

DOMESTIC VIOLENCE AND ABUSE POLICY (including Forced Marriage and Honour Based Abuse)

IN AN EMERGENCY RING 999 FOR THE POLICE

1. Introduction

Harlow Council is committed to heightening awareness of Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse and providing guidance for employees and management to address Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse and its effects in the workplace.

The Council also recognises that confidentiality is a crucial element in encouraging staff to come forward for help and assistance.

The Council will make assistance available to employees who are affected by Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse. This assistance may include: confidential means for coming forward for help; resource and referral information; special considerations at the workplace for employee safety; work schedule adjustments or leave necessary to obtain a medical, counselling or legal assistance and workplace relocation (if available). In responding to Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse, the Council will maintain appropriate confidentiality and respect for the rights of the employee involved.

To support the introduction of this policy the Council has also prepared a Domestic Abuse: Getting Support guide (**Appendix A**), Forced Marriage and Honour Based Abuse Support Guide (**Appendix B**) and a "Guide for managers -Dealing with Situations of Domestic Violence or Abuse" including forced marriage and honour based abuse (**Appendix C**)

This policy applies to all employees of Harlow Council and exercises its responsibility to protect its non-staff (independent contractors, agency staff), from harassment and bullying.

This policy is designed to demonstrate how the Council will assist employees in dealing with the effects of Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse. It also sets out the Council's procedures in relation to the action that may be taken.

2. Purpose

The aims of this policy is to:

- Safely assist and support employees asking for help in addressing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse issues.
- Ensure those employees seeking assistance are confident that their situation will be handled safely, sympathetically and confidentially.
- Ensure all employees who are affected by Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse are aware of the policy and its implications.

3. Responsibilities

The Council will:

Work with any employee experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse and adapt the support and assistance to each individual personal case, as appropriate.

Allow employees to choose for themselves the support and/or advice that suits their own personal needs and situation

Ensure employees have access to specialist agencies as documented in **Appendices A & B**.

Maintain employees' right to confidentiality (subject to certain restrictions, predominantly in relation to safeguarding).

The Council encourages employees who are affected by Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse to discuss their concerns with their line manager or Human Resources. The employee may choose to be accompanied by a person of their choice, such as a workplace colleague or Trade Union representative (In specific circumstances and in consultation with HR an employee may have approval to have a different companion).

Provide access to assistance such as:

Reasonable time off for re-housing, medical appointments, counselling, attending specialist agencies, reorganising carer and/or schooling arrangements and whatever else is required depending upon the circumstances of the individual case. This time off will be subject to the same criteria and processes that apply to leave requests. (Please see the Special Leave policy and authorised absence form)

In exceptional circumstances, the Council may give consideration to relocation of their job, or make reasonable adjustments to work patterns in order to protect the employee (subject to operational needs and in consultation with Human Resources).

4. Managers/Supervisors

Managers and Supervisors have a responsibility to:

- Familiarise themselves with the principles of, and act in the spirit of this policy
- Make employees aware of the Domestic Violence and Abuse Policy
- Take action and deal with employee's concerns as promptly as possible
- Provide employees with information about agencies who can offer them advice and support
- Recognise the limitations of their role and seek help when appropriate from HR, Occupational Health and other associated support services (**Appendices A & B**).

Managers/Supervisors should provide the employee with the support they require as soon as possible. It is imperative that managers and all other people assisting the employee understand that they must not make decisions on behalf of the employee but can only offer and provide support as detailed throughout this policy.

Managers will be able to seek confidential support and advice from:

- Human Resources
- Occupational Health Service via Human Resources
- Any other appropriate agencies (**Appendices A & B**).

Employees experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse will be allowed to seek appropriate support and guidance from their Line Manager or Human Resources to contact a specialist agency, during work time in a confidential environment. (**Appendices A & B**)

5. Perpetrators of Domestic Abuse

The Council will ensure that employees are aware that domestic violence or abuse is a serious matter that can lead to criminal convictions.

An allegation of domestic violence or abuse, forced marriage and honour based abuse against a partner/spouse/family member who also works for Harlow Council will be handled with particular sensitivity. Providing a safe workplace may involve the suspension or redeployment of the alleged perpetrator pending a disciplinary investigation. (Information, advice and guidance will be provided by Human Resources)

The Council also recognises that perpetrators of domestic violence or abuse may wish to seek help to change their behaviour. Any employee voluntarily seeking such help will be treated in a supportive and non-judgmental way and will be signposted to appropriate help (**Appendices A & B**). Any information that an employee provides in these circumstances will not be shared with any other individual without the employee's permission, unless there are child protection or safeguarding issues (for either a child or vulnerable adult). In these circumstances, complete confidentiality cannot be guaranteed as the relevant child or adult protection services may need to be involved and if appropriate the matter referred to the Disclosure and Barring Service (DBS).

6. Disclosure and Barring Service (DBS)

The Council has a duty to make a referral to the DBS in certain circumstances. This is when an employer has dismissed or removed a person from working with children or vulnerable adults (or would, or may have, if the person had not left or resigned etc.) because the person has:

1. Been cautioned or convicted for a relevant offence; or
2. Engaged in relevant conduct in relation to children and/or vulnerable adults (i.e. an action or inaction (neglect) that has harmed a child or vulnerable adult or put them at risk of harm) or
3. Satisfied the 'Harm Test' in relation to children and/or vulnerable adults (i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a child or vulnerable adult still exists).

If one or more of the above have been met the information must be referred to the DBS. This is regardless of whether the action or offence was in connection with their work.

7. Domestic Abuse: Definition

The Government definition of domestic violence and abuse is:

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

- psychological
- physical
- sexual
- financial
- emotional

'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

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

It is acknowledged that while it is usually women who experience domestic abuse from male partners, this policy and guidance applies equally to anyone, in any intimate or family relationship, who requires advice or help.

8. Domestic Violence and or Abuse in the Workplace

It is important to promote the understanding that everyone has the right to a life free from violence or abuse in any form. Domestic violence and or abuse is wholly unacceptable and inexcusable behaviour and responsibility for violence and or abuse lies with the perpetrator. The Council strives to create a working environment that promotes the view that violence and or abuse against people is unacceptable and that such violence and or abuse will not be condoned.

Under the Council's Dignity at Work Policy and Disciplinary Policy, acts of harassment or bullying of fellow employees, clients, customers, suppliers or members of the public visiting the organisation, violent, threatening or abusive behaviour is considered to be a serious offence and, if appropriate, disciplinary action will be taken.

The Council recognises that every employee who experiences domestic violence and or abuse has the right to raise the issue with their employer in the knowledge that the employee will be offered safe support in a prompt, sensitive and confidential manager (subject to certain restrictions, predominantly in relation to safeguarding) and with the seriousness that these situations warrant.

9. Forced Marriage and Honour Based Abuse

Honour Based Abuse can be distinguished from domestic abuse and other forms of violence as it is committed with some degree of approval and/or collusion from family and/or community members, in response to perceived immoral/shameful behaviour, which is deemed to have breached the honour code of the family or community. It may also be linked to misconceptions about culture and/or religious belief.

Forced marriage is one of the ways honour based abuse can be manifested. Men and women have the right to choose a spouse and enter freely into marriage. This is central to their life, their dignity and equality as a human being.

