

Hammersmith & Fulham
Domestic Violence
Where to go
for help



Domestic Violence - Information and Advice

When you suffer from domestic violence you can feel very alone. But you're not. And while there are lots of other people out there suffering in the same way it is important to also be aware that there are many people and organisations which can help and support you.

Statistics show that one in four women and one in six men experience domestic violence at some stage in their lives. We know that anyone can be abused. Domestic violence takes place across all social groups, regardless of age, religion, culture, ethnic background or sexuality.

In the majority of cases the abuse is carried out by a man and the victim is a woman. But domestic violence can also occur within lesbian, gay, bisexual and transgender relationships and can be suffered by men in heterosexual relationships.

What is Domestic Violence?

The phrase 'domestic violence' makes most people think of physical abuse. Domestic violence can involve behaviour by your partner such as slapping, beating and kicking which can at its worst lead to permanent injury. But there are also other ways your partner can abuse you. These can be sexual, emotional and mental. For example:

- ☐ Threatening to harm or kill you or your children.
- ☐ Forcing you to have sex when you don't want to or in ways you don't like.
- ☐ Criticising and humiliating you. For example, saying you are ugly, worthless, a bad parent or unable to get by on your own.
- ☐ Isolating you from your family and friends.
- ☐ Not allowing you money, food or sleep - making you a virtual prisoner in your own home.

Often it's not only you who is affected by the abuse. Your children can also suffer emotionally by seeing their mother being abused by her partner.

We also know that domestic violence is very rarely a one off event. It does tend to get

worse and to happen more often over time.

Remember

- ☐ You are not alone.
- ☐ Your partner has no right to beat, verbally or sexually abuse you or your children. Assault is a criminal offence.
- ☐ You are not to blame. You are not responsible for the abuse. It is your partner who must take responsibility for their actions.
- ☐ Being under the influence of drugs or alcohol is not an excuse for violent or threatening behaviour.
- ☐ Violence is never the way to solve conflict in the home.
- ☐ You can survive and move on from an abusive relationship.

How to get help

We know it can be difficult to ask for and find help. Domestic Abuse can undermine your confidence and make you feel unable to act. But there are lots of people who can help and advise you on the course of action which is best for you.

If you feel you or your children are in immediate danger from your partner then your first priority must be the safety of yourself and your family.

Call 999 for the police emergency service.

Safety planning checklist

- Be ready to call 999 if you or your children are in danger.
- Keep some money safe and a set of keys in a safe place.
- Find out about your legal and housing rights, e.g. talk to a solicitor.
- Keep copies of important papers (passports, birth certificates, court orders, marriage certificate) in a safe place and have them readily available to take with you should you decide to leave.
- Carry a list of emergency numbers with you: police, relatives, friends, your children's school, your solicitor, social worker, domestic violence services etc.
- Tell someone you trust about the abuse.
- Make calls from a phone box or a friend's house.
- Report any injuries to your GP so there is a record of the abuse.
- Talk to family or friends about staying with them in an emergency.
- Think about escape routes. Rehearse your escape plan and make sure both you and your children can get away safely in an emergency.
- Pack an emergency bag. Include clothing, medication, money, keys, important documents, small toys for children.

Support services and contact details

Key National Numbers

Below is a list of organisations which can give you help if you are experiencing domestic violence:

National Domestic Violence 24 hour helpline 0808 2000 247

Provides: an information service; access to 24 hour emergency accommodation; availability of refuge spaces; advice on safety planning etc. Translation facilities can be provided. Calls are free of charge. Run in partnership between Women's Aid and Refuge

Police Emergency

999

Contact the emergency service if there is any immediate threat to safety.

Services in Hammersmith & Fulham

Specialist Domestic Violence Services

Westside Floating Support

07771 905 306

Provides support and advice on domestic violence for women living in Hammersmith & Fulham. The focus is particularly on helping women who are experiencing domestic violence and who want to stay in their own home or help in moving into a new home.

Hammersmith Women's Aid Floating Support Service

07946 615 873

The Floating Support Service provides help to women who have experienced domestic violence to help them to maintain their tenancies. The service is available to women where the abuser is no longer living in the household.

Advance Advocacy Project

www.advanceadvocacyproject.org.uk

Provides crisis intervention, risk assessment, safety planning, support through the criminal and civil justice processes, advice and crisis counselling to survivors of domestic violence. Services are available to women referred by the police, housing advice and Charing Cross Accident and Emergency and the Parsons Green walk in centre.

Domestic Violence Intervention Project (DVIP)

020 7633 9181

www.dvip.org

DVIP runs a Violence Prevention Programme for men who have been violent and abusive towards a partner or ex partner. A Women's Support Service is offered to the partner or ex partner of men referred to DVIP.

Al-Aman Family Safety Project (DVIP) Violence Prevention Programme

020 8748 2577

Women's Service

020 8563 2250

The project offers a Violence Prevention Programme and Women's Support Service for members of the Arabic speaking communities across west London.

