

# **South Tyneside** **Domestic Abuse Handbook**



**South Tyneside Council**



# Contents

<b>1</b>	Introduction .....	4
<b>2</b>	What is domestic abuse?.....	4
<b>3</b>	Safety planning .....	5
<b>4</b>	Risk assessment .....	6
<b>5</b>	Safeguarding.....	7
<b>6</b>	Legal Aid.....	7
<b>7</b>	Local domestic violence and abuse services.....	8
<b>8</b>	Other local support and advice services.....	10
<b>9</b>	National organisations and helplines.....	13

## 1. Introduction

This handbook has been produced as a practical resource for professionals who work with adults and children affected by domestic violence and abuse.

When safe to do so, it may also be a useful resource to provide to those who have themselves experienced, or are experiencing, domestic abuse.

It provides information about what support is available to those affected by domestic violence and abuse in South Tyneside.

A copy of this publication is also available online at [www.southtyneside.gov.uk/domesticviolence](http://www.southtyneside.gov.uk/domesticviolence)

If you have any comments on this handbook then please contact: [community.safety@southtyneside.gov.uk](mailto:community.safety@southtyneside.gov.uk)

## 2. What is domestic 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. This can encompass, but is not limited to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

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

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

Family members are: mother, father, son, daughter, brother, sister and grandparents; directly-related, in-laws or step-family.

The Government definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

The inclusion of coercive control highlights the importance of recognising such behaviour as a complex pattern of overlapping and repeated abuse perpetrated within a context of power and control.

### 3. Safety planning

Making a personal safety plan is a way of helping victims of domestic violence and abuse to protect themselves and their children. It helps them to think about how they can increase their safety either within a relationship, or if they decide to leave.

A victim can't stop their partner's violence and abuse - only they can do that. But there are things they can do to increase their own and their children's safety. They're probably already doing some things to protect themselves and their children – for example, there may be a pattern to the violence which may enable them to plan ahead to increase their safety.

Other things to consider include:

- Planning in advance how they might respond in different situations, including crisis situations
- Thinking about the different options that may be available to them
- Keeping with them any important and emergency telephone numbers (for example, local domestic violence services, GP, social worker, children's school, solicitor, etc.)
- Teaching their children to call 999 in an emergency, and what they would need to say (for example, their full name, address and telephone number)
- Considering if there are neighbours they could trust, and where they could go in an emergency? If there is, they could tell them what is going on and ask them to call the police if they hear sounds of a violent attack
- Rehearsing an escape plan, so in an emergency they and their children can get away safely
- Packing an emergency bag for themselves and their children, and hiding it somewhere safe (for example, at a neighbour's or friend's house, but trying to avoid mutual friends or family)
- Trying to keep a small amount of money on them at all times - including change for the phone and for bus fares
- Knowing where the nearest phone is, and if they have a mobile phone, trying to keep it with them
- If they suspect that their partner is about to attack them, trying to go to a lower risk area of the house - for example where there is a way out and access to a telephone. Avoiding the kitchen or garage where there are likely to be knives or other weapons; and avoiding rooms where they might be trapped, such as the bathroom, or where they might be shut into a cupboard or other small space
- Being prepared to leave the house in an emergency

Further advice on safety planning can be found in The Survivor's Handbook on the Women's Aid website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

## 4. Risk assessment

When someone is suffering domestic abuse, it's vital to make an accurate and fast assessment of the danger they're in, so they can get the right help as quickly as possible. The Safe Lives DASH (domestic abuse, stalking and 'honour'-based violence) risk checklist is a tried and tested way to understand risk. It is based on research about the indicators of high-risk domestic abuse.

### Who is it for?

The DASH risk checklist can be used for all intimate partner relationships, including LGBT relationships, as well as for 'honour'-based violence and family violence. It is primarily intended for professionals – both specialist domestic violence workers and other professionals working for mainstream services.

### How does it work?

The simple series of questions makes it easy to work out the risk a victim is facing. A high score means the victim is at high risk of murder and/or serious injury and needs urgent help.

Further information, including full practice guidance, can be accessed at:

[www.safelives.org.uk/practice-support/resources-identifying-risk-victims-face](http://www.safelives.org.uk/practice-support/resources-identifying-risk-victims-face)

Risk is dynamic and can change very quickly. Therefore, it is good practice to review the checklist after a new incident or change in circumstances e.g. leaving, or planning to leave, a relationship.

If following the undertaking of the DASH-Risk Checklist, a case meets the relevant criteria it should be referred to the MARAC (Multi-agency Risk Assessment Conference) via your organisation's MARAC representative or if you don't have one, then directly to the MARAC Co-ordinator:

[south-tyneside.marac@northumbria.pnn.police.uk](mailto:south-tyneside.marac@northumbria.pnn.police.uk)

At the same time, you will need to make a referral to the IDVA (Independent Domestic Violence Adviser) service.

MARACs are regular local meetings where information about high risk domestic abuse victims is shared between local agencies. By bringing all agencies together at a MARAC, and ensuring that whenever possible the voice of the victim is represented by the IDVA, a risk focused, co-ordinated safety plan can be drawn up to support the victim.

