

# Contents

## Acknowledgments

### Section 1. Introduction

1.1.1. Aims of the Service Directory	4
1.1.2. Summary of the main sections	4
1.1.3. About Nottinghamshire Domestic Violence Forum (NDVF)	5

### Section 2. Supporting survivors of domestic violence

2.1.1. Definition of domestic violence	8
2.1.2. What are the different types of domestic violence?	9
2.1.3. What does it feel like to experience domestic violence?	10
2.1.4. What to do:	12
a) Referral flowchart	12
b) General guidelines	17
2.1.5. Things to remember	19

### Section 3. Directory of specialist domestic violence services Nottingham and Nottinghamshire

3.1.1. Advice, information, advocacy, housing-related support, outreach	23
3.1.2. Refuges and services in refuges: temporary accommodation, support for women and their children, outreach, pet fostering	30
3.1.3. Coordinators, strategic development, multi-agency work, public awareness raising & training	32
3.1.4. National Services	34

### Section 4. Supporting different survivors of domestic violence: guidelines for equality and diversity, understanding additional issues and offering specific services

4.1.1. Children and young people witnessing domestic violence	38
4.1.2. Young people experiencing domestic violence in their own relationships	41
4.1.3. Black, minority ethnic & refugee women (including 'No recourse to public funds' information)	43
4.1.4. Lesbian, gay, bisexual and transgender people	46
4.1.5. People with disabilities, critical illness and mental ill health	49
4.1.6. Older women	51
4.1.7. Socio-economic factors	54
4.1.8. Men who experience abuse from male or female intimate partners	55
4.1.9. Drug, alcohol & substance misuse	57
4.1.10. So-called 'honour'-based violence, forced marriage & female genital mutilation	59
4.1.11. Sexual exploitation, prostitution and trafficking	62

### Section 5: A note on perpetrators / Holding perpetrators to account

### Appendices

A, A1 & A2: Multi-Agency Risk Assessment: form, criteria & guidance	
B & B1: Flowchart for referring women and men to domestic violence services	
C: Safety Planning: key points for adults, children & young people	
D: Screening tool for men	
E: Glossary	

## Acknowledgments

Many thanks to NDVF and the staff of domestic violence projects for their information and guidance in the development of this service directory.

This Directory is a collection of information from various sources. Information has been taken from NDVF's own publications as well as those of partners. We thank and acknowledge the use of information from other domestic violence and related projects, which have produced guidelines, toolkits, research reports and other publications.

These projects include the Greater London Domestic Violence Project [www.gldvp.org.uk](http://www.gldvp.org.uk) and their partners (LGBT Domestic Abuse Forum, Domestic Violence & Faith: A Toolkit for faith leaders, faith organisations and members of faith communities, the Stella Project), Women's Aid Federation and their partners, Nottingham City Council and Nottinghamshire County Council.

More information can be found in full on the websites of these projects and many documents are also published in full on the NDVF website [www.ndvf.org.uk](http://www.ndvf.org.uk) - the different sources of information are listed throughout this Directory.

## Disclaimer

Every effort has been made to ensure that the information in this directory is accurate and up-to-date. However, we cannot guarantee the completeness and accuracy of the information provided. The information here should also be used in accordance with other guidelines including statutory guidelines and your organisation's policies for equality and diversity, safeguarding children and vulnerable adults, etc.

# 1

## Section 1. Introduction

1.1.1. Aims of the Service Directory

1.1.2. Summary of the main sections

1.1.3. About Nottinghamshire Domestic Violence Forum (NDVF)

### 1.1.1. Aims of the Service Directory

This Service Directory is for workers who come into contact with women, men and children who are experiencing domestic violence. It provides practical information about how to support them to escape domestic violence, as well as basic information about what they might be experiencing and how it can affect them. This will help workers to take the most appropriate action and to respond sensitively and clearly.



Workers who have a good understanding of domestic violence can go straight to Section 3 for the list of services.

### 1.1.2. Summary of the main sections

Section 2 gives information on how to support survivors of domestic violence. It includes a definition of domestic violence, a list of common types of abuse and how this can affect survivors.

There is also a flowchart in this section, which can be photocopied and given to workers. The flowchart is a guide for referring survivors to services in Nottingham and Nottinghamshire according to their situation and the choices they make. This aims to help workers to take the most appropriate action and covers how to support survivors and their children.

The flowchart is supplemented by good practice general guidelines.

Section 3 is the list of services that specialise in domestic violence. This includes organisations that offer support and temporary housing, as well as other domestic violence projects.

Section 4 aims to help workers to understand the different barriers to reporting domestic violence and to using services. This section provides information on the impact of culture, ethnicity, race, faith, sexuality, disability and ill health, age and socio-economic status on someone's ability to access support. It also includes information on issues that are relevant to some survivors of domestic violence, such as substance misuse, prostitution and forced marriage. For each group or additional issue, there are details of any specific services and further information.

The appendices are A4-sized so that they can be photocopied easily. They include a Referral Flowchart for women, a Referral Flowchart for men, a risk assessment form, key points for safety planning and a glossary of the terms commonly used in domestic violence services.

### 1.2.3 About Nottinghamshire Domestic Violence Forum (NDVF)

Nottinghamshire Domestic Violence Forum (NDVF) facilitates multi-agency working, policy development, lobbying, awareness campaigns and training.

NDVF projects include: Information & Resources; Impact (working with vulnerable children and young people on healthy, respectful relationships and domestic violence) and TRI: Training, resources & information for work with men on domestic violence issues.

#### Contact:

NDVF [www.ndvf.org.uk](http://www.ndvf.org.uk)

Tel. **0115 962 3237**.

Email: [enquiries@ndvf.co.uk](mailto:enquiries@ndvf.co.uk)

Funding for the production of this directory has been received with thanks from the following organisations:

**Nottingham City Crime and Drugs Partnership**

**Nottinghamshire County Council**

**Gedling Borough Council**

**Newark and Sherwood District Council**

**Bassetlaw District Council**

**Rushcliffe Borough Council**

**Broxtowe Borough Council**

**Mansfield District Council**

**Ashfield District Council**



# 2

## Section 2. Supporting survivors of domestic violence

- 2.1.1. Definition of domestic violence
- 2.1.2. What are the different types of domestic violence?
- 2.1.3. What does it feel like to experience domestic violence?
- 2.1.4. What to do:
  - a) Referral flowchart
  - b) General guidelines
- 2.1.5. Things to remember

## 2.1.1 Definition of domestic violence

Nottinghamshire Domestic Violence Forum defines domestic violence as physical, sexual, emotional and/or other abuse that occurs between current or former partners, for the purpose of gaining power and control.

The overwhelming majority of domestic violence is experienced by women and children and perpetrated by men.

Abuse can also occur in same-sex relationships, to men by women they know, to older people and to children and young people. There is a strong link between child abuse and domestic abuse. Domestic violence is also associated with the abuse of animals.

Domestic violence can go beyond actual physical violence. It can also involve the destruction of a partner's property, their isolation from friends, family or other potential sources of support, control over access to money, personal items, food, transportation and the telephone, and stalking.

Domestic violence will often be witnessed by children and there is an overlap between the abuse of women and the physical and sexual abuse of children. The effects of living with domestic violence for children must be recognised as a safeguarding children issue. They link to poor educational achievement, social exclusion, juvenile crime, substance misuse, mental health problems, and homelessness from running away or living in a refuge.

Extended family members may condone or even share in the pattern of abuse. This can include the perpetration of illegal activities such as forced marriages, so-called 'honour' crimes and female genital mutilation.

### Terms/ definitions

Survivor is the generally accepted term used to describe someone that is living with/ has lived with or experienced domestic violence – in this directory the survivor is also referred to as the victim. Both words are used interchangeably in this directory as an acknowledgement of the variety of definitions utilised across different agencies. NDVF, however, encourages the use of 'survivor' where possible to signify the courage and coping strategies utilised by those that live with or who have lived with domestic violence.

*See the glossary in the Appendices for an explanation of terms relevant to domestic violence services.*

## 2.1.2 What are the different types of domestic violence?

Domestic violence is an abuse of power and control over another person. It can be physical, sexual, emotional and psychological, and financial, or it can be any combination of these.

### Physical abuse can include:

- Pinching
- Pushing
- Slapping
- Punching and kicking
- Hair pulling
- Withholding medication
- Withholding access to wheelchairs or other equipment
- Causing miscarriage
- Stabbing
- Being thrown
- Persistent blows to the head
- Bruising and lacerations
- Strangling
- Murder

### Sexual abuse can include:

- Rape
- Sexual humiliation and degradation
- Not being allowed to use contraception
- Deliberately passing on sexual infections
- Being kept pregnant
- Being forced to have an abortion
- Being forced or coerced into taking part in any sexual activity that someone is not comfortable with, including watching or making pornography
- Being coerced/ forced into prostitution

### Financial abuse can include:

- Denying access to money
- Preventing someone from getting a job
- Not allowing choices about how money is spent
- Stealing money from a partner or the children
- Running up debts under a partner's name
- Using someone's mobile phone without their permission
- Not sharing information about money

### Emotional and psychological abuse can include:

- Humiliation and degradation
- Minimising, denying and blaming, including:
  - blaming abuse on cultural or ethical beliefs
  - blaming abuse on stress
  - blaming abuse on alcohol or drugs
- Shouting at a partner, insulting and belittling them, including:
  - Belittling a survivor's cultural or ethical beliefs
- Being jealous and possessive
- Using children to justify abuse
- Isolating a partner: not allowing them to leave the house, go to work, see friends and family
- Denying access to money, food, important documents, personal items, transport or the telephone
- Stalking: watching, following and making constant phone calls to check on a partner's whereabouts
- Threats to 'out' a Lesbian, Gay, Bisexual or Transgender survivor
- Threats to report a partner to Immigration
- Threats to harm or murder a partner, children and pets
- Threats to commit suicide

There are many other forms of abuse experienced by someone living with domestic violence. *Please also see Section 4 for specific forms of abuse experienced by different groups.*

### 2.1.3 What does it feel like to experience domestic violence?

Domestic violence has many damaging effects on the survivor and undermines their ability to be in control and live a healthy, strong, adult life.

A survivor can be desperate to change their situation, but trying to stop domestic violence or trying to leave is dangerous and can put survivors at risk of murder, serious injury, child abduction and increased abuse.

On average, a woman will experience 35 incidents of domestic violence before she seeks help. Survivors will most often feel unable to leave due to a combination of real or perceived factors.

Reasons why it isn't easy for survivors to leave include:

- Fear and being threatened:
  - Leaving is one of the most dangerous times: 75% of domestic violence homicides happen post-separation.
- Being isolated.
- Not being aware of rights or of support services.
- Not having English as a first language.
- Fear of response from agencies, families or friends.
- Having very low confidence, self-doubt and low self-image.

- Having no experience of being in control.
- Feeling unable to leave an abusive situation because of caring responsibilities in the home. This includes:
  - staying to prevent further harm to children, harm to pets or having to leave pets behind
  - carrying out other caring responsibilities, such as looking after elderly or disabled family members.
- Financial dependence on the abusive partner.
- The perpetrator claims to be sorry, makes promises to change and gives gifts like flowers and chocolates.
- The survivor hopes for change and still loves the abusive partner.
- Being dependent on the perpetrator for care.
- Staying together for the sake of the children/ extended family.

The impact of domestic violence will depend on the severity and nature of the abuse, the length of time the survivor is exposed to the abuse and other issues such as immigration status, age, disability, socio economic and cultural background.

#### The effects of domestic violence include:

- Death
- Permanent and serious injuries.
- Being homeless, losing a sense of home and having nowhere to feel safe, relaxed and in control.
- Not having access to education, training, work or work experience, finances, benefits, health care and other support & information (including if the survivor has a disability)
- Feeling like a bad parent, experiencing difficulties in the parent & child relationship, and being scared of losing children, especially if Social Care is involved.

#### Emotional effects include:

- Feeling mentally ill, nervous, anxious, frightened, agoraphobic, depressed or paranoid.
- Feeling ugly, stupid and incapable.
- Feeling confused, angry or desperate for help.
- Feeling guilt and shame, feeling responsible for the abuse and for not keeping children safe enough.
- Using drugs or alcohol to manage feelings or being forced to use drugs or alcohol by the perpetrator as further control

**!** It is important to remember that the survivor is a victim and the perpetrator is an abuser. Never make the survivor feel responsible for experiencing domestic violence.

## 2.1.4 What to do

### a) Referral flowcharts: How to refer a survivor to the most appropriate services

*You will also find these referral flowcharts in the Appendices in A4 to be easily photocopied.*

There are two referral flowcharts below: one for women and one for men.

#### Referral flowchart for women

Is she in immediate physical danger?	Call the police on 999.
Are you very concerned about her safety? i.e are you concerned she is at risk of serious injury or death?	Do a Risk Assessment. (See page 17 and in the Appendices for Risk Assessment form and guidance). Refer to MARAC via PPU or DASU. (See page 22 for referral points.)
Are you very concerned about the safety of her children?	Do a Risk Assessment. (See above and in the Appendices.)  Tell her that you have a duty to protect her children and will have to make a referral. Follow safeguarding children procedures (this may involve consulting your Line Manager or Child Protection Representative).  Contact: <ul style="list-style-type: none"> <li>→ Nottingham City Council's Children's Social Care Department: 0115 915 5500</li> <li>→ Nottinghamshire County Council's Children's Social Care Departments (If you are unsure where the child lives ring any of the numbers below for advice): <ul style="list-style-type: none"> <li>→ Mansfield/Ashfield: 01623 433433</li> <li>→ Rushcliffe/Gedling: 0115 8546000</li> <li>→ Broxtowe: 0115 9175800</li> <li>→ Bassetlaw: 01777 716161</li> <li>→ Newark and Sherwood 01636 682700</li> </ul> </li> <li>→ Emergency duty team: <ul style="list-style-type: none"> <li>→ for the County 0115 844 7333</li> <li>→ for the City 0115 915 9299</li> </ul> </li> <li>→ NSPCC helpline: 0808 800 5000</li> </ul>

Does she want or need to leave?  
*She can get support and information about moving into emergency housing.*

Call the local Women's Aid Domestic Violence 24-hour Helpline: tel. 0808 8000 340 or Textphone: 0808 8000 341.

If the Helpline is engaged:

- Nottingham City -Call the Gateway:  
tel. 0115 915 3000
- Call one of the refuges: see phone numbers in Section 3; page 30.
- Call Women's Aid projects for Nottinghamshire: see phone numbers in Section 3.
- Call District Emergency Housing departments:
  - Ashfield Housing Options:  
Tel: 01623 457252
  - Bassetlaw Housing Needs Team:  
Tel: 01909 533455/01/02
  - Broxtowe Housing Options:  
Tel. 0115 917 7777
  - Gedling Housing Services:  
Tel. 0115 9013652
  - Mansfield Housing Solutions  
Tel. 01623 463121
  - Newark & Sherwood Housing Options:  
Tel. 01636 655546
  - Rushcliffe Housing Options:  
Tel. 0115 914 8326
- Call Shelter: Tel. 0115 911 0990 or call the Shelter Line 24 hours on 0808 800 4444.
- Refer to Refs 4 Pets if she has animals that may be at risk and are a barrier to leaving:  
0115 9348487

Is she unable to leave her home or does she want to stay at home?

- Call the Domestic Violence 24-hour Helpline for ongoing telephone, drop-in or outreach support: tel. 0808 8000 340 or Textphone: 0808 8000 341.
- Call other Domestic Violence Sector Projects for outreach support - see section 3; page 23).

If the perpetrator has left but she is still being harassed or if she feels unsafe:

Call a local Sanctuary Scheme which provides security measures for people experiencing domestic violence who wish to remain in their home. Some also offer practical and emotional support (see section 3; page 24).

<p>Does she want to take legal action? For example, if the perpetrator won't leave the house or is still harassing her despite having left. <i>Options include taking out an injunction to order the perpetrator to leave the house.</i></p>	<p>Offer help to contact a solicitor. Try to choose a solicitor who has a reputation for dealing sensitively with domestic violence cases: ask the Domestic Violence Help Line or identify a family law solicitor.</p>
<p>Does she want to stay in the relationship? <i>You must respect her decision, whatever you may think about it.</i></p>	<p>Do a risk assessment and refer to MARAC if you think she is at high risk. Give her a domestic violence information card: copies are available in 16 community languages from NDVF - tel. 0115 962 3237. <i>This has the number of the 24-hour Help Line, other useful numbers and advice about leaving.</i> Encourage her to use Outreach or Floating Support from a domestic violence service - see Section 3; page 24 for contact details. Offer emotional support if this is within your job role. Help her write a safety plan - see appendices.</p>
<p>Does she have any additional needs or preferences for specific services? <i>For example, Is she a lesbian or bisexual woman? Is she a Black or Asian woman? Does she have a disability? Is she a drug or alcohol user?</i></p>	<p>Offer information about specific services and additional support - see Section 4 for details.</p>
<p>If she discloses that she has experienced sexual violence:</p>	<p>Offer information about TOPAZ and Rape Crisis: Topaz Centre: Nottinghamshire Sexual Abuse Referral Centre <a href="http://www.topazcentre.org.uk">www.topazcentre.org.uk</a> Helpline 0845 600 15 88; email <a href="mailto:support@topazcentre.org.uk">support@topazcentre.org.uk</a> Rape Crisis: <a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a> Tel. 0115 9410440</p>
<p>If she doesn't want to use the Helpline or other support:</p>	<p>Give her a domestic violence information card in case she wants to access help later - copies from NDVF tel. 0115 962 3237. Help her to make a Safety Plan. (see appendices)</p>

## Referral flowchart for men

Use a screening tool before referring men. (See the Appendices.)

