


Domestic and Sexual Violence: Services that can help.

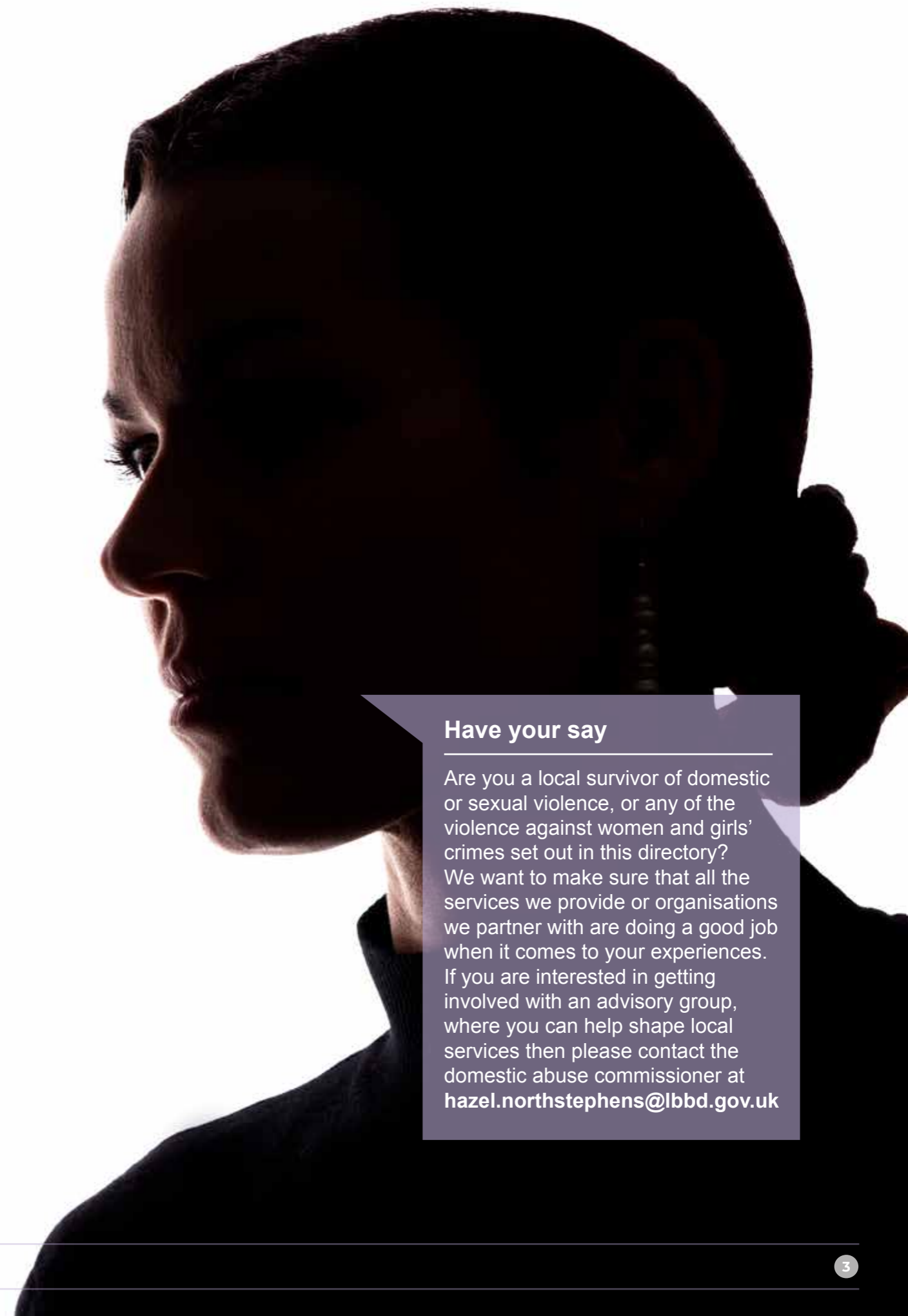
A purple hibiscus flower with five petals and green leaves is growing out of a crack in a grey asphalt surface. The background is a blurred asphalt road.

This guide is for anyone who is experiencing domestic or sexual violence, or if you think your friends or family might be.



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Have your say

Are you a local survivor of domestic or sexual violence, or any of the violence against women and girls' crimes set out in this directory? We want to make sure that all the services we provide or organisations we partner with are doing a good job when it comes to your experiences. If you are interested in getting involved with an advisory group, where you can help shape local services then please contact the domestic abuse commissioner at hazel.northstevens@lbbd.gov.uk

About this directory:

This directory has been designed to help you understand if you, or someone you know is experiencing domestic or sexual violence. It also sets out contact details for where to get help, including specialist organisations.

It has been set out into sections according to different identities and according to the types of services that are often needed in relation to domestic and sexual violence.

What is domestic abuse?

Domestic Abuse can be physical, emotional, psychological, financial, or sexual which takes place within close relationships, usually by partners, ex-partners or family members.

It includes a wide range of controlling and coercive behaviours including threats, harassment, financial control, stalking and emotional abuse. It can include stopping someone seeing their friends, checking their phone, dictating what they wear or how they act, or belittling them in front of others.

What is sexual violence?

We understand sexual violence to include rape, child sexual abuse, sexual assault, prostitution, female genital mutilation, sexual harassment, sexual bullying and sexual abuse within partnerships.

This means being made to do something sexual that you do not want to, including indirectly, such as being made to watch pornography or watch other people perform sex acts.