Within a forced marriage or other forms of honour based abuse coercion is likely to be used to one or both spouses, by family members, friends and the wider community. This may include; threats of violence, being held against their will, emotional threats and other forms of coercion and harassment, such as not being allowed to go anywhere without being accompanied by someone.

There is a common misconception that forced marriages are confined to certain religious group and cultures, however this is not the case. The practice of forced marriage is not confined to one culture or religious group and any persons regardless of ethnicity, culture, religion, disability, age, gender and sexuality can find themselves in a situation where they are offered no choice but to proceed with the marriage.

The Council recognises that confidentiality is a crucial element in encouraging staff to come forward for help and assistance.

The Council will make assistance available to employees who are affected by Forced Marriage or all forms of Honour Based Abuse. Employees will be allowed to seek

appropriate support and guidance from their Line Manager or Human Resources to contact a specialist agency, during work time in a confidential environment (**Appendix B**).

This assistance may include: confidential means for coming forward for help; resource and referral information; special considerations at the workplace for employee safety; work schedule adjustments, temporary change to working hours or leave necessary to obtain medical, counselling or legal assistance; and workplace relocation (if available). In responding to Forced Marriage or Honour Based Abuse, the Council will maintain appropriate confidentiality and respect for the rights of the employee involved. (Information, advice and guidance will be provided by Human Resources).

Forced Marriage: Definition

The definition of forced marriage to be used will be in line with that used by the Home Office:

'A marriage without the consent of one or both parties and where duress is a factor'.

Honour Based Abuse: Definition

The definition of honour based abuse to be used is the definition adopted by the Forced Marriage Unit at the Home Office:

"So-called honour based abuse/violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community".

Any criminal offence of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) committed as so-called honour crime. Prosecution for the specific offence committed, e.g. common assault, GBH, harassment, kidnap, rape, threats to kill, murder.

10. Confidentiality

The Council respects an employee's right to confidentiality and recognises that employees experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse normally have the right to complete confidentiality. However, in circumstances of child protection or the protection of vulnerable adults from abuse, the child protection and adult protection services may need to be involved. Complete confidentiality cannot be guaranteed in these situations and if appropriate the matter should be referred to the Disclosure and Barring Service (DBS).

11. Equalities

The Council will not discriminate against anyone who has been subjected to Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse, in terms of his or her existing employment or career development.

The Council is aware that Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse victims may have performance problems such as absenteeism or lower productivity as a result of Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse. The Council will make every effort to take into account employee's personal and safety issues when dealing with absenteeism, performance etc.

Under the Human Rights Act 1998, all public bodies have an obligation to protect the human rights of individual and to ensure that their human rights are not being violated.

The Equality Act 2010 came into force on 1 October 2010 and the public sector Equality Duty, came into force on 5 April 2011. The Equality Duty ensures that all public bodies play their part in making society fairer and providing equality of opportunity for all.

An Equalities Impact Assessment has been completed and can be found on the infonet under Human Resources.

12. Absence options for employees experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse

The Council will make every effort to assist an employee experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse. If an employee needs time off work, the length of the absence will be determined by the individual's situation (Please see Special leave policy)

Employees and line managers are encouraged to first explore paid leave options which can be arranged in order to help the employee cope with the situation without having to take a formal unpaid leave of absence. Depending on circumstances, these options may include:

- arranging flexible work hours and location so the employee can seek protection, go to court, look for new housing, enter counselling, arrange child care, etc.
- considering use of job sharing, Flexi Time, TOIL, Special Leave, including formal paid and unpaid leave, etc. (Relevant forms linked to the Special Leave policy should be completed authorised and sent to Human Resources).

13. Health and Safety at Work

The Council undertakes to ensure the safety of its employees and will actively provide support to employees to minimise the risk to their safety while at work, if they make it known to the Council that they are experiencing Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse.

There are four main areas of health and safety law relevant to violence and abuse at work:

- Health & Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1992
- The Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995
- The Health and Safety (Consultation with Employees) Regulations 1996

The main responsibilities of employers and employees for the health and safety of people at work are defined by the Health and Safety at Work Act 1974 and the Management of

Health and Safety at Work Regulations 1999. The Council, as an employer, has a duty to ensure that its employees are safe at work, including safety from violence or abuse from colleagues, visitors or others.

Where there is the potential for Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse to occur in the workplace, managers should assess the risk to the employee, and to other employees if relevant (confidentiality must be maintained), and put measures in place to reduce the risk. The manager should consider the risk of violent partners or ex-partners visiting the workplace, abusive phone calls, or intimidation or harassment of an employee by the alleged perpetrator. In some cases, the alleged perpetrator may also be an employee of the Council.

Managers should consider some practical options, (please see Domestic Violence and Abuse Policy Guidance for Managers, pt3. Options for Action) in consultation with the employee, taking into consideration the effects of any of these measures on services. Managers should record any discussion with the employee in confidential supervision notes, including any mutually agreed actions.

14. Training managers to identify and respond appropriately

The Council will train managers, Human Resources and Trade Union representatives to raise awareness of Domestic Violence and or Abuse, Forced Marriage or Honour Based Abuse and understand this policy and the guidance it contains.

Further information can be found on Harlow Council's website:

<http://www.harlow.gov.uk/domestic-abuse>

<http://www.harlow.gov.uk/honour-based-abuse>

<http://www.harlow.gov.uk/forced-marriage>

<http://www.harlow.gov.uk/safeguarding>

APPENDIX A Safer Harlow Partnership - Domestic Abuse Directory of Services

Domestic Abuse: Getting Support

In an emergency call the Police on 999.

| <i>Name, address and contact details of organisation including website</i> | <i>Main focus and priorities (e.g. victims/perpetrator)</i> | <i>Statutory or voluntary agency and governance arrangements</i> | <i>Description of services you provide – Tackling Domestic Abuse</i> | <i>Premises and accessibility including opening times etc.</i> | <i>Lead member of staff and organisational details (i.e. teams/staff members)</i> |
|---|---|--|--|--|---|
| LOCAL | | | | | |
| Victim Support Suite 6 The Chequers Ingatestone CM4 0DG t: 0845 45 65 995 e: allegra.scott@victimsupport.org.uk w: www.victimsupport.org.uk | Offers short term emotional support and advocacy to the victims of crime. | Partly funded by the Govt., partly by fundraising. | We cover the spectrum of crime and support those that are the victims. We also train our volunteers further to specialise in domestic violence, sexual violence, young victims and persons bereaved by homicide. Since Jan 1st 2013 we now take on very high risk domestic violence clients. The Witness Service can give one to one support to DV victims before, during and after a trial. The service is confidential and free and is provided by specially trained volunteers. | The Victim Call Unit is open Monday – Friday from 08.30 – 8pm and on Saturday from 08.30 – 4pm. We are closed on Sunday. | Emma Tierney - Senior Service Delivery Manager. Allegra Scott - Service Delivery manager (West Essex). 2 colleagues manage North Essex and South Essex. The Victim Call Centre is staffed by up to 50 individuals taking calls from various agencies and the public. |
| Streets2Homes 2A Wych Elm Harlow CM20 3EA t: 01279 430011 w: streets2homes.org e: kerrie.eastman@streets2homes.co.uk | Homeless / vulnerably housed. Dealing with both perpetrators and victims. | Voluntary | Day centre for homeless and vulnerably housed | Day centre – drop in 9.00am – 2pm | Kerrie Eastman – Manager Keiren Mitchell – Housing & Welfare Project Coordinator Tracey Smith – Support & Welfare Officer |
| Alcoholics Anonymous | AA is | Voluntary | Alcoholics Anonymous is a fellowship of | There are | |

