uk to find help – this is regardless of whether the worry is about abuse now or in the past or if they know someone going through it. There is lots of information to explain what domestic abuse is, how it can make a young person feel and where they can go for help and support.

15.27 NSPCC

NSPCC's vision is to end cruelty to children. Domestic abuse affects not only the adults involved, but also any children living with them. The law recognises that witnessing domestic abuse can cause children significant harm which can have lifetime consequences. The NSPCC's work is focused on helping those children who are in greatest danger and distress.

NSPCC's Childline is the UK's free, confidential helpline for children and young people. Trained volunteers provide advice and support, by phone and online, 24 hours a day. Children can also receive advice by text.

Contact: Childline **0800 1111**

The NSPCC also provides support around general enquiries and specialist advice and information for adults and professionals in order to help them protect children.

Contact: **0808 800 5000**
6 Oldham Rd, Manchester M4SDE

15.28 Women's Aid Federation

The federation has launched Teenspeak – a series of short films answering questions from young people to the most influential people in government, schools, the Police Force and Children's Services about domestic violence. The questions and answers have been made into five films. The films have been posted on the Hideout and on YouTube, where young people can leave questions and comments.

The short films were created as an educational resource that schools and youth settings are able to use freely to encourage discussion about domestic abuse and what each person can do to help eradicate it.

The Federation has also launched a new educational resource 'Can You See Me?' it's an easy-to-use resource aimed at young people aged 15-16 that can be used in schools and other educational settings to explore the issue of domestic abuse in teenage relationships.

The activities outlined in the resource encourage young people to question and challenge their views of what does and does not constitute a healthy relationship. It also provides information about how young people can access support and help their friends, along with guidance for teachers on how to respond to disclosures. The new resource is aimed specifically at teenagers aged 15 or 16 to help them identify domestic abuse in their first relationships.

www.endthefear.co.uk/practitioners/children-and-da/

15.29 Safe Partnership: Safe date Training

Safe Partnership is a national charity that has been assisting victims of violent crime, especially domestic abuse since 1987. It delivers the Safe DATE (Domestic Abuse training and Education) healthy relationship programme for young people across the UK. This is a free workshop around healthy and respectful teenage relationships which highlights many issues including sexting, sexual consent, online safety, cyber bullying, controlling and coercive teenage relationships, honour based violence and forced marriage. Workshops are offered for KS3, KS4 and special needs students. For further information www.safedate.org.uk/

15.30 Family Lives (formerly Parentline Plus)

Family Lives is a national charity that works for and with parents over a range of issues including child development, issues with schools and parenting/relationship support. It also provides support around family breakdown, aggression in the home, bullying, risky teenage behaviour and mental health concerns of both parents and their children. It offers a 24 hour helpline, extensive advice on its website, live chat services, befriending services, and parenting/relationship support groups.

Contact: **0800 800 2222**
www.familylives.org.uk/

15.31 Rights of Women

Rights of Women have developed, in collaboration with others, a useful document on understanding, identifying, intervening and supporting young people in intimate partner relationships where domestic abuse and/or sexual violence is present. Click [here](#) to view document.

Regional domestic abuse services

15.31 Greater Manchester Women's Domestic Abuse Helpline

Contact:
helpline@independentchoices.org.uk
email will be answered within three working days

General helpline Mon to Fri 10am-4pm excluding bank holidays

Community Helpline Language Service Mon, Wed, Thurs and Fri 10am-4pm, Tues 10am-9pm
0161 636 7525
www.wdchoices.org.uk
www.endthefear.co.uk

National domestic abuse organisations

15.32 Women's Aid

Women's Aid is the key national charity working to end domestic violence against women and children. We support a network of over 350 domestic and sexual violence services across the UK. It offers a range of services including advice, information, support, training, development and empowerment opportunities for women and children.

