

Community Safety's Domestic Violence & Abuse Service Directory

sexual violence, controlling sexual behaviour, exploitation, trafficking, prostitution, prostitution behaviour, sexual violence, marriage, controlling sexual behaviour, child sexual abuse, domestic abuse, hate crime, genital mutilation, FGM, forced marriage, hate crime, rape, violence, "honour" based violence, violence and assault, called coercion, violence, prostitution, domestic violence, honour, crime, rape, sexual violence, child abuse, financial abuse, violence, coercive controlling, domestic violence, cutting, hate crime, mutilation, stalking & violence, hitting, harassment, marriage, rape, mutilation, prostitution, sexual violence, trafficking, abuse, threatened, domestic abuse, hate crime, murder, used violence, marriage, abuse, FGM, mutilation, dowry, rolling mutilation, dowry, domestic violence, sexual violence, based violence, domestic violence, financial abuse, violence, coercive controlling, domestic violence, cutting, hate crime, mutilation, stalking & violence, hitting, harassment, marriage, rape, mutilation.



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This directory was last updated in April 2017 and was accurate at the time of publishing. We recommend using it electronically rather than printing copies.

It will be updated regularly by the Community Safety's Domestic Violence & Hate Crime Team, however please do check that details are correct before giving out to service users. Please email any amendments to domestic.violence@towerhamlets.gov.uk if you become aware of any detail that is no longer valid.

Introduction

This resource pack has been put together by the Community Safety's Domestic Violence & Hate crime Team in Tower Hamlets. It aims to assist practitioners working with those experiencing domestic violence & abuse and ensures that victims/survivors can easily access specialist services related to individual needs.

Domestic violence and abuse is a gendered crime which is deeply rooted in the societal inequality between women and men.

Whilst anyone can suffer domestic violence & abuse, women are more likely than men to experience multiple incidents of abuse, different types of domestic abuse (intimate partner violence, sexual assault and stalking) and in particular sexual violence. Anyone can experience domestic abuse regardless of race, ethnic or religious group, sexuality, class, or disability, but some women who experience other forms of oppression and discrimination may face further barriers to disclosing abuse and finding help.

Domestic abuse exists as part of violence against women and girls (VAWG); which also includes different forms of family violence such as forced marriage, female genital mutilation and so called "honour crimes" that are perpetrated primarily by family members, often with multiple perpetrators.¹

Domestic abuse can also take place in lesbian, gay, bi-sexual and transgender relationships, and can involve other family members, including children.

We know that domestic abuse is complex and that families experiencing violence have a wide range of needs which change over time from crisis support and protection, to rehousing and services to help rebuild their lives. Some of these needs can be met by specialist domestic violence services, others by mainstream statutory agencies or by targeted community based provision. We all have a role to play in providing a safe response to victims. Knowing what services are available as well as how to access them is vital.

Please note that details for specialist services change on a regular basis due to insecure and uncertain funding streams so do check that details are correct before giving out to service users.

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¹ <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/>

What is Violence against Women & Girls?

Violence against Women and Girls (VAWG) is both a form of discrimination and a violation of human rights. Locally, we have adopted the United Nations Declaration on Elimination of all forms of violence towards women, which defines violence against women as:

'Any act of gender based violence that results in or is likely to result in physical, sexual or psychological harm or suffering to women [or girls], including threats of such acts, coercion or arbitrary deprivation of liberty.'

United Nations Declaration on the Elimination on Violence towards Women
(1993, Article 1)

Violence against Women and Girls includes violence that is targeted at women or girls because of their gender or affects women and girls disproportionately. The types of violence included in our VAWG Strategy are:

- Sexual Violence
- Domestic Violence & Abuse
- Trafficking
- Prostitution
- Child Sexual Exploitation including in a gang context
- Female Genital Mutilation (FGM)
- Forced Marriage
- So-called 'Honour' Based Violence
- Dowry Related Abuse
- Stalking and Harassment

What about men?

We recognise that men also experience this type of violence and abuse and anyone presenting will be supported regardless of gender, sex, sexual orientation, age, disability, religion/belief, race, marital status or for any other reason.

More information about the work in Tower Hamlets and services to tackle VAWG, including the latest strategy (2016-2019) can be found at the Tower Hamlets Council website's [VAWG page](#). Alternatively you can visit www.towerhamlets.gov.uk and search for VAWG.

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BACKGROUND

FACTS & FIGURES

An estimated **7%** of women have experienced **DOMESTIC ABUSE** in the past 12 months.

.....
This means that in Tower Hamlets around **5000 WOMEN** are currently experiencing domestic violence.

LBTH Joint Strategic Needs Assessment 2010 - 2011


**2 WOMEN
A WEEK**

are killed by a current or former partner

Office of National Statistics, 2015

1 IN 4 WOMEN will experience domestic violence in their lives

Crime Survey of England & Wales, 2013/14



In the past 5 years the number of adults calling the **NSPCC HELPLINE** with concerns about domestic abuse have increased by **75%**

NSPCC, 2016


Domestic Violence has a higher rate of **REPEAT VICTIMISATION** than any other crime

Home Office, 2002

41% 
OF THE **PRISON POPULATION** have witnessed or experienced domestic abuse

Ministry of Justice, 2012

20%
OF **CHILDREN** in the UK have been exposed to domestic abuse

Radford, L. et al, 2011

On just one day in 2015 **92** women & **75** children were turned away from

REFUGE

Women's Aid Annual Survey (2015)

TOWER HAMLETS consistently has one of the **highest** rates of reported domestic abuse across London

LBTH VAWG Strategy, 2016

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What is Domestic Violence & Abuse?

The cross-government definition of domestic violence and abuse is:

“...any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to”:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Family members are defined as mother, father, son daughter, brother, sister and grandparents, whether directly related, in laws or stepfamily. This definition includes ‘honour’ based violence, forced marriage and other gender based violence.

Please refer to the Power & Control Wheel² in appendix 2 on [page 54](#) that further illustrates examples of abuse.

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.

Coercive or controlling behaviour offence

A coercive or controlling behaviour offence came into force in December 2015. It carries a maximum 5 years’ imprisonment, a fine or both. Victims who experience coercive and controlling behaviour that stops short of serious physical violence, but amounts to extreme psychological and emotional abuse, can bring their perpetrators to justice. The offence closes a gap in the law around patterns of controlling or coercive behaviour that occurs during a relationship between intimate partners, former partners who still live together or family members.

Domestic violence disclosure scheme

From 8 March 2014, the domestic violence disclosure scheme was implemented across England and Wales. This scheme is also known as **Clare’s Law**.

Right to ask means an individual can ask police to check whether a new or existing partner has a violent past. This is the ‘right to ask’. If records show that an individual may be at risk of domestic violence from a partner, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

Right to know enables an agency to apply for a disclosure if the agency believes that an individual is at risk of domestic violence from their partner. Again, the police can release information if it is lawful, necessary and proportionate to do so.³

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² Courtesy of the Duluth Model <http://www.theduluthmodel.org/training/wheels.html>

³ <https://www.gov.uk/guidance/domestic-violence-and-abuse>

The 3 Rs - Dealing with Disclosures

1. Receive

- ✓ Create a safe space – speak in privacy
- ✓ Listen to what she/he is saying
- ✓ Try not to interrupt or ask lots of questions
- ✓ Don't worry if they stop talking – silences are ok
- ✓ Explain confidentiality - they need to know what will actually happen and that you have a duty of care. They will appreciate your honesty and transparency

2. Reassure

- ✓ Affirm, validate and believe
- ✓ Do tell them immediately that you believe them
- ✓ Take it seriously – remember how difficult it is to disclose DV and ask for help.
- ✓ Remember to be non-judgemental – they should not feel that they are being pressurised or judged by people they approach for help even if they have made a previous decision to return to or take back their violent partner.
- ✓ Contain your own feelings. It's important not to look shocked or horrified as this may reinforce feelings of shame
- ✓ Acknowledge their trust in disclosing to you and highlight their courage and strength in taking the positive steps to getting support
- ✓ Try not to criticise the abuser(s)

3. Respond

- ✓ Be sensitive to their needs – offer a worker of the same gender and ethnicity if possible
- ✓ Help them make their own decisions and when presented with options, empower them to make their own choices - don't take over
- ✓ Offer appropriate referrals for support and signpost or refer as client wishes
- ✓ Ensure that they are aware of who you are going to tell
- ✓ Feedback what they say (mirroring) if you need to respond
- ✓ Stress to them that the abuse is not their fault and that no-one deserves to be abused, no matter what they do
- ✓ Don't forget to ask for help if you need support
- ✓ Prioritise safety – This could be their one chance to get help. Do they have somewhere safe to stay? Help them to plan how they will keep safe.
- ✓ Know your safeguarding duty – have you made appropriate safeguarding referrals? Are there matters of national security to consider?

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Emergency/Out of Hours Services

Call **999** in an emergency for **Police/Ambulance/Fire Services**



**METROPOLITAN
POLICE**

Working together for a safer London

For non-emergencies call **101** for police assistance

24 hour Police Station

12 Victoria Park Square, Bethnal Green, London, E2 9NZ

Barts Health **NHS**

NHS Trust

The **Royal London Hospital Emergency Department** is a 24-hour, seven days a week consultant-led emergency service and major trauma centre, available with triage, nurse practitioners, CT scanning, cardiac arrest team, paediatric care, decontamination facilities and specialist opinion from all major specialities, including minor injuries, acute mental health problems, and complications in pregnancy. This is the local hospital for residents of Tower Hamlets.

0207 377 7000 (switchboard)

0203 594 6371 (direct number)

Whitechapel Road, E1 1BB

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, colleagues and others calling on their behalf.

The Helpline can give support and information over the telephone and is staffed 24 hours a day by fully trained female helpline support workers. 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.

0808 2000 247

www.nationaldomesticviolencehelpline.org.uk



MASH (Multi-Agency Safeguarding Hub) Social Care Emergency Out of Hours Duty Team
- 5.00pm onwards, for concerns about children or vulnerable adults.

020 7364 4079

Please see [page 29](#) for further contact details for children and [page 44](#) for adults.

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Supportline: For those affected by crime and in need of support or information.

They are independent of the police and anyone can contact them for support, regardless of whether the crime has been reported or how long ago it took place.

0808 689 111

www.victimsupport.org.uk/help-and-support/get-help/supportline

(See [page 12](#) for details of Victim Support locally)



24 hour confidential emotional support for anyone experiencing distress or despair, including those who may feel suicidal

116 123

www.samaritans.org

Email: jo@samaritans.org



Free 24 hour helpline for children. Trained volunteer counsellors provide advice, comfort and support to children and young people who may feel they have nowhere else to turn.

