

If your relationship, or your family life has become abusive, there are people who want to help you.



There are many different types of abuse in families. Abuse can be physical violence, sexual violence, emotional/financial control, forced marriage, female genital mutilation, or honour based violence.

Does your partner, whether male or female:

Hit you, slap you or kick you?

Force you to have sex?

Use threats to commit suicide or leave you?

Make you do illegal things?

Treat you like a servant?

Make all decisions without consulting you?

Refuse to let you get or keep a job?

Make you ask for money or take your money?

Keep financial matters secret from you?

Threaten to take your children from you?

Make you feel responsible for the abuse?

Make you doubt your own judgement?

Control who your friends are?

Smash things to intimidate you?

Harm or threaten to harm your pets?

If you think you are being abused, it may help to remember this:

- ◆ You're not alone. One woman in four is abused during her lifetime.
- ◆ You don't have to deal with this on your own.
- ◆ The abuse is not your fault.
- ◆ You cannot change your partner.

Domestic violence is against the law.

In an emergency always call 999.

**If you want to speak to the Police but it is not an emergency,
please call 101.**

The Police Domestic Abuse Unit

Gloucestershire Police has a policy to tackle Domestic Abuse. This policy includes four priorities:

- ◆ To protect the lives of both adults and children who are at risk as a result of domestic abuse
- ◆ To investigate all reports of domestic abuse;
- ◆ To facilitate effective action against offenders so that they can be held accountable through the criminal justice system;
- ◆ To adopt a proactive multi-agency approach in preventing and reducing domestic abuse.

Support Agencies

Gloucestershire Domestic Violence Support and Advocacy Project (GDVSAP)

GDVSAP exists to help victims/survivors throughout Gloucestershire who are affected by domestic abuse. They may be living with, considering leaving or continuing to have problems from an abusive partner. Domestic abuse affects people from all walks of life, all ethnic communities, people in same-sex and heterosexual relationships, and inter family violence. Knowing what to do when your partner is violent or abusive can be very confusing or frightening.

GDVSAP provide a helpline service and can assist in assessing the level of risk you are in, plan what to do if s/he is violent again, and how to keep you as safe as possible. We can provide you with information which might be useful to you around legal issues, housing, immigration, finances and children. GDVSAP can give you 1 to 1 support to help you to talk about what has happened, understand your feelings, and regain control of your life. GDVSAP has Specialist Black, Asian, Minority, Ethnic and Refugee Workers (BAMER) who understand the different cultural issues, and speak Bengali, Hindi, Urdu, and Polish, plus a volunteer who speaks Gujarati, Urdu, Hindi and Arabic. There is access to an interpreting service for any language needed, and 'Type Talk' to enable people who are deaf, hearing or speech impaired to be supported. Additionally, GDVSAP can provide support to victims of Human Trafficking and Young People being groomed for sexual exploitation. We also can provide one day Domestic Abuse Awareness training, and specialist BAMER training.

GDVSAP manage 15 properties for Solon Housing Association providing safe and supported housing for women and their children who have left refuge or other forms of accommodation.

Tel: 01452 500115

Central Allocation Referral Point (CARP)

CARP are the first point of contact for individuals and agencies seeking support with domestic abuse in Gloucestershire. CARP is a one-stop link to other agencies– they will put you in touch with the right service, reducing the need for you to be passed from one person to the next. This should get you the help you need as quickly as possible. They work as part of Gloucestershire's coordinated community response to domestic abuse and sexual violence.

The Independent Domestic Violence Advisers (IDVA) and Independent Sexual Violence Advisers (ISVA) can be contacted through CARP. These are workers who offer support to victims before cases are taken to a Multi-Agency Risk Assessment Conference (MARAC).

There is also a Specialist Court IDVA that will be supporting victims through the Court process, and who will attend the Specialist Domestic Violence Court.