What is coercive and controlling behaviour?

Domestic abuse is not always physical. The law was changed in 2015 to reflect coercive and controlling behaviour. Coercive control is an act or pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to control, harm, punish or frighten a victim.

This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.

Some common examples of coercive behaviour are:

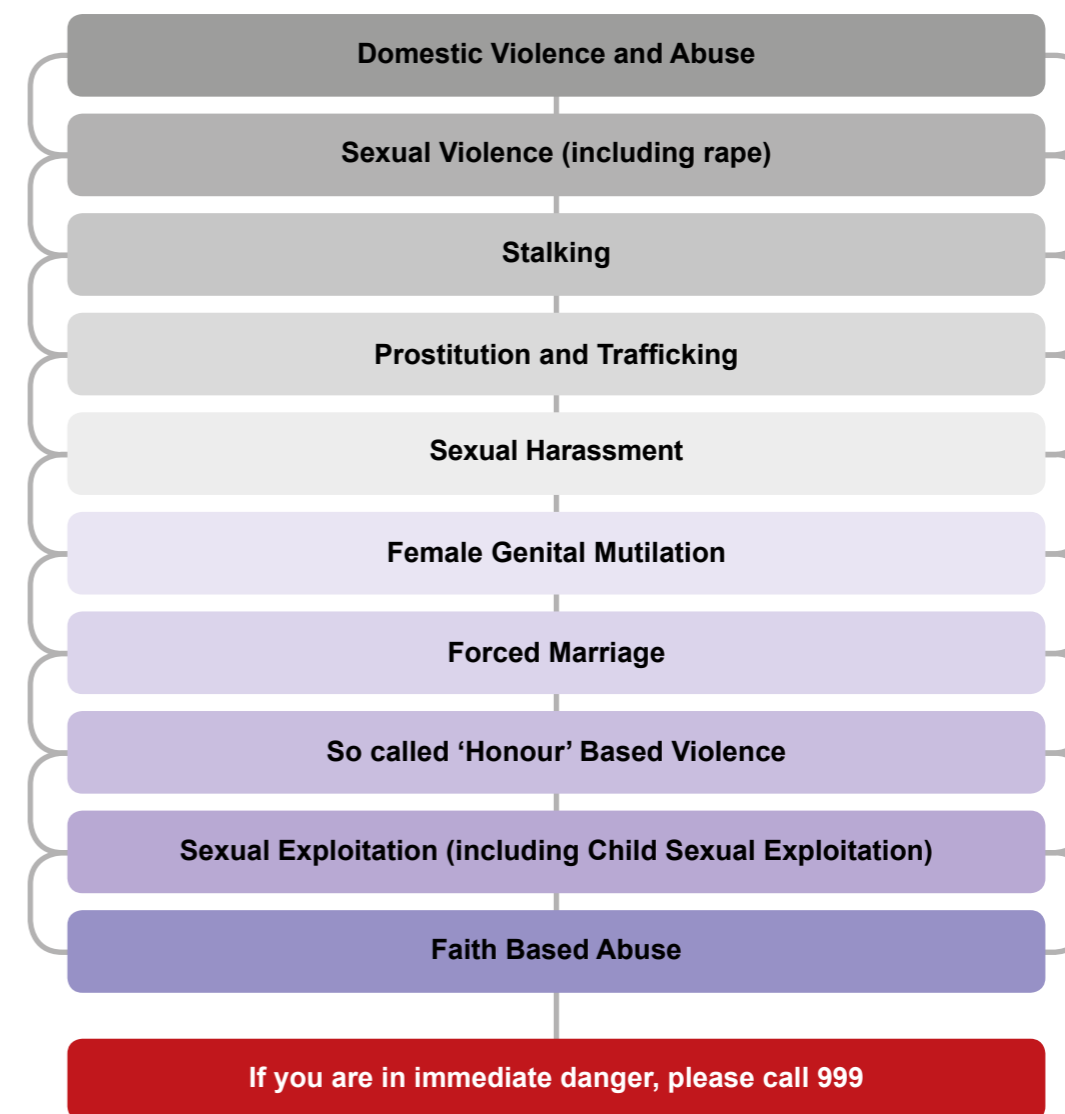
- Stopping you from seeing friends and family
- Depriving you of basic needs, such as food
- Monitoring your time
- Monitoring you via online communication tools or spyware
- Controlling your everyday life, where you can go, who you can see, what you can wear etc
- Depriving you access to support services, such as medical services
- Repeatedly putting you down, such as saying you're worthless
- Humiliating, degrading or dehumanising you
- Controlling your finances
- Making threats or intimidating you

What is Violence Against Women and Girls (often shortened to VAWG)?

Violence against women and girls is a collection of crimes that predominantly impact women and girls. It is set out in international law, and within strategies to tackle violence against women and girls at a government level.

It is not a description of victims but is a framework to help us understand the various ways in which violence is a result of and upholds gender inequality.

Men and boys can be victims of some strands of VAWG including domestic violence, sexual violence and exploitation, and forced marriage. People who are lesbian, gay, bisexual, transgender or non-binary can also be victims of VAWG crimes. This directory is for all people experiencing the types of violence listed below:



What to do if you think a friend or family member is experiencing domestic or sexual violence?