0800 1111

www.childline.org.uk



The 24 hour NSPCC helpline provides help and support to parents, professionals and families.

Adults can contact by phone or online to get advice or share their concerns about a child, anonymously if they wish. It's staffed by professional practitioners with backgrounds in jobs like teaching, healthcare and social work, who know how to spot the signs of abuse and what to do to help.

0808 800 5000

www.nspcc.org.uk/services-and-resources/nspcc-helpline/

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Specialist Domestic Violence Services

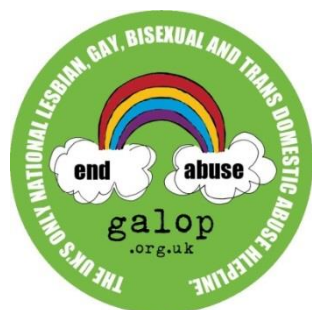
National Domestic Violence Helpline, run in partnership between [Women's Aid](#) and [Refuge](#), is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

The Helpline can give support and information over the telephone and is staffed 24 hours a day by fully trained female helpline support workers. All calls are 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.

Calls will go through to voicemail when call volumes are high. If you're put through to voicemail during a busy time, you will be invited to leave a message to be called back with a safe time to do so if appropriate. Voicemail messages are checked every half an hour. When returning a call, the Helpline won't leave a message as this may jeopardise individuals' safety.

0808 2000 247

www.nationaldomesticviolencehelpline.org.uk



Galop - The National LGBT Domestic Abuse helpline

Abuse from family, partners, and ex-partners does happen in LGBT communities. Galop is a safe space for service users to talk and think about what they want away from pressure at home. Galop can help service users to explore their options, plan to make themselves safer, look for safe housing and speak with the police.

0300 999 5428

0800 9995428

www.galop.org.uk

Email: help@galop.org.uk



Men's Advice Line is a confidential helpline for any man experiencing domestic violence and abuse from a partner or ex-partner.

They 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. The service is run and managed by Respect.

0808 801 0327

www.mensadviceline.org.uk

Email: info@mensadviceline.org.uk

Forced Marriage Unit (FMU) can be contacted if you're trying to stop a forced marriage or if you need help supporting someone to leave a forced marriage. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases), and, in extreme circumstances, to rescues of victims held against their will overseas.

020 7008 0151

Email: fmu@fco.gov.uk

020 7008 1500 (*Out of hours, ask for the Global Response Centre*)

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National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation. The service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). They work in close partnership with the police, local firms of solicitors and other support agencies to help survivors obtain speedy protection.

0800 970 2070

www.ncdv.org.uk



0808 802 0300

Stalking Helpline

The National Stalking Helpline is the national service for victims of stalking and harassment in the UK.

0808 802 0300

www.stalkinghelpline.org



Victim Support Tower Hamlets provides free and confidential practical and emotional support to high-risk victims of domestic violence living in Tower Hamlets, including advocacy, referral and information. The domestic violence does not have to have been reported to the police. Independent Domestic Violence Advisors (IDVAs) offer one-to-one support and referrals to other specialist agencies e.g. counselling. IDVAs also provide safety planning and risk assessment for domestic violence cases. They liaise with criminal justice agencies and housing services to increase safety and will submit third party reports to police if requested by the client.

Drop in service available 10.00am - 4.00pm (clients advised to make appointments beforehand). Victim Support also provides specialist service for victims of serious and violent crime, ie: hate crime, sexual assault, GBH, ABH.

0207 364 2448/7957

0808 1689 111 ('Supportline' - 24 hr)

Secure email: vs.towerhamlets@victimsupport.cjsm.net

Serious Violent Crime: Rob.Calcutt@victumsupport.org.uk
Bigqi.Stiller@victimsupport.org.uk



Hestia deliver a range of domestic abuse services in London, including two refuges in Tower Hamlets, one of which is specifically aimed at supporting South Asian women & children.

www.hestia.org

0207 517 1420

0207 858 6500

(Refuges email) sharon.benoit@hestia.org; robi.bibi@hestia.org

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0207 650 3043

Faith Regen Foundation is a multi-faith, BAME led charity offering services to women affected by VAWG which include: support from a Domestic Violence worker, confidence building workshops, careers guidance, work experience opportunities, ESOL training and accredited vocational training

Support is offered primarily to women currently experiencing abuse who are assessed as low to medium risk and those who have experienced VAWG in the past.

www.thefrf.org

Email: julia@thefrf.org



Solace Women's Aid Advice Service provides free and confidential telephone support for women and girls over the age of 14 who have experienced any form of domestic or sexual abuse.

They can help by providing advice and support with improving safety, housing and homelessness, finances and welfare benefits, access to legal services and children. As part of the Ascent partnership they work with partner agencies across London who can provide specialist one to one support in clients' local boroughs and in various languages.

Solace has specialist services including The Silver Project (over 55), Irish and Irish Traveller Women's Project, Empower project (Albanian Speaking Women project), immigration Project and arts therapies.

0808 802 5565

www.solacewomensaid.org

Email: advice@solacewomensaid.org



TOWER HAMLETS

LBTH DV Helpline is the Council's advice and signposting service, delivered by the Community Safety Team. They monitor domestic violence reporting levels via the 'DV1' inter-agency referral forms that are logged on to the council's confidential domestic violence database, with clients' consent. The team does not undertake direct casework although the helpline and inbox are open to both professionals and the public.

0800 279 5434 (DV Freephone)

www.towerhamlets.gov.uk/domesticviolence

0207 364 4986 (DV Landline)

Email: domestic.violence@towerhamlets.gov.uk

(Please be advised that this is not an emergency helpline and your call may not be able to be taken immediately. In these cases please leave a message, stating your name, organisation, contact number and that it is safe to call you back.)

For further details of the work done by the LBTH Domestic Violence & Hate Crime Team please see [page 50](#)

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LBTH DV One Stop Shop takes place every Thursday from 9.30am – 12.30pm at Idea Store Whitechapel, (321 Whitechapel Road, London, E1 1BU).

TOWER HAMLETS

Key members of staff from the Community Safety Unit (Police), LBTH DVHCT, Housing Options, Victim Support Tower Hamlets, Hestia and a solicitor are present every week to provide advice, information and signpost victims of VAWG and domestic abuse to appropriate specialist support services.

0800 279 5434 (DV Freephone)

www.towerhamlets.gov.uk/domesticviolence

0207 364 4986 (DV Landline)

Email: domestic.violence@towerhamlets.gov.uk



LBTH Sanctuary Project provides free tailor-made security for victims of domestic violence. It is run by the Council in partnership with the Police. The service is based on a risk assessment and aims to prevent homelessness amongst victims of domestic violence.

0800 279 5434 (DV Freephone)

www.towerhamlets.gov.uk/domesticviolence

0207 364 4986 (DV Landline)

Email: domestic.violence@towerhamlets.gov.uk



LBTH Specialist Domestic Violence Court (SDVC) takes place at Thames and Stratford Magistrates' Court and deals with most domestic abuse cases.

The SDVC Coordinator is responsible for coordinating the SDVC for Tower Hamlets and Hackney, ensuring cases are progressed through the criminal justice system swiftly and effectively, whilst ensuring partners and victims are kept updated throughout the process. The Coordinator also works with key agencies to ensure the Court is given the most current information to assist them in making an informed decision about cases. Everyone dealing with cases at the court has received special training in domestic abuse and what it means for the victims and witnesses. Additionally, a range of safety and support measures have been put in place to help victims and survivors in coming to court.

020 7364 1653/07950 848 159 (SDVC Coordinator)

www.towerhamlets.gov.uk/domesticviolence

020 8271 1530/1533 (Thames Magistrates Court)

Email: LondonEastMC@hmcts.gsi.gov.uk

Email: domestic.violence@towerhamlets.gov.uk

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Harmful Practices: Female Genital Mutilation, “Honour” Based Violence & Forced Marriage

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured or changed, with no medical reason for this to be done. It's also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others. It is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts. It's very painful and can seriously harm the health of women and girls. It can also cause long-term problems with sex, childbirth and mental health.

FGM has been a criminal offence in the UK since 1985. Anyone found guilty of the offence faces a maximum penalty of 14 years in prison. In 2003 it also became a criminal offence for UK nationals or permanent UK residents to take their child abroad for female genital mutilation and in 2015 more amendments to the Serious Crime Act came in to force to further protect individuals. This included the introduction of FGM Protection Orders (FGM PO) as well as the mandatory duty on regulated health and social care professionals and teachers in England and Wales to report 'known' cases of FGM in under 18s to the police.

An **FGM PO** is a civil measure which can be applied for through a family court. The FGM PO offers the means of protecting actual or potential victims from FGM under the civil law.

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

Who can apply for an order?

- The person who is to be protected by the order
- a relevant third party (such as the local authority); or
- any other person with the permission of the court (for example, teachers, health care professionals, police, family member).

FGM POs are unique to each case and contain legally binding conditions, prohibitions and restrictions to protect the person at risk of FGM. The court can make an order in an emergency so that protection is in place straightaway.



**METROPOLITAN
POLICE**

Working together for a safer London

Project Azure, Metropolitan Police

Reporting FGM to the police

020 7161 2888

If you are in immediate risk call 999

Barts Health

NHS Trust



Deinfibulation Clinic is based at Women's & Young People's Services at Mile End Hospital.

020 7377 7898

020 7377 7870

Sylvia Pankhurst Health Centre, Mile End Hospital, Bancroft Rd. London, E1 4DG

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WHFS (Women's Health & Family Services) is a multi-cultural community health charity based in Tower Hamlets that focuses on health and empowerment issues for disadvantaged women and their families. WHFS works to support women who have been affected by FGM, or who are at risk from the practice in the borough.

020 7377 8725

www.whfs.org.uk/index.php/what-we-do/fgm

Email: enquiries@whfs.org.uk



OSCA (Ocean Somali Community Association) is an innovative charity organisation running free services for residents in East London. Their aim is to provide support services for the Somali community to access opportunities and to strengthen relationships with mainstream service providers to create social changes.

One of OSCA's active women's projects is Community against FGM and is funded by the Trust for London. They facilitate dialogues about FGM, its impact and its status in UK law, bringing together young people, women and other members of the community. By raising awareness and overcoming the taboo nature of FGM, the project aims to increase the skills and capacity of the community.