Is he in immediate physical danger?	Call the police on 999.
Are you very concerned about his safety?	Do a Risk Assessment. (See page 17 and in the Appendices for Risk Assessment form and guidance). Refer to MARAC via PPU or DASU. (See page 22 for referral points.)
Are you very concerned about the safety of his children?	Do a Risk Assessment. (See Section 2.1.4 and the Appendices.)  Tell him that you have a duty to protect his children and will have to make a referral. Follow safeguarding children procedures (this may involve consulting your Line Manager or Child Protection Representative).  Contact:  → Nottingham City Council's Children's Social Care Department: 0115 915 5500  → Nottinghamshire County Council's Children's Social Care Departments (If you are unsure where the child lives ring any of the numbers below for advice): → Mansfield/Ashfield: 01623 433433 → Rushcliffe/Gedling: 0115 8546000 → Broxtowe: 0115 9175800 → Bassetlaw: 01777 716161 → Newark and Sherwood 01636 682700  → Emergency duty team: → for the County 0115 844 7333 → for the City 0115 915 9299  → NSPCC helpline: 0808 800 5000
Does he want or need to leave? <i>He can get support and information about moving into emergency housing.</i>	Call the MALE helpline: tel. 0808 801 0327 and Victim Support tel. 0845 30 30 900 For emergency housing:  → Call the Gateway for Nottingham City only: Tel. 0115 915 3000  Call District Housing departments:  → Ashfield Housing Options: Tel: 01623 457252  → Bassetlaw Housing Needs Team: Tel: 01909 533455/01/02  → Broxtowe Housing Options: Tel. 0115 917 7777  → Gedling Housing Services: Tel. 0115 9013652

	<p>→ Mansfield Housing Solutions Tel. 01623 463121</p> <p>→ Newark &amp; Sherwood Housing Options: Tel. 01636 655546</p> <p>→ Rushcliffe Housing Options: Tel. 0115 914 8326</p> <p>Call Shelter: Tel. 0115 911 0990 or call the Shelter Line 24 hours on 0808 800 4444.</p>
Is he unable to leave his home or does he want to stay at home?	Call the MALE Helpline for ongoing telephone support tel. 0808 801 0327
If the perpetrator has left but he is still being harassed:	Some Sanctuary Schemes will provide security for men experiencing domestic violence who wish to remain in their home. Ring the local service to check. See section 3; page 24.
Does he want to take legal action? For example, if the perpetrator won't leave the house or is still harassing him despite having left. <i>Options include taking out an injunction to order the perpetrator to leave the house.</i>	Offer help to contact a solicitor. Try to choose a solicitor who has a reputation for dealing sensitively with domestic violence cases: identify a family law solicitor.
Does he want to stay in the relationship? <i>You must respect his decision, whatever you may think about it.</i>	Do a risk assessment and refer to MARAC if you think he is at high risk. Give him the details of MALE Helpline tel. 0808 801 0327 and Victim Support tel. 0845 30 30 900 Help him make a safety plan.
Does he have any additional needs or preferences for specific services? For example, Is he gay or bisexual? Is he from a BME community? Does he have a disability? Does he use substances or alcohol?	Offer information about specific services and additional support - see Section 4 for details.
If he discloses that he has experienced sexual violence:	Offer information about TOPAZ: Topaz Centre: Nottinghamshire Sexual Abuse Referral Centre www.topazcentre.org.uk Helpline 0845 600 15 88; email support@topazcentre.org.uk
If he doesn't want to use the Helpline or other support:	Give him the number for Men's Advice Line (if his abusive partner is female or male) or Broken Rainbow (if his abusive partner is male) in case he wants to access help later - copies from NDVF tel. 0115 962 3237. Help him to make a Safety Plan.

Surviving domestic violence and leaving an abusive partner are part of a process, not a single event. The referral flowchart, risk assessments and safety planning, are important tools to support a survivor through this process. They can be used again to support the survivor over time, especially if their situation changes (for example, if the violence escalates) or if the survivor is ready to make different decisions (for example, if they feel safer and more empowered from having had support).

### **Risk assessments**

*See a copy of the risk assessment form in the Appendices.*

Risk assessments are used when there is serious concern that domestic violence is putting someone at risk of serious injury or death, or to enable a worker to assess someone's level of risk. Workers can complete a risk assessment form that lists 29 risk factors including threats to kill, strangling and use of weapons.

There are different actions you can take according to whether the survivor and children are at high, medium or standard risk. Risk escalates over time and so a risk assessment should be a dynamic document, used again when a situation changes.

A risk assessment can be used for women or men, and same-sex as well as heterosexual relationships. However, before doing a risk assessment with men affected by domestic violence, it is necessary to go through a screening process to avoid making an unsafe or inappropriate referral. (See Section 4.1.8 for more information on working with men).

If the risk assessment shows that the survivor is at a high risk, the assessment is sent to the local Police Public Protection Unit or Domestic Abuse Support Unit. If they are in the top percentage of high risk cases in that fortnight they will go to a Multi Agency Risk Assessment Conference (MARAC) , women will be referred to an Independent Domestic Violence Advocate (IDVA) from Women's Aid for support and men to Victim Support.

Medium risk cases in Nottingham may be referred by the Police to the Local Area Command Vulnerable Persons Panel which meets once a month to share information about cases between agencies. Medium risk cases of domestic violence may be managed by the local Police Beat Manager.

### **2.1.4 b) Guidelines: What to do if you come into contact with someone who is experiencing domestic violence**

These general guidelines aim to be appropriate for all survivors of domestic violence.

Additional information in Section 4 for specific groups and additional issues aim to give further guidance on diversity and equality. This includes how to support men survivors of domestic violence.

If you work with or know a perpetrator, it is important that you do nothing to put the survivor at further risk: do not challenge the perpetrator or collude with them.

### What to do first:

- Use the Referral Flowchart to help you to provide the right referral information - see details above and photocopy the A4 summary in the Appendices.
- Focus on the safety of the survivor and any children.
- Be clear about what support you can offer and make sure you are confident in providing that support. If you are worried or unsure of what to do:
  - Ask domestic violence specialists for help
  - Check facts
  - Be honest if you don't know something
  - Arrange to go on domestic violence training

### Getting ready to listen and help:

- Ask if the survivor needs any immediate or practical help, such as making a phone call, eating something, arranging childcare or using an interpreter. (Using an inappropriate interpreter can be dangerous: see the BAMER section for guidelines on using interpreters.)
- Ask if they would prefer to talk to someone else if this is a possibility: for example, a woman may prefer to speak to another woman rather than a man.
- Check if they have any specific or additional needs or preferences. (See Section 4 for guidelines on diversity and additional issues.)
- Provide a quiet, private safe space to talk.
- Explain that information will be confidential. No information about a client should be passed to a perpetrator. Information should not be passed to any agency or individual without the client's explicit, informed agreement, unless there is a statutory duty to do so or the risk is judged to be high.
- Explain these limits of confidentiality:
  - be clear about your duty to protect the safety of the survivor
  - be clear about your duty to safeguard children
- If the survivor is scared of losing their children, explain that Social Care's priority is to support the non-abusive parent and keep the children with the non-abusive parent. Explain that Social Care would need to become involved if:
  - a child's health and development are affected
  - if the child is experiencing the same abuse as the mother, is emotionally harmed by witnessing or being aware of domestic violence, or
  - if the violence is seriously interfering with the mother's ability to care for her children.

- Tell the survivor if you are worried about the safety of their children and explain if you need to act on this and what that will involve. (Follow your organisation's safeguarding children procedures and the Nottingham and Nottinghamshire Cross Authority Guidance on Working with Domestic Violence and Child Protection - available for download from your Local Safeguarding Children's Board website.)

### **Talking through the options:**

- Be prepared to spend time listening carefully to what a survivor has to say.
- Be reassuring: explain that there are no excuses for domestic violence, they are not responsible and everyone deserves to live a life free from violence and fear.
- If you think they are at risk of serious injury or death. Complete a risk assessment form to assess risk - see appendices. Also take immediate protective action yourself, this may include referral to a refuge or for an immediate injunction.
- Discuss the options that are available. Make sure all the information you provide is clear, accurate and appropriate.
- Encourage the survivor to contact the appropriate specialist domestic violence services.
- If the survivor feels unable to contact the relevant service themselves, offer to do it for them if this is part of your job.
- Offer support to make a safety plan if the survivor doesn't want to access services.
- Offer other support if it is within your role.

### **Afterwards:**

- Don't call, leave messages or send information by post or e-mail to the survivor unless they have asked you to and considered it safe to do so, even then be very careful not to put them in more danger: calls could be traced by the perpetrator.
- Never try to intervene or mediate with the perpetrator, the family, extended family or community representatives:
- Do not refer to couple counselling: this could put the survivor at risk.
- Do not recommend anger management for the perpetrator.
- Any further action is the role of specialist agencies.

### **Things to remember:**

- Don't make the decisions. Respect and encourage the survivor's right to make their own decisions: this is an important part of regaining a sense of control over their own life.
  - Don't try to make a survivor leave: a survivor who doesn't want to leave may change their mind and come back later for support.

- Domestic violence is a crime. It is not a social, personal, private, family, cultural or community matter.
- Don't be judgmental, don't make assumptions and don't collude with the perpetrator.
- Concentrate on what the survivor is telling you, believe them and empathise with them.
- Don't talk too much or offer your own opinions.
- Survivors may be hesitant to name their experience as domestic violence or may not realise this is what they are experiencing.
  - Survivors may underestimate the level of danger they are in and minimise the level of abuse they are experiencing, which are common survival strategies.
- The experience of domestic violence is often complicated and you will only get a snapshot of the situation. Never think that it is easy to escape: a survivor is likely to have tried to stop the violence, tried to leave many times, asked family for help and looked for other solutions.
- A survivor who has children is likely to have been told they are a bad parent, and the threat of losing their children is often enough to stop them from seeking help.
- A survivor may have other responsibilities that make it more difficult to leave home, such as caring for elderly or disabled family members.
- Pets are likely to be at risk of serious harm or death. Survivors and children may be very scared about what could happen to their pets and reluctant to leave them behind. Be aware that some survivors won't leave pets behind and would rather stay with the violent partner. It is helpful to ask if pets are in the household so that you can reassure the survivor that you can help. The service Refs4Pets is a pet fostering project to enable women and children to leave their pets with someone safe when they stay in a refuge.

# 3

## Section 3. Specialist domestic violence services

- 3.1.1. Nottingham and Nottinghamshire Advice, information, advocacy, housing-related support, outreach & other support
- 3.1.2. Nottingham and Nottinghamshire Refuges and services in refuges: temporary accommodation, support for women and their children, outreach, pet fostering
- 3.1.3. Nottingham and Nottinghamshire Coordinators, strategic development, multi-agency work, public awareness raising & training
- 3.1.4. National Domestic Violence services



## Introduction to Domestic Violence specialist services in Nottingham & Nottinghamshire

Domestic violence specialist services are delivered by refuges, housing associations, voluntary and community sector organisations and local authority departments.<sup>1</sup>

The table below lists the different types of services in Nottingham and Nottinghamshire:

### Types of frontline services:

- Help Lines
- Drop In Centres
- Safety Centre
- IDVAs: Independent domestic violence advocates
- Refuges
- Children & young people's resettlement
- Outreach for women and for children
- Floating Support
- Sanctuary & Sanctuary Plus
- Housing & resettlement support
- Pet fostering service
- Support groups
- Police Public Protection or domestic abuse Support Units
- Sexual assault referral centre (Topaz Centre)
- Rape Crisis

### Types of non-frontline services:

- Co-ordinators
- Strategy and Policy Officers
- Inter-agency Forum
- Local Practitioners Networks
- Local Strategic Forums

### 3.1.1 Nottingham and Nottinghamshire - Advice, information, advocacy, housing-related support, outreach

#### Help Lines and drop in

##### **Domestic Violence free 24-hour Helpline - Women's Aid Advice Centre (WAAC)**

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

Tel. 0808 8000 340; Text phone: 0808 8000 341 with Language Line

*For women survivors*

##### **Broxtowe Women's Project** [www.broxtowewomensproject.org.uk](http://www.broxtowewomensproject.org.uk)

P.O. Box 6660 NG16 3ZE. Tel. 01773 718 555 (office). Email

[enquiries@broxtowewomensproject.org.uk](mailto:enquiries@broxtowewomensproject.org.uk)

Services:

- Telephone support: tel. 01773 719 111
- Support groups (short-term support)

##### **Mansfield & Ashfield Women's Aid** [www.mawa.co.uk](http://www.mawa.co.uk)

Mansfield and Ashfield Safety Centre (Domestic Abuse Project as a One Stop Shop)

Tel. 01623 683250

Services:

- Telephone support and support sessions

##### **Nottinghamshire Women's Aid resource centre** [www.nottswa.org.uk](http://www.nottswa.org.uk):

The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR. Tel. 01909 533 610, email:

[enquiries@nottswa.org](mailto:enquiries@nottswa.org)

- Telephone help line: tel. 01909 500522
- Drop in sessions

##### **Women's Aid Advice Centre (WAAC)** [www.waac.co.uk](http://www.waac.co.uk)

30 Chaucer Street, Nottingham NG1 5LP

Tel. For agencies: 0115 947 5257.

Email [waac@waac.co.uk](mailto:waac@waac.co.uk)

Services:

- Drop In Centre Monday to Friday 10am to 4pm  
(Drop in or book an appointment to avoid waiting).

#### Children & young people's services

##### **Children's workers are in all refuges:**

- For Nottingham, see Amber House, East Nottingham Women's Aid, Nottingham Central Women's Aid, Roshni, Umuada.
- For Nottinghamshire, see Mansfield & Ashfield Women's Aid, Midlands Women's Aid, Newark Women's Aid, Nottinghamshire Women's Aid.

##### **Broxtowe Women's Project** [www.broxtowewomensproject.org.uk](http://www.broxtowewomensproject.org.uk)

P.O. Box 6660 NG16 3ZE. Tel. 01773 718 555 (office). Email

[enquiries@broxtowewomensproject.org.uk](mailto:enquiries@broxtowewomensproject.org.uk)

- Outreach for children in Broxtowe

**Family Care** [www.familycare-nottingham.org.uk](http://www.familycare-nottingham.org.uk)  
2 Pelham Rd, Nottingham, NG5 1AP, tel. 0115 960 3010  
→ Children's counselling service with a domestic violence specialist

**Mansfield & Ashfield** [www.mawa.co.uk](http://www.mawa.co.uk)  
Tel. 01623 683250 (Reception).  
→ Children & Young People's services  
→ Children's Outreach tel. 01623 683254/55

**Midlands Women's Aid** [www.midlandswomensaid.org.uk](http://www.midlandswomensaid.org.uk)  
P.O. Box 8, Beeston, Nottingham NG9 1HL.  
Tel. 0115 925 7647, 24-hour Advice Line: tel. 0115 925 7647.  
→ Children's Outreach

**Newark Women's Aid** [www.newarkwomensaid.co.uk](http://www.newarkwomensaid.co.uk)  
PO Box 28, Newark, Nottinghamshire NG24 4WD Tel. 01636 679 687  
Email [nwa@womens.freeserve.co.uk](mailto:nwa@womens.freeserve.co.uk)  
→ Children's Outreach (age 5 to 13)

**Nottinghamshire Women's Aid** (formerly Bassetlaw Women's Aid) [www.nottswa.org](http://www.nottswa.org):  
The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR, tel. 01909 533 610,  
email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org)  
→ Children & young people's outreach

**Roshni: Nottingham Asian Women's Aid**  
30 Chaucer St, Nottingham NG1 5LP  
Tel. 0115 988 1414  
Email: [enquiries@roshninotts.org.uk](mailto:enquiries@roshninotts.org.uk) or [countyservices@roshninotts.org.uk](mailto:countyservices@roshninotts.org.uk)  
Services:  
→ Outreach for BME children in Nottingham and Nottinghamshire

**Women's Aid Advice Centre (WAAC)** [www.waac.co.uk](http://www.waac.co.uk)  
30 Chaucer Street, Nottingham NG1 5LP  
Tel. for agencies: 0115 947 5257  
Email [waac@waac.co.uk](mailto:waac@waac.co.uk)  
→ Outreach for children in Gedling & Rushcliffe

## Sanctuary Schemes

*Sanctuary Schemes: Security measures and practical & emotional support for people experiencing domestic violence who wish to remain in their homes.*

**Nottingham City**  
**Sanctuary City**  
Housing Aid 135 Lower Parliament Street Nottingham NG1 1EE  
→ 0115 9153000 or direct line 9153040  
→ email [sanctuary@nottinghamcity.gov.uk](mailto:sanctuary@nottinghamcity.gov.uk)

## South Nottinghamshire

Sanctuary South Notts. (Broxtowe, Gedling & Rushcliffe)

- Broxtowe contact: Tel. 0115 917 3547, email: hhl@broxtowe.gov.uk (housing, leisure and health) Broxtowe Borough Council Offices, Foster Av, Beeston, Nottingham, NG9 1AB.
- Gedling contact; Sandra Fox. Tel. 0115 901 3556, email sandra.fox@gedling.gov.uk
- Rushcliffe contact: Wendy Green. Tel. 0115 914 8287, email wgreen@rushcliffe.gov.uk  
Rushcliffe Borough Council, Civic Centre, Pavilion Road, West Bridgford, Nottingham, NG2 5FE.