| | | | | | |
|---|--|------------------|---|---|--|
| <p>AA Southern Service Office Jacob House 3-5 Cynthia Street London N1 9JF</p> <p>T: 020 7833 0022 (Daily 10am to 10pm)</p> <p>E: help@alcoholics-anonymous.org.uk</p> <p>www.alcoholics-anonymous.org.uk</p> | <p>concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.</p> | | <p>men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.</p> | <p>several meetings that take place in Harlow. Please go to http://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting for details.</p> <p>National Helpline 0845 769 7555</p> | |
| <p>Al-Anon 61 Great Dover Street London SE1 4YF</p> <p>T: 020 7403 0888 Fax: 020 7378 9910</p> <p>E: enquiries@al-anonuk.org.uk</p> <p>Website: www.al-anonuk.org.uk</p> | <p>Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. Al-Anon is a</p> | <p>Voluntary</p> | <p>Al-Anon meetings are held every week. Most meetings last for one and a half hours - variations are shown in the group's notes. You are welcome to attend if you have been - or still are - affected by someone else's drinking.</p> <p>Contacts are available for each meeting, if you wish to speak to someone prior to attending a meeting, please call 020 7403 0888 for details.</p> <p>All meetings are by tradition, 'closed', that is, attended only by family and friends whose lives have been affected by the alcoholic's behaviour. 'Open' meetings are offered by some groups who welcome professionals and others interested in</p> | <p>Confidential Helpline (Helpline available 10 am - 10 pm, 365 days a year).</p> <p>Tuesday 19:15 Location: ADAS, 118 - 124 The Stow, Harlow - London, Essex, CM20 3AS England</p> | |

| | | | | | |
|---|---|---|--|---|---|
| | fellowship of relatives and friends of alcoholics who share their experience in order to solve their common problems. | | learning how meetings can provide help and support to their clients. We ask visitors to respect the traditions of confidentiality and anonymity. | Note: ADAS next to Estate Agent. Ring bell for entry. Meeting is on 2nd Floor near Reception. | |
| West Essex Alcohol and Drugs Service T/A ADAS 118-124 The Stow Harlow CM20 3AS t: 01279 641347 / 438716 w: www.adasuk.org Contact: Philomena Lawrence CE | Works with both victims and perpetrators | Voluntary | ADAS provides services to individuals, families and children affected by alcohol misuse. As part of this work we provide child therapy, couples therapy and family therapy. We will work with partners to develop strategies to prevent domestic abuse and children affected by DA | Open Monday, Tuesday and Wednesday 9am- 9pm, Thursday and Friday from 9am to 5pm | Chief Executive: Philomena Lawrence Manager: Denise Mulligan Family Therapist: Lucy Watney Child Therapists: Elise Refalo and Aran Byrne |
| Woodlands Family Centre 9 Peterswood Harlow CM18 7RJ t: 01279 404485 | Victims | Statutory agency working with families working with Social Care | The Power to Change Self-esteem Programme for women victims of Domestic abuse | Woodlands Family centre (Secure venue) Group runs on a Wednesday 10am until 12pm (Referrals only) | Sarah Ashton or Adina Dunn based at Woodlands Family Centre sarah.ashton@essex.gov.uk |
| Safer Places P O Box 2489 Harlow | Victims and their children | Charitable Organisation with CEO | Safe accommodation Support in the Community Emotional Support | 24 Hour Helpline | Director of Operations (Kim Hartley) |

| | | | | | |
|--|--|--|--|--|---|
| Essex CM18 6NS t: 08450 743215 w: www.saferplaces.co.uk | | (Janet Dalrymple) reporting to a Board of Trustees | Counselling Specialist Support Opportunities for training Legal advice | | |
| The Change Project (formerly Essex Change) 11b Broomfield Rd, Chelmsford, Essex CM1 1SY t: 01245 258680 / 08453 727701 e: tania.woodgate@essexchange.org admin@essexchange.org w: www.essexchange.org | Working with female victims, male perpetrators and female perpetrators | Voluntary agency Managed by Chief Executive Officer and Board of Trustees | Provide a group work domestic violence prevention programme for non-convicted perpetrators and integrated support service for female victims. Provide individual prevention work for female and male perpetrators of domestic abuse. | Group work carried out at Latton Bush Centre in Harlow on Thursdays 7-9pm. All assessments and individual work is currently held in Chelmsford. Other venues in Essex – Basildon, Chelmsford and Colchester. Also in Hertfordshire and Bedfordshire. | Cathy Waud – CEO Tania Woodgate – Service Manager Demy Rogers / Liz Ahmed – Women Safety Officers Lora Draper, Paul Mollison, Jon Bruin, Mel Evans, Mick Woulfe, Gordon Gambier, Sherry Harris, Victoria Pallen and Kate Blanks - Facilitators |
| Harlow Foyer Occasio House Playhouse square Harlow CM20 1AP t: 01279 625700 | Supported accommodation for 16-25 year olds. Need to be between 16-22 years to | Registered Charity Governed by East Thames Board | Refer to specific services | Two residential buildings. Main block fully accessible. 24 hour | Teresa Aken, Team Manager, West Essex Young People and Domestic Violence Service. teresa.aken@east-thames.co.uk 01279 |

| | | | | | |
|---|--|--------------------------------------|---|---|---|
| Part of East Thames Housing Association www.east-thames.co.uk | apply. Support victims and perpetrators | | | security and support. Training rooms and discussion rooms available. | 625710 Peter Baker, Team Co-ordinator West Essex Young People and Domestic Violence Service.peter.baker@east-thames.co.uk 01279 625705 Team of 5 support workers and 3 duty support workers |
| Essex Probation Trust Centenary House 4 Mitre Buildings Kitson Way Harlow CM20 1DR t: 01279 410692 f: 01279 454116 w: www.essexprobation.org.uk | Perpetrators and victims | Statutory | Reducing reoffending, providing rehabilitation and safeguarding our communities effectively and efficiently | 8.30 – 5.30 Mon and Friday 8.30 – 9.00 Tues and Thursday 8.30 – 8.00 Wed 9.00 – 1.00 Sat | Neeve Bishop, Frances Mason, Georgina McGeehan |
| CALM Centre Latton Bush Southern Way Harlow t: 01279 411330 w: www.calmcentre.co.uk | Victims | Voluntary | Counselling Agency for those over 18. Dealing with – bereavement, bullying, depression, self-esteem, sexuality, stress etc. | Disabled access, free parking. Office Hours – 9 – 5pm. Counselling availability – 7 days a week | Lynne Stevenson Office and Counselling Manager Maggi Fletcher – Office Administrator/temporary role Colin Rowel – IT/Data Analyst Board of Directors |
| MARAC Essex Police HQ Kingston House Chelmsford CM2 6DA | High risk victims | Both – information sharing agreement | Providing joint agency safety planning for high risk victims of DA | Office open 0800-1600 | Julie Johnson – coordinator & chair ? – North MARAC researcher Buky Olaniyi – South |