020 7987 5833

www.oceansomali.org.uk

info@oceansomali.org.uk



LBTH FGM Social Worker undertakes all the social work assessments and delivers training and awareness sessions to professionals as well as working at the specialist ante-natal clinic and the Mile End FGM clinic.

0207 377 7225



Safeguarding rights & dignity

Forward (Foundation for Women's Health Research and Development) is a leading African diaspora women's campaign and support organisation, committed to gender equality and safeguarding the rights of African girls and women. They work through partnerships in the UK, Europe and Africa to transform lives, tackling discriminatory practices that affect the dignity and wellbeing of girls and women. One of their focuses is FGM

www.forwarduk.org.uk



Daughters of Eve is a non-profit organisation that works to protect girls and young women who are at risk from female genital mutilation (FGM). By raising awareness about FGM and sign-posting support services they aim to help people who are affected by FGM and ultimately help bring an end to this practice.

www.dofeve.org

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‘Honour’ based violence⁴ is a term used to describe violence committed against a woman or a girl (or sometimes men) who the family or the community feels has not followed what they believe is acceptable behaviour and has brought dishonour or shame to the family.

Forced Marriage

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

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

The Anti-social Behaviour, Crime and Policing Act 2014 saw the introduction of Forced Marriage Protection Orders and makes it a criminal offence to force someone to marry. This includes:

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

Forcing someone to marry can result in a sentence of up to 7 years in prison

Disobeying a Forced Marriage Protection Order can result in a sentence of up to 5 years in prison

Forced Marriage Unit (FMU) can be contacted if you’re trying to stop a forced marriage or if you need help supporting someone to leave a forced marriage. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK (‘reluctant sponsor’ cases), and, in extreme circumstances, to rescues of victims held against their will overseas.

020 7008 0151

Email: fmu@fco.gov.uk

020 7008 1500 (*Out of hours, ask for the Global Response Centre*)

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⁴ For a wider discussion of so-called ‘honour based violence see: for example: Brandon, J. and Hafez, S., (2008), *Crimes of the Community: Honour-Based Violence in the UK*, London: Centre for Social Cohesion; ; Watts, C. and Zimmerman, C. (2002), ‘Violence against women: global scope and magnitude’, *The Lancet*, 359; Welchman, L. and Hossain, S. (2005), *‘Honour’: Crimes, Paradigms, and Violence against Women*, London, Zed Books and Terman, R. (2010), ‘To specify or single out: Should we use the term “Honor Killing”?’ , *Muslim World Journal of Human Rights*, 7(1)

Dowry Related Abuse is “any act of violence or harassment associated with the giving or receiving of dowry at any time before, during or after the marriage.”⁵

Dowry-related violence is often associated with the wider family but takes the form of domestic abuse and can include all forms of violence including: domestic violence, sexual violence, acid throwing, burning and other forms of violence. In extreme cases it involves murders which are often masked by the perpetrators as suicides or accidents. Dowry abuse has been particularly noted when a husband or his family believe the dowry to be inadequate or where the dowry has not been paid.⁶



KARMA NIRVANA

Karma Nirvana provides immediate and on-going support via a helpline to individuals affected by “Honour” Based Abuse and Forced Marriage, regardless of age, gender or background. They are a source of practical support, offering options and guidance to those who need it. They also continue to break the silence and raise awareness through various educational and training services.

0800 5999247

www.karmanirvana.org.uk



Ashiana Network specialises in helping Black and Minority Ethnic women, in particular, women from South Asian, Turkish & Iranian communities, aged 16-30 years who are at risk of domestic violence and sexual violence.

They run three refuges; two specifically for women aged 16-35 fleeing forced marriage. They also offer an advice and support service to women and girls who are experiencing domestic violence/sexual violence, enabling them to make informed decisions and exit violent relationships. Additionally they provide counselling as well as delivering education programmes for young people and a range of awareness raising workshops for professionals and women in the community.

0208 539 0427

www.ashiana.org.uk

Email: info@ashiana.org.uk



IKWRO provide direct services to Middle Eastern and Afghan women and girls who are at risk of ‘honour’ based violence, forced marriage, child marriage, female genital mutilation and domestic violence. This includes advocacy, training and counselling and promoting clients’ rights. They also provide advice and support to professionals from bodies such as the police, social services and schools to help them to understand issues affecting minority ethnic women.

0207 920 6460

www.ikwro.org.uk

Email: advice@ikwro.org.uk

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⁵ United Nations Division for the Advancement of Women, (2009) *Good Practice in Legislation on “Harmful Practices” against Women*, Report of the Expert Group Meeting, New York: UNDAW, page 20

⁶ Banerjee, K. (1999) “Gender stratification and the marriage market in India,” *Journal of Family Issues*, 20(5): 648-676. Bloch, F. and Vijayendra, R. (2002) “Terror as a bargaining instrument: A case study of dowry violence in rural India,” *The American Economic Review*, 92(4): 1029-1043. and Suran, L., Amin, S., Huq, L. and Chowdury, K. (2004) *Does Dowry Improve Life for Brides? A Test of the Bequest Theory of Dowry in Rural Bangladesh*, Population Council, No 195

Rape & Sexual Abuse

A sexual assault is any sexual act that a person is forced into against their will. It is a form of sexual violence and includes rape or other sexual offences, such as groping, forced kissing, child sexual abuse or the torture of a person in a sexual manner. Most sexual assaults are carried out by someone known to the victim and it is not uncommon for them to have no physical injuries or signs of their assault.



National Rape Crisis Helpline for confidential support and/or information about your nearest services
0808 802 9999

www.rapecrisis.org.uk



delivering cutting edge services
to end violence against women and children

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.

0207 683 1210

www.niaendingviolence.org.uk

Email: rapecrisis@niaendingviolence.org.uk



Survivors UK provides a dedicated national web-based helpline and other services for adult men (aged 18+) who have experienced rape and/or sexual abuse at any time of their lives. Support is also

available for carers/partners/supporters of male survivors.

0203 598 3898 (*enquiries about counselling*)

0203 322 1860 (*support via text*)

www.survivorsuk.org

Email: info@survivorsuk.org

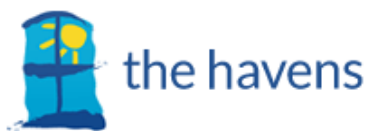


Women and Girls' Network Sexual Violence Telephone Helpline is staffed by specially-trained advisors and offers emotional support to women and girls affected by sexual violence, as well as information about gendered violence.

0808 801 0770

www.wgn.org.uk

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The Havens are specialist centres in London for anyone who has been raped or sexually assaulted. Services provided include first aid, emergency contraception, practical advice, optional forensic medical examination, medical aftercare and specialist support such as counselling, psychology

and advocacy. All services are provided without clients having to report the assault or rape to the police.

020 3299 6900 (24/7 - urgent advice & appointments)

www.thehavens.org.uk

020 3299 1599 (non-urgent enquiries)

020 3299 6901 (Haven Whitechapel – for professional enquiries)



My Body Back Project supports women around a year onwards after their sexual assault – clients should have previously accessed care and counselling services before accessing this service. Services include a maternity clinic,

cervical screening clinic especially for women and trans men who have experienced sexual violence, and a clinic where women who have been raped will be able to self-test for STIs. There is also a selection of support groups available.

Email: info@mybodybackproject.com

Referrals to maternity clinic, email: maternity@mybodybackproject.com



Ambrose King Centre offers a walk in Sexual health service including STI testing, STI treatment, rapid/same day HIV testing, free pregnancy testing, emergency contraception, contraception and reproductive health, sexual health and HIV advice and support, talking therapies and counselling.

Located near The Royal London at Mount Terrace, Whitechapel, London, E1 2BB

020 7377 7306

www.bartshealth.nhs.uk/



Victim Support Tower Hamlets provides specialist services for victims of serious and violent crime, including rape and sexual assault.

0207 364 2448/7957

Secure email: vs.towerhamlets@victimsupport.cjsm.net

0808 1689 111 ('Supportline' - 24 hr)

Serious Violent Crime, email: Rob.Calcutt@victimsupport.org.uk

or Biggi.Stiller@victimsupport.org.uk

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Stalking & Harassment

Stalking is a pattern of repeated and persistent unwanted behaviour that is intrusive and engenders fear, it is when one person becomes fixated or obsessed with another and the attention is unwanted. Threats may not be made but victims may still feel scared. Importantly threats are not required for the criminal offence of stalking to be prosecuted.

Stalking & harassment are similar and so have traditionally been considered together in legislation although new stalking offences were created in 2012 to bring stalking within the ambit of the harassment legislation. As of November 2012, amendments to the Protection from Harassment Act under Section 111 of the Protection of Freedoms Act 2012⁷, made stalking a criminal offence.

Stalking has a strong correlation with murders of women by their current or former partner with studies showing that almost 70% of murder or attempted murder victims were also victims of stalking whilst in the relationship⁸



Stalking Helpline

The National Stalking Helpline is the national service for victims of stalking and harassment in the UK.

0808 802 0300

www.stalkinghelpline.org



Paladin is a trauma-informed service established to assist high risk victims of stalking in England and Wales. Their team of accredited Independent Stalking Advocacy Caseworkers (ISACs) ensures that high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe.

020 3866 4107

www.paladinservice.co.uk

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⁷ Protection of Freedom Act, 2012, available at:

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted> (last accessed 29.08.14)

⁸ McFarlane, J., Campbell, J., Wilt, S., Sachs, C., Ulrich, Y. & Xu, X. (1999). 'Stalking and intimate partner femicide', *Homicide Studies*, 3 (4), 300-316. See also: Logan, T. (2010) *Research on partner stalking: Putting the pieces together*, Lexington, KY: University of Kentucky, Department of Behavioral Science & Center on Drug and Alcohol Research. Mechanic, M., Weaver, T. & Resick, P. (2000) 'Intimate partner violence and stalking behavior: Exploration of patterns and correlates in a sample of acutely battered women', *Violence and Victims*, 15 (1), 55-72 and McFarlane, J., Campbell, J., & Watson, K. (2002) 'Intimate partner stalking and femicide: Urgent implications for women's safety' *Behavioral Sciences and the Law*, 20, 51-68.



Network for Surviving Stalking offers advice and information to people affected by stalking; enabling early recognition and the opportunity to seek help. Their website provides advice about how to recognise stalking and practical guidance on how to deal with it.

www.scaredofsomeone.org



Protection against Stalking aims to change society's perception of stalking, to improve the safety for all victims of stalking and harassment and for perpetrators to be held to account by the Criminal Justice System. Their website offers advice about how to recognise stalking and practical guidance on how to deal with it.

www.protectionagainststalking.org

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Prostitution

Individuals involved in prostitution are some of the most vulnerable people in society and have often experienced multiple forms of gender-based violence and other forms of abuse.