Contact:
Women's Aid Federation of England,
PO BOX 3245, Bristol BS2 2EH
0808 2000 247
helpline@womensaid.org.uk

15.33 Refuge

Refuge provides a range of services for abused women and children to regain control of their lives and move forwards in a positive way. It advocates for improvements to domestic abuse policy and practice so that they best meet the needs of abused women and children. It helps to prevent domestic abuse through campaigning, education, training and research. It works in partnership with other agencies to raise awareness of domestic abuse; its causes and solutions.

Contact: **0808 2000 247**

15.34 SAFE LIVES – Co-ordinated Response Against Domestic Abuse

SAFE LIVES provides practical help to support professionals and organisations working with domestic abuse victims. SAFE LIVES supports and develops the work of Multi-Agency Risk Assessment Conferences (MARACs).

Contact: **0117 317 8750**
queries@safelives.org.uk

15.35 NCDV - National Centre for Domestic Violence

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic abuse regardless of their financial circumstances, race, gender or sexual orientation.

Their service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). It works in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc) to help survivors obtain speedy protection

Contact: PO Box 999 Guildford, Surrey GU1 9BH
0207 186 8270 or **0800 970 2070**
office@ncdv.org.uk

Support services for male victims of domestic abuse

15.36 Survivors Manchester

Survivors Manchester helps men who have been sexually violated and raises awareness of their needs. Sexual violation includes both childhood sexual abuse and domestic abuse and adult sexual assault/abuse/rape. The organisation helps to empower survivors to break the silence and defeat the legacy of sexual abuse and rape.

Survivors Manchester provides a variety of one-to-one and group support direct to male survivors, their friends and families; training to police, counsellors and professional support and consultancy to public authorities, health care professionals and third sector organisations.

Contact: **0161 236 2182**
www.survivorsmanchester.org.uk

15.37 The Mankind Initiative

The confidential helpline is available for all men across the UK suffering from domestic abuse and violence

by their current or former wife or partner (including same-sex partner). The service provides both emotional support and practical information. It also supports female relatives and friends of male victims seeking information.

Contact:

01823 334244 Mon to Fri 10am
www.mankind.org.uk

Helpline services for the Deaf are provided through Tex Relay

15.38 Men's advice line

A free confidential helpline is available for men who have experienced or are experiencing domestic abuse from their partners or ex partners. This includes all men: in same sex or heterosexual relationships.

Contact: Freephone **0808 801 0327**
Mon to Fri 9am-5pm
info@mensadvice.org.uk

Support for lesbian, gay, bisexual and transgender communities

15.39 GALOP: National LGBT

Domestic Abuse Helpline
Offers emotional and practical support for LGBT people experiencing domestic abuse.

Contact: **0800 999 5428**
help@galop.org.uk

Opening Times:
Mon and Thurs 10am-8pm
Tues and Wed 10am-5pm
Fri (Trans specific service) 1pm-5pm

15.40 Stonewall

Stonewall is a lesbian, gay and bisexual charity and campaigns on behalf of the LGBT communities. It works with a whole range of agencies to campaign for equality and justice for lesbians, gay men and bisexual people in the wider community.

Contact: **0207 593 1850**

info@stonewall.org.uk
www.stonewall.org.uk
Tower Building, York Road, London, SE1 7NX

Support for the disabled

15.42 Women's Aid 'The Survivor's Handbook'

People who are disabled and experiencing domestic violence may find it harder to protect themselves or access sources of help. A number of domestic violence organisations now do provide for a range of services for people with. Many have outreach services or independent advocacy services which can help. Many refugees now have full wheelchair access, and workers who can assist women and children who have special needs such as hearing or visual impairments, and some Women's Aid organisations offer BSL interpreters.

Contact: **0808 2000 247**

15.43 Scope Dial UK

The DIAL network is an independent network of local disability information and advice services run by and for disabled people. DIAL offers free, impartial and expert information, advice and support to disabled people and their families.

Contact:
0808 800 33 33 Mon to Fri 9-5pm
response@scope.org.uk

15.44 Royal National Institute for the Blind (RNIB)

Information and support for anyone with visual impairment and sight problems.