## Bassetlaw, Newark and Sherwood, Mansfield and Ashfield

Sanctuary Services - Bassetlaw, Newark & Sherwood and Mansfield & Ashfield

- Nottinghamshire Women's Aid (formerly Bassetlaw Women's Aid) in partnership with Newark Women's Aid [www.nottswa.org](http://www.nottswa.org): Community Services Coordinator, tel. 01909 533 610, email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org), The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR

## Mansfield

Sanctuary Scheme - Mansfield

- C/o Mansfield Domestic Violence Co-ordinator, tel. 01623 463528, email: [DomesticViolence@mansfield.gov.uk](mailto:DomesticViolence@mansfield.gov.uk)

## Floating Support and Outreach

***This includes Sanctuary Plus or Sanctuary Floating Support***

*Both Floating Support and Outreach support survivors in their home or community with a range of practical or emotional support. For example, help with housing benefit and other benefits, rent arrears and debt management, police procedures and legal issues, and referral to other agencies.*

*Floating support focuses on housing support, and provides regular support using a support plan. Outreach can be occasional and doesn't need to be focused on housing.*

Sanctuary Plus or Sanctuary Floating Support offers support for survivors as part of the Sanctuary Scheme.

The Sanctuary Plus Support Workers are specialists in dealing with cases of domestic violence and offer help with:

- Criminal and Civil Proceeding: this could include having the perpetrator removed from the property as well as child contact issues.
- Personal safety planning, for example what to do if the perpetrator tries to access the property.
- Advocating on behalf of survivors and accompanying them to appointments, for example with their solicitor or the housing department.
- Providing emotional support and advice.
- Supporting women who have additional drug and alcohol issues.

Sanctuary Plus Support is provided for between 3 and 6 months from when the Sanctuary is installed in the property. If support is still needed after this period, the survivor is referred to the appropriate agencies.

### **Broxtowe Area**

#### **Broxtowe Women's Project**

P.O. Box 6660 NG16 3ZE. Tel. 01773 718 555 (office).

Email enquiries@broxtowewomensproject.org.uk

Services:

- Outreach for women in Broxtowe District
- Floating support in Broxtowe District

### **Mansfield and Ashfield**

#### **Mansfield & Ashfield**

Tel. 01623 683250 (Reception).

Services:

- Outreach tel. 01623 683256/57
- Floating Support

### **Various areas of County**

#### **Midlands Women's Aid**

P.O. Box 8, Beeston, Nottingham NG9 1HL.

Tel. 0115 925 7647, 24-hour Advice Line: tel. 0115 925 7647.

Services:

- Outreach

### **Newark**

#### **Newark Women's Aid**

PO Box 28, Newark, Nottinghamshire NG24 4WD Tel. 01636 679 687

Email nwa@womens.freeserve.co.uk

Services:

- Women's Outreach
- Floating support

### **Bassetlaw, Newark and Sherwood**

#### **Nottinghamshire Women's Aid (formerly Bassetlaw Women's Aid)**

Community Services Coordinator, The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR,  
tel. 01909 533 610, email: enquiries@nottswa.org

Services:

- Outreach & Floating Support in Bassetlaw, Newark & Sherwood (in partnership with Newark Women's Aid) and Mansfield & Ashfield

### **Nottingham City**

#### **Roshni: Nottingham Asian Women's Aid**

30 Chaucer St, Nottingham NG1 5LP

Tel. 0115 988 1414

Email: enquiries@roshninotts.org.uk

Services:

- Outreach for BME and South Asian women in Nottingham
- Outreach for all women in Nottingham city

### **Gedling Area**

#### **Women's Aid Advice Centre (WAAC)**

30 Chaucer Street, Nottingham NG1 5LP

Tel. for agencies: 0115 947 5257

Email [waac@waac.co.uk](mailto:waac@waac.co.uk)

Services:

- Outreach for women in Gedling

### **Nottingham City**

**Shine** ('Safer Homes in Nottingham Every Day for Women') - Support with housing & resettlement [www.ncha.org.uk](http://www.ncha.org.uk)

Nottingham Community Housing Association

3rd Floor Milton Chambers, 19 Milton St, Nottingham NG1 3EN

Tel: 0115 822 0833 / 0838

Email [shine@betterlives.co.uk](mailto:shine@betterlives.co.uk)

Services:

- SHINE supports women who are moving on from a refuge, women who need support with moving home or with maintaining their tenancy, or who need support to understand their housing options. Support is short-term (up to 6 months) offering regular one-to-one practical sessions, including: support with benefits, furniture grants, HomeLink and getting in touch with other agencies they need to know about.

### **Housing support for male survivors:**

- Supporting People generic or specific services
- Gateway, Housing Aid or local authority housing departments

For emergency housing:

- Call the Gateway for Nottingham City only: tel. 0115 915 3000

Call District Housing departments:

- Ashfield Housing Options: Tel: 01623 457252
- Bassetlaw Housing Needs Team: Tel: 01909 533455/01/02
- Broxtowe Housing Options: Tel. 0115 917 7777
- Gedling Housing Services: Tel. 0115 9013652
- Mansfield Housing Solutions tel. 01623 463121
- Newark & Sherwood Housing Options: Tel. 01636 655546
- Rushcliffe Housing Options: Tel. 0115 914 8326
- Call Shelter: tel. 0115 911 0990 or call the Shelter Line 24 hours on 0808 800 4444.

## **Sexual violence**

### **Countywide**

**Topaz Centre:** Nottinghamshire Sexual Abuse Referral Centre [www.topazcentre.org.uk](http://www.topazcentre.org.uk)

Helpline 0845 600 15 88; email [support@topazcentre.org.uk](mailto:support@topazcentre.org.uk)

**Rape Crisis:** [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) Tel. 0115 9410440

## Police units: PPU or DASU

### **Nottingham City, Bassetlaw, Newark & Sherwood, Mansfield & Ashfield , South Nottinghamshire**

*The Police have Public Protection Units (PPU) or Domestic Abuse Support Units (DASU) covering Nottingham and Nottinghamshire, which provide specialist support & advice for victims & investigators as part of a multi-agency response. The Police work in partnership with the Crown Prosecution Service, Health Service, Local Councils and Women's Aid.*

Contact:

- In an emergency, call 999.
- Police Domestic Abuse Support Unit: Nottingham City. Tel. 0115 844 4085 or 86.  
Email: CityDivDomesticAbuse@nottinghamshire.pnn.police.uk
- Police Domestic Abuse Support Unit: South Nottinghamshire (Rushcliffe, Gedling & Broxtowe). Tel. 0115 844 4014
- Public Protection Unit (PPU): Bassetlaw, Newark & Sherwood. Tel. 01909 500 999 ext. 7515,  
email: bdivppu@nottinghamshire.pnn.police.uk
- Police Public Protection Unit: Mansfield & Ashfield. Tel. 01623 483 947.  
Email: ADiv.DomesticAbuse@Nottinghamshire.pnn.police.uk

## MARAC

### **Nottingham City, Bassetlaw, Newark & Sherwood, Mansfield & Ashfield , South Nottinghamshire**

*Multi-agency Risk Assessment Conferences (MARAC) are multi-agency meetings for high or very high risk victims of domestic violence. They aim to provide a co-ordinated response, information sharing and planning support to the victim and their children and to hold perpetrators to account.*

*Nottingham and Nottinghamshire MARACs are in the following areas:*

- Nottingham City MARAC
- Bassetlaw and Newark & Sherwood MARAC
- Mansfield & Ashfield MARAC
- South Nottinghamshire

Contact MARACs via the local PPU or DASU (except for Mansfield & Ashfield MARAC: see Mansfield and Ashfield Women's Aid.).

## Independent Domestic Violence Advocates

*IDVAs support high risk survivors who have been referred to a Multi Agency Risk Assessment Conference and specialist domestic violence court systems*

### **Mansfield and Ashfield**

Mansfield & Ashfield WA [www.mawa.co.uk](http://www.mawa.co.uk)

Tel. 01623 683250

- IDVAs in Mansfield & Ashfield

### **Bassetlaw/ Newark and Sherwood**

Nottinghamshire Women's Aid (formerly Bassetlaw Women's Aid) [www.nottswa.org](http://www.nottswa.org)

The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR, tel. 01909 533 610,

email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org)

Services:

- IDVAs in Bassetlaw, Newark & Sherwood

### **Nottingham City and South Nottinghamshire**

**Women's Aid Advice Centre (WAAC)** [www.waac.co.uk](http://www.waac.co.uk)

30 Chaucer Street, Nottingham NG1 5LP

Tel. For agencies: 0115 947 5257.

Email [waac@waac.co.uk](mailto:waac@waac.co.uk)

Services:

→ IDVAs in Nottingham and South Nottinghamshire

### **Support for male survivors going through the court process County Wide**

**Victim Support** [www.victimsupport.org.uk](http://www.victimsupport.org.uk) Support Line tel. 0845 30 30 900

Nottinghamshire office: Tel. 0115 852 3508

Email: [Nottinghamshire@victimsupport.org.uk](mailto:Nottinghamshire@victimsupport.org.uk) CPS Building, 2 King Edward Court, King Edward Street, Nottingham NG1 1EL.

Nottingham City office: Tel. 0115 844 5093/2 Email: [nottsc@victimsupport.org.uk](mailto:nottsc@victimsupport.org.uk) c/o Oxclose Lane Police Station, Oxclose Lane, Nottingham NG5 6FZ.

Services:

→ IDVA for male victims of domestic violence through the courts and at MARAC

### **Specialist Domestic Violence Court**

Specialist Domestic Violence Courts (SDVC) aim to provide better support and care to victims and to increase the number of convictions. SDVCs have magistrates and court staff who are trained in domestic violence awareness. The Crown Prosecution Service provides specially trained prosecutors, the Police Domestic Abuse Support Unit are in attendance and survivors are allocated an IDVA.

Nottingham and Nottinghamshire SDVCs are in the following areas:

→ Nottingham City and South Nottinghamshire SDVC: Nottingham Magistrates Court

→ Mansfield & Ashfield SDVC: Mansfield Magistrates Court

→ (There isn't a SDVC in Bassetlaw or Newark & Sherwood)

Contact is via the Police, the local Magistrates Courts, IDVAs, Domestic Violence Strategy Officer at Nottingham City Council, Domestic Violence Policy Officer at Nottinghamshire County Council or local Domestic Violence Coordinators.

## **3.1.2 Refuges and other temporary accommodation**

There are 5 refuges in Nottingham City and 4 refuges across Nottinghamshire. There is also a pet fostering service covering Nottingham and Nottinghamshire to enable women with pets to access refuge.

Refuges provide temporary accommodation and support services, including children's support, benefits advice, resettlement advice, emotional support, access to learning and signposting to specific services.

There are other emergency, temporary or supported housing and support options from local authority housing departments, housing associations and charities, for vulnerable groups, for example, for young people or people with mental health issues.

For more information, contact:

- **HLG (Hostels Liaison Group)** [www.hlg.org.uk](http://www.hlg.org.uk) for a list of homelessness projects:  
tel. 0115 956 5313 email: [admin@hlg.org.uk](mailto:admin@hlg.org.uk)
- **Housing Aid (Nottingham City)**: Tel. 0115 915 3000 or  
email: [housingaid@nottinghamcity.gov.uk](mailto:housingaid@nottinghamcity.gov.uk)
- **Ashfield Housing Options**: Tel: 01623 457252 or email: [homelessness@ashfield-dc.gov.uk](mailto:homelessness@ashfield-dc.gov.uk)
- **Bassetlaw Housing Needs Team**: Tel: 01909 533455/01/02 or  
email: [housing.needs@bassetlaw.gov.uk](mailto:housing.needs@bassetlaw.gov.uk)
- **Broxtowe Housing Options**: Tel. 0115 917 7777 or email: [hhl@broxtowe.gov.uk](mailto:hhl@broxtowe.gov.uk)
- **Gedling Housing Services**: Tel. 0115 9013652 or email: [housingservices@gedling.gov.uk](mailto:housingservices@gedling.gov.uk)
- **Mansfield Housing Solutions** tel. 01623 463121 or  
email: [homelessenquiries@mansfield.gov.uk](mailto:homelessenquiries@mansfield.gov.uk)
- **Newark & Sherwood Housing Options**: Tel. 01636 655546 or  
email: [housingoptions@nsdc.info](mailto:housingoptions@nsdc.info)
- **Rushcliffe Housing Options**: Tel. 0115 914 8326 or email: [strategichousing@rushcliffe.gov.uk](mailto:strategichousing@rushcliffe.gov.uk)

### Refuges in Nottingham City

**Amber House** Tel. 0115 9414 279.

**East Nottingham Women's Aid** Tel. 0115 934 8445 (General enquiries); refuge tel. 9483 794  
Email: [refuge@enwa.eclipse.co.uk](mailto:refuge@enwa.eclipse.co.uk)

**Nottingham Central Women's Aid** Refuge number: tel. 0115 960 7943. Tel. 0115 934 8487  
(General enquiries).

**Roshni: Nottingham Asian Women's Aid** Refuge: tel. 0115 948 3450  
Email: [support@roshninotts.org.uk](mailto:support@roshninotts.org.uk)

**Umuada** [www.ncha.org.uk](http://www.ncha.org.uk) Tel. 0115 844 3740 Email: [umuada@ncha.org.uk](mailto:umuada@ncha.org.uk)

### Refuges in Nottinghamshire

**Mansfield & Ashfield Women's Aid (MAWA)** [www.mawa.co.uk](http://www.mawa.co.uk) Tel. 01623 420 652  
Email [admin@mawa.co.uk](mailto:admin@mawa.co.uk)

**Midlands Women's Aid** [www.midlandswomensaid.org.uk](http://www.midlandswomensaid.org.uk) Tel. 0115 925 7647, 24-hour Advice  
Line: tel. 0115 925 7647. Email: [midlandswomensaid@tiscali.org.uk](mailto:midlandswomensaid@tiscali.org.uk)

**Newark Women's Aid** [www.newarkwomensaid.co.uk](http://www.newarkwomensaid.co.uk) Tel. 01636 679 687  
Email [nwa@womens.freemove.co.uk](mailto:nwa@womens.freemove.co.uk)

**Notts. Women's Aid Refuge** [www.nwa.org](http://www.nwa.org) Tel. 01909 478065 Email: [refugeteam@nottswa.org](mailto:refugeteam@nottswa.org)

**Notts. Women's Aid Housing** [www.nwa.org](http://www.nwa.org)  
Community Services Coordinator, The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR,  
tel. 01909 533 610, email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org)

→ Supported Housing Scheme: 12 houses with support, 2 houses prioritise women with drug or alcohol issues

## **Pet fostering service in Nottingham and Nottinghamshire:**

**Refs4Pets:** Pet fostering project to enable women and children who go into refuge to leave their pets with someone safe.

C/o Nottingham Central Women's Aid Tel. 0115 934 8487 or mob. 07971 337 264

Email: refs4pets@yahoo.co.uk

## **About refuges**

A refuge is a safe house where women and their children can live to escape domestic violence.