In Tower Hamlets, the **Prostitution Partnership Co-ordinator** works closely with organisations to ensure the needs of women involved in sex working are prioritised and met. Partners worked with include LBTH Police, East London NHS services (RESET), Domestic Violence & Hate Crime team, Housing, Outreach and Social services. Monthly Prostitution Partnership MARAC (Multi-Agency Risk Assessment Conference) meetings with the above partners take place to create a holistic support package for the client.

0207364 4459

1st Floor Albert Jacob House, 62 Roman Road, London E2 0PG



Door of Hope is an operating activity of Beyond the Streets Charitable Trust (a UK charity working to end sexual exploitation.) Door of Hope provides support for women involved in street prostitution in East London. Many women find themselves vulnerable to exploitation and trapped on the streets. Alongside regular outreach, support is offered for women as routes out are explored.

0845 0044231

www.doorofhope.org.uk



National Ugly Mugs (NUM) is a pioneering, national organisation that provides greater access to justice and protection for sex workers who are often targeted by dangerous individuals but are frequently reluctant to report these incidents to the police. They aim is to prevent crime by improving the safety of sex workers, bring to justice offenders, supporting sex workers to access frontline services, increase reports to the police and to enhance the levels of intelligence.

<https://uknswp.org/um/>

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Trafficking

Trafficking and modern slavery are abuse and apply to those who are recruited, moved or transported and then exploited, forced to work or sold. People, including children can be trafficked into the UK from abroad, but they can also be trafficked from one part of the UK to another. This is a particular issue that affects young people in Tower Hamlets who may be trafficked for the purposes of child sexual exploitation.

National Referral Mechanism (NRM) is a framework for identifying victims of human trafficking or modern slavery and ensuring they receive the appropriate support. To be referred to the NRM, potential victims of trafficking or modern slavery must first be referred to one of the UK's two competent authorities. This initial referral will generally be handled by an authorised agency such as a police force, the National Crime Agency, the UK Border Force, Social Services or certain NGO's.

For more information on the National Referral Mechanism, trafficking & modern slavery click [here](#) or visit www.gov.uk and search for 'modern slavery referral'.



Child Trafficking Advice Centre (CTAC) provides free guidance and training to professionals concerned that a child or young person has been or is about to be trafficked into or out of the UK.

0808 800 5000

www.nspcc.org.uk

Email: help@nspcc.org.uk



Registered Charity No. 1020419

Missing People Helpline can be contacted 24 hours a day by anyone affected by the disappearance of a loved one or by those missing themselves.

116 000 (*Call or text*)

Email: 116000@missingpeople.org.uk



Modern Slavery Helpline is run by Unseen and works directly with survivors of modern slavery and trafficking through a number of different services. Ring the helpline to report a suspicion, get help or seek advice and information.

08000 121 7000

www.modernslaveryhelpline.org

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The Salvation Army is committed to supporting victims of modern slavery. Their specialist support programme is designed to preserve the dignity of victims, protect and care for them in safe accommodation, and provide access to confidential client-based support services to give victims the space to reflect, recover and rebuild their lives. To refer someone for accommodation support contact their 24-hour confidential Referral Helpline, available 24 hours a day, seven days a week.

0300 3038151

<https://www.salvationarmy.org.uk/human-trafficking>



Stop The Trafik is a movement of activists who work towards preventing trafficking. The website offers useful information on spotting the signs of trafficking and signposts to appropriate support.

www.stopthetrafik.org/uk

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Child Sexual Exploitation

Child sexual exploitation (CSE) is a form of sexual abuse whereby young people are either manipulated ('groomed') or coerced into sexual activity in exchange for things such as money, gifts, accommodation, affection or status.

The 'grooming' process involves befriending children, gaining their trust, and often feeding them drugs and alcohol, sometimes over a long period of time, before the abuse begins.

The abusive relationship between victim and perpetrator involves an imbalance of power which limits the victim's options. It is a form of abuse which is often misunderstood by victims and outsiders as consensual. Although it is true that the victim can be tricked into believing they are in a loving relationship, no child under the age of 18 can ever consent to being abused or exploited.⁹

For further information [click here](#) or visit www.gov.uk and search child sexual exploitation. For further help on recognising signs of CSE, please see [page 55](#).



LBTH MASH (Multi-Agency Safeguarding Hub) is the multi-disciplinary 'front door' to Children's Social Care and can be contacted if you have concerns that a child/young person is being sexually exploited.

0207 364 2972/2904/5601/5606

0207 364 4079 (*out of hours*)

Professionals can report child protection concerns via the [MASH inter-agency referral form](#)



Safer London's Empower Programme provides young women with both practical and emotional advocacy support for around 6 months, following a holistic, trauma informed model of working. During this time they work with young women to identify the areas that they would like support in, typically exploring topics such as: safety planning, healthy relationships, consent, their experiences of abuse, risks/consequences of gangs, self-esteem and goals and motivation.

020 7021 0301

www.saferlondon.org.uk

Email: reanneturner@saferlondon.org.uk

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⁹ Barnardo's (2012) *Cutting them free: how is the UK progressing in protecting its children from sexual exploitation*, London: Barnardo's.



NSPCC Protect and Respect Service is a 6 week preventative group work programme in schools and community settings, which is focused on awareness-raising and designed to be delivered to a targeted group of young people where there are identified issues

that may make them more vulnerable to CSE.

0844 892 0286

Email: elscduty@nspcc.org.uk



The Children's Society's is a national charity that runs local services, helping children and young people when they are at their most vulnerable, and have nowhere left to turn. They deliver a range of pan-London services to young women and men at risk of or who have experienced CSE and trafficking or who may be missing. They also provide advocacy & emotional wellbeing services as well as providing support for refugee & migrant young people.

0208 221 8200

www.childrenssociety.org.uk

Email: londonandeast@childrenssociety.org.uk



Using a combination of peer education; puppetry and forum theatre, and discussions the project seeks to help raise awareness and enable early intervention in child sexual exploitation.

0207 364 7911

Email: geraldine.bone@towerhamlets.gov.uk



London Black Women's Project (LBWP) is a domestic violence organisation committed to ending all forms of violence against women and girls. LBWP provides women-only outcomes-focused services in safe and confidential space through a number of projects to BME women and girls aged 12+ across East London and

Haringey, including those who have experienced or at risk of CSE. Please [click here](#) or see below for details of their other services.

0208 472 0528

Email: info@lbwp.online

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Online Abuse

Legislation across the UK has struggled to keep up with the rapid developments in online technology. Old laws are being stretched to fit new online offending behaviour. There is no specific law in the UK that makes cyberbullying illegal, but existing legislation to stop harassment or threatening behaviour can be applied to cases of cyberbullying.

If an individual is under 18 and sends, uploads or forwards indecent images or videos onto friends or boyfriends/girlfriends, this would be breaking the law, even if they are photos of themselves ("selfies").

"Revenge Porn" is a term used to describe sexually explicit media that is publicly shared online without the consent of the pictured individual. Section 33 of the Criminal Justice and Courts Act 2015 makes it an offence to disclose private sexual photographs and films without the consent of the individual depicted and with the intent to cause distress. The offence applies both online and offline and to images which are shared electronically or in a more traditional way so includes the uploading of images on the internet, sharing by text and e-mail, or showing someone a physical or electronic image.



**Revenge Porn
Helpline**

Revenge Porn Helpline offers free, confidential advice and support. Whilst they cannot guarantee removal of all images online, they have partnerships with internet industry partners that allow them to minimise the reach, and

some of the harm caused by revenge porn.

0345 6000 459

www.revengepornhelpline.org.uk

Email: help@revengepornhelpline.org.uk



CEOP works to keep children safe from sexual abuse and sexual grooming online. They work with child protection partners across the UK and overseas to identify the main threats to children and coordinate activity against these threats to bring offenders to account. They protect children from harm online and offline, directly through National Crime Agency led operations and in partnership with local and international agencies.

www.ceop.police.uk



UK Safer Internet Centre provides e-safety tips, advice and resources to help children and young people stay safe online.

www.saferinternet.org.uk



**Professionals
Online Safety
Helpline**

Professionals Online Safety Helpline is a free service for professionals working with children and young people. It provides signposting, advice and mediation, to resolve online safety issues staff face about themselves, such as protecting professional identity and online harassment, or problems affecting young people,

for example cyber-bullying or sexting issues.

0344 3814 772

www.saferinternet.org.uk/helpline

Email: helpline@saferinternet.org.uk

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Children & Young People

VAWG and domestic abuse can affect children and young people whether they have experienced or witnessed abuse at home or whether they experience this in their own relationships.



Free 24 hour helpline for children. Trained volunteer counsellors provide advice, comfort and support to children and young people who may feel they have nowhere else to turn.

0800 1111

www.childline.org.uk



LBTH MASH (Multi-Agency Safeguarding Hub) is the multi-disciplinary 'front door' to Children's Social Care. It aims to provide a holistic approach to protecting vulnerable children and families.

0207 364 2972/2904/5601/5606

0207 364 4079 (*out of hours*)

Professionals can report child protection concerns via the [MASH inter-agency referral form](#)



MASH Child Protection Advice Line is available to schools and children's centres, education support staff, parents/carers and pupils and to voluntary and community organisations in Tower Hamlets. If there is a concern about the welfare of a child or young person and the Designated Teacher/Person for Child Protection, parent or pupil would like to talk it through then they can contact the Child Protection Advice Line and speak to the Duty Officer.

020 7364 3444

Other family support services are delivered through 12 Children Centres. Click [here](#) for a list of local children's centres or visit www.towerhamlets.gov.uk and search for children's centres.



Family Information Service (FIS) provides free, impartial information and advice on a wide range of services for children and young people (birth to 25 years old), parents and families. A telephone helpline and drop-in service runs from Monday to Friday, 9am to 5pm.

020 7364 6495

30 Greatorex Street, London E1 5NP
fis@towerhamlets.gov.uk

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Step Forward provides free and confidential services to young people aged 11-25 years living in and around Tower Hamlets. Services include counselling, personal development programmes, LGBTQ group sessions and a sexual health clinic.

020 7739 3082

234 Bethnal Green Road, London E2 0AA

www.step-forward.org

Email: info@step-forward.org



delivering cutting edge services
to end violence against women and children

Nia's Young Women and Girls' Advocate provides 1-to-1 and/or group work with young women aged between 11- 18 years, who have experienced or are at risk of sexual violence, including but not limited to sexual exploitation, rape, 'gang' sexual involvement, prostitution and trafficking.