| | | | | | |
|---|---|-----------|---|--|--|
| | | | | | MARAC researcher Estelle Periera – Part time MARAC admin |
| <p>Essex Police Essex Police Headquarters PO Box 2 Springfield Chelmsford CM2 6DA</p> <p>T: 101 or alternatively 01245 491491</p> <p>www.essex.police.uk</p> | <p>Essex Police operates across an area of 1,405 square miles which borders the counties of Suffolk, Cambridgeshire, Hertfordshire and Kent and four London boroughs.</p> | Statutory | <p>Our Domestic Abuse Liaison Officers are determined that no one should have to live in fear.</p> | <p>Our domestic abuse officers are always available to help. You can contact the Domestic Abuse Central Referral Unit (CRU) by calling us on 101 extension 172340 or call into your local police station.</p> <p>In an emergency call 999.</p> | |
| <p>Harlow Citizen's Advice Bureau 15-17 Westgate The High Harlow CM20 1JP</p> <p>Telephone: 0845 120 3717 Fax: 01279 429924</p> <p>Website: www.harlowcitizensadvice.org.uk</p> | <p>We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.</p> <p>We provide</p> | Voluntary | <p>Advice sessions Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment. If the bureau is open only for appointments or specialist advice this will be indicated in the notes.</p> <p>Telephone advice times Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be</p> | <p>Mon: 10.00 - 13.00 and 13.00 - 16.00 Drop In 10-1pm and Information only 1-4pm Tue: 10.00 - 16.00 No Drop In. Follow up appointments and Information</p> | |

| | | | | | |
|--|---|--|-----------------|---|--|
| | <p>free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination .</p> | | <p>advised.</p> | <p>only Wed: 10.00 - 13.00 and 13.00 - 16.00 Drop In 10-1pm and Information only 1-4pm Thu: 10.00 - 16.00 No Drop In. Follow up appointments and Information only Fri: 10.00 - 13.00 and 13.00 - 16.00 Drop In 10-1pm and Information only 1-4pm Sat: Closed Sun: Closed Mon: 10.00 - 13.00 information Tue: Closed Wed: 10.00 - 13.00 information Thu: Closed Fri: 10.00 - 13.00</p> | |
|--|---|--|-----------------|---|--|

| | | | | | |
|----------------------------|---|--|--|--|---|
| | | | | information Sat: Closed Sun: Closed | |
| Children's Centres, Harlow | Children Centres in partnership with Safer Places provide a venue for the Freedom Programme in Harlow, Uttlesford and Epping Forest and a member of staff to support the trainer in the weekly group. A Children's Programme for 0 - 5's runs alongside the Freedom Programme which, through play, seeks to support healthy | | Family Support Workers visit local refuges, to build links with the parents and encourage families with under 5's to come to activities at the centres. Family Support Workers are trained to complete DASH risk assessment with families and attend MARAC meetings. | Opening hours are: 8.30am – 4.30pm Monday to Friday with a telephone service available between 8.00am – 8.30am and 4.30 pm – 6.00pm. | Sharon DeVito – Children's Service Manager, The Meadows Children's Centre. e: sdevito@spurgeons.org t: 01279 773900 Lisa Chambers – Children's Service Manager, Tree House Children's Centre. e: lchambers@spurgeons.org t: 01279 772600 Vacant – Children's Service Manager, Potter Street Children's Centre. e: t: 01279 420587 Stacy Randall – Spurgeon's Regional Manager, West Essex e: srandall@spurgeons.org |

| | | | | | |
|---|---|-----------|---|--|--|
| | emotional development. | | | | |
| <p>Safer Harlow Partnership Harlow Council Civic Centre The Water Gardens Harlow CM20 1WG</p> <p>T: 01279 446831 Fax: 01279 446637</p> <p>E: marina.sherriff@harlow.gov.uk</p> <p>Website: www.saferharlow.info</p> | <p>The Safer Harlow Partnership is a partnership of organisations and groups working together to reduce crime and disorder in the town.</p> <p>It is led by Harlow Council, Essex Police, Essex County Council, Essex Fire & Rescue Service and Essex Probation, but includes many other local bodies such as Safer Places, Victim Support, the Youth Offending</p> | Statutory | <p>The SHP is supported by two Priority Groups, each of which is responsible for producing an annual action plan, containing targets to achieve the objectives of the Strategic Assessment. Each priority group is chaired by one of the Responsible Authority representatives as follows:</p> <p>Anti-Social Behaviour and Crime Reduction– The joint Chair is the Chief Inspector, Essex Police and Community Safety Team Manager, Harlow Council Domestic Violence Forum– The Chair is the Housing Options & Advice Manager, Harlow Council</p> | | <p>SHP Chair – Malcolm Morley</p> <p>Community Safety Manager – Marysia Rudgley</p> <p>Partnerships' Coordinator – Marina Sherriff</p> |

| | | | | | |
|--|---|-------------------|---|--|--|
| | Team, and Essex Youth Service. | | | | |
| <p>Coordinated Action Against Domestic Abuse (CAADA) CAN Mezzanine 32-36 Loman Street Southwark London SE1 0EH</p> <p>t: 020 7922 7891</p> <p>e: queries@caada.org.uk</p> <p>w: www.caada.org.uk</p> | <p>CAADA's goal is to transform the UK's response to domestic abuse to make sure that victims are identified as early as possible and that they and their children are supported to live in safety.</p> | <p>Voluntary.</p> | <p>What we do:</p> <ul style="list-style-type: none"> • We provide accredited learning, development and practical tools. • We facilitate a multi-agency and risk-led response. • We share and embed best practice. • We gather evidence to shape national policy and local practice. | | |
| <p>CARA – Center for Action on Rape and Abuse PO Box 548 Colchester CO1 1YP</p> <p>T: 01206 769795 E: info@caraessex.org.uk www.caraessex.org.uk</p> | <p>CARA believes that sexual violence is completely unacceptable . We support those who have been affected and raise awareness in the wider community of the</p> | <p>Voluntary</p> | <p>CARA is a confidential support service run by women for women, children and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present. We provide formal counselling for rape and sexual assault, including child sexual abuse. We also offer an advocacy service and can accompany women to the police, to court, to the GUM clinic, or to other meetings if they request it. We are continually looking at other ways in which we can expand our services, if possible or appropriate.</p> | <p>24hr Answerphone Please leave a message with your contact details and someone will get back to you about how CARA might be able to help you.</p> | |