## 5. Safeguarding

Safeguarding is about protecting people's right to be safe, and stopping abuse.

Always ensure you follow your organisation's safeguarding procedures.

### Children

If you are worried or concerned about the safety of a child or young person in South Tyneside then call:

0191 424 5010 (office hours)

0191 456 2093 (out of office hours)

### Adults

An adult at risk of abuse or neglect is someone who:

- has needs for care or support;
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect, or the risk of it.

If you have concerns that an adult is at risk of either being harmed or abused in South Tyneside then call 0191 424 4049.

## 6. Legal Aid

Legal aid can help meet the cost of legal advice, family mediation and representation in a court or tribunal.

It might be available if a person or their family have been victims of domestic violence or abuse and can't afford to pay legal costs.

Evidence that they were at risk of harm can be sought from a range of places, including:

- the courts
- a multi-agency risk assessment conference (MARAC)
- social services
- a health professional, e.g. a doctor, nurse, midwife, psychologist or health visitor
- a refuge manager
- a domestic violence support service

Further information can be found at [www.gov.uk/legal-aid](http://www.gov.uk/legal-aid)

A specialist family solicitor will be able to advise victims about the availability of legal aid and how to access it.

The Law Society offers a free online 'Find a Solicitor' service which can help to find organisations or legal services by Legal Issue and Location: [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

Alternatively, you can search for local family lawyers at [www.resolution.org.uk](http://www.resolution.org.uk)

## 7. Local domestic violence and abuse services

### Independent Domestic Violence Advisers (IDVA) Service (Impact Family Services)

Provides crisis intervention, support, advice and information to high risk victims of domestic abuse (male and female, including those in same sex relationships) whether you are still in a relationship or are separated from your partner.

**Opening hours:** Monday to Friday,  
8:30am - 6pm

**Call:** 0191 456 7577, 07545 208 670  
or 07545 208 671

**Email:** [idva@impactfs.co.uk](mailto:idva@impactfs.co.uk)

**Visit:** [www.impactfs.co.uk](http://www.impactfs.co.uk)

### Options (Impact Family Services)

Provides:

- Confidential and non-judgemental advice to women over 16, on domestic abuse issues, in a safe place
- Contact with and referral to other relevant organisations
- Weekly support groups giving opportunities to meet survivors of domestic abuse and make new friends
- 'A Place For You' counselling service

**Opening hours:** Monday to Friday, 9am - 6pm

**Call:** 0191 456 7577

**Email:** [options@impactfs.co.uk](mailto:options@impactfs.co.uk)

**Visit:** [www.impactfs.co.uk](http://www.impactfs.co.uk)

### Places for People (South Tyneside Women's Aid) Women's Refuge

Offers advice and support as well as providing safe, temporary and emergency accommodation to women, with or without children, at risk of domestic abuse.

**Opening hours:** 24 hours

**Call:** 0191 454 8257

#### Other local refuges:

Durham	0191 386 5951
Gateshead	0300 131 0027
Newcastle	0191 265 2148
North Shields	0191 251 3305
Northumberland	01670 820 199
Sunderland	0191 514 1972
Washington	0191 415 1506

### Ear 4 U (Safe Hands) Children's Service (Impact Family Services)

Provides support and advice for children, aged 5-11, who have witnessed and been affected by domestic abuse.

#### Opening hours:

Monday to Friday, 9am – 5pm

**Call:** 0191 456 7577

**Email:** [options@impactfs.co.uk](mailto:options@impactfs.co.uk)

**Visit:** [www.impactfs.co.uk](http://www.impactfs.co.uk)

## **Sanctuary Scheme (South Tyneside Homes)**

If the fear of domestic abuse is making you think about moving, the Sanctuary Scheme could make it possible for you to stay living safely in your own home, if the perpetrator no longer lives there. The scheme is free and removes the fear of living at home by installing extra security to your property.

The Scheme can be accessed by contacting:

### **South Tyneside Homes**

**Call:** 0300 123 66 33

### **Domestic Violence Co-ordinator (South Tyneside Council)**

**Call:** 0191 424 7954

### **Northumbria Police Crime Prevention Department**

**Call:** 101 and ask for the Crime Prevention Department

## **South Tyneside Domestic Abuse Perpetrators Programme (STDAPP)**

The programme is for any man who is concerned about his behaviour towards his partner or ex-partner and wants to change.

**Opening hours:** Monday to Friday,  
9am - 5pm

**Call:** 0191 455 3027

**Email:** [stdapp@barnardos.org.uk](mailto:stdapp@barnardos.org.uk)

**Visit:** [www.stdapp.org.uk](http://www.stdapp.org.uk)

## **Young Persons Violence Advisor (YPVA) Service (South Tyneside Council)**

Helps to provide a safe and supportive response to teenagers aged 13-17 years who are direct victims of relationship abuse and a range of interpersonal violence. This could include domestic abuse, sexual exploitation, gang-related violence, 'honour' based violence, forced marriage and cyber stalking. The YPVA service also offers guidance to staff, to develop work that supports young perpetrators.