0207 683 1270

07717 308 618

www.niaendingviolence.org.uk

Email: zfeltham@niaendingviolence.org.uk

YOUNG DEAFHOPE FROM SIGNHEALTH

Young Deaf Hope provide one to one support to deaf young people aged 11-19 years who have witnessed domestic abuse as well as to deaf

young women aged 16-19 years who are in abusive relationships. They also deliver group workshops.

020 8772 3241

07970 350366 (Text)

www.signhealth.org.uk/young-deafhope/

Email: deafhope@signhealth.org.uk

East London 
NHS Foundation Trust

Child and Adolescent Mental Health Services (CAMHS) are part of a wider network of statutory, non-statutory, universal and targeted services within East London NHS Foundation Trust that help with children and young people who have mental health difficulties. They provide person and family-centered care for

children and young people up to 18 years old.

0207 515 6633

0207 426 2375

www.camhs.elft.nhs.uk/Locations/Tower-Hamlets



The Hideout is a space to help children and young people understand domestic abuse and how to take positive action if it is happening to them.

www.thehideout.org.uk

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#Love Don't Feel Bad is a website for young people, highlighting healthy behaviour in relationships through a variety of quizzes and games.

www.lovedontfeelbad.co.uk

Respect Not Fear is a website for young people about healthy relationships with games and activities.

www.respectnotfear.co.uk



National Youth Advocacy Service offer information, advice, advocacy and legal representation to children, young people and vulnerable adults (up to 24 years) through a network of dedicated paid workers and volunteers throughout England and Wales.

0808 808 1001

www.nyas.net

Email: help@nyas.net



Thinkuknow provides resources, training and support for professionals who work directly with children and young people, to help them to stay safe online.

www.thinkuknow.co.uk



Depaul UK focuses on young people in crisis and beyond. They support young people by:

- Offering a safe place to stay in a crisis,
- Helping them to take the step from homelessness into stable housing,
- Providing specialist long-term support to help get lives back on track.

Projects include 'Nightstop' that provides a bed for the night for young people who need it, in a moment of crisis. Also 'Alone in London' delivers a range of services to young people who are homeless or at risk of homelessness, including developing young people's skills and providing the resources they need to secure sustainable and safe housing.

0207 939 1220

www.uk.depaulcharity.org

Email: depaul@depaulcharity.org.uk

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Male Victims/Survivors

Research shows that domestic violence is a deeply gendered issue that disproportionately affects women but men can also be victims. They can also be victims of other forms of abuse such as forced marriage, CSE or trafficking.

Male victims may find it hard to report the abuse, as there is still stigma that this will brand them as not a 'real man'. They may also fear that they won't be believed and that there is no support for them. They may be unsure of their rights and where they stand legally.

Data from Home Office statistical bulletins and the British Crime Survey show that men made up about 40% of domestic violence victims each year between 2004-05 and 2008-09. It also shows that around one in six men (16%) had experienced domestic abuse since the age of 16. Additionally, in 2016 the Forced Marriage Unit gave support and advice related to a forced marriage to 283 male victims (20% of the total).



Men's Advice Line is a confidential helpline for any man experiencing domestic violence and abuse from a partner or ex-partner.

They 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. The service is run and managed by Respect.

0808 801 0327

www.mensadvice.org.uk

Email: info@mensadvice.org.uk



ManKind Initiative offers a confidential helpline for all men across the UK suffering from domestic violence or domestic abuse by their current or former partner (including same-sex partners).

01823 334244

<http://new.mankind.org.uk/>



Victim Support Tower Hamlets provides free and confidential practical and emotional support to high-risk victims of domestic violence living in Tower Hamlets, including advocacy, referral and information. The domestic violence does not have to have been reported to the police. Independent Domestic Violence Advisors (IDVAs) offer one-to-one support and referrals to other specialist agencies e.g. counselling. IDVAs also provide safety planning and risk assessment for domestic violence cases. They liaise with criminal justice agencies and housing services to increase safety and will submit third party reports to police if requested by the client.

Drop in service available 10.00am - 4.00pm (clients advised to make appointments beforehand). Victim Support also provides specialist service for victims of serious and violent crime, ie: hate crime, sexual assault, GBH, ABH.

0207 364 2448/7957

0808 1689 111 ('Supportline' - 24 hr)

Secure email: vs.towerhamlets@victimsupport.cjsm.net

Serious Violent Crime: Rob.Calcutt@victimsupport.org.uk
Biggi.Stiller@victimsupport.org.uk

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24 hour confidential emotional support for anyone experiencing distress or despair, including those who may feel suicidal

116 123

www.samaritans.org

Email: jo@samaritans.org



KARMA NIRVANA

Karma Nirvana provides immediate and on-going support via a helpline to individuals affected by “Honour” Based Abuse and Forced Marriage, regardless of age, gender or background. They are a source of practical

support, offering options and guidance to those who need it. They also continue to break the silence and raise awareness through various educational and training services.

0800 5999247

www.karmanirvana.org.uk



The Children's Society's is a national charity that runs local services, helping children and young people when they are at their most vulnerable, and have nowhere left to turn. They deliver a selection of pan-London services to young men at risk of or who have experienced CSE and trafficking or who may be missing. They also provide advocacy & emotional wellbeing services

as well as providing support for refugee & migrant young people.

0208 221 8200

www.childrenssociety.org.uk

Email: londonandeast@childrenssociety.org.uk

Clinic 26 is a partnership between Barts Health NHS Trust and Survivors UK. It offers a safe place for men who have experienced sexual abuse, assault or rape, to access sexual health services in a supportive environment. They offer both sexual health testing and support around sexual wellbeing. The clinic is open on the last Monday of the month, from 1.15 to 5pm with limited pre-booked and walk-in appointments. To make an appointment call one of the numbers below and tell the receptionist that you would like to book for Clinic26.

0207 377 7306

Ambrose King Centre at the Royal London Hospital

0207 377 7307

Email: BHNT.AKC-Reception@nhs.net

<http://bartshealth.nhs.uk/our-services/services-a-z/s/sexual-health/for-patients/clinic26/>

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Black & Minority Ethnic (BME) Victims/Survivors

VAWG & domestic abuse can affect anyone, whatever their ethnic background or religion. However, there are particular issues and practices, which affect some communities and many people may prefer to receive support from culturally specific services. Of course, BME individuals can use any of the other services listed within this directory.



Ashiana Network specialises in helping Black and Minority Ethnic women, in particular, women from South Asian, Turkish & Iranian communities, aged 16-30 years who are at risk of domestic violence and sexual violence.

They run three refuges; two specifically for women aged 16-35 fleeing forced marriage. They also offer an advice and support service to women and girls who are experiencing domestic violence/sexual violence, enabling them to make informed decisions and exit violent relationships. Additionally they provide counselling as well as delivering education programmes for young people and a range of awareness raising workshops for professionals and women in the community.

0208 539 0427

www.ashiana.org.uk

Email: info@ashiana.org.uk



華人資料及諮詢中心

Chinese Information and Advice Centre

Chinese Information & Advice Centre is dedicated to helping Chinese women and families who are struggling or in distress. They provide a free and confidential advisory and support service to Chinese

women affected by domestic violence in London. They provide emotional and practical outreach support, such as advice on issues related to housing, legal protection, benefits and children. They can also accompany women to appointments and help to interpret.

0300 201 1868

www.ciac.co.uk

Email: info@ciac.co.uk



IRANIAN AND KURDISH
WOMEN'S RIGHTS ORGANISATION

IKWRO provide direct services to Middle Eastern and Afghan women and girls who are at risk of 'honour' based violence, forced marriage, child marriage, female genital mutilation and domestic violence. This includes advocacy, training and counselling and promoting clients' rights. They also provide advice and support to professionals from bodies such as the police, social services and schools to help them to understand issues affecting minority ethnic women.

0207 920 6460

www.ikwro.org.uk

Email: advice@ikwro.org.uk

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Jewish women's Aid provides confidential, accessible, empowering and culturally sensitive advocacy and support for Jewish women and children affected by domestic violence. They also deliver education, training and awareness raising, to ensure that all sectors of the Jewish community recognise and speak out against domestic violence.

0808 801 0500 (Helpline)

www.jwa.org.uk

020 8445 8060 (Head Office)



Latin American Women's Rights Services offers advice, advocacy and practical support to Latin American women who are experiencing or have experienced Domestic Violence, Harmful practices or any other form of violence.

They provide practical support and advice to keep clients safe and to help them make informed decisions. Internal referrals can be made to the psychotherapy team as well as to welfare benefits, housing and debt advisor. They deliver specialist and generic one-to-one support to any woman living and/or working in Lambeth, Lewisham, Southwark and Wandsworth. As part of the prevention strand they work with Tender and other partners to raise awareness about healthy and unhealthy relationships in young people and children.

020 7336 0888

www.lawrs.org.uk

0844 264 0682



Latin American Women's Aid offers a range of support services, including refuge and outreach for Latin American and Black and minority ethnicity women and children. Women in London and other parts of England can speak to a LAWA support worker about any issue they are facing, including domestic violence, discrimination, personal safety planning, legal remedies, welfare benefits advice, housing and emergency accommodation, child support, skills development and community integration.

0207 275 0321

www.lawadv.org.uk

Text (or call) on 0753 442 4826 or 0746 219 1700

Email: info@lawadv.org.uk



London Black Women's Project (LBWP) is a domestic violence organisation committed to ending all forms of violence against women and girls. LBWP provides women-only outcomes-focused services in safe and confidential space through a number of projects to BME women and girls aged 12+ across East London and

Haringey. They can provide:

- One-to-one therapeutic support and/or key working for survivors of all forms of VAWG
- Counselling for women and girls of all age groups
- Emergency accommodation and housing support services in refuges across Newham and Haringey with 50 bed spaces
- A specialist VAWG service aimed at older women at risk or suffering abuse through individual support and support groups
- Community based advocacy for women and girls designed to build women and girls' capacity and resources
- Information and advice around domestic and sexual violence, housing/homelessness, human rights and welfare and immigration.

0208 472 0528

Email: info@lbwp.online

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Muslim Women's Network operate a national specialist faith and culturally sensitive helpline that is confidential and non-judgmental, which offers information, support, guidance and referrals for those who are suffering from or at risk of abuse or facing problems on a range of issues.