| | | | | | |
|--|---|-----------|---|---|--|
| | consequences of sexual abuse, assault and rape. | | | | |
| <p>Harlow Council Housing Options & Advice Team The Water Gardens Harlow Essex CM20 1WG</p> <p>T: 01279 446655</p> <p>E: josephine.sweeney@harlow.gov.uk</p> <p>Contact@harlow.gov.uk</p> <p>www.harlow.gov.uk</p> | Working with both male, female victims and perpetrators including their family. | Statutory | <p>Victims - Provide housing advice and assistance to enable victims to remain in their home through the use of mediation, legal remedies or the Sanctuary Scheme. Failing this alternative housing options considered to ensure they are safe for example placed in temporary accommodation.</p> <p>Support may also be offered offering home safety measures or assist in making a homeless application if they are unable to return home, once all other options have been exhausted.</p> <p>Fund and provide a Sanctuary Scheme to make it possible for victims of domestic abuse to remain in their own home. The scheme enhances a person's property with physical security measures which helps the family feel safe.</p> <p>Referrals through Essex Police, Safer Places and Harlow Council.</p> <p>NB Please note this scheme is may not be suitable for all cases, it is an option that may be offered in certain circumstances.</p> <p>Perpetrators - Provide housing advice and assistance to secure accommodation.</p> | <p>Contact Harlow is open between 9.00am and 4.45pm Monday to Friday.</p> <p>Closed Saturdays and Sunday.</p> <p>Provide an emergency 'Out of Hours' Service 24/7</p> <p>01279 446666.</p> <p>Only to be used in an emergency situation where the victim is homeless.</p> | <p>Lisa Whiting – Housing Options & Advice Manager</p> <p>Karen Vigor – Housing Options & Advice Team Leader</p> <p>Josephine Sweeney – Housing Options & Advice Officer</p> |

| | | | | | |
|--|--|--|---|--|--|
| NATIONAL | | | | | |
| <p>Men's Advice Line</p> <p>t: 0808 8010327</p> <p>e: info@mensadviceline.org.uk</p> <p>w: www.mensadviceline.org.uk</p> | <p>Domestic violence affects men too – talk it over.</p> <p>A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).</p> | | <p>We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.</p> <p>The service is run and managed by Respect.</p> <p>Our focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk.</p> | <p>Monday - Friday 9am-5pm on freephone 0808 801 0327, (free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), Virgin, and Vodafone networks).</p> <p>A voicemail service is available: we aim to return calls within two working days. We aim to reply to emails within two working days. We aim to speak to at least 50% of all callers attempting to</p> | |

| | | | | | |
|--|--|--|--|--|--|
| | | | | <p>access the Men's Advice Line every month.</p> <p>We aim to make our service accessible to everyone.</p> <p>We have access to telephone interpreters for those whose first language isn't English.</p> <p>All our Helpline Advisors have been trained to use Text Relay. Text Relay connects people using a textphone with people using a telephone or another textphone. It</p> | |
|--|--|--|--|--|--|

| | | | | | |
|---|---|--|---|--|--|
| | | | | lets deaf, hard of hearing and speech impaired people stay in touch with friends and family, and call businesses over the telephone. | |
| <p>The Forced Marriage Unit</p> <p>t: 020 7008 0151</p> <p>e: fmu@fco.gov.uk</p> <p>w: www.forcedmarriage.net</p> | <p>ForcedMarriage.net has been set up by the EMF - The Social Justice Foundation, a national charity established in 1999 to improve the lives of Britain's minority ethnic and disadvantaged communities. We aim to bring about social change</p> | | <p>This website provides advice, information and essential contacts to help people out of a forced marriage.</p> <p>The FMU provides confidential information and assistance to potential victims and concerned professionals. It works with partner organisations, both in the UK and overseas, to ensure that action is taken to try to prevent a force marriage taking place. The FMU also provides support and information to individuals who have already been forced to marry.</p> <p>All caseworkers in the FMU have experience in dealing with the cultural, social and emotional issues surrounding forced marriage.</p> | <p>Monday – Friday from 9.00am – 5.00pm</p> <p>Emergency service on 020 7008 1500.</p> | |

| | | | | | |
|--|---|--|--|--|--|
| | <p>and promote prosperity, fairness and understanding.</p> <p>Everyone in Britain, whatever their religion or belief, has the right to choose whether to get married and who they want to marry. But in some cases - more often than we might think - people are forced into marriage. Sometimes it might be to someone they don't like or have never even met. Sometimes they are too young to get married</p> | | | | |
|--|---|--|--|--|--|

| | | | | | |
|---|--|-----------|--|--|--|
| | (sometimes as young as 12 or 13) or don't feel ready to marry at all. And sometimes it might be that they are lesbian or gay and do not want to marry someone of the opposite sex. | | | | |
| Chinese Information & Advice Centre Lower Ground Floor London Chinatown Market 71-73 Charing Cross Road London WC2H 0NE t: 08453 131 858 e: info@ciac.co.uk w. www.ciac.co.uk | The Chinese Information and Advice Centre (CIAC) provides free information, advice and support to disadvantaged Chinese people in our community living in the UK. | Voluntary | Help includes supporting women and children who are victims, or at risk of domestic violence, working with prisoners to help reduce re-offending, and legal advice on issues such as employment, immigration, asylum and homelessness. | Monday – Friday from 10.00am – 6.00pm 24 hr helpline: 0782 551 9322 | |
| Jewish Women's Aid | Jewish | Voluntary | We run a refuge in London where | Monday – | |

| | | | | | |
|--|--|------------------|--|---|--|
| <p>PO Box 2670 London N12 9ZE</p> <p>t: 020 8445 8060</p> <p>e: info@jwa.org.uk</p> <p>w: www.jwa.org.uk</p> | <p>Women's Aid (JWA) is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.</p> | | <p>Kashrut, Shabbat and festivals are strictly observed. The refuge houses up to eight women and their children from various backgrounds and levels of religious observance.</p> <p>We offer a national confidential free-phone helpline.</p> <p>We provide outreach support to women and their children in the community. Some want to discuss their situations and options. Others are trying to rebuild their lives. All have our support.</p> <p>We seek to raise awareness of the existence of domestic abuse within the Jewish community and work towards its total eradication through talks and training for professionals. We offer education sessions in schools which promote healthy relationships and aim to prevent domestic violence in the future.</p> | <p>Thursday 9.30am – 9.30pm</p> | |
| <p>Karma Nirvana PO Box 148 Leeds LS13 9DB</p> <p>t: 0800 5999 247 (freephone)</p> <p>w: www.karmanirvana.org.uk</p> | <p>Karma Nirvana is a registered Charity that supports victims and survivors of forced marriage and honour based abuse. The words Karma</p> | <p>Voluntary</p> | <p>Providing practical and emotional support to all victims and survivors of forced marriage and honour based abuse.</p> <p>Karma Nirvana design and deliver bespoke training to meet professional learning outcomes. Our training is facilitated with real life experiences and we can arrange for a survivor to speak about their personal experience if requested.</p> | | |