Do you think someone you know might be experiencing violence and abuse? Here are some warning signs to look out for:

Seem afraid of or are anxious to please their partner	Go along with everything their partner says and does
Checks in often with their partner to report where they are and what they're doing	Are being belittled, humiliated, and dehumanised (being called names etc.)
Threatened that if they leave then the children will be taken away	Being convinced they are going 'mad' or losing their 'mind' (called "Gaslighting")
Receive frequent, harassing phone calls from their partner	Talk about their partner's temper, jealousy, or possessiveness
Have very low self-esteem, even if they used to be confident	Show major personality changes (an outgoing person becomes withdrawn)
Are depressed, anxious, or suicidal	Increased use of drugs and alcohol
Their appearance may change	Looking unwell (including lack of sleep/insomnia)
May feel that it is their fault and that if they act differently the abuse will stop	May be physically hurt (and may try to hide it)

You can help, don't stay silent!

Often, survivors say that it was a friend or family member who first helped them see there was a way out. Here are some simple tips:

Speak to them	Talk to them in private and let them know you are concerned about them. Let them know that even if they don't want to talk now, you will be there for them when they are ready. Do not confront the abuser - it is very likely to increase the risk to your friend/family member. If you think that someone is at risk of serious harm then call 999.
Reassure and validate	Reassure them and validate them (tell them that you believe what they are saying). Often people who have been abused are ashamed or fearful of what people will think. Tell them that it is very common, it is wrong and against the law, and there is support to help it stop. Tell them that it is not their fault and they don't deserve to be treated this way.
Support them to get help	Offer to help them call a helpline, a service in this directory or go with them to report it to the police.
Let them know things can be better	Let them know that there are positive things to look forward to, and point out how strong they are for surviving for so long. Ask them what they would like to change and reassure them that it is possible, but it will be easier with professional help.
Understand the risk	Don't put pressure on them to take lots of actions. The most dangerous time is often when a victim decides to leave - so planning a safe exit is important. The services in this directory can help.

Local Specialist Support Services

We have several services that are providing support within the Borough:

The Independent Domestic and Sexual Violence Advocacy (IDSVA) Service is a free and confidential domestic and sexual advocacy service to all residents of Barking and Dagenham who are experiencing domestic or sexual abuse. The service supports men and women who are experiencing domestic or sexual abuse from family members, partners and ex-partners. It includes support for children and young people who are experiencing domestic abuse and is open to anyone from any background.

Call: **0208 591 3498**

Email: bdadvocacyreferrals@victimsupport.org.uk

If you are a professional who would like to make a referral for a person you are working with the referral forms can be found on the Council website: lbbd.gov.uk/domestic-and-sexual-violence

The Huggett Women's Centre is provided by nia in partnership with Barking and Dagenham Council for Voluntary Services (B&DCVS) and Disability Association Barking and Dagenham (DABD UK). There are a range of activities including regular drop-ins (Tuesdays from 10am to 12 pm and Thursdays from 2pm to 4pm) and support groups, specialist advocacy, counselling, awareness raising, creative activism, learning sessions, and one-off special events for all women and for girls aged 11 and above. All sessions are free.

Activities include art and crafts, coffee mornings, counselling, drop-in groups, employment skills, focus groups, Girl's Group (11-14), Mother/Carer and child stay and play, social events, support groups for disabled women (DABD), therapeutic courses, volunteering opportunities, women's groups, women's workshops and young women's groups (15-18). Activities change regularly so it is best to contact the centre directly.

Call: **020 3813 2955**

Email: HWC@niaendingviolence.org.uk

Visit: 321-329 Heathway, Dagenham, RM9 5AF

Ashiana Network is a charitable organisation based in London, originally set up to help women from the Asian, Turkish & Iranian community get help when they need it. They are able to provide specialist counselling for women from any background who have been affected by violence and abuse. You can access their services at the Huggett Women's Centre or at Becontree Children's Centre.

Call: **020 8539 042**

Web: info@ashiana.org.uk

The above services can signpost you on to other services and organisations should you need them. The following sections are set out regarding identity or specific need.



How identity affects experiences and specialist services that can help

Identity plays a massive part in how you or your friend might feel about seeking help, or even how you recognise experiences of violence and abuse. It is also sometimes used by perpetrators of violence to maintain control of a victim.

It is important to remember that identity does not just include where we are from, what we look like, who we are attracted to or our abilities. It also includes our age and our lived experiences, our identities as parents, as siblings, and as friends.

It is also important to remember that in many cases people have several parts to their identity which can add additional barriers or fears around seeking help. An example might be an Asian, Muslim gay man who is at risk of forced marriage from family. He might have fears around people finding out about his sexual orientation, a feeling of obligation to his family, or he might have internal conflict in relation to his religion and sexual orientation. Alternatively, these aspects of his identity might be a source of great strength to him.

Ultimately, people's experiences, and their status in society means we need to think about what they want and need. On the following pages, there are some examples of how different people might experience violence and abuse, as well as specialist services that can offer support.

Black and minority ethnic survivors

The experiences of black and minority ethnic groups (often referred to by services as BME) can be unique and there may be additional barriers to accessing services. Some people may prefer to receive support from culturally specific services or may have requirements that a specialist organisation can support with.

BME people report facing several difficulties around domestic and sexual violence:

- Their immigration status can create fears around being deported, or having to remain with the person(s) abusing them to have leave to remain
- Many BME women face social exclusion issues such as unemployment, poverty, poor housing, and lack of access to education or training
- Language constraints mean that calling for help, or knowing who to call for help is impossible
- Some women are not aware that what they are experiencing is against the law
- They may be fearful that services will not understand their experiences, or hold prejudices about elements of their identities
- They may share fears with other groups that statutory agencies will take their children away or will tell other people in their community what is happening.