0800 999 5786
0303 999 5786

www.mwnhelpline.co.uk
Email: info@mwnhelpline.co.uk



Nour provides Islamic support and advice through Islamic advisors (male and female) who are from a range of different Islamic schools of thought. They also have a dedicated team of professional and legal advisors who are able to offer psychological support and appropriate counselling to victims of domestic

violence.

The work undertaken at Nour is also importantly focused on providing the much needed education and awareness of domestic violence and its prevalence in society but also in the Muslim community, through hosting informative public seminars and lectures.

0203 444 0236

www.nour-dv.org.uk



Praxis provides advice and support to vulnerable migrants and refugees in London. They operate a walk in advice service and they operate projects that seek to address the fundamental human rights of new migrants.

020 7729 7985
0207 749 7608 (*Advice*)

Pott Street, Bethnal Green, E2 0EF

www.praxis.org.uk
Email: admin@praxis.org.uk



Refugee Council delivers a number of projects to refugees including two with a specific focus around domestic violence and sexual violence in refugee communities.

www.refugeecouncil.org.uk

Lesbian, Gay, Bi-sexual or Trans Victims/Survivors

It is understood that domestic violence occurs in the lesbian, gay, bisexual and transgender (LGBT) community with the same amount of frequency and severity as in the heterosexual community. LGBT domestic violence is vastly underreported, unacknowledged, and often reported as something other than domestic violence. LGBT victims of domestic violence can be put off from seeking help from the police, legal and court systems for fear of discrimination or bias.



Galop - The National LGBT Domestic Abuse Helpline

Abuse from family, partners, and ex-partners does happen in LGBT communities. Galop is a safe space for service users to talk and think about what they want away from pressure at home. Galop can help service users to explore their options, plan to make themselves safer, look for safe housing and speak with the police.

0300 999 5428

0800 9995428

www.galop.org.uk

Email: help@galop.org.uk



LGBT Domestic Abuse Partnership (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.

020 7704 2040

www.lgbtdap.org.uk



Roar aims to ensure that LGBT people affected by domestic abuse across London are fully supported, provided with confidential housing, legal and safety advice, advocacy, sign-posting, emotional support, and one-to-one tenancy sustainment.

07908 514748

www.stonewallhousing.org/roar.html



London Friend is a charity working to improve the health and well-being of LGBT people, providing services, including specialist LGBT counselling.
020 7833 1674

www.londonfriend.org.uk

Email: office@londonfriend.org.uk

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People with Disabilities

People with a disability have just as much right to be protected from domestic violence as anyone else. They may however need some additional assistance because of their disability to help them access services. A review by Public Health England in 2015 confirmed that people with disabilities are more vulnerable to domestic violence and will often face additional difficulties in attempting to access support. According to research by Women's Aid, almost one in two women with a disability will be abused in their lifetime, be it at the hands of their partner, family, or carer.



Adult Safeguarding

Call the Assessment and Intervention team to report the abuse of a vulnerable adult, find out more information or raise a concern because you are worried about a vulnerable person. You can also email or complete an [alert form](#).

0207 364 5005

adultcare@towerhamlets.gov.uk



Respond helps children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy and other support.

0808 808 0700

www.respond.org.uk



Deaf Hope provides practical and emotional support to deaf women who are experiencing, or are survivors of, domestic abuse.

07970 350366 (text)

020 8772 3241 (voice/minicom)

www.signhealth.org.uk/our-projects/deafhope-projects/

Email: deafhope@signhealth.org.uk

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Perpetrators



Respect offers a confidential helpline offering advice, information and support to help perpetrators stop being violent and abusive to their partners. Trained advisors help and advise men who abuse their female partners (straight or bi), men who abuse their male partners (gay or bi), women who abuse their partners and

frontline practitioners working with domestic violence perpetrators.

0808 802 4040

info@respectphoneline.org.uk
www.respectphoneline.org.uk



Domestic Violence Intervention Project - support for individuals who have been violent to their partner. Female partners of those accepted on to a programme will be offered services.

020 7633 9181

www.dvip.org



Positive Change Service works with children who have lived with family conflict, parents who have experienced abuse and parents who've been abusive. They deliver programmes for perpetrators of domestic violence, their female partners/ex-partners, and their children. The children's and mum's weekly programmes run parallel over 12 weeks and the dad's programmes run over 20 weeks.

The family needs to be linked in some way to Children's Social Care and professionals making the referral need to have consent from the family.

020 7364 3015

Email: ea.fc.referrals@towerhamlets.gov.uk

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Housing & Accommodation

Clients can apply to any council's housing department as a homeless person if they can't stay in their home, for instance in cases of domestic violence. The council has to give them advice about finding somewhere to live. Some people are entitled to emergency accommodation, e.g. if they are pregnant, have dependent children living with them, or are considered to be vulnerable. In most cases they will not be referred back to an area where they may be considered at risk.

The Council has to decide if they have a duty to find the client somewhere to live and will ask them to provide details of their situation. They may be asked for supporting evidence, which could include details and dates of incidents. Any temporary accommodation provided must be suitable and this includes taking into account the location, but it may be in a different area.



020 7364 7474

Tower Hamlets Housing Options Team can assist clients who are at risk of being made homeless. They can offer advice and assistance to victims of domestic violence who may need help with accommodation. The service is completely confidential and interviews take place in private. They will try to ensure that clients are seen by an officer of the same gender and will provide translation where needed.

Albert Jacob House, 62 Roman Road, London, E2 0PG
(Families) homeless@towerhamlets.gov.uk
(Singles) host@towerhamlets.gov.uk

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, colleagues and others calling on their behalf.

The Helpline can provide details of refuges that have space to accommodate women fleeing domestic violence and abuse. 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.

0808 2000 247

www.nationaldomesticviolencehelpline.org.uk



Shelter helps people struggling with bad housing or homelessness through advice, support and legal services.

0808 800 4444 (Housing Advice Helpline)

<http://england.shelter.org.uk/>

0344 515 1540 (Shelter London Public Advice Line)

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Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support provider in England. They have produced a [guide](#) on housing options for lesbian, gay, bisexual and trans people who are experiencing domestic abuse.

020 7359 5767

www.stonewallhousing.org

Legal Services

Victim/survivors of domestic violence 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 a child away from another parent's care and control. This order is particularly appropriate when the person threatening to take away 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 **Occupation Order** regulates the family home, such as: suspending rights to occupy or visit, evicting an abuser from the home and preventing them from returning.

Family Law Drop-in Clinic at Account 3, 3 Birkbeck Street, Bethnal Green, E2 6JY

Tuesdays from 6pm to 8pm

This clinic provides confidential advice and assistance on most family law matters including domestic violence. It is free and intended for people who are vulnerable and of limited means. Help provided will include support to obtain protective injunctions, in addition to practical support on related matters.

For further information please contact Eddie Coppinger at the Legal Advice Centre on 020 8980 4205 or email eddie@legaladvicecentre.london

The Clinic is run in partnership between Account3 and the Legal Advice Centre (University House), and is supported by pro bono lawyers from a number of international law firms.

Legal Advice Centre (University House) provides a free and independent legal advice service to people who live or work in Tower Hamlets and South Hackney.

020 8980 4205

admin@legaladvicecentre.london

www.legaladvicecentre.org.uk



020 7608 1137

Rights of Women offer a dedicated advice line to women in London. As part of the Ascent Project they can advise women affected by domestic and sexual violence on; injunctions such as non-molestation orders and occupation orders, divorce and finances on relationship breakdown, parental responsibility and arrangements for children and lesbian parenting. They can be contacted for initial advice or at various stages of legal cases and can be called whether client has a solicitor or not.

www.rightsofwomen.org.uk

Email: info@row.org.uk

Clients can also be signposted to:



Resolution which was formerly known as the Solicitors Family Law Association (SFLA), is an organisation of 6,500 family lawyers and other professionals in England and Wales, who believe in a constructive, non-confrontational approach to family law matters. Resolution also campaigns for improvements to the family justice system.

01689 820272

www.resolution.org.uk

Email: info@resolution.org.uk



The Law Society who can assist with providing local solicitors based on a postcode search or they can call the general enquires line:

0207 242 1222

www.lawsociety.org.uk/

Below is a list of solicitors that undertake legal aid in family work in and around the Tower Hamlets area. This list is not exhaustive nor do we recommend any service above another

Name of Solicitors' Firm	Telephone	Email/Website	Address	Specialisms
	020 7426 0400	office@milesandpartners.com www.milesandpartners.com	88-90 Middlesex Street, E1 7EZ	
	020 7791 2000 020 7790 5846	www.mccormacks.co.uk	122 Mile End Road, E1 4UN	• care proceedings • domestic violence • FGM • indoctrination cases
	0203 440 8000	Enquiries@tvedwards.com www.tvedwards.com	35-37 Mile End Road, E1 4TP	• domestic abuse • forced marriage & 'honour' based violence • FGM • domestic & international child abduction • children law • problems with social services

Call **999** in an emergency for **Police/Ambulance/Fire Services**

If you are ill, pregnant or need to see someone regarding any aspect of your health, there are a variety of support services available. If you have a medical need, and you cannot access your doctor, visit a Walk-In Centre. You do not need to be registered. To find your nearest Walk-In Centre please search, using this link:

www.nhs.uk/Service-Search



Adult Safeguarding

TOWER HAMLETS

and search adult safeguarding.

0207 364 5005

Call the Assessment and Intervention team to report the abuse of a vulnerable adult, find out more information or raise a concern because you are worried about a vulnerable person. You can also complete an [alert form](#) at www.towerhamlets.gov.uk

Email: adultcare@towerhamlets.gov.uk



The Royal London Hospital Emergency Department is a 24-hour, seven days a week consultant-led emergency service and major trauma centre, available with triage, nurse practitioners, CT scanning, cardiac arrest team, paediatric care, decontamination facilities and specialist opinion from all major specialities, including minor injuries, acute mental health problems, and complications in pregnancy. This is the local hospital for residents of Tower Hamlets.