Refuges offer information, advice and support from staff to women and their children. This can include:

- Help with benefit claims and budgeting
- Help with legal and housing options
- Accompanying support for meetings at solicitors
- Listening support, emotional support and access to counselling
- Advice on personal safety
- Access to education and training opportunities
- Children's workers
- Day trips and local outings during school holidays with children and young people

Refuges also offer the opportunity for mutual support from other residents.

Women are at greatest risk of being murdered when they plan to leave or have left a partner, so the location and address of a refuge is strictly confidential. This means that survivors are not able to tell friends or family where they are staying. Refuges tend to use P.O. Box addresses or admin. Office addresses to be contacted by post. When women first go to stay at a refuge, workers meet them elsewhere to help maintain this confidentiality.

## **Accessibility of refuges**

- Women are asked to sign an agreement and understand policies about confidentiality and safer group living. No alcohol is allowed in refuges, there are restrictions on visitors and how late you can return at night.
- All the refuges aim to be inclusive to all women, with all referrals going through a needs assessment to identify particular needs or potential problems for safe group living.
  - Women who have serious active mental health problems or who are very chaotic substance users may not be accepted if they are unable to live in a group living situation. Refuges have a policy of accommodating 1 substance misuser at any one time if they are on a support programme.
  - Nottinghamshire Women's Aid supported housing scheme have 2 houses which prioritise women with drug or alcohol issues.
- Boys are allowed to stay in refuge up to the age of 16.
- Access to refuge for disabled women:
  - East Nottingham Women's Aid has a partially accessible downstairs room, kitchen and ensuite bathroom, but the refuge isn't wheelchair accessible.
  - Nottinghamshire Women's Aid has equipment for women who are partially sighted or partially hearing.
  - Umuada has one unit which is wheelchair accessible with space for children or a carer.

- There are 2 refuges who aim to meet the culturally specific needs of BMER women and their children:
  - Roshni provides refuge for South Asian women and their children (as well as BME specific outreach services)
  - Umuada has 3 rooms reserved for BME women, providing separate kitchen and laundry facilities.
- Most refuges use Language Line. Roshni refuge workers speak Hindi, Punjabi and Urdu.
- All refuges can accept women with no recourse to public funds, however funding will need to be sought from Social Care or charity funding.

### **Referrals to refuges and other temporary accommodation**

Survivors of domestic violence can refer themselves or go through different agencies.

#### **For women survivors:**

- Referral to both City and County refuges is through the 24 hour freephone Domestic Violence Helpline (run by Women's Aid Advice Centre). The Domestic Violence Helpline will give advice on homelessness or housing or access to emergency temporary accommodation. Women will be referred to a local refuge or hostel as appropriate. Text phone and language line are available. (Women can phone the Helpline to find out about any other domestic violence services and can simply call to talk about their experiences.)
- All refuges can be contacted directly.

#### **For men and women survivors:**

- All referrals to temporary accommodation in Nottingham can go through Gateway at Housing Aid (Nottingham City Council). The Gateway (Homelessness Prevention Gateway) is for people in Nottingham who are currently homeless or who have housing problems and are at risk of becoming homeless. The Gateway team will make an initial assessment to make a referral (to refuge or homeless accommodation) and then make a full assessment within the first week in that accommodation. This involves an assessment of individual support and accommodation needs so that appropriate services can be provided.
  - Gateway, Housing Aid, 135 Lower Parliament Street, Nottingham NG1 1EE  
Tel: 0115 915 3000 Email: gateway@nottinghamcity.gov.uk
- Referrals to temporary accommodation in Nottinghamshire can go through local authority housing offices
- Supported housing providers can be contacted directly.

### **3.1.3 Coordinators, strategic development, multi-agency work, public awareness raising & training**

#### **Coordinators:**

All the District Councils in Nottinghamshire have or share a Domestic Violence Co-ordinator who works to coordinate, develop and implement domestic violence policies, strategies and delivery plans. Coordinators work closely with key partner organisations and agencies across their district to develop and support new initiatives. Co-ordinators also facilitate Domestic Violence Forums, Strategic Groups and/or Practitioners Networks.

## Contacts:

### → **Domestic Violence Co-ordinator for Bassetlaw, Newark & Sherwood**

Community Safety Partnership, Newark and Sherwood District Council, Kelham Hall, Kelham, Nottinghamshire NG23 5QX.

Tel. 01636 655 215 or 0797 020 3157 (during work hours).

Email: [domestic.violence@nsdc.info](mailto:domestic.violence@nsdc.info)

Or: Bassetlaw District Council, Potter Street, Worksop S80 2AH.

Tel. 01909 533119 or 0797 020 3157 (during work hours).

Email: [domestic.violence@bassetlaw.gov.uk](mailto:domestic.violence@bassetlaw.gov.uk)

### → **Domestic Violence Co-ordinator for Broxtowe:** contact Broxtowe Borough Council, Foster Avenue, Beeston, Nottingham NG9 1AB. Tel. 0115 917 3547

Alternatively, contact Midland's Women's Aid or Broxtowe Women's Project.

→ Midlands Women's Aid [www.midlandswomensaid.org.uk](http://www.midlandswomensaid.org.uk) Tel. 0115 925 7647

Email: [midlandswomensaid@tiscali.org.uk](mailto:midlandswomensaid@tiscali.org.uk)

→ Broxtowe Women's Project [www.broxtowewomensproject.org.uk](http://www.broxtowewomensproject.org.uk)

Tel. 01773 718 555 (office) Email: [enquiries@broxtowewomensproject.org.uk](mailto:enquiries@broxtowewomensproject.org.uk)

### → **Domestic Violence Co-ordinator for Gedling**

Gedling Borough Council, Strategy & Performance Dept., Civic Centre, Arnot Hill Park, Arnold, Nottingham NG5 6LU. Tel. 0115 901 3672. Email: [rebecca.thompson@gedling.gov.uk](mailto:rebecca.thompson@gedling.gov.uk)

### → **Domestic Violence Co-ordinator for Mansfield** (with some work also covering Ashfield)

[www.mansfield.gov.uk/domesticviolence](http://www.mansfield.gov.uk/domesticviolence)

Mansfield Partnership Against Crime, Civic Centre, Chesterfield Road South, Mansfield,

Nottinghamshire NG19 7BH. Tel: 01623 463528 Email: [DomesticViolence@mansfield.gov.uk](mailto:DomesticViolence@mansfield.gov.uk)

### → **Domestic Violence Co-ordinator for Rushcliffe**

Rushcliffe Borough Council, Civic Centre, Pavilion Road, West Bridgford, Nottingham, NG2 5FE.

Tel. 0115 914 8287 or 0777 169 0411 (in office hours) Email: [wgreen@rushcliffe.gov.uk](mailto:wgreen@rushcliffe.gov.uk)

## Strategic development:

Nottingham City Council has a Domestic Violence Strategy Officer and Nottinghamshire County Council has Domestic Violence Policy Officers.

→ The domestic violence strategy officer role is to ensure that survivors of domestic violence and their children receive specific support and that domestic violence perpetrators are held to account. This involves providing the strategic lead on the implementation of domestic violence and sexual violence key national strategies by supporting and facilitating partnership working of the domestic violence strategy and action plan.

Contact Jane Lewis, tel. 0115 9157374 or email [jane.lewis@nottinghamcity.gov.uk](mailto:jane.lewis@nottinghamcity.gov.uk)

→ Domestic violence policy officers work to develop and implement the Nottinghamshire Domestic Violence Strategy in partnership with criminal justice agencies, health authorities, district councils and the voluntary sector. They can be contacted for information about County Council services, partnership initiatives, specialist services, funding for new projects and campaigning work.

Contacts: Rachel Adams, tel. 0115 9772015 or email [rachel.adams@nottsc.gov.uk](mailto:rachel.adams@nottsc.gov.uk) or Judi Juno,

tel. 0115 9772040 or email [judi.juno@nottsc.gov.uk](mailto:judi.juno@nottsc.gov.uk)

### Partnership work:

- **Nottinghamshire Domestic Violence Forum** [www.ndvf.org.uk](http://www.ndvf.org.uk)  
NDVF's work includes multi-agency working, policy development, lobbying, awareness campaigns and training. Work includes the following projects: Information & Resources, Impact (working with vulnerable children and young people on healthy, respectful relationships and domestic violence) and TRI: Training, resources & information for work with men on domestic violence issues.  
Contact: Tel. 0115 962 3237. Email: [enquiries@ndvf.co.uk](mailto:enquiries@ndvf.co.uk)
  
- **Local Practitioners Networks and Local Strategic Partnerships / Local Domestic Violence Forums**  
This work includes bringing together statutory and voluntary agencies from geographical areas to improve the support and protection offered to adults and children affected by domestic violence and abuse. They develop local strategy and action plans covering issues such as publicity, awareness raising and training and they meet to monitor the implementation of the plan. They also disseminate local and national good practice and research.  
*Practitioners' Domestic Violence Networks* gives frontline workers the chance to increase their understanding of domestic violence issues and awareness of services available.  
Contact:  
**In the County:** Domestic Violence Co-ordinators.  
**In the City:** Nottingham City Council's Domestic Violence Strategy Officer runs the strategic domestic violence group.  
NDVF runs the City Domestic Violence voluntary sector forum.

### 3.1.4 National Domestic Violence Services

#### National Domestic Violence services - WOMEN

**National Women's Aid** 24 hour free phone helpline: tel. 0808 2000 247

**Women's Aid Federation** [www.womensaid.org.uk](http://www.womensaid.org.uk): national charity working to end domestic violence against women and children. Free online Directory, Survivors Handbook, research and other resources.

**Apna Ghar** tel. 0207 474 1547 (24 hours) Helpline for Asian women experiencing domestic violence. Languages spoken include: Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.

Asian Women's Helpline: 0800 052 6077

**Chinese Information and Advice Centre:** Domestic Violence Line: tel. 0207 462 1281; Legal Advice Line: tel. 0207 462 1285.

**Jewish Women's Aid** [www.somethingjewish.co.uk/community\\_corner/jewish\\_womens\\_aid](http://www.somethingjewish.co.uk/community_corner/jewish_womens_aid)  
Freephone Helpline: 0800 59 12 03, email: [info@jwa.org.uk](mailto:info@jwa.org.uk); P.O.Box 2670 London N12 9ZE

**Latin American Women's Aid** Tel: 0207 275 0321. Staff speak Spanish, Portuguese and Russian.

**Muslim Women's Helpline** [www.mwhl.org](http://www.mwhl.org) Tel. 0208 904 8193/0208 908 6715

**Newham Asian Women's Project (London)** [www.nawp.org](http://www.nawp.org) Tel. 0208 472 0528,  
email [info@nawp.org](mailto:info@nawp.org)

**Southall Black Sisters:** [www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk), tel.0208 571 9595: Campaigning  
organisation and resource centre in West London for Asian and African-Caribbean women.

[www.stoplookgo-evergreen.org.uk](http://www.stoplookgo-evergreen.org.uk) domestic violence website for the Chinese community in the UK

**Right's Of Women** - for free confidential advice - 02072518887

### National Domestic Violence services - MEN

**Men's Advice Line** - 0808 801 0327

**Broken Rainbow** - 08452604460

### National Domestic Violence services - WOMEN AND MEN

**Honour Network** - 0800 5999247

**Broken Rainbow** (in same sex relationships) - 0845 2604460



# 4

## Section 4. Supporting different survivors of domestic violence: guidelines for equality and diversity, understanding additional issues and offering specific services

- 4.1.1. Children and young people witnessing domestic violence
- 4.1.2. Young people experiencing domestic violence in their own relationships
- 4.1.3. Black, minority ethnic & refugee women (including 'No recourse to public funds' information)
- 4.1.4. Lesbian, gay, bisexual and transgender people
- 4.1.5. People with disabilities, critical illness and mental ill health
- 4.1.6. Older women
- 4.1.7. Working class women and issues of class
- 4.1.8. Men who experience abuse from male or female intimate partners
- 4.1.9. Drug, alcohol & substance misuse
- 4.1.10. So-called 'honour'-based violence, forced marriage & female genital mutilation
- 4.1.11. Sexual exploitation, prostitution and trafficking

## About supporting different survivors of domestic violence

Domestic violence can affect all members of society. It cuts across all social, economic, geographical, racial and religious boundaries. The general guidelines in Section 2 apply to all survivors of domestic violence.

However, it's important to understand the barriers to reporting domestic violence and to using services - because of the different types of oppression and inequality experienced by different groups, as well as other challenges that survivors may be facing.

This section aims to help workers to support people from diverse communities and people who are dealing with particular issues. It provides information on the impact of culture, ethnicity, race, faith, sexuality, disability and ill health, age and socio-economic status on someone's ability to access support. It also includes information on issues that are relevant to some survivors of domestic violence, such as substance misuse, prostitution and forced marriage.

For each group or issue, there are details of any specific services and further information.

### 4.1.1 Supporting children and young people witnessing domestic violence

Children often witness domestic violence and experience abuse themselves as a result of living with domestic violence. Children can also be used to justify domestic violence. 75,000 children are living with domestic violence in England and Wales.<sup>2</sup>

The risks and impact to children living with domestic violence include:

- Direct physical or sexual abuse of the child
- The child being abused as part of the abuse:
  - being used as pawns or spies by the abusive partner
  - being encouraged, enabled or forced to participate in the abuse
  - emotional abuse and physical injury to the child from witnessing the abuse
  - living with fear
  - hearing the abusive partner verbally abuse, humiliate and threaten violence
  - observing injuries
  - hearing screams and pleas for help
  - observing the abusive partner being removed and taken into Police custody
  - witnessing the non-abusing parent being taken to hospital by ambulance
  - attempting to intervene in a violent assault

- being physically injured as a result of intervening or by being accidentally hurt whilst present during a violent assault
- Negative material consequences for a child of domestic violence
  - being unable or unwilling to invite friends to the house
  - frequent disruptions to social life and schooling from moving with the non-abusing parent fleeing violence.

### What to do:

- Reassure them that domestic violence is not their fault or the fault of the parent who is being hurt
- Children experiencing or witnessing domestic violence is a safeguarding children issue: focus on their safety and follow your organisation's safeguarding children procedures. These should be in accordance with the Nottingham City and Nottinghamshire County Council guidelines on domestic violence and children: see [www.nottinghamcityscb.org.uk](http://www.nottinghamcityscb.org.uk).
  - The most effective way of safeguarding children is to ensure the safety of the non-abusive parent. Explain that Social Care's priority is to support the non-abusive parent and keep the children with the non-abusive parent.
- Acknowledge that it's difficult to talk about it, give them praise for speaking out and reassure them that they are not alone.
- Use open-ended questions to find out enough information to decide if a referral is necessary: for example: 'What did you see?' and 'What did you hear?'
- Record what they say in their own words.
- Help them to make a safety plan. The safest thing for children and young people to do is to leave the room and find a safe place until the assault seems to have finished:
  - Explain that it's not their responsibility to protect their mother, but validate their concerns and any action they have taken to protect their mother.
- Refer children to specialist services - see below.

### Things to remember:

- The responsibility for child abuse from witnessing or experiencing domestic violence lies firmly with the abusive partner and not the survivor.
- Children can be confused, shocked or seriously frightened from witnessing or experiencing domestic violence.
- Domestic violence can affect a child's social, educational and emotional development. It can lead to poor educational achievement, social exclusion, juvenile crime, substance misuse, mental health problems, and homelessness from running away or living in a refuge.
- Schoolchildren may truant to protect their parent or relative. Domestic violence should be considered as a possibility in every case of non-attendance.
- Some children are resilient and develop good coping strategies.
- Schoolchildren may become absorbed in schoolwork and activities to escape domestic violence at home.
- Children may be protective of the violent and the non-violent parent. They may also be afraid of the consequences of speaking out (further violence, family separation, being taken into care)
- The parent and child relationship may be difficult as a result of domestic violence. Support may be needed to re-build the parent and child bond.

- Children can be used to threaten and control the non abusive parent.
- Children may want to maintain a relationship with the abusive parent. However, a violent partner may use contact with their children as a way of continuing to abuse, harass or threaten the victim. Contact also puts the children at risk of being abducted by the violent parent.
- Children are likely to be emotionally attached to their pets and scared of leaving them if they are at risk of serious harm or death from the perpetrator. Animals help maintain emotional resilience for children to abuse. (See Refs4Pets in the list of services in Section 3.)
- Children are particularly vulnerable in cases where parents have insecure immigration status - see BAMER section on how to support a child's non-abusive parent who has insecure immigration status.

### Services and support for children and young people:

#### Domestic violence services:

Children's workers are in all refuges: see Section 3.1.2 for contact details:

- For Nottingham, see Amber House, East Nottingham Women's Aid, Nottingham Central Women's Aid, Roshni, Umuada.
- For Nottinghamshire, see Mansfield & Ashfield Women's Aid, Midlands Women's Aid, Newark Women's Aid, Notts. Women's Aid.