Services that can help:

Specialist services for black, minority ethnic and refugee people:	
<p>RAMFEL was originally established in 1992 as Redbridge Refugee Forum to assist asylum seekers. Services include general legal advice, as well as advice on immigration & asylum, welfare benefits, housing and homelessness, health and community care, employment, violence against women and girls and ESOL for citizenship. Call: 020 8478 4513 Website: http://www.ramfel.org.uk/wordpress/</p>	<p>The Kiran Project was set up in 1990 to meet the needs of women from the Indian sub-continent experiencing domestic abuse. Since its inception the project has expanded its services to meet the needs of the wider Asian community and now provides a holistic range of services to its diverse client group. Call: 020 8558 1986 Website: www.kiranss.org.uk/</p>
<p>Aanchal was set up to provide help to South Asian women affected by domestic abuse Call: 020 3384 9412 Website: http://aanchal.org.uk/</p>	<p>IMECE Women's Centre provides services for women, particularly Turkish, Kurdish and Turkish Cypriot Women. Call: 020 7354 1359 Website: www.imece.org.uk</p>
<p>Faith Action is a network of Faith and Community based people serving their communities by delivering public services (such as childcare, health and social care, housing and welfare to work). Call: 0845 094 6350 Website: http://www.faithaction.net/</p>	<p>IKWRO (Iranian Kurdish Women's Rights Organisation) Provides advice, advocacy, referral and support to women and men in Arabic, Kurdish and Farsi languages. Call: 020 7920 6460 Website: www.ikwro.org.uk</p>
<p>MWEO (Kurdish Middle Eastern Women's Organisation) Provides advice, advocacy, employment and training for women from the Middle East. Call: 020 7263 1027 Website: www.kmewo.org</p>	<p>Latin American Women's Aid (LAWA) Provides refuge and outreach services to women and children from Latin America. Call: 020 7275 0321 Website: www.lawadv.org.uk</p>
<p>Latin American Women's Rights Service (LAWRS) Provides advice and support to Latin American women migrants in the UK. Call: 020 7336 0888 Website: www.lawrs.org.uk</p>	<p>Jewish Women's Aid is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse. Call: 020 8445 8060 Website: www.jwa.org.uk</p>
<p>Southall Black Sisters is a not-for-profit organisation set up in 1979 to meet the needs of black (Asian and African-Caribbean) and minority ethnic women. Call: 020 8571 9595 Website: www.southallblacksisters.org.uk</p>	<p>Newham Asian Women's Project (NAWP) is a woman only organisation and charity working to end violence against women and girls Call: 020 8472 0528</p>
<p>Shpresa offer a range of services for the Albanian speaking community in London. They also work with schools in Barking and offer youth programmes, and community groups for Albanian speaking communities. Call: 020 7474 6829 Website: http://www.shpresaprogramme.com/</p>	<p>Adanna Women's Support is a community group which was established in 2008. They aim to alleviate poverty in women and children through education, business enterprise and support for the benefit of mainly but not exclusively BAME women. They also provide financial education for disadvantage communities. Call: 07906343050 Website: adannawomensupportgroup.com</p>

Disability

About 1 in 5 of the population live with an impairment which leads to them being disabled in their interactions with the world around them. Disabled people experience disproportionately higher rates of domestic abuse. They also experience domestic abuse for longer periods of time, and more severe and frequent abuse than non-disabled people.

For deaf or disabled people, the experience of domestic abuse can be different from that of non-disabled women. The abuser may use your disability against you. Or they may use how people see you, or the barriers you face, to control your life.

Services that can help:

Specialist services for disabled people	
<p>Barking and Dagenham Intake and Access Team is the first point of contact for initial assessment, with regards to Adult Social Care and Safeguarding Call: 020 8227 2915 Email: intaketeam@lbbd.gov.uk</p>	<p>LBBD's Community Learning Disability Team assists residents with any learning difficulties. Call: 020 8227 5432 Email: cldtintake@lbbd.gov.uk</p>
<p>PACT incorporating Mencap provide community social clubs and facilitated theatre groups that provides activities session for people with learning disabilities/autism aged between 18 and 25 years of age. Call: 07546 488862</p>	<p>Carers of Barking and Dagenham provides advice, information and support for people who care. Whether you are a parent or child, husband or wife, partner, close relative or friend we are here to provide help when you need it. Call: 020 8593 4422 Email: carers@carerscentre.org.uk</p>
<p>DABD (UK) is a charity working with and supporting socially excluded people across London and the UK. Call: 020 8215 9630</p>	<p>VoiceAbility provides help, support and opportunities for people with learning difficulties, mental ill health or other disabilities. They help individuals to find their voice and shape their own lives. Call: 0845 0175 198 Email: imca@voiceability.org</p>
<p>LBBD Emergency Duty Team (out of hours) Call: 020 8594 8356</p>	<p>Deaf Hope provides practical and emotional support to deaf women who are experiencing, or are survivors of, domestic abuse. Contact: 07970 350366 (text) 020 8772 3241 (voice/minicom) Email: deafhope@signhealth.org.uk</p>
<p>Beverley Lewis House (BLH) is a unique and specialist housing project which provides a safe environment for women with learning disabilities, who might also have additional or complex needs. Call: 0300 303 7333 Email: info@east-thames.co.uk</p>	<p>The Huggett Women's Centre runs groups in partnership with DABD and with Respond. There are groups for women with disabilities and a separate group for women with autism who have experienced violence, where creative therapies are used to facilitate expression and communication. Call: 020 7380 8254</p>
<p>The Heathway Centre is an inclusive resource centre for families with children and young people aged 0 – 17 years (up to their 18th birthday) with additional needs or disabilities Call: 020 8227 5500 Email: theheathwaycentre@lbbd.gov.uk Visit: 512a The Heathway, Dagenham, RM10 7SJ</p>	

Lesbian, gay, bisexual, transgender (LGBT) survivors

Research shows that one in four lesbian and bi women have experienced domestic abuse in a relationship. Two thirds of those say the perpetrator was a woman, a third a man. Almost half (49%) of all gay and bi men have experienced at least one incident of domestic abuse from a family member or partner since the age of 16.