| | | | | | |
|--|--|-----------|---|---|--|
| | Nirvana simply mean 'Peace and Enlightenment' as we hope our victims will achieve this through our work. | | | | |
| <p>Get Connected PO BOX 51719 London NW1 5UH</p> <p>t: 0808 808 4994 (freephone)</p> <p>w: www.getconnected.org.uk</p> | <p>Get Connected is the UK's free, confidential helpline for young people under 25 who need help and don't know where to turn.</p> | Voluntary | <p>If you're under 25, we're here for you, 365 days a year, for absolutely anything you're going through. We're free, confidential, and you can contact us however you'd prefer - by phone, email, text or webchat.</p> <p>We want to make sure that you feel as comfortable as possible when you contact us. Whichever way you get in touch, you'll be put in touch with one of our trained Helpline Volunteers who want to help you with whatever's going on.</p> | <p>Our service is available 365 days a year and young people can contact us by phone, webchat, email, text message or use our online directory, WebHelp 24/7.</p> | |
| <p>National Centre for Domestic Violence</p> <p>t: 0844 8044 999</p> <p>e: office@ncdv.org.uk</p> <p>Text: NCDV to 60777</p> <p>For the deaf or hard of hearing they offer a</p> | <p>The National Centre for Domestic Violence (NCDV) provides a free, fast emergency service to survivors of domestic</p> | Voluntary | <p>We believe nobody should suffer domestic violence. Putting a stop to the abuse however can be difficult and daunting. Our 100% free, fast service offers anyone suffering domestic violence a one-stop-shop where your concerns can be addressed in your language, on your terms. We offer this service because experience shows an emergency injunction can help to end the abuse.</p> | <p>24 hour emergency helpline.</p> | |

| | | | | | |
|--|--|--|---|--|--|
| <p>Minicom and typetalk service on 18001 08009 702070</p> <p>w: www.ncdv.org.uk</p> | <p>violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of existing solicitors and other support agencies (Refuge, Women's Aid etc) to help survivors obtain speedy</p> | | <p>Our aim is to help you secure a safer, happier future. To find out more about how we can help you achieve this, look at our quick guide to emergency injunctions, read how NCDV can help you or access the Frequently Asked Questions section.</p> | | |
|--|--|--|---|--|--|

| | | | | | |
|--|--|-----------|--|--|--|
| | protection. | | | | |
| <p>Childline NSPCC Weston House 42 Curtain Road London EC2A 3NH</p> <p>t: 0800 1111</p> <p>w: www.childline.org.uk</p> | <p>You can contact ChildLine about anything - no problem is too big or too small. If you're feeling worried, scared, stressed or just want to talk to someone you can contact ChildLine. We're here to offer information and support whenever you need us.</p> | Voluntary | <p>There are a number of ways to contact ChildLine:</p> <p>Call free on 0800 1111 1-2-1 chat (like msn) Send an email ChildLine message boards Ask Sam</p> | 24 hour service | |
| <p>Broken Rainbow</p> <p>t: 0300 999 5428</p> <p>e: help@brokenrainbow.org.uk</p> <p>w: www.brokenrainbow.org.uk</p> | <p>Broken Rainbow lesbian, gay, bisexual and transgender (LGBT) domestic violence service (UK) is the first organisation</p> | Voluntary | <p>Our confidential helpline service is run by trained LGBT people who have an understanding of your sexual identity issues along with the impact domestic violence can have on your life.</p> | <p>Monday and Thursday 10am to 8pm Tuesday and Wednesday 10am to 5pm (1pm-5pm Tuesday is a Trans specific service)</p> | |

| | | | | | |
|--|--|-----------|---|-----------------|--|
| | dedicated to confronting and eliminating domestic violence within and against the LGBT communities. It was started in 2002 and became a registered charity in 2004. | | | | |
| National Domestic Violence Helpline t: 0808 2000 247 w: www.nationaldomesticviolencehelpline.org.uk | The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, | Voluntary | The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available. | 24 hour service | |

| | | | | | |
|--|--|------------------|--|---|--|
| | colleagues and others calling on their behalf. | | | | |
| <p>Rights of Women 52-54 Featherstone Street London EC1Y 8RT</p> <p>t: 020 7251 6575 f: 020 7490 5377</p> <p>e: info@row.org.uk</p> <p>w: www.rightsofwomen.org.uk</p> | <p>Rights of Women is a women's voluntary organisation committed to informing, educating and empowering women concerning their legal rights.</p> | <p>Voluntary</p> | <p>Founded in 1975, we offer free confidential legal advice to women on our advice line. We offer specialist advice in family law, divorce and relationship breakdown, children and contact issues, domestic violence, sexual violence, discrimination and lesbian parenting. We empower women to access their legal rights.</p> <p>We also provide training for organisations on essential issues concerning women's rights. Our general courses are open to all women, and we can provide customised training on request. We train women's organisations, voluntary organisations, lawyers, social workers, employers, trade union representatives, legal advisors and others. Through training we enable individuals and agencies to ensure that they are protecting women's rights effectively.</p> <p>Rights of Women provide guidance for policy makers, and work to put women's rights on the public policy agenda. We seek to influence policy by undertaking original research, preparing responses to policy documents from Government and other sources, organising conferences on women's rights, and holding public</p> | <p>General and Family Law Advice Line: 020 7251 6577 (Open Mondays 11am-1pm, Tuesdays & Wednesdays 2-4pm and 7-9pm, Thursdays 7-9pm, and Fridays 12noon-2pm) Criminal Law and Sexual Violence legal advice line: 020 7251 8887 (Open Tuesdays 11am-1pm and Thursdays 2-4pm) Immigration and Asylum Legal advice</p> | |

| | | | | | |
|---|--|------------------|--|---|--|
| | | | <p>meetings. We want women's voices heard at every stage of public policy formulation.</p> <p>We provide education on women's rights through several publications. These include our handbooks, information sheets on key issues of family law, and publications on key issues relating to women and the law.</p> | <p>line: 020 7490 7689 (Open Mondays 2-4pm and Wednesdays 11am-1pm)</p> | |
| <p>The Hideout w: www.hideout.org.uk</p> | <p>Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.</p> | <p>Voluntary</p> | <p>Women's Aid has been working with women and children experiencing domestic violence for thirty years. Children and young people have told them again and again that they want more information about domestic violence that's easy to read and understand. So, they created this site especially for them.</p> | | |
| <p>Action on Elder Abuse PO Box 60001 Streatham SW16 9BY t: 020 8835 9280 f: 020 8696 9328 e: enquiries@elderabuse.org</p> | <p>Our vision is a society which values older people and one in which they and other adults can live free from abuse perpetrated</p> | <p>Voluntary</p> | <p>One key way in which we address elder abuse is through our unique confidential freephone helpline, which provides information, advice and support to victims and others who are concerned about or have witnessed abuse.</p> <p>AEA are actively forming local groups of older people who are concerned about elder abuse and who want to practically assist in challenging and addressing this</p> | <p>UK Helpline: 080 8808 8141</p> <p>This helpline is available Monday to Friday, 9am to 5pm</p> <p>Helplines are</p> | |

| | | | | | |
|---|--|------------------|---|--|--|
| <p>.uk</p> <p>w: www.elderabuse.org.uk</p> | <p>by those in whom they have an expectation of trust. Where such abuse occurs we seek an environment in which it can be identified and addressed.</p> | | <p>important issue within their areas.</p> <p>A major activity for AEA is hosting conferences on issues related to elder abuse and the adult safeguarding agenda.</p> | <p>confidential and are freephones. Our number will not appear on your telephone bill.</p> | |
| <p>Respond 3rd Floor 24-32 Stephenson Way London NW1 2HD</p> <p>T: 0207 383 0700</p> <p>E: admin@respond.org.uk</p> <p>www.respond.org.uk</p> | <p>Respond exists in order to lessen the effect of trauma and abuse on people with learning disabilities their families and supporters.</p> | <p>Voluntary</p> | <p>We aim to make a real difference to people with learning disabilities by providing effective and flexible support to help them to improve their lives.</p> <p>Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy, campaigning and other support. Respond also aims to prevent abuse by providing training, consultancy and research.</p> | | |
| <p>Talk to Frank</p> <p>frank@talktofrank.com</p> <p>www.talktofrank.com</p> | <p>Frank helps you find out everything you might need to know about drugs.</p> | | | <p>If you want to talk, you can call FRANK free, 24 hours a day, 365 days a year.</p> | |