**Children's outreach** work is delivered by the following projects:

- **Broxtowe Women's Project** [www.broxtowewomensproject.org.uk](http://www.broxtowewomensproject.org.uk)  
Tel. 01773 718 555 (office). Email [enquiries@broxtowewomensproject.org.uk](mailto:enquiries@broxtowewomensproject.org.uk)
- **Mansfield & Ashfield Women's Aid** [www.mawa.co.uk](http://www.mawa.co.uk)  
Tel. 01623 683250 (Reception). Children's Outreach tel. 01623 683254/55
- **Midlands Women's Aid** [www.midlandswomensaid.org.uk](http://www.midlandswomensaid.org.uk)  
Tel. 0115 925 7647, 24-hour Advice Line: tel. 0115 925 7647.
- **Newark Women's Aid** [www.newarkwomensaid.co.uk](http://www.newarkwomensaid.co.uk)  
Tel. 01636 679 687 Email: [nwa@womens.freemove.co.uk](mailto:nwa@womens.freemove.co.uk) (Children's Outreach for age 5 to 13)
- **Nottinghamshire Women's Aid** (formerly Bassetlaw Women's Aid) [www.nottswa.org](http://www.nottswa.org)  
tel. 01909 533 610, email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org)
- **Roshni: Nottingham Asian Women's Aid**  
tel. 0115 988 1414, email: [enquiries@roshninotts.org.uk](mailto:enquiries@roshninotts.org.uk) (Outreach for BME children in Nottingham and Nottinghamshire)
- **Women's Aid Advice Centre (WAAC)** [www.waac.co.uk](http://www.waac.co.uk)  
Tel. for agencies: 0115 947 5257, email [waac@waac.co.uk](mailto:waac@waac.co.uk) (Outreach for children in Gedling & Rushcliffe)

#### Related services:

- **Nottingham Family Care** - children's counselling service with a domestic violence specialist  
[www.familycare-nottingham.org.uk](http://www.familycare-nottingham.org.uk): tel. 0115 960 3010
- **Place 2 Be** [www.place2be](http://www.place2be): counselling in primary schools
- **Parentline** -[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk) - email and phone support for parents, including advice on dealing with violent behaviour from teenagers. Free 24-hour phone support: tel. 0808 800 2222.
- Health Visitors/ School Nurses

- **Children's Centres:** support for pregnant mothers and children under 5
- **Nottingham City Council Play Service:** homeless families and domestic violence play scheme (working with children and young people who live in refuge and family hostels) in partnership with Women's Aid and the family hostels. Play Service: tel. 0115 9158643 or email [play.service@nottinghamcity.gov.uk](mailto:play.service@nottinghamcity.gov.uk)

#### Telephone and website support:

- **Childline** [www.childline.org.uk](http://www.childline.org.uk) tel. 0800 1111 Free helpline for children and young adults all over the UK
- Websites for children and young people about domestic violence: [www.thehideout.org.uk](http://www.thehideout.org.uk), [www.burstingthebubble.com](http://www.burstingthebubble.com) and [www.freefromfear.org](http://www.freefromfear.org)
- [www.there4me.com](http://www.there4me.com) is for 12 to 16 years old who are worried and need help with issues like abuse, bullying, exams, drugs and self harm.

#### Further information:

- Safeguarding Children and Domestic Violence good practice guidelines from Nottingham City and Nottinghamshire County safeguarding Children's Board: see [www.nottinghamcityscb.org.uk](http://www.nottinghamcityscb.org.uk)
- Nottinghamshire County Safeguarding Children Board leaflet: 'Are you worried a child is being abused?' [www.nottinghamshire.gov.uk/keepingchildrensafe.pdf](http://www.nottinghamshire.gov.uk/keepingchildrensafe.pdf)
- Nottingham City Safeguarding Children Board leaflet: [www.nottinghamcity.gov.uk/leaflet\\_-\\_blue\\_-\\_child\\_abuse-2.pdf](http://www.nottinghamcity.gov.uk/leaflet_-_blue_-_child_abuse-2.pdf)
- [www.services4notts.org.uk](http://www.services4notts.org.uk) The directory of services for children and young people in Nottingham and Nottinghamshire.
- 'Stop Hitting Mum', by Audrey Mullender (Young Voice, 2003): a book where children and young people explore their experiences of living through domestic violence - what it's like to go to a refuge, where they turned for help and how they are now.
- 'Talking about domestic violence: A photo activity workbook to develop communication between mothers and young people', Cathy Humphreys et al (JKP, 2006)

### 4.1.2 Supporting young people experiencing domestic violence in their own relationships

During the first three years of the NDVF Impact Project working with young people, at least 20% of those that disclosed domestic violence had experienced it within their own relationships.

#### What to do:

It may be necessary to help a young person to identify what is unhealthy in a relationship.

- Ask them if there is anything they are worried about or if they are ever scared.
- Make sure they are aware of the limits of confidentiality.
- Explain to young people that if they are in a relationship and feel scared or pressurised into doing things they don't want, then this is not okay.
  - If they feel uncomfortable or unhappy and uncertain about what is happening, then it may be an abusive relationship
  - A loving relationship is based on respect not fear

- Explain that abusive behaviour may include some or all of these things:
  - Physical - from pushing to slapping and punching.
  - Sexual - being forced or pressurised into sex or sexual behaviour that they are not comfortable with.
  - Emotional - intimidating, scaring, putting down, checking up on constantly, name-calling.
  - Financial - taking money, using a mobile phone without permission, theft, not contributing financially (if they are living together), not allowing money if their partner is dependent.
- Challenge gender-based abusive language and behaviour from young people - make space safe for everyone.

### Things to remember:

- Young people may not realise they are in an abusive relationship.
- Young people who experience domestic violence in their relationships may not be living together
- If a young woman already has children, it can be a safeguarding children issue for both the mother and the child.
- Young people are vulnerable to sexual exploitation and may be coerced into prostitution by the perpetrator
- The internet and mobile phones can be used as part of the abuse. This includes abuse and stalking on the social networking websites Bebo, Facebook and Myspace. Mobile phones can be used to monitor and harass a survivor, including by text.
- Young women and men are at risk of forced marriage and so-called honour crimes, which are types of domestic violence.
- Young women from specific communities may be at risk of female genital mutilation

### Services and support for young people:

#### Domestic violence services:

- Most domestic violence services for adults accept young people from the age of 16. For example, most refuges accept women from 16 years old and young men can get housing advice and housing referral from Gateway (for Nottingham), District housing departments (for Nottinghamshire) or Shelter. See the different sections on Black and Asian Minority Ethnic and Refugee women, Lesbian, Gay, Bisexual and Transgender people, Supporting men, Sexual abuse, etc., for specific services for young men and women.
- NDVF and many Women's Aid projects deliver work in schools for young people. Contact NDVF or local domestic violence services.

#### Related services:

- Directory of Services for Children & Young People in Nottingham & Nottinghamshire [www.services4notts.org.uk](http://www.services4notts.org.uk)
- **Connexions** - [www.cnxnotts.co.uk/](http://www.cnxnotts.co.uk/)
- **Honour Network** (for Forced Marriage/ Honour violence) - 0800 5999 247
- **Forward** (concern about Female Genital Mutilation) - 0208960 4000

#### Telephone and website support:

- **Childline** [www.childline.org.uk](http://www.childline.org.uk) tel. 0800 1111 Free helpline for children and young adults all over the UK
- [www.respectnotfear.co.uk](http://www.respectnotfear.co.uk) - the NDVF website designed especially for young people to examine their relationships, identify abusive behaviours and access appropriate support.
- [www.respect4us.org.uk](http://www.respect4us.org.uk) - interactive game for young people on equal relationships
- Connexions - [www.cnxnotts.co.uk/](http://www.cnxnotts.co.uk/)

#### Further information:

- 'Young people experiencing abuse in their intimate relationships', booklet of good practice points, websites and services, from NDVF 0115 9623 237.
- Forced Marriage Unit tel. 020 7008 0151 or email [fm@fco.gov.uk](mailto:fm@fco.gov.uk) Emergency Duty Officer (+44) (0)20 7008 1500 (limited service only).
- [www.forcedmarriage.nhs.uk](http://www.forcedmarriage.nhs.uk)

### 4.1.3 Supporting people who are Black, Asian, minority ethnic and refugees (BAMER)

See also the information in Section 4 on So-called 'honour'-based violence, forced marriage & female genital mutilation and trafficking)

#### About BAMER:

The term BAMER is used to include groups whose identity is outside the ethnic group category 'White British', including asylum seekers, people with dual and multiple heritage and people of Gypsy/Roma heritage and Travellers of Irish Heritage.

There is no evidence that BAMER groups are more likely to experience domestic violence. However, BAMER survivors are likely to have experienced oppression and inequality based on their cultural background and may face specific barriers to reporting domestic violence and accessing services. This section includes information about people who have no recourse to public funds.

#### What to do:

- Consider the cultural requirements and preferences of the survivor and/or their children:
  - Ask if the survivor would prefer to speak to someone else, for example, someone from a different cultural background or gender.
  - Offer information about culturally specific refuges and other service providers. These are Umuada and Roshni and they also have links with similar services outside Nottingham and Nottinghamshire.
    - Offer the options but don't assume that someone from a particular background will choose to access a culturally specific service.
    - Consider the cultural needs of dual heritage children, especially if the non-abusive parent is not BAMER.
    - Consider the need for separate prayer, washing or cooking facilities in a refuge.
- Don't assume everyone is literate. Ask how someone prefers to have information.
- Check if the survivor needs an interpreter:
- It is appropriate to offer an interpreter even if the survivor has good English skills: talking about domestic violence is difficult to do in a second language.

- Check that the interpreter speaks the same dialect but make sure the interpreter is not known to the survivor or perpetrator: some BAMER communities are small in Nottinghamshire so an interpreter could be a friend, relative or member of the same faith community.
- Make sure interpreters understand and agree to confidentiality and interpreting accurately and in full.
  - Never use a child, family member or friend to interpret.
  - Use a woman interpreter if working with a woman survivor
- Reassure the survivor that there are no religious, cultural or racial excuses for domestic violence.
- Women with no recourse to public funds will need information about funding to pay the rent and living costs in a refuge. Ask for advice from the Domestic Violence Helpline.
- Encourage women with no recourse to public funds to consider taking legal advice (from an immigration solicitor), because they can be protected as victims of domestic violence:
  - A foreign national spouse or unmarried partner of someone already present and settled in the UK may be given the right to remain in the UK if they can prove that they left their relationship during the probationary period because of domestic violence.

### Things to remember:

- Emotional and psychological abuse can include:
  - o Minimising, denying and blaming by attributing the cause of the abuse to racism or discrimination experienced by the perpetrator
    - Preventing a partner from learning English
    - Using immigration status to control a partner
    - Threatening to report a partner to Immigration
- Difficulties for people from BAMER backgrounds may be compounded by difficulty in seeking help from inaccessible services, language and interpreting problems, inappropriate reactions to their race, ethnicity, faith or culture, and the loss of community, which can protect them from racism.
  - Survivors may feel that by accessing help and services, they will bring dishonour or shame to their family and community.
  - Leaving an abusive relationship could mean a survivor becomes completely isolated from their family, friends and community.
- The experience of institutional racism may mean a survivor doesn't trust the Police or other agencies:
  - Asylum seekers may have an image of the police connected with rape and torture (formed in their own countries) so would not call the police.
- Women with 'no recourse to public funds':

'No recourse to public funds' affects women experiencing violence in marriage, domestic workers and trafficked women. Public funds include most social security benefits, including the rent costs of refuge accommodation, so women experiencing domestic violence will find it difficult to pay for refuge accommodation and will need to apply for Social Care or charitable funding.

  - If survivors are excluded from domestic violence services or can't get financial support, they can be trapped in violent relationships because they have nowhere to go and no means of support.
  - A recent government statement says that benefits will be backdated to refuges if a woman is granted leave to remain.

- A woman who has come to the UK to join her partner can work but cannot claim certain public funds until she has been granted indefinite leave to remain (ILR), which she can apply for after 2 years. However, survivors of domestic violence can apply for the right to remain in the UK indefinitely by making use of the domestic violence rule, which gives them the right to remain in the UK indefinitely if they can provide evidence of domestic violence.
- Insecure immigration status makes survivors extremely vulnerable to abusive partners who can exploit their position by subjecting them to often extreme forms of violence, imprisonment and domestic servitude. Survivors can fear that if they report domestic violence, they will be sent back to their countries of origin where a divorced or separated woman is likely to face persecution from the state and society.<sup>3</sup>

### Services and support for BAMER groups:

#### Domestic violence services:

*Nottingham and Nottinghamshire - All refuges, help lines and support services are open to BAMER women.*

- Roshni Nottingham Asian Women's Aid refuge and support services: for South East Asian women and BME children. Refuge tel. 0115 948 3450, email [support@roshninotts.org.uk](mailto:support@roshninotts.org.uk); Outreach tel. 0115 988 1414, email [enquiries@roshninotts.org.uk](mailto:enquiries@roshninotts.org.uk)
- Umuada Refuge: prioritises African-Caribbean women and children. [www.ncha.org.uk](http://www.ncha.org.uk) Tel. 0115 844 3740. Email: [umuada@ncha.org.uk](mailto:umuada@ncha.org.uk)
- The Domestic Helpline uses Language Line and the NDVF Information Card is available in 16 community languages.

#### National BAMER domestic violence services:

- Apna Ghar tel. 0207 474 1547 (24 hours) Helpline for Asian women experiencing domestic violence. Languages spoken include: Bengali, Hindi, Punjabi, Gujarati, Tamil and Urdu.
- Asian Women's Helpline: 0800 052 6077
- Jewish Women's Aid [www.somethingjewish.co.uk/community\\_corner/jewish\\_womens\\_aid](http://www.somethingjewish.co.uk/community_corner/jewish_womens_aid) Freephone Helpline: 0800 59 12 03, email: [info@jwa.org.uk](mailto:info@jwa.org.uk); P.O.Box 2670 London N12 9ZE
- Latin American Women's Aid Tel: 0207 275 0321. Staff speak Spanish, Portuguese and Russian.
- Muslim Women's Helpline [www.mwhl.org](http://www.mwhl.org) Tel. 0208 904 8193/0208 908 6715
- Newham Asian Women's Project (London) [www.nawp.org](http://www.nawp.org) Tel. 0208 472 0528, email [info@nawp.org](mailto:info@nawp.org)
- [www.stoplookgo-evergreen.org.uk](http://www.stoplookgo-evergreen.org.uk) Domestic violence website for the Chinese community in the UK

#### Related services:

- Chinese Information and Advice Centre: Domestic Violence Line: tel. 0207 462 1281; Legal Advice Line: tel. 0207 462 1285.
- [www.harpweb.org.uk](http://www.harpweb.org.uk) Health information for asylum seekers and refugees. See 'Social Info' then 'Domestic Violence'.
- Nottingham and Nottinghamshire Refugee Forum [www.nottsrefugeeforum.org.uk](http://www.nottsrefugeeforum.org.uk)
- Refugee Action [www.refugee-action.org.uk](http://www.refugee-action.org.uk): reception, resettlement, development and integration of asylum seekers and refugees. Downloads in a wide range of languages: [www.refugee-action.org.uk/information/downloads.aspx#refugeewomen](http://www.refugee-action.org.uk/information/downloads.aspx#refugeewomen)

- Southall Black Sisters: [www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk), tel.0208 571 9595: Campaigning organisation and resource centre in West London for Asian and African-Caribbean women.
- Turkish Cypriot Women's Project: Tel: 0208 340 3300

#### Telephone and website support:

- Honour Network national helpline: tel. 0800 5999 247 from 9.00am to 9.00pm - for victims of forced marriage and so-called honour-based violence. It's run by the charity Karma Nirvana [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk), which helps survivors of honour crimes and forced marriages.
- Iranian & Kurdish Women's Rights Organisation [www.ikwro.org.uk](http://www.ikwro.org.uk): Tel: 0207 4900303 (24 hrs) Help and advice in Farsi, Kurdish, Turkish and Arabic.
- Forced Marriage websites:
  - [www.fco.gov.uk/forcedmarriage](http://www.fco.gov.uk/forcedmarriage) Victims of forced marriage or professionals wanting information can contact the Forced Marriage Unit: tel. 020 7008 0151 or email [fmu@fco.gov.uk](mailto:fmu@fco.gov.uk) Emergency Duty Officer (+44) (0)20 7008 1500 (limited service only). All calls will be dealt with on a totally confidential basis by skilled caseworkers fully aware of the cultural, social and emotional issues surrounding this abuse.
  - [www.forcedmarriage.nhs.uk](http://www.forcedmarriage.nhs.uk)

#### Further information:

- Domestic Violence & Faith: A Toolkit for faith leaders, faith organisations and members of faith communities, from the Greater London Domestic Violence Project: [www.gldvp.org.uk](http://www.gldvp.org.uk)
- 'How can I support her? Domestic violence, immigration and women with no recourse to public funds': a resource pack from Southall Black Sisters and the Women's Resource Centre. Available at [www.southallblacksisters.org.uk/downloads/HowCanISupportHerResourcePack.pdf](http://www.southallblacksisters.org.uk/downloads/HowCanISupportHerResourcePack.pdf) or email [info@wrc.org.uk](mailto:info@wrc.org.uk) for hard copies.
- Women's Aid Survivor's Handbook: BME section [www.womensaid.org.uk](http://www.womensaid.org.uk). Available in different languages.
- 'Tackling Domestic Violence: providing advocacy and support to survivors from Black and other minority ethnic communities', (Home Office, 2005) [www.homeoffice.gov.uk/rds/pdfs05/dpr35.pdf](http://www.homeoffice.gov.uk/rds/pdfs05/dpr35.pdf)

### 4.1.4 Supporting lesbian, gay, bisexual and transgender (LGBT) people

*For more information on supporting men, including gay and bisexual men, see also Section 4.1.8.*

#### What to do:

- Don't make assumptions about the survivor's sexuality or gender, or that of their partner.
- Reassure the survivor that they have the right to use all services, including domestic violence services:
  - The government's definition of domestic violence is 'regardless of gender or sexuality'.
  - The Equality Act (2006) outlaws discrimination on the grounds of sexual orientation in regards to access to goods, facilities and services. This means that service providers from hotels to GPs, shops to local authorities cannot refuse to serve LGBT people or offer them a service of lesser quality than that provided to heterosexuals.
- Don't be judgmental about their LGBT identity, whatever your personal views.
- Reassure the survivor that domestic violence is not normal in any relationship and has no part in a healthy relationship.