Contact: **0303 123 9999**
Mon to Fri 8.45am-5.30pm
helpline@rnib.org.uk
www.rnib.org.uk

15.45 Action On Hearing Loss (Formerly Royal national Institute for the Deaf (RNID))

Information service for deaf and hard of hearing people, their carers, families

Contact:

0808 808 0123 Mon to Fri 9am-5pm
informationline@hearingloss.org.uk

Black and ethnic minority communities

15.46 Saheli Asian Women's Project

Saheli provides advice, information and support services to asian women and their children fleeing domestic abuse and forced marriages. All staff speak English, Urdu, Punjabi and Hindi.

Contact:

0161 945 4187 Mon to Fri 9-5pm
saheliltd@btconnect.com
www.saheli.org.uk

15.47 Southall Black Sisters

This is a resource centre mainly for Asian, African and Afro-Caribbean women. It provides advice and information on domestic violence, racial harassment, welfare and immigration rights, and matrimonial rights. It provides face-to-face support and case work for women in the London Borough of Ealing, but also deals with enquiries on a national basis.

Contact:

General Enquiries **0208 571 9595**
Helpline **0208 571 0800**
www.southallblacksisters.org.uk

15.48 Aanchal

Helpline for Asian women experiencing domestic violence, languages spoken include Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.

Contact: **08454 512 547**
info@aanchal.org.uk

15.49 Africans Unite Against Child Abuse (Afruka)

Africans Unite against Child Abuse (AFRUCA) was established in May 2001 as a platform for advocating for the rights and welfare of African children following the deaths of children like Victoria Climbié, Jude Akapa and Damilola Taylor in the UK. The focus is on the problems African children and parents face and the gaps that exist within the child protection system for African children in the country. The main focus of our work is Prevention and Early Intervention.

Contact: **0161 205 9274**
 info@afuca.org
www.afuca.org/about-us/

15.50 Asylum Aid

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

Contact: **0207 3549 631**

15.51 Joint Council for the Welfare of Immigrants

For information on immigration and asylum matters

Contact: **020 7251 8708**
 Tues and Thurs 2pm-5pm
 info@jcwi.org.uk
www.jcwi.org.uk

15.52 The Refugee Council

The Refugee Council provides advice and assistance to asylum seekers and refugees. It has a range of services for asylum seekers recently arrived in the UK, asylum seekers settled in the UK, and also offers advice to those who have received an asylum decision. Its offices can be visited in person or advice can be given by telephone, subject to the availability of interpreters. The Refugee Council website gives up to date information on legislation relating to asylum.

Contact: **020 7346 6777**
 info@refugeecouncil.org.uk
www.refugeecouncil.org.uk

15.53 National Asylum Support Service (NASS)

Offers housing and financial support if you have made an application for asylum or on human rights grounds

Contact: **0845 602 1739**

To obtain NASS support, you will need to go to the Refugee Council One Stop Service in your area (check your phone book for your local number, call **020 7346 6700** or visit their website
www.refugeecouncil.org.uk

15.54 Immigration Advisory Service

An independent non-governmental organisation giving free and confidential legal advice and representation on immigration issues. It provides offices throughout the UK, and its website offers information on relevant legislation, and contact numbers and opening times for local offices. It may be very difficult to get through on the phone, and there is no answer machine during office hours.

Contact: **0333 305 9272**
 info@iasservices.org.uk

15.55 Iranian and Kurdish Women's Rights Organisation (IKWRO)

IKWRO is a registered charity which provides advice and support to Middle Eastern and Afghan women and girls living in the UK who are facing Forced Marriage, Child Marriage, 'Honour' Based Violence, Female Genital Mutilation and Domestic Violence. They offer advice in Farsi, Dari, Kurdish, Arabic, Turkish, Pashto and English and run a free counselling service in Farsi, Kurdish, Arabic and English.