There is limited research on how many trans people experience domestic abuse in the UK, and the best

studies have small group samples. However, these figures suggest it is a significant issue. A report by the Scottish Transgender Alliance indicates that 80% of trans people had experienced emotional, sexual, or physical abuse from a partner or ex-partner.

All LGBT+ people are welcome at the IDSVVA service (020 8591 3498) for support, and there are regional and national specialist support available too:

Specialist services for LGBT+ people	
<p>Galop is London's LGBT anti-violence & abuse charity, giving confidential advice and support to people who have experienced domestic abuse, sexual violence and hate crime. Galop also provides a specialist support to trans* and young LGBT people. London LGBT+ Advice Line: 020 7704 2040 Emails: referrals@galop.org.uk Website: www.galop.org.uk</p>	<p>The LGBT Domestic Abuse Partnership (DAP) The DAP is a specialist LGBT partnership providing comprehensive advice and support for LGBT people experiencing domestic abuse and violence. The DAP offers one to one support, housing advice and free counselling. Call: 020 7704 2040 or 0845 2605 560 Website: www.lgbtdap.org.uk</p>
<p>ROAR is an LGBT Domestic Abuse Advocacy Service run by Stonewall Housing. ROAR offers confidential support, housing, legal and safety advice to LGBT people affected by Domestic Violence in the London Area. Call: 020 7359 5767 (weekday 10am to 1pm)</p>	<p>The Outside Project is a crisis night shelter service in response to those within the LGBTIQ+ community who feel endangered, who are homeless, 'hidden' homeless and feel that they are on the outside of services due to historical & present prejudice in society and in their homes. Website: http://lgbtiqoutside.org/need-help/</p>
<p>Switchboard offers advice and support to LGBT people on all issues including domestic violence. Call: 0300 330 0630 (everyday 10am to 10pm)</p>	<p>The Albert Kennedy Trust supports LGBTQ+ young people experiencing homelessness or living in hostile environments to find safe homes, employment, education or training and to celebrate their identities in order to improve their life outcomes. Call: 020 7831 6562</p>
<p>Flipside - is a group for lesbian, gay, bisexual, transgender, questioning, intersex, etc, (LGBT+) young people aged from 11 to 25 (allies are also welcome if accompanying a friend). Flipside is designed as a peer support and networking group. The members come along to meet up with old friends, make new ones, socialise and work on social action programmes of their choice. Flipside deliver LGBT+ specific sex and relationship education, and sessions on mental health and wellbeing, confidence and self-esteem, body image, gender, race and ethnicity, whatever the group are interested in discussing. We regularly host guest speakers who discuss their lives and careers as LGBT+ people and/or their work in LGBT+ awareness and support. Flipside also organise trips, activities and attend events. Session run weekly at a secret location. Email: Flipside@lbbd.gov.uk</p>	

Men Survivors

Men also experience domestic abuse, in fact one in 6 to 7 men suffer from domestic abuse in their lifetime. If you are experiencing domestic abuse it is important to recognise that you are not to blame, you

are not weak, and you are not alone. You can call the local IDSVVA service on **020 8591 3498** or the helplines below:

Specialist services for men	
<p>Men's Advice Line: a confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner). Call: 0808 801 0327 Email: info@mensadvice.org.uk</p>	<p>The MANKIND Initiative provide a confidential helpline that is available for all men across the UK suffering from domestic abuse by their current or former wife or partner (including same-sex partner). Call: 01823 334244 Website: http://new.mankind.org.uk/</p>

Children and Young People

As a child or young person, domestic abuse can hurt you too. You might be upset by the things that you see or hear, or you might even be hurt yourself. If you are in a relationship with somebody yourself, you can also experience domestic violence. If you are not sure if you are experiencing domestic abuse, or

would like more information about what to do, then there are lots of websites and help lines listed below, which are for children and young people.

Our local IDSVVA service can offer children and young people support too (020 8591 3498)