## Things to remember:

- Types of LGBT abuse can include:
  - Minimising, denying and blaming by attributing the cause of the abuse to homophobia experienced by the perpetrator
  - Abusers may try to convince their partners that their behaviour is “normal” or “normal for a lesbian or bisexual relationship”. This tactic is especially effective with people who have not been in a same-sex relationship before.
  - Threatening to ‘out’ their partner (to disclose someone’s sexual orientation or gender identity without their consent), for example to their employer, family or community
  - Preventing their partner from practicing safer sex, forcing or coercing them to have sex or hurts them during sex, or becoming angry if they don’t go along with their sexual demands.
  - Abusive ex-boyfriends may threaten women now in same sex relationships with sexual violence, saying that they ‘need a man’.
  - Criticising someone for not being a ‘real lesbian or bisexual woman’, for example if they have only recently come out or had a previous heterosexual relationship
  - Trying to stop the survivor accessing lesbian or gay spaces
  - Playing on the belief that agencies are either homophobic, biphobic or transphobic.
- There are specific barriers to accessing support which include:
  - LGBT people will have to ‘out’ themselves by disclosing their sexual orientation or gender identity
  - Internalised homo/bi/transphobia
  - Real or perceived homo/bi/transphobia from service providers
  - A lack of appropriate or specialist services (particularly access to crisis housing provision)
  - A lack of training in relation to LGBT domestic abuse, including a failure to screen for alleged perpetrator and victim/survivor
  - There has traditionally been a mistrust of generic services (e.g. the Police) and some people may think that they will experience discrimination if they report their experiences.
- Both men and women can be perpetrators.
- The survivor and perpetrator will not ‘play out’ gender roles; for example, a gay male survivor will not necessarily be smaller or more effeminate
- LGBT survivors may have children, either from a previous relationship with a man, with a female partner, or from having adopted children. LGBT women may also be pregnant.
- Lesbian and bisexual mothers and carers often experience judgmental attitudes about their parental choices and abilities. This knowledge can be used against them as part of the abusive pattern of behaviour from former or current partners and/or extended families.
- LGBT survivors may be experiencing abuse from family members or extended family
- LGBT survivors may be in a situation of forced marriage.

## Services and support for LGBT people:

### Domestic violence services:

Lesbian and bisexual women can access the helpline, all refuges and other domestic violence services in Nottinghamshire.

- Broken Rainbow [www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk), tel. 08452 60 44 60: support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.
- For services for men, including LGBT men, see Section 4.1.8.

### Related services:

- Breakout [www.breakoutnottm.org.uk](http://www.breakoutnottm.org.uk) is a social and support group for gay and bi-sexual men.
- LINK lesbian & bisexual women yahoo group: [www.linknotts.org.uk](http://www.linknotts.org.uk) or email to subscribe: [linknotts-subscribe@yahoogroups.com](mailto:linknotts-subscribe@yahoogroups.com)
- Lookout lesbian newsletter with information about various support and social groups and activities.. Email: [lookoutmag@hotmail.com](mailto:lookoutmag@hotmail.com)
- Older Gay Men's Group: a social and support group for gay and bi-sexual men who are 50+. Tel. 0115 9476868 / 0115 9475414. E-Mail [info@gaiproject.org.uk](mailto:info@gaiproject.org.uk) The Health Shop 12 Broad Street, Hockley, Nottingham.
- Outburst Project: group for LGBT young people under 26 in Nottingham. (Weekly meetings.) Tel: 0115 9152882; 2nd Floor, Central Library, Angel Row, Nottingham NG1 6HP.
- SASSI - Notts Black & Asian LGB group for friendship and social support. (Monthly Confidential meetings.) [http://uk.groups.yahoo.com/group/Sassi\\_Notts/](http://uk.groups.yahoo.com/group/Sassi_Notts/) Healthy Gay Nottingham, The Health Shop, Broad Street, Hockley, Nottingham NG1 3AL. Tel: 0115 947 6868 / 947 5414
- [www.stonewall.org.uk](http://www.stonewall.org.uk) Equality and justice campaigning, lobbying, research and information for lesbians, gay men and bisexuals

### Telephone and website support:

- Nottinghamshire LGBT Switchboard [www.nottslgs.btik.com](http://www.nottslgs.btik.com) tel. helpline 0115 9348485 or 01623 621515; email [notts@lgswitchboard.fsnet.co.uk](mailto:notts@lgswitchboard.fsnet.co.uk)
- Broken Rainbow [www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk), tel. 08452 60 44 60: support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

### Further information:

- NDVF Same Sex leaflets and training - [www.ndvf.org.uk](http://www.ndvf.org.uk), tel. 0115 962 3237. Call NDVF to order free leaflets.
- Domestic Violence - A resource for lesbian and bisexual women', Greater London Domestic Violence Project - [www.gldvp.org.uk](http://www.gldvp.org.uk)
- 'Domestic Violence - A resource for gay and bisexual men', Greater London Domestic Violence Project- [www.gldvp.org.uk](http://www.gldvp.org.uk)
- Another Closet <http://ssdv.acon.org.au>: Australian website deals with same-sex domestic abuse, but is beneficial to any LGBT person experiencing domestic abuse. It has information on assessing if a partner is abusive, safety planning and how to look after yourself after the abuse has ended.
- 'Housing options for Lesbian, Gay, Bisexual and Transgender people experiencing domestic abuse', by Maria Sookias (Stonewall Housing, 2008) - see [www.stonewallhousing.org](http://www.stonewallhousing.org) or [www.gldvp.org.uk](http://www.gldvp.org.uk)
- Gender Trust [www.gendertrust.org.uk](http://www.gendertrust.org.uk), a UK organisation that supports anyone affected by transgender and gender identity issues.

→ Survivor Project [www.survivorproject.org](http://www.survivorproject.org) is a American non-profit organisation dedicated to addressing the needs of intersex and trans survivors of domestic and sexual violence.

### 4.1.5 Supporting people with disability, chronic illness and mental health issues

Disability includes physical and sensory disabilities and learning disabilities and mental health issues.

About 6.6 million adults in the UK have a disability, with a further 360,000 children. Disabled women are over twice as likely to experience domestic abuse as non-disabled women but there is a lack of both specialist and accessible services.

Mental ill health is a common reaction to the experience of domestic violence, ranging from feeling depressed to self-harm. Mental illness is likely to be used against the survivor as part of threats to have children taken away or to justify violence.

#### What to do:

- Assume that everyone can communicate but be prepared to arrange for and to work with a sign-language interpreter or advocate.
- Acknowledge that the expert on disability is the person with the disability. Disabled people are not a homogenous group; some will require no additional support or changes to services, others may need substantial consideration of how a service is delivered.
- Ensure the confidentiality of the survivor - it is easy for perpetrators to trace a person with disabilities.
- Do not put survivors in further danger, for example by giving leaflets that are in Braille but also incorporate writing which can be read by the perpetrator.
- Attend basic disability awareness training.

#### Things to remember:

- Perpetrators may be intimate partners but may also be parents, children or other close relatives or friends for people with disabilities. Personal care attendants also have access to abuse for people with disabilities.
- People with disabilities are more likely to be abused for a longer duration and to suffer abuse from more than one individual. People with disabilities are more likely to depend on their abusers for food, personal care services, health care support and other vital roles.
- Women with disabilities are more likely to be sexually abused than their non disabled counterparts.
- A survivor or perpetrator's health can be used as a weapon of abuse and control.
- Chronic illnesses (e.g. Alzheimer's, Cancer, HIV/AIDS, Multiple Sclerosis, etc) can cause tension, stress and a range of other problems within a relationship but they do not cause domestic abuse.
- In some abusive relationships the domestic violence begins at or around the time that an illness or disability is diagnosed.
- The perpetrator can be the one with the illness or disability or the person without the illness.

#### Barriers to services specific to adults and children with disabilities include:

- Disabled women are less likely to be believed, especially if the survivor has learning difficulties and is reporting sexual abuse.

- Isolation.
- Lack of access to information and support.
- The fear of losing independence, specially adapted housing, children or care.
- Communication
- Society's attitudes and assumptions, as well as barriers in the built environment, restrict the lives of disabled people. This includes barriers to domestic violence services.

### **Types of domestic abuse specific to relationships where either or both partners have an illness or disability:**

- Threatening to have a partner sectioned under the Mental Health Act
- Threatening to, or actually, disclosing their partner's health status to friends, family or colleagues
- Withholding medication, treatments or access to other medical services
- Restricting or refusing access to equipment or other disability aids, including wheelchairs, assistance dogs, walking stick, hearing aids
- Threatening to cut off support or to leave
- Threatening to place a partner with disabilities in a home or care
- Verbally abusing their partner using inappropriate and offensive comments about their illness

### **If the abusive partner has an illness or disability they may:**

- Use guilt or other psychological abuse to manipulate their partner
- Refuse to take medication or seek medical services
- Use their illness to manipulate services, e.g. saying, 'I'm weak and sick, how could I control her/him?'
- Where an abuser partner has an illness that is transmittable, e.g. a sexually transmissible infections, they may threaten to, or actually, infect their partner to prevent them leaving.

### **Services and support for people with disability, chronic illness and mental ill health:**

#### **Domestic violence services:**

- All refuges have had disability audits and have made adjustments as far as possible.
- The helpline has text phone access.
- Outreach services and floating support will be accessible for those with disabilities.
- Information is available on the helpline from NDVF in Braille.
- Sanctuary scheme adaptations to property can be added to the homes of disabled survivors for increased security.
- East Nottingham refuge has partial disabled access. Tel. 0115 934 8445 (General enquiries), refuge tel. 9483 794, email: [refuge@enwa.eclipse.co.uk](mailto:refuge@enwa.eclipse.co.uk)
- Mansfield & Ashfield Safety Centre (MASC) has disabled access. [www.mawa.co.uk](http://www.mawa.co.uk) Tel. 01623 683250.
- Notts. Women's Aid resource centre, The Farr Centre, has disabled access. [www.nottswa.org.uk](http://www.nottswa.org.uk): The Farr Centre, Chapel Walk, Westgate, Worksop S80 1LR. Tel. 01909 533 610, email: [enquiries@nottswa.org](mailto:enquiries@nottswa.org)
- Umuada refuge has one unit with disabled access and space for children or a carer. [www.ncha.org.uk](http://www.ncha.org.uk) PO Box 1, Nottingham NG6 8ER. Tel. 0115 844 3740. Email: [umuada@ncha.org.uk](mailto:umuada@ncha.org.uk)

- Some hostels have disabled access, particularly EAW for young women under 25 including those who may be experiencing domestic violence - refer to HLG (Hostels Liaison Group) 0115 956 5313

#### **Related services:**

- Self help and social groups in throughout Nottinghamshire: contact DIAL or Self Help Nottingham [www.selfhelp.org.uk](http://www.selfhelp.org.uk) Tel (0115) 911 1662, Minicom (0115) 911 1655.
- Nottingham DIAL [www.nottinghamdial.org.uk](http://www.nottinghamdial.org.uk): Information for disabled people and people with an interest in disability issues. Can provide training to agencies. Email: [info@nottinghamdial.org.uk](mailto:info@nottinghamdial.org.uk) Tel: (0115) 962 4740, Minicom: 18001 0115 962 4740
- DIAL Mansfield and District [www.dialmansfield.org.uk](http://www.dialmansfield.org.uk): Provides information and advice to disabled people Advice Line: tel. 01623 658060, email: [enquiries@dialmansfield.org.uk](mailto:enquiries@dialmansfield.org.uk)
- Beverley Lewis House in London for women with learning disabilities escaping domestic violence or sexual violence -[www.east-living.co.uk](http://www.east-living.co.uk)

#### **Telephone and website support:**

- DIAL Mansfield and District Advice Line: tel. 01623 658060
- UK Disability Forum for European Affairs' Women's Committee [www.edfwomen.org.uk/abuse.htm](http://www.edfwomen.org.uk/abuse.htm): Information for disabled women about getting help to tackle violence and abuse.

#### **Further information:**

'Disabled Women and Domestic Violence: Making the Links', by Gill Hague et al (WAFE, 2008) - see [www.womensaid.org.uk](http://www.womensaid.org.uk)

Chronic illnesses and domestic violence sections in 'Domestic Violence: A resource for gay & bisexual men' and 'Domestic Violence: A resource for lesbian and bisexual women', GLDVP and Barking and Dagenham PCT - see [www.gldvp.org.uk](http://www.gldvp.org.uk)

Domestic violence and people with disabilities section in 'Nottingham City and Nottinghamshire Safeguarding Children Boards Inter-agency practice guidance in relation to Children and Domestic violence - [www.nottinghamcityscb.org.uk](http://www.nottinghamcityscb.org.uk)

Leeds Inter Agency Partnership [www.liap.org.uk](http://www.liap.org.uk): 'Disbelief' video with a resource and training pack to raise awareness of the issue of disabled women experiencing violence from men they know.

NDVF Guidelines on domestic violence and disability - [www.ndvf.org.uk](http://www.ndvf.org.uk)

### **4.1.6 Supporting Older Survivors**

Domestic violence is experienced by women of all ages; violence can start at any age and can last for many years. However, there is a lack of domestic violence services specifically for older women, and a lack of research and guidelines on the issues they face.

The confusion over the distinction between 'domestic violence' and 'elder abuse' means that the needs of older women are often overlooked. The indicators of domestic violence, such as injuries and confusion, can be wrongly assumed to be the results of age-related conditions, and older men may not be seen as a serious threat or held responsible for abuse - especially if they are fragile, disabled or the carer.

Comic Relief and the Department of Health estimated that in 2006, 227,000 older people were neglected or abused in their own homes, and domestic violence was a significant part of this.

### What to do:

- Believe women or men who disclose abuse:
  - don't make assumptions about older people
  - don't assume bruises or other injuries are a result of being older
  - don't assume that any allegations must be the result of confusion or dementia
- Enable safe disclosure, for example, by seeing clients alone - without their partner, carer, other adult or children, at least some of the time
- Always hold the perpetrator responsible for the abuse, however old or frail.
- Discuss the option of outreach services - ideally including home visits - which offer the flexibility many older women need.
- Signpost to drop-in community activities and groups, which are popular with some older women. Older women may be encouraged to access support if there is an initial focus, like a craft activity or a speaker, or if there are opportunities in education, training, volunteering and employment.

### Things to remember:

Domestic violence is a significant part of elder abuse: elder abuse is gender-specific, with 97% of perpetrators being men, and can be physical, emotional and psychological, financial and sexual.

### Experiences include:

- Abuse and conflict from mistreatment by a partner or family members, including playing on the fear of losing their home
- Mistreatment and abuse experienced in the course of caring for the perpetrator
- Conflicts and disputes with neighbours and acquaintances
- Theft, financial exploitation and financial disputes
- Institutional neglect and service failure
- sexual harassment and abuse

### Long-term effects of abuse include:

- Permanent physical damage
- Chronic eating disorders
- Disability
- Self-harm and self-neglect
- Loss of confidence and mental health problems.