Tel: 0845 602 9035

Gloucestershire Rape Crisis

Free, confidential support for women or children who have been raped or sexually abused at ANY time in their lives. Telephone and face-to-face support sessions can be provided as frequently and for as long as required. Face-to-face support can take place at the Centre, the survivor's home or any convenient safe venue. Practical advice provided regarding medical and legal processes (including anonymous reporting to the police) and advocacy services can be provided on request. Support and advice can be provided to family, friends and professionals who may be affected by someone else's experiences.

A free annual training course is provided for volunteers.

Email: glosrapecrisis@hotmail.co.uk

Tel: 01452 526770

If you call outside of the helpline's opening times, please leave a message and you will be contacted within 24 hours.

Hope House Sexual Assault Referral Centre (SARC)

If you, or someone you know has been raped or sexually assaulted, staff at Hope House SARC can provide understanding and emotional support, confidential treatment and first aid care, emergency contraception if necessary, information on other agencies who will be able to help, a change of clothing and access to the Police to gather evidence and investigate your assault.

Hope House SARC, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN.

Open Mon-Fri 9am-5pm: 01452 754390

GAY-GLOS

Domestic Abuse can happen in same-sex relationships as well as heterosexual (straight) ones. There may not be the same gender dynamics but many of the abusive behaviours are the same. There can be added issues particularly if either party is not 'out'.

If you are experiencing issues within a gay relationship (whether you perceive it 'abusive' or not) GAY-GLOS has fully trained volunteers providing a 'listening ear'. Additional topics can include: safer sex, drink, drugs, coercion, sexual violence & information.

Support is available via telephone & email, face-to-face 'befriending' & 'GAY-GLOS-social' for anyone who is lesbian, gay, bisexual, transgender (LGBT) or dealing with issues of sexual orientation & sexuality. Training & case-by-case interventions are available to organisations.

Website: gay-glos.org - from where email contact can be made.

Tel: 01452 306800 (Mon, Tues & Thurs from 7:30-9:30pm)

LINX Programme

LINX is a twelve-week programme that runs once a week for two hours in single-sex groups. The programme is for young people aged 12-18 who may have experienced violence or abuse and are facing challenges in managing their own behaviour. The young people may have committed a violent offence, be at risk of committing a violent offence, or having problems forming and maintaining positive relationships.

LINX uses fun and interactive activities to enable the young people to explore the issues that affect their lives. The programme allows them to make 'the link' between their experiences, feelings and actions.

Referrals to LINX need to be made to the LINX Coordinator, with the young person's consent, and the parent's consent if the person is under 16. The LINX Coordinator can then arrange a meeting with the young person and the referrer.

If you would like to make a referral then please call: **01452 547540** or **07807 159 657**

The Freedom Programme

The Freedom Programme is a twelve week rolling programme for women who have been affected by domestic abuse. You can join the programme at any time so long as you complete the full twelve weeks. The programme is open to any woman who has experienced some form of abuse and would like to know more about its effects and warning signs to look out for. The programme may be helpful in regaining trust and forming healthy relationships with both sexes.

The Freedom Programme also offers friendship and fun—so if you are feeling isolated, please come along if you can.

For further information please call Jude or Lea: 01242 523418

The ISIS Women's Centre

The ISIS Women's Centre is a community based service providing support and interventions for women who are involved, or at risk of involvement in the criminal justice system. We aim to tackle factors that lead to social exclusion by providing planned, integrated support which will meet the needs of women.

We have a specialist Domestic Abuse worker who is able to provide support and advice to any clients suffering from abuse, and we are the providers of the Women's Safety Work in Gloucestershire, a service for women whose (ex) partners are on the Integrated Domestic Abuse Programme (IDAP) run by probation. We are also hold a Freedom Programme run by workers from the Link Children's Centre.

Tel: 01452 397690

Gloucestershire Action for Refugees and Asylum Seekers (GARAS)

GARAS has over ten years of experience in working with asylum seekers, refugees and other migrants. Our role is to support those in Gloucestershire, to help them feel welcome and safe, to advocate for them and to help them to adjust to their long-term future as they start to settle and to face other challenges. We do this through our Drop-in centre which provides advice in a variety of fields and in particular in level 1 Immigration.