Specialist services for children and young people	
<p>Emotional Wellbeing Peer Support Group – is for young people aged from 11-19 years old (or 11-25 if have a disability), who are experiencing stress or difficult situations, they learn how to build a healthy mind, body-image, and lifestyle, reduce stress, depression, self-harm, self-esteem/confidence and eating disorders through group work and 1-2-1 support. Call: 07875 993 500</p>	<p>Child and Adolescent Mental Health Services (CAMHS). Our community-based child and adolescent mental health services offer help to young people from birth up to the age of 18 who are experiencing emotional, behavioural and mental health difficulties. Call: 0300 555 1035</p>
<p>Subwise Service provide a confidential drug and alcohol service for young people aged 6 - 21 (including young offenders) and families. The referral to the service can be via self-referral, from professionals or from family/carers Call: 020 8227 5019</p>	<p>Arc Theatre specialises in creating and performing theatre that challenges assumptions and causes real change in the way that people relate to one another at work, at school and in the community. Call: 020 8595 8509</p>
<p>The Listening Zone at CAMHS is confidential free counselling for 14-21-year olds. Call: 0300 555 1035</p>	<p>Kidscape was the first charity in the UK established specifically to prevent bullying and child sexual abuse. Call: 020 7730 3300 Website: www.kidscape.org.uk</p>
<p>National Society for the Prevention of Cruelty to Children (NSPCC). Our vision is to end cruelty to children in the UK. Call: 0808 800 5000</p>	<p>For children's centres, youth services and activities, family information services please see the Council's website: www.lbbd.gov.uk/children-young-people-and-families</p>

Harmful Practices

Harmful practices include a wide range of practices across the globe. Locally (and in terms of what is covered under UK law) we are referring to female genital mutilation, so-called 'honour' based violence and forced marriage.

Female genital mutilation refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. This practice is illegal in the UK. UK Law mandates that regulated health and social care professionals in England and Wales have a legal obligation to report known cases of FGM of under 18-year olds to the police.

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



Forced marriage is a marriage in which one or both of the parties is married without his or her consent or against his or her will.

Support for people experiencing harmful practices

Foreign and Commonwealth Office:

Forced Marriage Unit
Call: **020 7008 0151**
Email: **fmu@fco.gov.uk**

FORWARD (Foundation for Women's Health Research and Development) is an African Diaspora woman led UK-registered campaign and support charity dedicated to advancing and safeguarding the sexual and reproductive health and rights of African girls and women. They can provide support for survivors of FGM and work in the community to raise awareness and challenge perceptions.

Call: **020 8960 4000**
Website: **www.forwarduk.org.uk**

The **National FGM Centre's** vision is to keep children and young people safe from FGM and other Harmful Practices, including ending new cases of FGM by 2030. Their website includes a list of specialist services across the UK

Call: **020 8498 7137**
Website: **http://nationalfgmcentre.org.uk**

Karma Nirvana has one clear aim: to stop the scandal of forced marriage and honour-based violence. No apologies. No excuses. No backing down.
Call: **0800 5999 247**
Website: **www.karmanirvana.org.uk**

Manor Gardens – The FGM Initiative Health Advocacy Project delivers community education workshop on women's health and child protection with focus on female genital mutilation. Also provides 1-to-1 bilingual health advocacy to women who have undergone FGM and direct links to the Whittington Hospital African Well Women clinic for counselling and clinical services.

Call: **020 7281 9478**
Website: **www.manorgardenscentre.org**

AFRUCA (Africans Unite Against Child Abuse) is a UK charity, established in 2001 as by Modupe Debbie Ariyo OBE, as a platform for advocating for the rights and welfare of African Children. AFRUCA was set up in response to the deaths of African children in the UK such as Damilola Taylor, Jude Akapa, and Victoria Climbié who suffered abuse.

Call: **0207 704 2261**
Website: **https://www.afruca.org**

Sexual Violence

Domestic abuse often includes rape or sexual violence. Rape or sexual violence takes place when unwanted or inappropriate sexual acts are forced upon you against your will. Sexual violence can also include sexual exploitation (where you are forced or manipulated to do sexual things that you don't want to, so that someone else benefits, usually financially). It can also include stranger rape, and any situation where you are made to do something sexual that you have not explicitly consented to.

This also includes being made to watch others participate in sexual activity or to watch porn when you have not consented to doing so.

A new law, that criminalised revenge porn now covers England and Wales. Revenge Porn is the sharing of private, sexual materials, either photos or videos, of another person, without their consent and with the purpose of causing embarrassment or



distress. This can be shared online or offline, through text, apps, emails, or simply by showing someone a physical or electronic image. Those found guilty of it, can be sentenced to up to 2 years in prison and a fine.

Support for people experiencing sexual violence

East London Rape Crisis Centre (ELRC) offers a range of services including a helpline, criminal justice advocacy, health, welfare and benefits advocacy, support and specialist counselling to women and girls who have experienced any form of sexual violence - including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
Call: **020 7683 1210**

Sexual Health Clinic Barking Hospital, Upney Lane, IG11 9LX
Call: **01708 503838**

Sexual Violence Legal Advice Line

Call: **020 7251 8887**
Textphone: **020 7490 2562**
Email: **info@row.org.uk**
Website: **www.rightsofwomen.org.uk**

The Metropolitan Police Service (MPS) has created a trafficking hotline number for London. Victims and members of the public can now call for assistance and speak to specially trained officers.
Call: **0800 783 2589**

The Havens (Whitechapel) – for men, women, young people and children of all ages who have been raped or sexually assaulted in the last 12 months.
Call: **020 7247 4787**

Specialist Counselling is commissioned through Asiana Network who are able to provide counselling to women who have experienced violence.
Call: **020 8539 0427**
Website: **info@ashiana.org.uk**

Substance Misuse (Alcohol and Drug Misuse)

There is lots of research that shows links between substance misuse and domestic abuse. Our local substance misuse services can support people who have been victimised by violence and are using substances to cope, or for whom the use of drugs and/or alcohol was part of the abuse. There are specific women's groups and LGBT groups too, to ensure safe spaces for all.

They are also able to support people who are using substances and are also abusive. Drugs and alcohol are not excuses for abusive behaviour – there is always a choice – but our substance misuse services are able to explore this further with you, and signpost you to other forms of support if you need it.