IKWRO also provide training for women and girls to help them understand their rights in the UK. In partnership with other organisations they assist survivors of violence with accessing English language classes and education, training and employment opportunities, so that they can become financially independent.

Contact: **0207 920 6460**
 Mon to Fri 9.30am-5.30pm
www.ikwro.org.uk

Forced marriage

15.56 Forced Marriage Unit

Forced Marriage Unit offers specialist advice and guidance on this issue.

Contact: **020 7008 0151**
 fmu@fco.gov.uk
www.gov.uk/guidance/forced-marriage

15.57 Karma Nirvana

Karma Nirvana are a national registered charity providing advice and support to South Asian men, women and their children who are survivors of forced marriage and 'honour' based violence, domestic abuse and LGBT issues. Karma Nirvana offers support to men, women and couples across the UK.

Karma Nirvana also provide the Honour Network helpline - a dedicated line for reporting and responding to victims of honour based abuse and forced marriages. The line is unique as those who call have the option to speak to a survivor whose experiences are invaluable in supporting the caller's decision making process.

Contact: **0800 5999 247**
 Mon to Fri 9am-9pm and
 Sat to Sun 10am-4pm.
 There is an out of hours answer phone facility.
 info@karmanirvana.org.uk
www.karmanirvana.org.uk
 PO Box 515, Leeds, LS6 9DW

15.58 NSPCC

The NSPCC previously operated a separate Asian Helpline from Mon to Fri 10am-6pm. There is now one Helpline number **0808 800 5000**, and one email address help@nspcc.org.uk, for all communities across the UK to seek advice or report concerns about a child.

Female Genital Mutilation (FGM)

15.59 Bolton Somali Community Association (BSCA)

Support for communities affected by FGM including weekly drop-ins, one to one sessions, referrals to relevant agencies and counselling.

Contact: **01204 399239**
bolsomcom@hotmail.com

www.boltonbsca.com

15.60 St Mary's Sexual Health Centre

Offers help, advice and support including de-infibulation (reversal surgery)

Contact: **0161 276 6515**
Mon to Fri 9am-5pm
www.stmaryscentre.org

15.61 New Steps for African Communities (NESTAC)

NESTAC is a registered charity supporting African Communities in Greater Manchester around Integration, community cohesion, education, health and FGM. It delivers training in community settings and with service providers.

Contact: **01706 868993**
Tues to Thurs 10am-4pm
www.nestac.org

Adolescent to parent abuse

15.62 Alternative Restoratives

A practitioner-run resource which aims to raise awareness about parent abuse and highlight restorative approaches to intervention. Also organises

UK-based training and events for practitioners

www.alternativerestoratives.co.uk

15.63 Holes in the Wall

A blog run by a professional social worker which provides updates on research, practice and policymaking developments – also available on Twitter: **@HelenBonnick**

www.holesinthewall.co.uk

15.64 Partnership Projects

A practitioner-run resource providing information and training in NVR for practitioners who wish to work with families with adolescents who behaving aggressively.

www.partnershipprojectsuk.com/

15.65 Respect

A membership association for domestic violence and abuse prevention programmes and integrated support services; the Young Peoples Services is a sub-site of which offers regular conferences and training for practitioners who are working with young people who use violence in close relationships (including against parents)

Contact: **020 7549 0578**
www.respect.uk.net/parent-violence-abuse

info@respect.uk.net

www.respect.uk.net

Services for perpetrators of domestic abuse

15.66 Respect

Respect offers a confidential helpline offering advice, information and support to help perpetrators stop being violent and abusive to their partner. Respect works with male or female domestic violence perpetrators in heterosexual or same-sex relationships. The majority of calls received are from men in heterosexual relationships who abuse their partners and need help. Concerns friends and families of perpetrators can also seek support from Respect.

Respect also provides information on domestic violence perpetrator programmes as well as advice on working safely with perpetrators. For more information, please click the link below.

Contact: **0808 802 4040**
Mon to Fri 9am-5pm
info@respectphoneline.org.uk
www.respect.uk.net/