We provide Trauma counselling to those who are challenged by their experiences and we can help in physical support with food, bedding etc. We work with people of all ages from Unaccompanied Asylum Seeking Children through to families. In this work we have been faced with many challenges including honour-based violence and Female Genital Mutilation and we wish to be of use as a resource if an issue is raised in other organisations for whom this is new.

Info@garas.org.uk

Tel: 01452 550528

Community Development and Support Team

The Community Development and Support Team are part of the Specialist Services Team and aim to support the Adult and Community Care Directorate to develop and provide services that meet the needs of the Black and Minority Ethnic Communities.

Our key objectives are to enable people from the BME and migrant communities to access services. The teams' specialist and expertise areas are the Asian, African Caribbean, Chinese and Polish communities, advice and guidance to operational staff and Gloucestershire County Council related strategic work.

The team have well over 15 years of experience working within the communities to provide support and safeguard vulnerable adults who are victims of domestic abuse or forced marriage. As well as this we offer advice, training and support to other professionals/organisations who may be faced with dealing with complex issues in such cases.

Tel: 01452 426577

The Forced Marriage Unit

A forced marriage is where you are coerced into marrying someone against your will. You may be physically threatened or emotionally blackmailed to do so. It is an abuse of human rights and cannot be justified on any religious or cultural basis.

Forced Marriage is not the same as an arranged marriage where you have a choice as to whether to accept the arrangement. The tradition of arranged marriages has operated successfully within many communities and countries for a very long time.

If you think you, or someone you know might be forced into marriage call:

020 7008 0151 (or 0044 20 7008 0151 if you are overseas)

Female Genital Mutilation

Female Genital Mutilation (FGM), also known as female circumcision or female genital cutting, is defined by the World Health Organisation (WHO) as "all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons".

Justifications for FGM are numerous including custom, tradition, religion (mistakenly believing it is religious requirement), social acceptance and hygiene. Many women believe that FGM is necessary to ensure acceptance by their community; they are unaware that FGM is not practised in most of the world.

For more advice and information contact Forward on +44 (0)20 8960 4000 or visit www.fco.gov.uk/fgm.

Housing Support

Gloucester City Council (for Gloucester Residents)

Homelessness due to relationship breakdown, including breakdown due to violence, continues to be one of the three main causes of homelessness nationally and locally. Victims of relationship abuse who have to leave their home are viewed as a priority need for re-housing by the City Council.

Working in partnership with the Police, GDVSAP, Victim Support and Gloucester City Homes, a Sanctuary Scheme has been implemented with Safe Partnership through the Domestic Violence Forum.

The Sanctuary Scheme is designed to enable victims of domestic violence to remain in their own accommodation, where it is safe for them to do so, where it is their choice and where the perpetrator does not live in the accommodation. This is done by providing extra security measures both inside and outside the home. In Gloucester the work is done by Safe Partnership, but elsewhere in the County the work is performed by Mears.

For more information, please call your local Council and ask to speak to the Housing Service.

Gloucester City Council:	01452 396396
Stroud District Council:	01453 754078
Tewkesbury Borough Council:	01684 295010
Cheltenham Borough Council:	01242 262626
Forest of Dean District Council:	01594 810000
Cotswold District Council:	01285 623000

Housing Support

Stonham

Stonham Domestic Abuse and Sexual Violence Refuge Services provide a safe and supported environment for women and children experiencing or fleeing domestic abuse. We offer information and support to women and children to enable them to make informed choices about their lives. We also offer support in dealing with practical and emotional issues, encouraging women to empower themselves, fulfil their potential and become self determining in all aspects of their lives. Stonham is committed to providing excellent service through individually tailored support plans within a framework of equal opportunity, diversity and anti-oppressive practice. The majority of our accommodation is self contained with staff available 9-5, 5 days per week with On-call support for out of hours emergencies.