0207 377 7000 (switchboard)

0203 594 6371 (direct number)

Whitechapel Road, E1 1BB



111

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.

www.england.nhs.uk/ourwork/pe/nhs-111/



020 7377 9645

Maternity Mates is a service available to pregnant women living in Newham or Tower Hamlets who do not have a suitable support network, or have specific needs or healthcare issues.

www.whfs.org.uk/index.php/what-we-do/maternity-mates

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Ambrose King Centre offers a walk in Sexual health service including STI testing, STI treatment, rapid/same day HIV testing, free pregnancy testing, emergency contraception, contraception and reproductive health, sexual health and HIV advice and support, talking therapies and counselling. Located near The Royal London at Mount Terrace, Whitechapel, London, E1 2BB
020 7377 7306 www.bartshealth.nhs.uk/



Tower Hamlets Early Detection Service supports 16 to 25 year olds living in London Borough Tower Hamlets who are concerned about their emotional and mental health and how that is affecting their life. Referrals can be made by both professionals and non-professionals.
0203 487 1320 www.theds.elft.nhs.uk

Email: THEDS@elft.nhs.uk



MIND in Tower Hamlets works to improve the mental health needs of the local community by raising awareness and promoting a range of services through partnerships.
0207 510 1081

www.mithn.org.uk

Email: info@mithn.org.uk



Women's Trust offers one to one counselling to women who have experienced domestic violence.
0207 034 0303/0304 www.womanstrust.org.uk

Email: admin@womanstrust.org.uk



Women & girls Network offers free counselling to women in London who have experienced gendered violence.
0808 801 0660 www.wgn.org.uk



British Association for
Counselling & Psychotherapy

British Association for Counselling & Psychotherapy (BACP) is a professional body and a registered charity that sets standards for therapeutic practice and provides information for therapists, clients of therapy, and the public. They also have a tool that allows you to search a list of accredited practitioners.

www.bacp.co.uk

Find a therapist: www.itsgoodtotalk.org.uk/therapists

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Drug & Alcohol Services

Research shows that women who experience DV are 15 times more likely to have alcohol dependency and 9 times more likely to have a drug problem than women not experiencing domestic violence. Rates of misuse of both increase after the first violent episode.¹⁰ Additionally, Gilchrist et al. Home Office findings, researching the characteristics of domestic violence offenders, found that 73% of perpetrators had been drinking at the time of the assault. On average, 90% of repeat referrals to the local Multi-Agency Risk Assessment Conference involve substance misuse & mental health.

Whilst there is evidence that alcohol use by perpetrators, and to a lesser extent by victims, increases the frequency of violence and the seriousness of the outcomes, this does not mean that alcohol use causes domestic abuse. It is neither an excuse nor an explanation.



Reset is an integrated service which provides structured drug and alcohol treatment to Tower Hamlets residents aged 18 or over. Support offered includes advice and information for substance users and concerned others; substitute medication for heroin addiction; community alcohol detoxification; key work and group work; nurse appointments for healthcare assessments; female only provision; testing for HIV, Hep B, C and immunisation; access to needle exchange and other services including assessment for accessing inpatient detox and residential rehabilitation services; counselling; advocacy; whole family interventions; support for clients experiencing domestic violence and onward referral to further support services.

Clients will have access to a wide range of additional support including education, training and employment (ETE), benefits, day programmes and aftercare. The service also supports users with complex drug or alcohol related needs. These complex needs may be due to: physical health, mental health, using a number of drugs including alcohol in a chaotic way and pregnancy.

020 8121 5301

Beaumont House, Mile End Hospital, Bancroft Road, E1 4DG

Email: elt-tr.reset@nhs.net



Lifeline Renew is a specialist confidential service for young people, under 19, using drugs and alcohol. The services offered include:

- Personalised assessment, planning and review
- Therapeutic interventions around drug/alcohol use related issues through 121s
- Specialist support for pregnant clients
- A named key worker
- Access to activities/ resources to meet personal goals
- 121 meetings held at a location to suit the client
- Harm reduction advice and access to further support
- Awareness raising and education for young people

All referrals must have the young person's consent.

020 7536 8869

Spotlight (2nd Floor), 30 Hay Currie Street, London E14 6GN

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¹⁰ Stark & Flitcraft, 1996



Frank has further information on substance misuse issues and provides advice on how to support friends and family who may be experiencing these issues.

0300 123 6600

www.talktofrank.com

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Other Contacts, Links & Resources



LIMEHOUSE PROJECT
RAISING ASPIRATION | CHANGING LIVES

Limehouse Project seeks to empower marginalised individuals by researching, identifying, and establishing new pathways to help them overcome the personal and socio-economic barriers to self-empowerment, physical and mental well-being and the establishment of stable, fulfilled lives.

Their overarching aim is to alleviate the difficulties and help realise the aspirations of the most disadvantaged members of local communities, with a special focus on women, people of ethnic minority origin, and those for whom English is not a first language. Services include: •information, advice and advocacy support •education, training and opportunities for supported volunteering • a range of educational and recreational activities / experiences.

0207 538 0075

www.limehouseproject.org.uk



Look Ahead
CARE, SUPPORT AND HOUSING

Tower Hamlets Community Intervention Service (CIS) provides structured support for individuals living in Tower Hamlets, including those experiencing domestic violence.

The support is short-term (up to seven and a half months) and focuses on providing support interventions to people with medium to high unmet needs. They support individuals to avoid crisis, achieve greater stability and link into appropriate local services. A daily drop-in service offers additional support, including to those with lower level needs.

0203 222 4027

www.lookahead.org.uk

Email: communityintervention@lookahead.org.uk



Citizens Advice Bureau provides free, confidential and impartial advice for communities in Tower Hamlets on issues affecting people's lives. You can phone or call in to the office.

020 7247 1050

32 Greatorex Street, London, E1 5NP

www.eastendcab.org.uk



The Hummingbirds' team is a service which offers intensive support to women who have had their children permanently removed, to help the women rebuild their lives and develop friendships as well as preventing further removals in the future.

0207 364 1975

Email: lynne.lehane@towerhamlets.gov.uk

Email: eileen.mcgeeney@towerhamlets.gov.uk

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Reunite provide a telephone advice line offering practical, impartial advice, information and support to parents, family members, and guardians who have had their child abducted, as well as parents and guardians who may have abducted their child. They also provide advice, information and support to parents who fear their child may be at risk of abduction and assist and advise in international contact issues and cases of 'permission to remove'.

0116 2556 234

www.reunite.org



Family Rights Group is a charity in England and Wales that advises, advocates and campaigns for families whose children are involved with, or require, social care services.

Their website has useful online information on parental responsibility and child protection procedures.

0808 801 0366

www.frg.org.uk



HM Government [National Ending Violence against Women & Girls Strategy 2016-2020](#)



Home Office

Prevent is one strand of CONTEST, the UK government's counter-terrorism strategy. Prevent is a safeguarding issue - NSPCC lead for extremism states "extremists are using tried and tested grooming techniques". In Tower Hamlets, those vulnerable to radicalisation are supported as part of consistent

safeguarding duties for vulnerability to a number of risks. Both adults and children can be supported if thought to be at risk of radicalisation. For support or to discuss concerns about someone, call the Tower Hamlets' Prevent team.

0207 364 4691

0207 364 0248

If you have a concern related to terrorist activity call 999 in emergency or 0800 789 321 at other times.



NAPAC (National Association for People Abused in Childhood) offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect.

0808 801 0331

www.napac.org.uk/

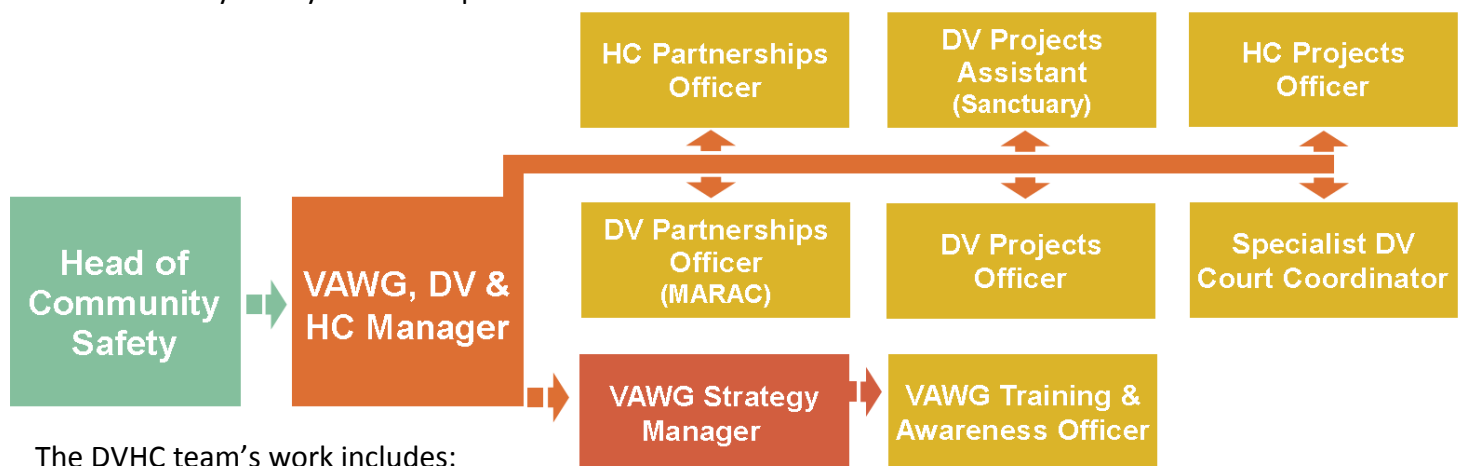
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Appendix 1

Domestic Violence and Hate Crime Team Profile

The Domestic Violence and Hate Crime Team (DVHCT) is based within the Community Safety Team of which there are various elements. These include: Community Safety Partnership Team, Prevent, Hate Crime, VAWG & DV. The team supports the development of co-ordinated community responses to VAWG, DV and hate crime and this feeds into the work of the overarching Community Safety Partnership (CSP). There is a focus on prevention and reducing the harm that these crimes cause to individuals, families and the community as a whole.

You can find out more about the work of the CSP by clicking [here](#) or by visiting the website and searching for Community Safety Partnership.



The DVHC team's work includes:

Partnership support and joint-working

- **The Domestic Violence Forum:** an inclusive forum for networking, consultation and information sharing about DV issues. The Forum meets 4 times a year and membership is open to any organisation working in the borough.
- **The Tower Hamlets Multi Agency Risk Assessment Conference (MARAC):** Key staff from the Police, Housing Options, Children's Social Care, Health, National Probation Service, Community Rehabilitation Company, Victim Support, Drug/ Alcohol Services, Mental Health and Education services meets bi-monthly to review and action plan for identified high risk cases. The Conference has a priority focus on current risk to victims with links to child protection and multi-agency protection arrangements, (MAPPA) for violent and dangerous offenders. To make a referral or to find out more information contact the DVHCT at domestic.violence@towerhamlets.gov.uk
- **DV1 Inter-Agency Referral Form and DV Database:** the team has worked with partners over several years to develop a single monitoring and referral form to evidence domestic abuse. Designed to support an initial assessment, the form includes information on service needs and risk factors and reduces the need for victims to repeat the same information to different professionals. Should you require a copy, please contact the DVHCT at domestic.violence@towerhamlets.gov.uk
- **Domestic Violence One Stop Shop:** Key members of staff from the Community Safety Unit (Police), LBTH DVHCT, Housing Options, Victim Support Tower Hamlets and a solicitor are present every Thursday from 9.30am – 12.30pm at Idea Store Whitechapel, (321 Whitechapel Road, London, E1 1BU) to provide advice, information and signpost victims of domestic abuse to appropriate specialist support services.