Support for people who misuse substances

St Luke's is a free and confidential drug and alcohol service for adults in Barking and Dagenham.

They make support more accessible for those in need and remove the stigma of substance misuse issues. St Luke's operate in several satellite services with a central hub in Dagenham. Community interventions are also delivered at sites across Barking and Dagenham, including Health Centres and local services, which ensures that barriers to seeking treatment are removed and support is widely accessible.

St Luke's also work with the service user charity, Build on Belief (BOB), to deliver peer-led activities through a weekend social club and develop a thriving service user community in Barking and Dagenham.

There are also several programmes to support you in your recovery including community cricket, and cycling mechanic courses etc.
Call: **020 8595 1375**

Health support

All forms of violence and abuse can have a massive impact on your health, be it your physical health, your emotional health or your mental health.

If you are ill, pregnant or need to see someone with regards to your health, there are a variety of

support services available. Please do note, if you are worried about domestic violence and you are pregnant, research shows us that this is a real time of risk as the dynamics of control start to change in the relationship. Please discuss this with maternity services or speak to the IDSV service.

Health support

Queens Hospital is a premier acute hospital providing complex care and specialist services for the population of Outer North East London and Essex. Queen's is also the local hospital for the residents of Havering, Dagenham and Brentwood.
Call: **01708 435000**
Visit: **Rom Valley Way, Romford, London, RM7 0AG**

If you are pregnant and need maternity assistance, please refer yourself to the maternity services
Call: **020 8970 5757**

King George Hospital is a modern local hospital providing excellent acute and rehabilitation services to meet the needs of the residents of Redbridge and Barking with a first class planned care centre serving our whole catchment area.
Call: **020 8983 8000**
Visit: **Barley Lane, Goodmayes, London, IG3 8YB**

North East London Foundation Trust (NELFT) mental health services. The access and assessment service are for adults aged 18 to 65 needing community mental health services in Barking and Dagenham and Havering.
Call: **0300 555 1200**

VoiceAbility provide the IMHA (Independent Mental Health Advocate) service for people who need support with their rights under the mental health act. They can help you speak out or speak on your behalf if needed.
Call: **020 8590 2666**
Email: **bdh@voicability.org**

Health and Wellbeing Coordinator Service provides a non-clinical service to people over 18 in Barking and Dagenham. The service helps people identify ways to build their self-confidence and self-reliance to achieve a better quality of life.
Call (Dagenham): **07935 518660** or **07864 625404**
Call (Barking): **07753 423331**

NHS 111 Service is the NHS non-emergency number. It's fast, easy and free. Call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.
Call: **111**

The Health Visiting service works towards health and wellbeing for children and their families and supports government initiatives such as the Child Health Promotion Programme and Every Child Matters agenda.
Call: **0844 6001285**

Mental Health Crisis support
If you or anyone you know is experiencing a mental health crisis call any time of the day or night. This free, confidential helpline provides expert help, advice and support when you need it most.
Call: **0300 555 1000**

Housing and accommodation

If you are experiencing domestic violence, then you may need to reconsider your housing arrangements so as to keep yourself and any children safe. Housing options are in a state of crisis across the country but there are options open to you, and we will support where we can.

It is often a safer option for those experiencing domestic abuse to move to accommodation outside of the associated borough in order to reduce risk. However, there are schemes to help you make your home more secure, and civil orders to stop an abuser from returning to your home. These are all options that can be explained by the IDSV service.

Housing Support

Barking and Dagenham Housing Advice Service
Call: **020 8724 8323**
Email: **housingadvice@lbbd.gov.uk**
Visit: **Johns Smiths House, Bevan Avenue, Barking, IG11 9LL**

Victim Support – Sanctuary Scheme is based on an assessment of the individual's specific needs, a combination of free security measures such as additional locks on doors and windows are professionally installed into homes.
Call: **020 8550 2410**

The Pan-London Housing Reciprocal Agreement is a voluntary collaboration between local authorities and registered housing providers in London. Its purpose is to prevent homelessness in cases where people have experienced violence. Information on how to refer can be found here: <https://saferlondon.org.uk/pan-london-housing-reciprocal/>

Refuge Accommodation: You can be supported to access refuge through the IDSV service
Call: **020 8591 3498**

DssCribs lists dss/housing benefits properties or flats to rent, for housing benefits/dss tenants, landlord and estate agents.
Website: **www.dsscibrs.com**

Homefinder UK advertises social housing general needs properties across the UK. Homefinder UK aims to help homeless households and social housing tenants find a home anywhere across social housing. The scheme is open to all, however, Landlords subscribing to the scheme gain highest priority. Barking and dagenham are subscribed to this scheme. Register here: <https://homefinderuk.org/>

Legal services

As a victim of domestic abuse, you may need advice on a range of legal issues such as:

- immigration
- child access
- housing
- divorce
- court orders such as:
 - injunctions
 - prohibited steps order
 - occupational orders

An injunction or **Non-Molestation Order** is a court order that stops an abuser from using threatening violence against you, harassing, pestering or intimidating you. If the order is breached, the police can arrest the abuser immediately.

A **Prohibited Steps Order** forbids someone from taking your child away from your care and control. This order is particularly appropriate when the person threatening to take away your child(ren) is ordinarily allowed to have the care and control of them. There is no power of arrest attached although police may assist informally.