| | | | | | |
|--|---|------------------|--|---|--|
| | | | | <p>T: 0800 77 66 00</p> <p>SMS 82111</p> <p>Live chat 2.00pm – 6.00pm every day</p> | |
| <p>Shelter 88 Old Street London EC1V 9HU</p> <p>www.shelter.org.uk</p> | <p>Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing. We do this by giving advice, information and advocacy to people in housing need, and by campaigning for lasting political change to end the housing crisis for good.</p> | <p>Voluntary</p> | <p>Shelter provides free, confidential advice to people with all kinds of housing problems through our online housing information and our face to face local services.</p> <p>Shelter tackles the root causes of bad housing by lobbying government and local authorities for new laws and policies, and more investment, to improve the lives of homeless and badly housed people.</p> <p>Our influential campaigns bring aspects of bad housing to the attention of the media and the public, who help us fight for solutions.</p> <p>As a leading expert on housing in Britain, we develop practical solutions to address the housing crisis. We also work in conjunction with the housing sector to promote good practice, publish reports, and deliver professional training.</p> | <p>Contact Shelter's free housing advice helpline on 0808 800 4444 (calls are free from UK landlines and main mobile networks).</p> | |
| <p>Network for Surviving Stalking</p> | <p>NSS aims to provide</p> | <p>Voluntary</p> | <p>Please use our web-site to find out more about stalking and harassment. It</p> | | |

| | | | | | |
|--|--|------------------|---|--|--|
| <p>PO Box 88 Lydney GL15 9AG</p> <p>T: 07501 752741</p> <p>E: campaign@nss.org.uk</p> <p>www.nss.org.uk</p> | <p>support to victims, potential victims and others affected by stalking /harassment throughout the UK, to raise awareness of the subject and to provide information about stalking /harassment and harassment to professionals, relevant agencies and the public.</p> | | <p>features information that can help you work out if you're being stalked and whether you may be in danger. It also contains advice about what to expect if you contact the police about a stalking case.</p> | | |
| <p>Asylum Aid Club Union House 253-254 Upper Street London N1 1RY</p> <p>Asylum Aid Advice Line: 0207 354 9264</p> <p>T: 0207 354 9631</p> | <p>Asylum Aid was founded in 1990 to provide desperately-needed legal representation to those fleeing persecution</p> | <p>Voluntary</p> | <p>Our team provides legal representation and advice to asylum seekers through the work of three solicitors, three caseworkers and a Legal Triage Advisor. They are supported by Asylum Aid's Legal Team Manager and a Legal Administrator.</p> | <p>Tuesdays 1-3pm: asylum, trafficking, domestic violence. Tuesdays 3-4pm: statelessness . Thursdays 10.30-12.30</p> | |

| | | | | | |
|--|--|------------------|--|---|--|
| <p>Fax: 0207 354 5620</p> <p>E: info@asylumaid.org.uk</p> <p>www.asylumaid.org.uk</p> | <p>abroad. We have provided legal advice to more than 30,000 people in the last twenty years, and we are committed to continuing this work.</p> | | | <p>asylum, trafficking, domestic violence.</p> | |
| <p>Southall Black Sisters 21 Avenue Road Southall Middlesex UB1 3BL</p> <p>Helpline T: 020 8571 0800</p> <p>General Enquiries T: 020 8571 9595</p> <p>Fax: 020 8574 6781</p> <p>www.southallblacksisters.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. For more than three decades we have been at the forefront of challenging domestic and gender</p> | <p>Voluntary</p> | <p>If you or someone you know is experiencing domestic violence, Southall Black Sisters can help with practical help and advice. Our holistic service aims to help women and children escape violence and abuse (including forced marriage and honour crimes) and deal with a range of inter related problems.</p> | <p>Helpline Mon – Fri 9am – 5pm</p> <p>General Enquiries Mon – Fri 9am – 5pm</p> <p>Closed from 12.30pm to 1.30pm for lunch</p> | |

| | | | | | |
|---|--|-----------|--|---|--|
| | violence locally and nationally. | | | | |
| Ashiana Network T: 020 8539 0427 E: info@ashiana.org.uk www.ashiana.org.uk | We believe everyone has the right to live a life free of oppression, fear and violence. We are a charitable organisation based in London, to help women from the Asian, Turkish & Iranian community get help when they need it. We are here to offer our help support and guidance to Women in need. | Voluntary | We offer confidential and culturally specific advice, support and information to our clients. Our aim is to empower the women and young people who use our services so that they are able to make informed choices and decisions about their future. | | |
| SANE 1st Floor Cityside House 40 Adler Street | SANE uses the Charities Evaluation Services | Voluntary | SANE runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, | We are open every day of the year from 6pm to 11pm. | |

| | | | | | |
|---|--|------------------|---|---|--|
| <p>London E1 1EE</p> <p>Helpline: 0845 767 8000</p> <p>www.sane.org.uk</p> | <p>framework to assess its work. We have three organisational aims:</p> <ol style="list-style-type: none"> 1. Reducing the impact of mental illness 2. Improving treatment and care by increasing knowledge about mental illness 3. Influencing policy and public attitudes by increasing understanding of mental illness | | <p>including family, friends and carers.</p> | | |
| <p>Community Legal Advice helpline</p> <p>T: 0845 345 4 345</p> <p>www.justice.gov.uk</p> | <p>Community Legal Advice (CLA) is a national advice line for England & Wales, paid for by legal</p> | <p>Statutory</p> | <p>People living on a low income or benefits, who are eligible for legal aid can get specialist legal advice on benefits and tax credits, debt, education, housing, employment and family problems.</p> | <p>Open Monday to Friday 9.00 am to 8.00 pm and Saturday 9.00 am to 12.30 pm.</p> | |

| | | | | | |
|---|---|-----------|---|---|--|
| | aid. | | | | |
| <p>Respect 4th Floor Development House 56-64 Leonard Street London EC2A 4LT</p> <p>Phone: 020 7549 0578 Fax: 020 7549 0352</p> <p>E: info@respect.uk.net</p> <p>Web: www.respect.uk.net</p> | <p>Respect is a membership organisation. We develop, deliver and support effective services for:</p> <p>male and female perpetrators of domestic violence young people who use violence and abuse at home and in relationships men who are victims of domestic violence</p> | Voluntary | <p>We run two helplines The Respect Phoneline - freephone 0808 802 4040 - for domestic violence perpetrators and professionals who would like further information about services for those using violence/abuse in their intimate partner relationships. www.respectphoneline.org.uk</p> <p>and</p> <p>The Men's Advice Line - freephone 0808 801 0327 - for men experiencing domestic violence www.mensadvice.org.uk</p> | Monday-Friday 9am-5pm | |
| <p>Mankind Initiative Flook House Belvedere Road Taunton Somerset TA1 1BT</p> <p>T: 01823 334244</p> <p>E: admin@mankind.org.uk</p> | <p>The ManKind Initiative is a national charity that provides help and support for male victims of domestic abuse and</p> | Voluntary | <p>For many men, calling our helpline is the first step they have made in talking to someone else about the problems they face.</p> <p>Whether it is information or just emotional support, please call. Our helpline is operated by trained people who can give both emotional and practical support as well as providing information.</p> | Our confidential helpline is manned from Monday to Friday 10am - 4pm and 7pm - 9pm. | |