Stonham Domestic Abuse Floating Support Services provide confidential support and information relating to domestic abuse, including risk and safety planning to clients in their homes. The service can further support any issues relating to housing needs, children, legal, and welfare benefits.

Our Services:-

Women and their children experiencing Domestic Abuse and Sexual Violence – Refuge Services:-

Gloucester Refuge	01452 526280
Cheltenham Refuge	01242 523418
Forest of Dean	01594 837556

Men and women living in the community experiencing Domestic Abuse – Floating Support Services:-

Cheltenham Floating Support	01242 523418
Forest of Dean Floating Support	01594 822722
Cotswold Floating Support	01285 652871
Tewkesbury Drop-In	0845 1552301

Stroud Women's Refuge (Stroud Beresford Group)

Stroud Beresford Group is an independent charity that provides women's refuge and resettlement support services for women and children who have fled domestic abuse.

The refuge provides short-term accommodation for families at risk of abuse. We work with adults and children to build confidence and skills and work towards living independent fulfilling lives.

The Group also provides Healthy Relationships Workshops that cover issues such as domestic abuse awareness, safety and children's issues.

For information or advice please call **01453 764385**, email **beresfordgroup@btconnect.com** or see our website **www.stroud womensrefuge.co.uk**

Legal Support for Relationship Abuse Cases

Community Legal Advice and Representation Service (CLARS)

If you do not have access to legal aid, you can access legal support from CLARS for free.

Your case will be dealt with by an advisory team made up of an undergraduate law student, a postgraduate law student (either a trainee solicitor or barrister), a member of the academic staff of Bristol Law School and, if and as appropriate, a practicing barrister.

This team will offer both advisory and representation services. We, therefore, intend that you will receive the same standard of advice, information and representation you would expect from a Professional lawyer.

We cannot guarantee to help but we guarantee we will listen. CLARS will work to help your case as quickly as they possibly can.

Call the CARP helpline for a referral: **0845 602 9035**

Witness Care Unit

The witness care unit within Gloucestershire Constabulary have two experienced workers, that are particularly dedicated to all victims of Domestic abuse that are going through the Criminal Justice System.

Our aim is to provide enhanced level of information and support to victims and witnesses of Domestic Abuse going through the court process. The Unit aims to provide special measures for victims and witnesses that are vulnerable and intimidated, and also responds to victims and witnesses regarding the progress of their cases. It is a multi agency initiative, sharing information within other agencies to ensure victims receive the appropriate advice and support.

Tel: **01452 335044**

Specialist Court IDVA

The Court IDVA (Independent Domestic Violence Advocate) works with high risk victims of domestic violence. Offering clients practical and emotional support before, during and after the court process.

The Court IDVA is based at the Special Domestic Violence Court (SDVC) which runs from Cheltenham Magistrates Court on Tuesdays and will work with clients in both Magistrates and Crown Court. The Court IDVA works closely with the Witness Care Unit, Victim Support, the Crown Prosecution Service and Police Liaison. The ultimate aim is to ensure that victims of domestic violence are safe, supported and feel empowered to proceed through the Criminal Justice System.

Referrals for this service come via the Witness Care Unit, Domestic Abuse Unit and generic IDVAs. If you are, or if you have a client who is about to go through the court process and you need advice, support and guidance please contact the Court IDVA on the number below.