Police

H+F Police Community Safety Unit (CSU)

020 8246 2828 (voicemail service)

The CSU investigates hate crimes, including domestic violence, in the borough. Officers are specially trained to deal with these crimes.

There is an answer phone for out of hours calls.

The local police can put people experiencing domestic violence in touch with ADVANCE, a domestic violence advocacy service which can offer support and advice and help to gain court protection from a violent partner.

H+F Police

020 8563 1212

Crimestoppers:

0800 555 111

London Borough of Hammersmith & Fulham

H+F Council

020 8748 3020 (8.00am to 8.00pm Monday to Friday and 9.00am to 1.00pm Saturday)

020 8748 8588 (emergency out of hours number)

www.lbhf.gov.uk

General information on council services.

H+F CSU

020 8753 2459

H+F Children's Services

020 8753 5392

Emergency after hours

020 8748 9787

Referral to, and information on, social services for children and families.

H+F Adult Social Care Services

020 8753 5456

Information and assessment for adults seeking help from social services.

H&F Advice

0845 313 3935

Emergency housing service for people living in the borough.

Keep Safe Service

020 7386 1852

The service can provide door and window locks, spy holes and other security devices for vulnerable people, including victims of domestic violence.

Careline

020 7386 8763

Careline can provide alarms, which are connected via their service directly on to the local police, for people who experience domestic violence.

Legal and Other Advice Services

H+F Victim Support Scheme

020 7385 6868

Help, support and advice to all victims of crime, including those not reported to the police.

H+F Law Centre

020 8741 4021

Legal advice including homelessness, immigration and nationality, domestic violence. Drop in immigration advice Tuesday 5.00 - 7.00pm.

Fulham Legal Advice Centre

020 7731 2401

Free advice service, offering advice on general and legal matters, and welfare rights, but not immigration.

Citizens Advice Bureau H+F

0845 458 2515

Advice and information on a range of subjects, including benefits, employment rights, consumer, housing. Call to check opening hours. Covers the W14, SW6 and W6 areas of Hammersmith and Fulham.

Shepherds Bush Advice Centre

020 8753 5910

Advice service including benefits, debt and housing.

Health Services

Hospitals

Chelsea and Westminster Hospital

020 8746 8000

Fulham Palace Road
London W6 4UL

Hammersmith Hospital

020 8383 1000

Du Cane Road
London W12 0HS

Queen Charlotte's Hospital (maternity services)

020 8383 1111

Du Cane Road
London W12 0HS

Primary Care Trust

H+F Primary Care Trust (PCT)

www.hf-pct.nhs.uk

Information about health services in the borough - GPs, pharmacies, dentists, opticians, local hospitals and key social services team.

Counselling and Mental Health

DVP-CPT Family Life Skills

020 7384 9212

Counselling and support for people affected by domestic violence.

West London Centre for Counselling

020 8743 8060

Counselling for people who have experienced relationship problems (including domestic violence), bereavement, depression, addiction etc.

H+F MIND

0207 471 0580

www.hfmind.org.uk

Provides services for people with experience of mental health problems or emotional distress.

Samaritans 24 hour helpline

08457 90 90 90

www.samiaritans.org.uk

Support for people suffering crisis.

Drug and Alcohol misuse

Community Assessment &

Primary Services (CAPS)

020 7381 7766

CAPS is mainly for opiate users and offers a drop-in service for new clients, a gateway to other health services, detoxification, substitute prescribing, harm minimisation and one to one counselling.

Drop-in: Monday to Friday 10:30 – 12:30

Turning Point Druglink

020 8749 6799

Supports drug users, their family and friends. They offer a free needle exchange, a specific stimulant service, key working and a BBV nurse.

Open access: Monday to Friday, 9.00am - 5.00pm, except Wednesday, when closed between 12.00 - 2.00pm. BBV Nurse: Tuesday 11.00am - 3.30pm

Rape and Sexual Assault

The Haven

020 7886 1101

www.thehavens.org.uk

A service for all victims of rape and sexual assault including men and boys. Medical help, counselling, practical and emotional support. This is an open access service - no need for GP or other referral. There is no requirement to report an incident to the police.

Rape and Sexual Abuse Support Centre (RASASC)

0808 802 9999

Free phone service for female and male survivors, as well as non-abusing families, partners, friends and other agencies

Family Planning Clinics

Please ring to check opening times:

Charing Cross Hospital

020 7602 2723

Falkland House Health Clinic

020 8846 6291

Milson Road

020 7602 2723 or 8846 6234

Parsons Green Centre

020 8846 6830

The Hammersmith Surgery

0844 477 3927

White City Health Centre

020 8846 6464

National and Cross London Agencies and Helplines

Domestic Violence

Refuge

www.refuge.org.uk

Website includes useful information on areas including refuge services, safety planning and the effects of domestic violence on children.

Women's Aid

www.womensaid.org.uk

Provides help and support online through the Survivor's Handbook, as well as statistics and in-depth information on domestic violence.