An **Occupational Order** regulates the family home, such as: suspending rights to occupy or visit, evicting an abuser from the home and preventing an abuser from returning. These orders can be granted for 6-12 months and a power of arrest can be attached.

Special Schemes: The criminal justice system has introduced 'special measures' in court, to make it easier for people who need extra help to give evidence. These measures can also be used to make it easier for witnesses to give their evidence if they are being threatened or intimidated. Special measures can include:

- using screens so that the defendant can't see you or you them across the courtroom
- giving evidence from outside the courtroom through a live video link
- making a pre-recorded video of your evidence
- members of the court removing their gowns and wigs to make them look more 'normal'

The list of in borough solicitors below is by no means exhaustive, nor do we recommend any service above another.

Legal support	
<p>Rights of Women (ROW) Provides free telephone advice to those affected by domestic violence and abuse. Family Law Call: 020 7251 6577 Criminal Law Call: 020 7251 8887 Immigration and asylum law: 020 7490 7689 Website: www.row.org.uk</p>	<p>Caveat Solicitors Visit: 363 Ripple Rd, Barking IG11 9PN Call: 020 3249 1177</p> <p>Milner Elledge Solicitors (Dagenham) Visit: Heathway, Dagenham, Essex RM9 5AW Call: 020 8984 0940</p>
<p>Lillywhite Williams & Co Visit: Elliott House, 1 Cinema Parade, Whalebone Lane South Dagenham, Essex, RM8 1AA Call: 020 8593 7471</p>	<p>Sternberg and Reed Solicitors Visit: Focal House, 12-18 Station Parade Barking, Essex IG11 8DN Call: 020 8591 3366</p>
<p>Milner Elledge Solicitors (Barking) Visit: 1a Station Parade, RM9 5AW Call: 020 8984 0940</p>	

Toltops Solicitors

Visit: **307 Trocoll House, Wakering Road, Barking, Essex, IG11 8PD**
Call: **020 8507 8152**

Witness Service Many witnesses feel worried about going to court, whether they are the victim of a crime or not. This service supports witnesses, victims, their families and friends (children and adults) when they go to court. You will have someone to talk to in confidence, a chance to see the court beforehand and to learn about court procedures.
Call: **0300 332 1000**

Challenging people who are abusive

There is currently no locally commissioned perpetrator project in Barking and Dagenham. However, there are several projects in London and Essex that can be spot funded by statutory services or by a perpetrator who wants to stop using abusive behaviour.

If a family is accessing CAFCASS (Children and Family Court Advisory and Support Service) then there may be no charge to take part in a domestic violence perpetrator programme when this is ordered by the court as a 'court ordered activity' in private law cases concerning Child Arrangements Applications.

Services that challenge abusive behaviours and facilitate change

Respect provide support for perpetrators of domestic abuse who want to change their behaviour. Services include the Respect Phonenumber and a standards and accreditation programme for services working with perpetrators. The Respect Phonenumber is for anyone who is concerned about their own or someone else's behaviour towards their partner (male, female, in heterosexual or same-sex relationships) and is also available for frontline workers
Call: **0808 802 4040**
Email: **info@respectphonenumber.org.uk**
Website: **http://respect.uk.net/**

Domestic Violence Intervention Project provide support for men who have been violent to their partner and for women who have experienced domestic violence and support for parents and children affected by domestic violence through supervised contact and play therapy. They have several programmes challenging abusive behaviour, including a men and masculinities project
Call: **020 7633 9181**
Website: **www.dvip.org**

YUVA, a project provided by the DVIP works with young people age 11-18 (up to 25 for young people with additional needs) who have been abusive to their parents/carers and in their close relationships. They help young people look at their abusive behaviour and find safe, non-abusive alternatives.
Call: **07501 722609** or **07484 92004**
Website: **http://www.dvip.org/yuva-programme.htm**

The Essex Change Project delivers a community based domestic violence prevention programme. It is a Respect Accredited programme for men who want to stop being abusive towards intimate partners. Change also delivers individual programmes which work with abuse perpetrated by women and within same sex relationships. Behavioural change projects are provided in Essex.
Call: **0845 3727701** or **01245 258680**
Website: **www.thechange-project.org**

Other useful contacts

Useful contacts

Barking and Dagenham Council for Voluntary Services is the umbrella organisation for local voluntary and community organisations, social enterprises and individuals who wish to engage in community activity.

Visit: **121-125 Ripple Road, Barking, London, IG11 7FN**

Call: **020 8532 7300**

Email: **info@bdcvs.org.uk**

The Ascent Project is a pan London project undertaken by the London VAWG Consortium delivering a range of services for survivors of domestic or sexual violence. 22 specialist organisations are signed up to the consortium. The lead organisation is Solace Women's Aid who also manage the hub number. This hub number is useful to victim/survivors as well as professionals who are seeking advice for their clients

Call: **0808 802 5565**

Website: **www.thelondonvawgconsortium.org.uk**

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

Call: **0300 636 0300**

Website: **www.stalkinghelpline.org**

Women's Refuge and Women's Aid supports 3,000 women and children on any given day through a range of services, including refuges, independent advocacy, community outreach and culturally specific services.

24-hour help line: **0808 2000 247**

Women's Trust Counselling Service offers confidential support for women who have experienced domestic violence

Call: **020 7034 0303/0304**

Website: **www.womenstrust.org.uk**

Paladin National Stalking Advocacy Service Provides advocacy and case work for victims of stalking

Call: **020 7840 8960**

Website: **www.paladinservice.co.uk**