Tel: **07739 299662**

Use a Safety Plan:

- ◆ Seek professional advice and support from the local support and outreach organisations in this book.
- ◆ Consider how agencies can make contact safely, e.g., through a work number or at a friend's address
- ◆ Consider where you can quickly and easily use a telephone and who are safe people to contact - memorise a list of numbers for use in an emergency, like friends, police, and support organisations
- ◆ Consider a signal with children, family, neighbours, friends or colleagues, which will alert them to call the police when help is needed
- ◆ Think through escape routes in advance; if possible avoid rooms with no exit or with weapons in (e.g., bathroom or kitchen)
- ◆ Try to save some money for fares and other expenses
- ◆ Receive medical help for any injuries ensuring that they are recorded and if possible photographed. These may be used at a later date to support court cases or re-housing

If you are planning to leave:

- ◆ Take care over whom to trust with any plans that you are making to leave
- ◆ Consider whether or not an injunction is a viable option - seek legal advice, call CLARS for help 0845 602 9035.
- ◆ Make an extra set of keys for home and/or car and store them somewhere safe
- ◆ Make up a bag with spare clothes, phone numbers, keys, money and keep it safe so you can take quickly or keep it with a trusted friend

Have the following available in case you have to flee:

- ◆ Important papers such as birth certificates, social security cards, driver's licence, divorce papers, lease or mortgage papers, passports, insurance information, school and medical records, welfare and immigration documents, court documents
- ◆ Credit cards, bank account number
- ◆ Some money
- ◆ Extra sets of keys - for car, house and work
- ◆ Medications and prescriptions, including those for children
- ◆ Phone numbers and addresses for family, friends, doctors, lawyers and community agencies
- ◆ Clothing and comfort items for you and the children
- ◆ Photographs and other items of sentimental value such as jewellery
- ◆ Take identification that might help others to protect you from the abuser, such as a recent photo of the abuser and their car details;
- ◆ Talk to children about the possibility of leaving and try to take all children, whatever long-term arrangements might be.

If you are no longer living with your abuser:

- ◆ Seek expert legal advice on child contact and residence applications, and about options for injunctions
- ◆ Change phone numbers to ex-directory and screen calls; pre-programme emergency numbers into the phone
- ◆ Change the locks and install a security system, smoke alarms and an outside lighting system
- ◆ Notify neighbours, employers and schools about any injunction, and ask them to call the police immediately if they see the abuser nearby
- ◆ Make sure that schools and those who care for any children know who has authorisation to collect them
- ◆ Employ safety measures before, during and after contact visits, if appropriate
- ◆ Consider changing children's schools, work patterns - hours and route taken - and the route taken to transport children to school
- ◆ Avoid banks, shops, and other places frequented when living with the abuser
- ◆ Make up a code word for family, colleagues, teachers, or friends, so they know when to call the police for help
- ◆ Keep copies of all relevant paperwork (including civil injunctions) and make written records of any further incidents

Useful Contacts

Gloucestershire Domestic Violence Support and Advocacy Project (GDVSAP) - **01452 500115**

Central Allocation and Referral Point (CARP) - **0845 6029035**

Police (Non-Emergency) - **101**

Gloucestershire Action for Refugees and Asylum Seekers (GARAS) - **01452 550528**

Gloucestershire Sexual Assault Referral Clinic (SARC) - **01452 754390**

Gloucestershire Rape Crisis - **01452 526770**

GAY-GLOS - **01452 306800**

Gloucester City Council - **01452 396396**

Forced Marriage Unit (FMU) - **020 7008 0151**

Gloucester Women's Refuge - **01452 526279**

FORWARD (Advice and information on Female Genital Mutilation) - **0208 960 4000**

Broken Rainbow (Support for Lesbian, Gay, Bisexual & Transgender People experiencing Domestic Abuse) -
0300 999 5428

National 24-hour Domestic Violence Helpline - **0808 2000 247**

Karma Nirvana (Forced Marriage and Honour-Based Violence helpline) - **0800 5999 247**

NSPCC Helpline - **0808 800 5000**

ChildLine - **0800 1111**

Samaritans (24-7 helpline) - **08457 90 90 90**

Victim Support - **0845 30 30 900**

Action on Elder Abuse (AEA) - **0808 808 8141**

Family Lives - **0808 800 2222**

Victim Support's Male Helpline (For men who have experienced abuse, rape or sexual violence) - **0800 328 3628**

Support for People who are abusive towards their partner and want help to **Stop** - **0808 802 4040**

In an Emergency, always call 999.