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- **Barkantine DV Drop in Service:** A member of staff from LBTH DVHCT is available at the Barkantine GP Surgery, 121 Westferry Road London, Greater London E14 8JH every Friday from 10am to 1pm to provide advice and information to victims of domestic abuse and VAWG.
- **Housing Options DV Support:** A member of staff from LBTH DVHCT is co-located at Housing Options, 62 Roman Road, London E2 0PG every Monday from 10am to 4pm to support staff with dealing with clients' disclosures of DV & VAWG.
- **Specialist Domestic Violence Court Steering Group Meeting:** Multi-partnership group that monitors compliance with protocols and find ways to address any arising problems from the process, reviews data collection and analysis/identification of trends etc. The meeting shares information to increase the safety, health and wellbeing of adult and child victims of domestic violence and contributes to the development of best practice. The Specialist Domestic Violence Court project has increased victim satisfaction within the Criminal Justice Process and as well as decreasing unsuccessful prosecutions.
- **VAWG Steering Group:** This multi-agency meeting ensures accountability on the part of members and other participating agencies towards Tower Hamlets' Violence against Women and Girls Action Plan. It provides strategic overview of all of the VAWG work within Tower Hamlets and, specifically, across the core objectives within the VAWG Action Plan.
- **Tower Hamlets No Place for Hate Forum (NPFHF):** A quarterly multi-agency forum which develops and implements the borough's hate crime strategy, ensuring support and protection for victims as well as bringing offenders to justice. It also raises awareness to promote community cohesion. The Forum develops best practice responses to tackling hate crime.
- **Hate Incidents Panel (HIP):** Key staff from the Police, Housing Associations, Victim Support and various departments from within the Council meet monthly to ensure a coordinated response to hate incidents.

Service and policy development

Individuals and families experiencing domestic violence and hate crime have wide-ranging needs. Developing effective responses to meet these changing needs involves working with mainstream service providers to review and improve their policies and procedures on DV and HC, and developing new services to meet identified needs. Examples of this work include:

- **Violence against Women and Girls Strategy (VAWG):** Tower Hamlets revised and updated its VAWG Strategy in December 2016 and feeds into the VAWG Action Plan. This builds on the work of the DV Team by also focussing on other violence that affects women predominantly including: sexual violence, stalking, female genital mutilation and forced marriage. The VAWG Strategy Manager is responsible for working with all agencies, statutory and voluntary, across the borough to facilitate partnership working and develop tangible outcomes to develop Tower Hamlets' approach to VAWG. The idea behind the Plan, and the work of the DVHCT is to ensure that there is a comprehensive, multi-agency approach to tackling VAWG in the borough across four key areas: Developing further understanding of how all types of violence impact Women and Girls in Tower Hamlets; prevention of VAWG through awareness raising and campaigns; Ensuring victims have access to specialist support & protection and holding perpetrators accountable for their actions.

- **Violence Against Women and Girls Training:** A free multiagency training programme for professionals from the statutory, voluntary and community sectors to identify and respond effectively and appropriately to issues relating to VAWG. Courses cover: FGM, Sexual Violence, Harmful traditional practices, child sexual exploitation, domestic violence, prostitution, stalking and harassment. For more information on these courses please email vawg@towerhamlets.gov.uk
- **Specialist Domestic Violence Court (SDVC) & SDVC Coordinator:** The SDVC at Thames and Stratford Magistrates' Court launched in October 2009 and deals with cases arising from the London Boroughs of Tower Hamlets, Hackney, Newham and Waltham Forest. The SDVC Coordinator is responsible for coordinating the SDVC for Tower Hamlets and Hackney, ensuring cases are progressed through the criminal justice system swiftly and effectively, whilst ensuring partners and victims are kept updated throughout the process. The Coordinator also works with key agencies to ensure the SDVC is given the most current information to assist them in making an informed decision about cases.
- **The Sanctuary Project:** A partnership between the Police (Crime Prevention Officers), the Council, a private contractor and the London Fire Brigade to provide free tailor-made security for victims of DV at risk of homelessness (due to DV) to enable them to remain safely in their homes. To make further enquiries about this service, please email domestic.violence@towerhamlets.gov.uk
- **Commissioning:** the team commissions an Independent Domestic Violence Advocacy (IDVA) Service and a violent crime case worker with other Council commissioners of DV services such as the Vulnerable Adults Commissioning Team and Children's Services

Community Education and Awareness

- **Domestic Abuse No Excuse Campaign:** a range of work is done to promote increased public awareness of domestic violence and violence against women and girls. This includes workshops, outreach stalls at community events and training sessions. An example of a recent awareness raising event can be viewed [here](#) or by visiting Youtube and searching for VAWG Mannequin Challenge
- **No Place for Hate Campaign:** promotes increased public awareness of hate crime through a range of publications. The campaign is high profile communicated through outreach, billboards, advertisements and local media.
- **No Place for Hate Pledge:** aims to encourage all individuals who live, work or visit the borough to make a united stand against prejudice and discrimination. This public condemnation aims to send a strong message to offenders that Tower Hamlets is No Place for Hate. It also encourages organisations to sign up to the Pledge committing them to ensuring their organisation is equipped to respond to hate incidents effectively. To make a pledge, [click here](#) or visit the Tower Hamlets website and search for No Place for Hate pledge.
- **No Place for Hate Champions Project:** recruits local volunteers to go out into the community utilising their unique skill set to ensure One Tower Hamlets messages are far reaching. Accredited "hate crime leadership" training. It empowers local people to play their part in promoting community cohesion. For further information about the work around hate crime, you can email hatecrime@towerhamlets.gov.uk

Support and information for staff

- **Telephone advice and information:** the team provides a telephone duty line (0800 279 5434/0207 364 4986) for both professionals and members of the public from Monday – Friday, 9am – 5pm on domestic violence cases and issues. The team have a generic email domestic.violence@towerhamlets.gov.uk where referrals and further advice and guidance may be ascertained.
- **Resources and guidance:** we provide publicity materials and this services directory, and produce guidelines and information materials aimed at professionals, including the Sanctuary Project, VAWG, and Drop in Services, the Specialist Domestic Violence Court (SDVC) and reporting Hate Crime.
- **Training:** the team works with the Tower Hamlets No Place for Hate Forum, DV Forum and VAWG Steering Group to deliver multi-agency training on Domestic abuse, VAWG and hate crime, and provides in-house and external training, briefing sessions, seminars and events to develop staff skills and knowledge in responding to VAWG, domestic violence and hate crime. This training is free to anyone working with residents of Tower Hamlets.

Appendix 2

The Duluth Power & Control Wheel

In 1984, staff at a Domestic Abuse Intervention Project in Minnesota documented the most common abusive behaviours or tactics that were used against women by male perpetrators. The tactics chosen for the wheel were those that were most universally experienced by those abused women. The wheel is used in a multitude of settings and makes the pattern, intent, and impact of violence and abuse visible.



Courtesy of the Domestic Abuse Intervention Programme
Duluth, Minnesota, U.S.A. www.theduluthmodel.org

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Appendix 3

Child Sexual Exploitation (CSE)

CSE Warning Signs

Often children and young people who are victims of sexual exploitation do not recognise that they are being abused. There are a number of warning signs that can indicate a child may be being groomed for sexual exploitation and behaviours that can indicate that a child is being sexually exploited. To assist in remembering potential signs and behaviours the mnemonic 'safeguard' has been created.

S

Sexual Health and Behaviour - Evidence of sexually transmitted infections, pregnancy and termination; inappropriate sexualized behaviour

A

Absent from school or repeatedly running away - Evidence of truancy or periods of being missing from home or care

F

Familial Abuse and/or Problems at Home - Familial sexual abuse, physical abuse, emotional abuse, neglect, as well as risk of forced marriage or honour-based violence; domestic violence, substance misuse, parental mental health concerns, parental criminality, experience of homelessness, living in a care home or temporary accommodation

E

Emotional and Physical Condition - Thoughts of, or attempted, suicide or self harming; low self-esteem or self-confidence; problems relating to sexual orientations, learning difficulties or poor mental health; unexplained injuries or changes in physical appearance

G

Gangs, Older Age Groups and Involvement in Crime - Involvement in crime; direct involvement with gang members; involvement with older individuals or lacking friends from the same age group; contact with other individuals who are sexually exploited

U

Use of Technology and Sexual Bullying - Evidence of 'sexting', sexualized communication on-line or problematic use of the internet and social networking sites

A

Alcohol and Drug Misuse - Problematic substance misuse

R

Receipt of Unexplained Gifts or Money - Unexplained finances, including phone credit, clothes, money etc

D

Distrust of Authority Figures - Resistance to communicating with parents, carers, teachers, social services, health, police and others

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CSE MASE (Multi-Agency Sexual Exploitation) Framework for London Borough of Tower Hamlets

As a result of the Jay Report, the revised London CSE protocol, the Ofsted CSE thematic Report and the Independent Tower Hamlets CSE Review, Children Social Care together with Met Police have reviewed the multi-agency meetings, taken expert advice from Nasima Patel, Service Head Childrens Social Care and this is the framework that is now followed:

The LSCB subgroup

The LSCB subgroup provides the strategic oversight and partnership and chaired by Service Head, CSC which highlights LBTH's commitment to step up to the challenging and multi-faceted nature of this work. The subgroup provides the **strategic leadership**.

The MASE

MASE continues to act as a bridge between practice and strategy/planning. It maintains a detailed oversight of the risk and nature of CSE in Tower Hamlets (The Profile). It acts as **intelligence expert** and feeds into the LSCB CSE subgroup.

Practitioners Forum

This forum provides consultation, support and advice to practitioners working with CSE and related cases. It gathers up themes, best practice, risks and intelligence which are fed into the MASE. This forum acts as **practice expert**. Referrals to the Practitioners Forum come via MASH IPST Mash@towerhamlets.gov.uk
020 7 364 5601