While all these can occur in younger women, they are likely to be more severe and serious for older women, due to the possibly long-term extent of abuse, and their increased frailty. They may also be misconstrued as a normal part of the ageing process, rather than as the consequences of abuse.

### Older women are less likely to report their experiences than other age groups. Barriers to accessing services include:

- Physical frailty, mobility or transport difficulties
- Experience of bereavement
- Fear of losing their home of many years, treasured possessions and pets
- Fear of financial insecurity, especially if they have been financially dependent for many years
- Guilt or fear about leaving a long-term partner, especially if the partner is frail or disabled. (Older women are more likely to be the main carer and divorce or separation may seem impossible to contemplate especially if they married when marriage was seen as for life.)

- A perception that the mistreatment is not serious enough to merit taking action (domestic violence was not considered a crime before the 1970s and people were often expected to keep quiet about problems, particularly if they involved family members.)
- Fear of being seen to be 'making a fuss'
- Concerns for what the consequences could be for their family and significant others if they were to take action
- Fear of alienating family and friends and of becoming isolated:
  - for survivors who have lived in the same area or house for many years, it may be difficult to access new social networks and facilities
- Fear of being blamed
- Embarrassment and shame, including the shame of having tolerated violence for so many years
- Fear of exacerbating the abuse
- Low self-confidence and self-esteem
- Not knowing where to go for help
- Older women from ethnic minority communities are less likely than younger women to speak or understand English
- Feeling that services aren't equipped for older women:
  - refuges are also meeting the needs of younger women with children so they can be noisy
  - some refuges lack facilities for people with disabilities or reduced mobility
  - older survivors who have been abused by their sons and daughters may need intensive counselling
  - older survivors may need housing advice that addresses the specific needs of older women
- A perception that services have no or limited ability to take effective action on their behalf
- A fear of authorities
- A lack of awareness of their legal rights

### **Services and support for older women:**

#### **Domestic violence services:**

Whilst there are no specialist services, all domestic violence services should be accessible to all ages. Sanctuary and outreach services may be particularly suitable for older women who don't wish to leave their homes. Victim Support for older men.

#### **Related services:**

Age Concern Nottingham and Nottinghamshire (ACNN) [www.ageconcernnotts.org.uk](http://www.ageconcernnotts.org.uk): direct services to older people (advice, housing support, advocacy & support in hospitals and care homes, social activities, etc.) Tel. 0115 844 0011

Safeguarding Vulnerable Adults Services:

- Nottingham City Council Adult Services - Safeguarding Adults  
[www.nottinghamcity.gov.uk/sitemap/services/health\\_and\\_social\\_care/socialservices.htm](http://www.nottinghamcity.gov.uk/sitemap/services/health_and_social_care/socialservices.htm) tel. 0115 915 5500
- Nottinghamshire County Council Safeguarding Adults and Mental Capacity Act Team (SAMCAT):  
[www.nottsadultprotection.org](http://www.nottsadultprotection.org) tel. 01623 473225

### Telephone and website support:

- Nottingham City Council Emergency Duty Team (including for Vulnerable Adults) tel. 0115 915 9299
- Nottinghamshire County Council Emergency Duty Team (including for Vulnerable Adults) tel. 0115 844 7333
- [www.elderabuse.org.uk](http://www.elderabuse.org.uk) for help and information. Tel. helpline 0808 808 8141, email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)
- Help the Aged [www.helptheaged.org.uk](http://www.helptheaged.org.uk) for help and support. Email: [info@helptheaged.org.uk](mailto:info@helptheaged.org.uk)

### Further information:

- 'Older women and domestic violence: A report for Help the Aged/hact' by Imogen Blood (2006) - [www.helptheaged.org.uk](http://www.helptheaged.org.uk) - also available on [www.ndvf.org.uk](http://www.ndvf.org.uk)
- 'UK Study of Abuse and Neglect of Older People: Qualitative Findings', by Alice Mowlam et al for Comic Relief and Department of Health (August 2007) from Comic Relief [www.comicrelief.com/elder-abuse](http://www.comicrelief.com/elder-abuse)
- 'Older women and domestic violence', report by WAFE - [http://www.womensaid.org.uk/downloads/Olderwomenanddvreport\(1\).pdf](http://www.womensaid.org.uk/downloads/Olderwomenanddvreport(1).pdf)

## 4.1.7 Socio-economic issues

Domestic violence occurs in relationships from all backgrounds. However, a survivor's socio-economic status may affect their options in asking for help or trying to escape domestic violence.

### Things to remember:

- Working class women face stereotyped attitudes about their home background, which mean they know that they may not be taken seriously by agencies. There are myths that working class women are more familiar with a hard life and can therefore withstand more violence, and that working class men have more 'traditional' views about 'a woman's place' and his rights as a husband.
- Working class women may live in close-knit communities and may well fear leaving their friends and family and trying to start a new life elsewhere.
- Middle class women may fear that they will not be believed, because of the myth that middle class men are more respectable and therefore not abusive.
- Middle class women may have alternatives to staying in a refuge, such as staying temporarily with friends or family with larger houses or using their own savings, however, this is not always the case and they will still need support to be able to change their situation.
- Middle class women may contact their GP or a solicitor rather than the Police or Social Services and so may access specialist help
- Women not entitled to benefits may be unable to afford the cost of refuge and emergency accommodation and if they are homeowners they may not be entitled to council accommodation this may prevent them from feeling able to leave. They will be able to access council accommodation if they are not entitled to half the mortgage or if half the mortgage isn't sufficient to buy a new house.

## 4.1.8 Supporting men who experience abuse from male or female intimate partners

Please see NDVF's good practice guide, *'Supporting men who experience abuse from (male or female) intimate partners (2008)*.

This section promotes good practice and offers insight into the complex nature of domestic violence against men by intimate partners, whether male or female. Domestic violence against men does exist and victims have the right to live free from fear and violence and to access quality support and services.

! It is important to pay special attention to the fact that approximately 50% of men who claim to be victims of domestic violence turn out to be the predominant abusers. This is being uncovered by frontline specialist helpline services for male survivors, Police and by research teams using qualitative research methodology rather than quantitative methodology

(Gadd et al 2002, Carnell 2004, Robinson & Rowlands 2006).

Men can experience domestic violence from their female or male partners. Research conducted locally and nationally has however defined a difference in need for support services for men experiencing domestic violence from their partners - they are more likely to be economically self sufficient, less likely to be afraid, more likely to be able to leave violent relationships and less likely to be isolated by the abuse.

If you are approached by a man experiencing domestic violence it is important that as professionals this is taken seriously. It is also important, however in the light of national research, to consider whether the man may also be a perpetrator of abuse or may even be a primary perpetrator; do not collude with statements that he may make about women. If you are worried about the female partner and you are in contact with her you may want to take the time to make sure domestic violence information is available to her - this may be through ensuring that cards are openly on display in waiting rooms, toilets, in offices etc.

Follow the referral flow chart for men; don't put the man at risk, consider safety planning, provide him with the Male Advice Line Number, give him homeless services information, if he is in immediate danger access the police, Domestic Abuse Units will take complaints from men seriously.

### What to do:

- Use the screening process to ensure the male survivor is genuine.
  - If he is the predominant abuser, consider how to reach and offer support to the genuine survivor, Refer to MARAC if the survivor is at high risk of serious injury or death.
- Offer support to do safety planning.
- Follow safeguarding children procedures if there are any concerns about the safety of his children.

- Do not make assumptions about the sexuality of a man who is disclosing domestic violence: he may be heterosexual, gay or bisexual. He may also be transgender or in the early stages of female-to-male transition.
- Signpost to appropriate services: male survivors may need legal advice, counselling, parenting support, alternative accommodation and any specialist support relating to BAMER, sexuality, disability or other issues.

### Things to remember:

- Every man has a right to feel safe and live free from violence.
- While the majority of survivors are women, men do experience domestic abuse and need support.
- National support services for male victims have highlighted that male perpetrators of domestic violence may pretend to be the victim. It is therefore necessary to use a screening process to identify whether a man is a genuine victim or a perpetrator of domestic violence to avoid wrongfully judging a genuine victim, making an inappropriate referral or putting the genuine victim at increased risk of harm.
- The effects of domestic violence towards men include:
  - Feeling angry, bitter, revengeful
  - Feeling rejected, isolated, depressed, humiliated, ashamed, powerless
  - In some cases, feeling fear
  - Dropping out of work, becoming homeless, suffering mental ill health, losing contact with friends and having reduced contact with their children
- Barriers to services include:
  - Fear of not being believed, of being ridiculed or being treated unfairly by agencies.

### Services and support for men survivors:

#### Domestic violence services:

Men can access all of the support available to women survivors of domestic violence with the exception of Women's Aid services.

- MALE: Male Advice Line [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk) National helpline tel. 0808 801 0327, a confidential helpline for men who experience violence from their partners or ex-partners. Email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

#### For Emergency Accommodation

##### Housing Departments:

- Housing Aid (Nottingham City): Tel. 0115 915 3000 or email: [housingaid@nottinghamcity.gov.uk](mailto:housingaid@nottinghamcity.gov.uk)
- Ashfield Housing Options: Tel: 01623 457252 or email: [homelessness@ashfield-dc.gov.uk](mailto:homelessness@ashfield-dc.gov.uk)
- Bassetlaw Housing Needs Team: Tel: 01909 533455/01/02 or email: [housing.needs@bassetlaw.gov.uk](mailto:housing.needs@bassetlaw.gov.uk)
- Broxtowe Housing Options: Tel. 0115 917 7777 or email: [hhl@broxtowe.gov.uk](mailto:hhl@broxtowe.gov.uk)
- Gedling Housing Services: Tel. 0115 9013652 or email: [housingservices@gedling.gov.uk](mailto:housingservices@gedling.gov.uk)
- Mansfield Housing Solutions tel. 01623 463121 or email: [homelessenquiries@mansfield.gov.uk](mailto:homelessenquiries@mansfield.gov.uk)
- Newark & Sherwood Housing Options: Tel. 01636 655546 or email: [housingoptions@nsdc.info](mailto:housingoptions@nsdc.info)
- Rushcliffe Housing Options: Tel. 0115 914 8326 or email: [strategichousing@rushcliffe.gov.uk](mailto:strategichousing@rushcliffe.gov.uk)
- Housing advice and temporary accommodation: Shelter tel. 0115 911 0990 or call the Shelter Line 24 hours on 0808 800 4444.

- Broken Rainbow [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk) LGBT Domestic Violence national helpline tel. 08452 604 060: same-sex abuse helpline for a gay or bisexual man experiencing abuse from a partner of the same gender. Email [mail@broken-rainbow.org.uk](mailto:mail@broken-rainbow.org.uk) Tel. for agencies: 08452 605 560.
- [www.gmdvp.org](http://www.gmdvp.org) US website with information on gay men's domestic violence

#### Telephone and website support:

See *MALE and Broken Rainbow* - details above.

#### Further information:

- TRI - training, resources and information for work with men on domestic violence at NDVF. Tel. 0115 962 3237, email [enquiries@ndvf.co.uk](mailto:enquiries@ndvf.co.uk)
- 'Supporting Men who experience abuse from (male or female) intimate partners: A guide for good practice', NDVF (2008)
- 'Domestic Abuse Against Men in Scotland', research that estimates the prevalence and examine the nature of domestic abuse against men by their partner or ex-partner, by David Gadd et al, Scottish Executive Central Research Unit (2002). See [www.scotland.gov.uk/Resource/Doc/46737/0030602.pdf](http://www.scotland.gov.uk/Resource/Doc/46737/0030602.pdf)

#### 4.1.9 Drug, alcohol and other substance misuse

This information refers to using substances such as illegal drugs, prescription medicines or alcohol that result in harm to the individual user or others. The range of harms includes problems for physical health, psychological health and financial problems.

- Although substance use is not a cause of domestic violence, statistics show a clear link between the two issues:
  - Up to 30% of men who assault their partners do so when under the influence of alcohol (National Alcohol Harm Reduction Strategy)
  - 50 - 90% of women within substance misuse programmes have experienced current or past physical, emotional or sexual abuse
- Women may not be able to stay in a refuge if they are chaotic substance misusers or where other women or children in the refuge might be put at risk.
  - A needs assessment will identify any support needs or potential problems for safe group living.
  - Substance misusers will need to have support in place.
- Many women will be in refuge with a drug or alcohol problem and the refuge will never know about it because they are managing well.
- All other domestic violence services are appropriate for substance misusers, including the Help Line, outreach, sanctuary schemes and floating support.

#### What to do:

- At no time should a survivor's substance use or experience of violence be discussed in front of his/her partner and interventions such as family or couple mediation are not appropriate
- Service provision is most appropriate in women only spaces, with female workers for female victims, such as drop-ins or specific in-house treatment services. Otherwise women should be given a space that feels safe and non-judgemental to explore their drug or alcohol issues. In refuges the use of outreach drug and alcohol workers has also proven to be successful

- Although survivors or perpetrators of domestic violence may experience significant amounts of trauma it is essential they take responsibility for their drug or alcohol use. This means becoming aware of the possible damage their use is doing to both themselves and their children.
- When workers are able to respond quickly and positively to women's first contact and requests for help, it is possible that women drug users are more likely to engage with them

### Things to remember:

- survivors who use alcohol or drugs are not responsible for the violence they experience, although their substance misuse is often blamed - the responsibility for violence must be placed with the perpetrator
- Research indicates a male partner often introduces women to drug use and perpetrators can use drugs as a method of control.
- Women who experience domestic violence are more likely to misuse prescription drugs, alcohol and illegal substances. Women may turn to substance use as a form of self-medication and relief from the pain, fear, isolation and guilt that are associated with violence
- If a survivor is drinking or using drugs then their ability to assess risk may deteriorate, increasing the risk to safety
- There are risks for workers who know about someone's drug use. However, it's important to be willing to talk and know what is safe. It is legal to:
  - Know about someone's use of illegal substances, therefore agencies can encourage clients to talk about their substance misuse
  - Have conversations which include details of what a client uses, how they use and the problems associated with their use
  - Talk about safer methods of drug use and the effects of drugs upon a person. In fact these conversations could minimise the level of damage drug use may cause an individual

### Services and support for substance misuse:

#### Domestic violence services:

All the refuges aim to be inclusive to all women, with referrals going through a needs assessment to identify particular needs or potential problems for safe group living. See refuge section of service directory for specific information.

All other domestic violence services are appropriate for substance misusers, including the Help Line, outreach, sanctuary schemes and floating support.

#### Related services:

- North Nottinghamshire Alcohol and Drug Services: tel. 01623 620121
- Nottingham Alcohol and Drug Team (John Storer Clinic): tel. 0115 941 8964
- [www.talktofrank.com](http://www.talktofrank.com) for information about substances
- Compass Adult Drug Service: tel. 0115 9114 490 - Info and advice, Drop In, outreach clinics.

#### Telephone and website support:

- Women's Drug Service: tel. 01623 785 444, text phone 07887 556 149 - confidential support for women who use, have used, or are at risk of using drugs
- FRANK [www.talktofrank.com](http://www.talktofrank.com) Tel helpline 0800 77 66 00

- Release Legal Helpline and Heroin Helpline: tel. 020 7729 9904. Release [www.release.org.uk](http://www.release.org.uk) is a national charity committed to informing and advising the public about drugs, the law and human rights. Email [ask@release.org.uk](mailto:ask@release.org.uk).
- Sorted: support for current and ex-drug users tel. 01623 633 510
- Compass helpline: tel. 0115 9114 489 for people experiencing problems with drug use

#### Further information:

- Stella Project [www.gldvp.org.uk](http://www.gldvp.org.uk) a partnership between the Greater London Domestic Violence Project (GLDVP) and the Greater London Alcohol and Drug Alliance (GLADA) addressing drug and alcohol related domestic violence and abuse.
- 'Stella Project Toolkit: Drugs, alcohol and domestic violence: good practice guidelines' (2nd edition, Dec 2007) - [www.gldvp.org.uk](http://www.gldvp.org.uk)
- 'Good Practice Guidelines For Working With Survivors And/Or Perpetrators Of Domestic Violence Who Also Use Alcohol And Drugs' (Nottinghamshire County Council And Nottinghamshire Drug And Alcohol Action Team, 2004)
- 'Good Practice Guidelines for work with people who are survivors and perpetrators of domestic violence and who are substance misusers' (Nottingham Crime & Drugs Partnership, 2007)
- 'Nottingham Substance Misuse Agencies practical guidelines for 'Direct Enquiry' when working with domestic violence and substance misusers' (Nottingham Crime & Drugs Partnership and Nottinghamshire Health Care Trust, 2008)

#### 4.4.10 So-called 'honour'-based violence (HBV): honour killings, forced marriage & female genital mutilation

So-called 'honour'-based violence or crimes include 'honour'-based killings, forced marriage and female genital mutilation as well as 'honour'-based domestic violence. 'Honour'-based violence is sometimes referred to as HBV. (Note that forced marriage is not the same as arranged marriage - see below.)