Women and Girls Network

020 7610 4345

Provides telephone advice, information and support to women who have experienced any form of gendered violence.

Services for Children

National Child Protection Helpline (NSPCC) 24 hour

0808 800 5000

www.nspcc.org.uk

Free, confidential advice for anyone concerned about children at risk. Offers counselling, information and advice.

Childline 24 hour

0800 1111

www.childline.org.uk

Free and confidential advice to children and young people on a number of issues including domestic violence

The Hideout

www.thehideout.org.uk

National website aimed specifically at children experiencing domestic violence or who might want to help a friend affected by domestic violence

Children's Legal Centre

0808 802 0008

www.childrenslegalcentre.com

Free and confidential advice on law affecting children.

Lesbian, Gay, Bisexual and Transgender

Broken Rainbow

0300 999 5428

www.broken-rainbow.org.uk

Provides services to lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

Gay Men's Shared Housing Project

0208 920 4444

Temporary supported accommodation for gay men experiencing domestic violence and/or homophobic violence.

Perpetrators

Respect Phonenumber

0845 122 8609 Monday – Friday 10am – 1pm
and 2pm – 5pm

www.respectphonenumber.org.uk

Information, support and advice for people who are abusive / violent towards their partner and are looking to change their behaviour.

Male Victims of Domestic Violence and Sexual Assault

Men's Advice Line

0808 801 0327

Monday to Friday 10am – 1pm and 2pm – 5pm

www.mensadvice.org.uk

Helpline for male victims of domestic violence as well as friends and family. Offers advice, information, listening, ongoing support, referrals and a free booklet for male victims.

ManKind Initiative

01823 334 244

www.mankind.org.uk

Mankind provides a help-line service for male victims of domestic violence. Welcome calls from male victims, and from friends and family members of victims

Haven Project

0207 247 4784

www.thehavens.org.uk

A service for all victims of rape and sexual assault including men and boys. For more information please see the entry in the health section.

Victim Support Men's Helpline

0800 328 3623 Monday to Friday 12pm-2pm

Support for People from Multicultural Backgrounds

Southall Black Sisters

020 8571 9595

Services focused on Asian, African and African Caribbean women. Provides advice, information on domestic violence, rape, sexual abuse, matrimonial rights, and immigration advice.

Jewish Women's Aid Helpline

0800 591 203

Services include a helpline, a community support service, a refuge and education and awareness raising programmes, available to Jewish women and their children affected by domestic violence.

Somalian Women's Refuge Centre

020 8752 1787

Advice and information for the Somali community on housing, immigration, nationality and asylum, education, employment and welfare rights.

Newham Asian Women's Project

020 8552 5524

www.nawp.org

Provides advice and support for Asian women and children experiencing domestic violence. Services include a refuge, a second stage hostel and a resource centre.

Kiran - Asian Women's Aid

020 8558 1986

www.kiranasianwomensaid.org.uk

Kiran offer temporary accommodation for Asian women escaping domestic violence.

Chinese Information and Advice Centre

08453 131 868

www.ciac.co.uk

CIAC offers free legal advice and representation on immigration and nationality law, as well as domestic violence support.

Foreign and Commonwealth Office

0807 008 0151

0207 008 1500

www.fco.gov.uk

Information and support on forced marriage and repatriation issues.

Refugee Council

020 7346 6700 - Enquires

0207 346 6777 - London Advice Line

www.refugeecouncil.org.uk

Support and advice for asylum seekers and refugees.

Immigration Advisory Service

0844 974 4000 - Office hours

020 7967 1299 - Emergency after hours

www.iasuk.org

Provides a free legal advice and representation service to immigrants and asylum seekers.

Refugee Action

020 7654 7700

www.refugee-action.org.uk

A charity providing advice on reception, resettlement, development and integration of asylum seekers and refugees.

Other services

Rights of Women

020 7251 6577 (*Tue, Wed & Thu 2-4pm / 7-9pm and Fri 12-2pm – DV, family law etc*)

020 7251 8887 (*Mon 11-1pm and Tue 10-12pm – Sexual abuse, asylum etc*)

www.rightsofwomen.org.uk

A free legal advice service for women. Provides useful information leaflets on legal issues.

Shelter Advice Line

0808 800 4444 Mon-Fri 8.00am – 8.00pm / Sat-Sun 8.00am-5.00pm

www.shelter.org.uk

Free advice on housing matters.

If you would like any part of this document interpreted into your own language, please call CITAS 0845 521 0405

Albanian

Nëse e dëshironi cilëndo pjesë të këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 0845 521 0405.

Amharic

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Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 0845 521 0405

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 0845 521 0405 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 0845 521 0405.

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 0845 521 0405 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 0845 521 0405.

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 0845 521 0405.

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 0845 521 0405.

Serbian

Ако желите да било који део овог документа буде преведен на ваш матерњи језик, молимо вас да назовете овај број телефона 0845 521 0405.

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, fadlan soo wac telefoonka 0845 521 0405.

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 0845 521 0405.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی 0845 521 0405 پر فون کریں۔

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