| | | | | | |
|--|---|------------------|--|---|--|
| <p>www.mankind.org.uk</p> | <p>domestic violence.</p> | | <p>Emotional support, includes: Simply someone to talk to Giving you confidence Helping you to realise you are not blame</p> <p>Information and support includes:</p> <p>Housing and refuge support Reporting incidents Police procedures Legal Services (including solicitors who can help) Referring victims to local councils, refuges and other support services Local services and support groups</p> <p>If we cannot help directly, we know people and organisations who can</p> <p>We also welcome calls from mothers, sisters and friends of victims, seeking information.</p> | | |
| <p>NSPCC Weston House 42 Curtain Road London EC2A 3NH</p> <p>T: 020 7825 2500 Fax: 020 7825 2525</p> <p>E: help@nspcc.org.uk</p> <p>Website:</p> | <p>The NSPCC is inspired by a belief that we can make a difference for all children. That's why we aim to end cruelty to children in the UK. Even</p> | <p>Voluntary</p> | <p>The NSPCC's work is focused on helping those children who are in greatest danger and distress. Our services are all designed to make the biggest difference to children possible.</p> | <p>Worried about a child? T: 0808 800 5000</p> <p>Are you a child? T: 0800 1111</p> | |

| | | | | | |
|--|---|-----------|---|---|--|
| www.nspcc.org.uk | if it takes many generations to realise it, we achieve much more for children by having this inspirational vision. | | | | |
| <p>Samaritans The Upper Mill Kingston Road Ewell Surrey KT17 2AF</p> <p>T: 020 8394 8300 Fax: 020 8394 8301</p> <p>E: admin@samaritans.org.</p> <p>Website: www.samaritans.org</p> | <p>Samaritans Vision is that fewer people die by suicide.</p> <p>We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behaviour.</p> | Voluntary | <p>We are available 24 hours a day to provide emotional support for people, who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.</p> <p>We reach out to high risk groups and communities to reduce the risk of suicide.</p> <p>We work in partnership with other organisations, agencies and experts</p> <p>We influence public policy and raise awareness of the challenges of reducing suicide.</p> | <p>T: 08457 90 90 90</p> <p>E: jo@samaritans.org</p> <p>Visit local Samaritans branch</p> <p>Write to Freepost RSRB-KKBY-CYJK Chris PO Box 90 90 Stirling FK8 2SA</p> | |
| Crimestoppers Crimestoppers Trust PO Box 324 | We are an independent charity | Voluntary | We run the anonymous phone number that you can call to pass on information about crime. Alternatively people can | T: 0800 555 111 | |

| | | | | | |
|--|--|------------------|---|---|--|
| <p>Wallington SM6 6BG</p> <p>www.crimestoppers-uk.org</p> | <p>helping to find criminals and help solve crimes.</p> | | <p>pass us information anonymously via the website, using our Giving Information Form.</p> <p>Callers don't have to give their name or any personal information and calls cannot be traced. This means you won't need to appear in court or give a statement to the police.</p> | | |
| <p>Mind 15-19 Broadway Stratford London E15 4BQ</p> <p>T: 020 8519 2122 Fax: 020 8522 1725</p> <p>E: contact@mind.org.uk</p> <p>Website: www.mind.org.uk</p> | <p>We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.</p> | <p>Voluntary</p> | <p>Mind helps people to take control over their mental health. We provide information and advice, training and services through our local Minds. We do all this to make it possible for people who experience mental health problems to live full lives, and play their full part in society.</p> | <p>Call our Infoline: 0300 123 3393</p> | |
| <p>Gov.uk</p> <p>Website: www.gov.uk</p> | <p>The best place to find government services and information.</p> | <p>Statutory</p> | | | |

Appendix B

Useful Numbers

| | |
|---|----------------|
| Action on Elder Abuse | 02088 359280 |
| Advocacy After Fatal Domestic Abuse | 07768 386922 |
| Asylum Aid (General Enquiries) | 02073 549631 |
| Benefits - Harlow | 01279 446655 |
| Changing Pathways | 01268 729707 |
| Childline | 0800 11 11 |
| Chinese Information and Advice Centre | 03002 011868 |
| Citizen's Advice Bureau | 03444 770808 |
| Civil Legal Advice | 03453 454345 |
| Essex County Council Learning and Social Care Direct (24 Hours) | 03456 061212 |
| Essex Police - Non Emergency Domestic Abuse Number | 08003 580351 |
| Essex Police Domestic Abuse Central Referral Unit | 101 Ext 180340 |
| Essex Adult Social Care (Monday - Friday 0930-1730) | 03456 037630 |
| Essex Children's Social Care (Monday - Friday 0930-1730) | 03456 037627 |
| Forced Marriage Unit (Monday - Friday 0900-1700) | 02070 080151 |

| | |
|--|--------------|
| Forced Marriage Unit (Out of hours - ask for the Global Response Centre) | 02070 081500 |
| Galop - LGBT+ anti-violence charity | 08009 995428 |
| Gingerbread | 08088 020925 |
| JAN Trust | 02088 899433 |
| Jewish Women's Aid | 08088 010500 |
| Men's Advice Line (Monday - Friday 0900-1700) | 08088 010327 |
| National Association for People Abused in Childhood (Monday - Thursday 1000-2100 and Friday 1000-1800) | 08088 010331 |
| National Centre for Domestic Violence | 08009 702070 |
| National Domestic Violence Helpline | 08082 000247 |
| National Stalking Helpline | 08088 020300 |
| NSPCC | 08088 005000 |
| Rape & Sexual Abuse Support Centres (Open every day 1200-1430 and 1900-2130) | 08088 029999 |
| Refuge | 08082 000247 |
| Relate | 03000 030396 |
| Respect | 08088 024040 |
| Rights of Women | 02072 516575 |
| Safer Places | 03301 025811 |

| | |
|------------------------------------|--------------|
| Samaritans | 08457 909090 |
| Sanctuary - Harlow | 01279 446655 |
| Shelter | 08088 004444 |
| Synergy Essex | 03000 037777 |
| The Mix | 08088 084994 |
| Victim Support (England and Wales) | 08081 689111 |
| Women's Aid | 08082 000247 |

Information and Resources

Essex Police <https://www.essex.police.uk/advice/domestic-abuse/>

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

Galop - LGBT+ anti-violence charity <http://www.galop.org.uk>

Harlow Council <https://www.harlow.gov.uk/domestic-abuse>

National Centre for Domestic Violence <https://www.ncdv.org.uk>

National Stalking Helpline <https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline>

NSPCC <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse>

Safer Places <https://www.saferplaces.co.uk>

Southend Essex and Thurrock Domestic Abuse Board <https://setdab.org>