'Honour' refers to the motivation for violence, which is carried out for actual or perceived behaviour that is deemed to have breached the honour code of a family or community, causing shame.

Female genital mutilation (FGM), sometimes referred to as female circumcision, is defined by the World Health Organisation (WHO) as the range of procedures which involve the partial or complete removal of the external female genitalia or other injury to the female genital organs whether for cultural or any other non-therapeutic reason.

The procedure is, in most cases, carried out by an older woman with no medical training, without using anaesthetics or antiseptic treatment, and it is usually carried out using basic tools.

FGM is used as a means of controlling and de-sexualising women and repressing sexual desire. FGM is carried out on children because their parents believe it is in their best interest, for example to safeguard their chastity before marriage and to make them acceptable to their community.<sup>4</sup>

### What to do:

- Reassure the survivor that faith cannot be used to justify domestic violence: there are no excuses for violence.
- Be ready to support the survivor to access help, including dialling 999 in an emergency. Survivors often have no experience of the Police and know that contacting them could be deemed to have brought further shame on the household.
- Never try to mediate or liaise with family or community leaders: reporting is a brave step and an inappropriate response could put victims at further risk.
- Refer survivors to the Police and related services, including the Honour Network and the Forced Marriage Unit (see contact details below).
- Be aware that Female Genital Mutilation is a Safeguarding Children issue and follow appropriate guidance.

### Things to remember:

- There is no excuse for so called 'honour'-based violence and it is not a faith issue or an issue of cultural acceptance. 'Honour'-based violence is an abuse of human rights, a form of domestic violence and often includes child abuse.
- 'Honour'-based violence cuts across all cultures and communities. Examples include Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European communities but this is not an exhaustive list. Where a culture is heavily male dominated, 'Honour' Based Violence may exist.
- 'Honour'-based abuses regularly involve a woman's parents, sons, brothers and sisters, in-laws and other extended family members.
- Men can also be victims, sometimes as a consequence of their involvement in what is deemed to be an inappropriate relationship, if they are gay or if they are believed to be supporting the victim.
- Much of honour-based violence has a pre-planned and ritualised nature, particularly in the case of honour killings and Female Genital Mutilation. Killings are sometimes made to look like a suicide or an accident.
- Common ways in which so-called 'honour' can be 'damaged':
  - Defying parental authority
  - Rejecting a forced marriage; separation or seeking divorce
  - Becoming 'Western' ('inappropriate' make-up & clothes, behaviour - for example, kissing or intimacy in a public place, attitudes)
  - Women having sex and relationships before marriage; interfaith relationships;
  - Using drugs or alcohol
  - Gossip: an 'immoral' act becomes 'shameful' or 'dishonourable' if it becomes public knowledge
- An arranged marriage is not the same as a forced marriage. In an arranged marriage, the families take a leading role in choosing the marriage partner but the marriage is entered into with the full and free consent of both people. Everyone involved should feel that they have a choice.
- Forced marriage is a marriage conducted without the valid consent of both people, where pressure or abuse is used because the marriage is what one or both of the people's families want. Forced marriage is likely to involve rape.
- A victim of forced marriage might be put under physical pressure or emotional pressure to get married, for example:

- someone threatens to or actually does hurt them
- someone makes them feel that they're bringing shame on their family
- In some cases people may be taken abroad without knowing that they are to be married. When they arrive in the country their passports may be taken by their family to try and stop them from returning home.

### **Services and support for so-called 'honour'- based violence, Forced Marriage and Female Genital Mutilation:**

#### **Domestic violence services:**

All refuges should be able to accept women if they choose that option..

Rape Crisis and the Topaz Centre will be able to offer support on sexual violence that may occur as a result of being Forced into marriage.

Roshni Nottingham Asian Women's Aid. Refuge tel. 0115 948 3450, email

support@roshninotts.org.uk; Outreach tel. 0115 988 1414, email enquiries@roshninotts.org.uk

#### **Related services:**

- Honour Network national helpline: tel. 0800 5999 247 from 9.00am to 9.00pm - for victims of forced marriage and so-called honour-based violence. It's run by the charity Karma Nirvana [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk), which helps survivors of honour crimes and forced marriages.
- Iranian & Kurdish Women's Rights Organisation [www.ikwro.org.uk](http://www.ikwro.org.uk): Tel: 0207 4900303 (24 hrs) Help and advice in Farsi, Kurdish, Turkish and Arabic.
- Forced Marriage websites:
  - [www.fco.gov.uk/forcedmarriage](http://www.fco.gov.uk/forcedmarriage) Victims of forced marriage or professionals wanting information can contact the Forced Marriage Unit: tel. 020 7008 0151 or email [fmu@fco.gov.uk](mailto:fmu@fco.gov.uk) Emergency Duty Officer (+44) (0)20 7008 1500 (limited service only). All calls will be dealt with on a totally confidential basis by skilled caseworkers fully aware of the cultural, social and emotional issues surrounding this abuse.
  - [www.forcedmarriage.nhs.uk](http://www.forcedmarriage.nhs.uk)
- Female Genital Mutilation Services: Forward [www.forwarduk.org.uk](http://www.forwarduk.org.uk) (The Foundation for Women's Health, Research and Development) - an organisation working to advance and protect the sexual and reproductive health and human rights of African girls and women, including eliminating the practice of FGM and child and forced marriage. Tel. 020 8960 4000 or email: [forward@forwarduk.org.uk](mailto:forward@forwarduk.org.uk)
- Local Safeguarding Children Board - Emergency Duty teams:
- Nottingham City Council's Children's Social Care Department: 0115 915 5500
- Nottinghamshire County Council's Children's Social Care Departments (If you are unsure where the child lives ring any of the numbers below for advice):
  - Mansfield/Ashfield: 01623 433433
  - Rushcliffe/Gedling: 0115 8546000
  - Broxtowe: 0115 9175800
  - Bassetlaw: 01777 716161
  - Newark and Sherwood 01636 682700
- Emergency duty team:
  - for the County 0115 844 7333
  - for the City 0115 915 9299

### Telephone and website support:

See above: Honour Network, Karma Nirvana and Iranian & Kurdish Women's Rights Organisation and Forward

### Further information:

- Female Genital Mutilation information pack from Forward: [www.forwarduk.org.uk](http://www.forwarduk.org.uk) or download from [www.ndvf.org.uk](http://www.ndvf.org.uk)
- Honour-Based Violence (HBV) and 'Murders in the name of so-called honour': Cultural acceptance does not mean accepting the unacceptable', guide from the Metropolitan Police - <http://www.londonscb.gov.uk/files/honourbasedviolence.doc>
- 'Crimes of the Community: Honour-based violence in the UK', report by James Brandon and Salam Hafez (Centre for Social Cohesion, 2008) - <http://www.socialcohesion.co.uk/pdf/CrimesOfTheCommunity.pdf>

## 4.1.11 Sexual exploitation, prostitution & trafficking

This section discusses the sexual exploitation of children, young people and adults, including prostitution, the production of abusive images for pornography and abusing children via the internet.

Prostitution can be defined as a sexual act in return for money, or goods, which may be in the form of drugs, accommodation etc. Prostitution in itself is not illegal but there are offences that make the selling or buying of sexual services on a street (soliciting) or in a public place illegal.<sup>5</sup>

### Things to remember:

#### Sexual exploitation

Children who are vulnerable to sexual exploitation may:

- Be living in fear and emotionally very vulnerable
- Be in financial need, including to financially support a family member or to pay for drugs
- Be homeless
- Fail to see any realistic alternatives
- Have family relationship problems or have experience of neglectful or abusive childhoods, including growing up in care
- Use internet chatrooms without appropriate supervision: the internet is used by adults (often pretending to be children) to contact and groom children. It allows them to have conversations, establish 'relationships' and, in some cases, arrange to meet children. The internet is also used to expose children to pornography, as part of grooming children for sexual abuse, and to distribute abusive images to an increasing number and range of adults.

#### Women and children drawn into Prostitution

- Most of the girls identified as prostitutes in Nottingham have been found in the known 'vice area' by Police or outreach workers. However they have also been found in flats, brothels, massage parlours or taken to other towns and cities.
- Boys have been found in more varied locations including public toilets, park areas or 'passed' around networks of adult males using their own homes.
- From research with women drawn into prostitution living in homeless accommodation in Nottingham,<sup>6</sup> it is known that:

<sup>5</sup> 'Safeguarding Children And Young People From Sexual Exploitation: Practice guidance for all agencies', Nottingham City Area Child Protection Committee

<sup>6</sup> 'Sex Work: Abuse or Choice? The experiences of Framework's women residents', research by Rachel Harding (August 2005)

- Women and girls in prostitution can be very vulnerable, often having experienced extensive, traumatic abuse, and presenting with complex needs ranging from mental ill-health and drug use to suicide attempts and relationship problems.
- women are often coerced into the prostitution by abusive and violent male partners
- In November 2006 there were approximately 150 women active in street prostitution in Nottingham and the majority were high Class A drug users. The majority of women had also been subjected to sexual assault, harassment or rape.<sup>7</sup>
- Groups who are particularly vulnerable to prostitution include:
  - Women with no confidence, self worth or self-esteem
  - Women with a history of abuse, homelessness, poverty and loneliness
  - Women with substance misuse and a history of being looked after in local authority care
  - Women with no formal skills and training
- Women can be forced into prostitution as part of domestic violence.
- Many women and girls who are involved in prostitution suffer violence from their pimps (who may also be their partner) as well as punters.

### Trafficking

- Young women are at the most risk of trafficking:
  - Young women born in the UK are being groomed for prostitution by men who earn their trust by pretending to be their boyfriend, who then encourage them to go missing from home and then force them to work in brothels.
  - Young women from outside of the UK can be lured by the promises of traffickers for a better life for themselves and to support family.
- Some women may agree to be trafficked to escape abusive husbands.
- Most young women who are trafficked are forced into prostitution, beaten, raped and abused.
- As well as sexual exploitation, trafficking involves being enslaved in illegal sweatshops, as field hands in the food processing industry, as construction workers and in other areas of work.
- Trafficking is also a problem for:
  - children as young as 5, including abandoned children and children living in poverty, who are made to beg and steal and forced into sexual slavery and pornography
  - adult men and teenage boys who are used for forced labour
  - older women who are used as domestic workers.
- People who are trafficked are often in the UK illegally so they fear the police and other agencies - this is a barrier to accessing services
- Traffickers remind their victims of their illegal status to intimidate and gain submission. They also threaten families and friends if they go to the police.
- However, the majority of girls and women who have managed to escape have been freed by the police after raids on brothels, houses and apartments.

### Services and support:

#### Domestic violence services:

Refuges are able to take women exiting from prostitution. All other domestic violence services are appropriate, including the Help Line, outreach, sanctuary schemes and floating support.

<sup>7</sup> 'Research into current housing provision, housing pathways and support needs of women seeking to exit prostitution, to inform future provision', research by Time Step Consulting (Nov 2006)

- Poppy Project at Eaves Women's Aid  
[www.eaves4women.co.uk/POPPY\\_Project/POPPY\\_Project.php](http://www.eaves4women.co.uk/POPPY_Project/POPPY_Project.php): Accommodation and support to women who have been trafficked into prostitution. It has 35 bed spaces in houses throughout London. Tel. 020 7735 2062 (for referrals or the outreach service).

#### Related services:

- Rape Crisis: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) Tel. 0115 9410440 - a telephone counselling and face to face support for women and girls who have experienced any form of unwanted sexual attention, rape, sexual assault or child sexual abuse whether recently or in the past.
- Topaz Centre: Nottinghamshire Sexual Abuse Referral Centre [www.topazcentre.org.uk](http://www.topazcentre.org.uk) Helpline 0845 600 15 88; email [support@topazcentre.org.uk](mailto:support@topazcentre.org.uk) - a sensitive and dedicated service that meets the needs of victims of rape and serious sexual assault within Nottinghamshire. Topaz works in partnership with the health service, police and volunteer sector but you do NOT have to report to the police to access the service.
- National Association for People Abused in Childhood (NAPAC) [www.napac.org.uk](http://www.napac.org.uk) - Support Line 0800 085 3330 - a UK charity providing support and information for people abused in childhood.
- POW - Prostitutes Outreach Workers [www.pow-advice.co.uk](http://www.pow-advice.co.uk): POW Support Line: 0115 978 1489; 16 Independent St, Radford, Nottingham NG7 3LNE. POW offers support, advice and a drop in for people involved in prostitution and drug misuse. Services include: satellite GUM sessions, NADT sessions, Compass The Point (drug users support) sessions, outreach to children's homes, counselling and training (referrals from schools and hospitals).
- Jericho Road [www.christian-centre.org](http://www.christian-centre.org) - tel. 0115 947 4038, email: [admin@christian-centre.org](mailto:admin@christian-centre.org), 104 - 114 Talbot Street, Nottingham, NG1 5GL. A joint church project between the Christian Centre and St Andrews Church. Services include street outreach in Nottingham to support prostitutes and prison visiting team and resettlement support.
- United Kingdom Human Trafficking Centre [www.ukhtc.org](http://www.ukhtc.org) Tel. (general enquiries) 0114 252 3891, email [info@ukhtc.org](mailto:info@ukhtc.org)
- Victims or others who have information that will help lead to the identification and recovery of trafficked victims in the UK, can contact CRIMESTOPPERS anonymously on 0800 555 111 and give information.

Child Exploitation and Online Protection Centre (CEOP) [www.ceop.gov.uk](http://www.ceop.gov.uk) and [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk): advice for children & young people, parents & carers, teachers & trainers; building intelligence around the risks; tracking and bringing offenders to account.

National Child Trafficking Advice and Information Line (CTAIL) - 0800 107 7057 The NSPCC National Child Trafficking Advice and Information Line (CTAIL) is a service for anyone with concerns about human trafficking; offer advice and information, give safeguarding guidance about children/young people who are suspected to have been, or who may have been, trafficked internally and across borders.

#### Telephone and website support:

See above: Rape Crisis, Topaz Centre, NAPAC and POW.

- National Child Trafficking Advice and Information Line ([www.nspcc.org.uk](http://www.nspcc.org.uk)) tel. 0800 107 7057

**Further information:**

Child Exploitation and Online Protection Centre (CEOP) [www.ceop.gov.uk](http://www.ceop.gov.uk) and [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk): advice for children & young people, parents & carers, teachers & trainers; building intelligence around the risks; tracking and bringing offenders to account.

'Stolen smiles: a summary report on the physical and psychological health consequences of women and adolescents trafficked in Europe', Cathy Zimmerman

et al (London School of Hygiene & Tropical Medicine, 2006). Download from [www.eaves4women.co.uk/POPPY\\_Project/Collaboration.php](http://www.eaves4women.co.uk/POPPY_Project/Collaboration.php)

ECPAT UK [www.ecpat.org.uk](http://www.ecpat.org.uk) 'End Child Prostitution, Child Pornography and the Trafficking of Children for Sexual Purposes': Tel: 0207 233 9887 or email: [info@ecpat.org.uk](mailto:info@ecpat.org.uk)

→ United Kingdom Human Trafficking Centre [www.ukhtc.org](http://www.ukhtc.org) Tel. (general enquiries) 0114 252 3891, email [info@ukhtc.org](mailto:info@ukhtc.org)

→ Victims or others who have information that will help lead to the identification and recovery of trafficked victims in the UK, can contact CRIMESTOPPERS anonymously on 0800 555 111 and give information.



Nottinghamshire Domestic Violence Forum  
**Domestic Violence Service Directory 2009**

# 5

Section 5: A note on perpetrators / Holding  
perpetrators to account

Anger management is NOT a suitable referral point for perpetrators. Perpetrators of domestic violence are generally not struggling to control their anger: they are usually controlled about their abuse, choosing how, where, when and who they abusing.

Perpetrators will minimise their actions and possibly blame it on outside factors (for example, saying: It was only a push / It didn't really bruise / She was nagging/ I was stressed/ I was drunk). Perpetrators will also try to get workers to collude with them (for example, saying: You know what women are like). It is important that workers do not collude with statements made by potential perpetrators.

Perpetrator services and further information:

- There are currently no voluntary perpetrator programmes in Nottinghamshire. If the perpetrator is on probation they may be able to access a programme through the Probation Service.
- NDVF has some resources for working with perpetrators and to give to perpetrators. Contact the TRI project, tel. 0115 962 3237, email enquiries@ndvf.co.uk