**Opening hours:** Monday to Friday,  
9am - 5pm

**Call:** 0191 427 2850 or 07825 860 563

**Email:** [ypvareferral@southtyneside.gov.uk](mailto:ypvareferral@southtyneside.gov.uk)

## 8. Other local support and advice services

### Apna Ghar

Offers outreach support, interpreting support and a range of activities and courses for minority ethnic women, including a Time to Talk Support Group for women who are experiencing difficulties. Staff are trained in domestic abuse and can offer support and guidance to members as well as refer to specialist services for further support.

**Opening hours:** Monday and Tuesday, 10am – 3pm, Wednesday 10am – 3:30am, and Thursday 9:30am – 3:30pm.

**Call:** 0191 456 4147

**Email:** [apnaghar@btconnect.com](mailto:apnaghar@btconnect.com)

### Changing Lives GAP (Girls Are Proud)/MAP (Male Action Project)

Provides assertive outreach to vulnerable men and women who are involved in sex work, or at risk of being sexually exploited, and over the age of 16.

Provides emotional and practical support to individuals who may not be engaging with other services. Takes a person-centred, holistic approach which aims to support individuals to access and navigate the services they need and empower them to make informed choices for themselves.

**Opening hours:** Monday to Friday, 9am to 5pm

**Call:** 07812 663 849

**Email:** [debra.cowey@changing-lives.org.uk](mailto:debra.cowey@changing-lives.org.uk)

**Visit:** [www.changing-lives.org.uk](http://www.changing-lives.org.uk)

### Homefinder (South Tyneside Homes)

This service provides advice and assistance to those who are homeless, at risk of homelessness or are unable to remain in their current home.

**Opening hours:** Monday to Thursday, 8:30am - 5pm. Friday, 8:30am - 4:30pm

**Call:** 0300 123 6633 or out of office hours 0191 456 2093

**Email:** [homelessness@southtynesidehomes.org.uk](mailto:homelessness@southtynesidehomes.org.uk)

**Visit:** [www.southtynesidehomes.org.uk](http://www.southtynesidehomes.org.uk)

### Impact Family Services

Provides services for individuals and families who are facing a difficult time due to separation and/or divorce, domestic violence and abuse, and for children and young people affected by family or peer relationships.

**Opening hours:** Monday to Friday, 9am-5pm

**Call:** 0191 456 7577

**Email:** [enquiries@impactfs.co.uk](mailto:enquiries@impactfs.co.uk)

**Visit:** [www.impactfs.co.uk](http://www.impactfs.co.uk)

### Northumbria Police: "Choice" Helpline

Provides confidential advice and assistance to anyone who may be suffering from Honour-Based Violence or has been or may be forced into marriage.

**Opening hours:** 24 hours

**Call:** 0800 5999 365

## **Northumbria Police: Safeguarding Department**

This Unit:

- Provides help and advice to victims
- Investigates rape offences, domestic and child abuse
- Monitors sex offenders and dangerous offenders living in the community

**Opening hours:** Monday to Sunday, 8am-11pm

**Call:** 101 and ask for Protecting Vulnerable People

In an emergency call 999

**Visit:** [www.northumbria.police.uk](http://www.northumbria.police.uk)

## **REACH (Rape, Examination, Advice and Counselling Help)**

Provides a free, confidential counselling support and advice service for women (aged 16 and over at the time of the assault) who have been subject to an attack of a sexual nature, along with an appropriate environment for the gathering of forensic evidence, when this is required.

**Opening hours:** Monday to Friday, 9am to 5pm

**Call:** 0191 221 9222

**Email:** [reach@northumbria.pnn.police.uk](mailto:reach@northumbria.pnn.police.uk)

**Visit:** [www.reachsarc.org.uk](http://www.reachsarc.org.uk)

## **Relate Northumberland and Tyneside**

Offers a range of services to help with all relationships, whether young or old, straight or gay, single or in a relationship. Services include Relationship Support, Sex Therapy, Support for Families and Support for Young People.

**Opening hours:** Monday to Thursday, 9am – 9pm and Friday 9am – 5pm

**Call:** 0191 232 9109

**Visit:** [www.relate-nt.org.uk](http://www.relate-nt.org.uk)

**Email:** [enquiries@relate-nt.org.uk](mailto:enquiries@relate-nt.org.uk)

## **Rape Crisis Tyneside and Northumberland (RCTN)**

Provides information, support and counselling to girls and women, aged 13 and over, who have experienced any form of sexual violence at any times in their lives. Other services include email support, helpline, and practical and emotional support.

### **Opening hours:**

**RCTN Helpline:** Tuesday to Thursday, 6pm – 8:30pm and Friday 11am – 2pm

**National Freephone Helpline:** Monday to Friday 12noon – 2:30pm, 3pm to 5:30pm, and 7pm – 9:30pm, Saturday and Sunday, 12noon – 2:30pm and 7pm – 9:30pm

**Office/admin line:** Monday to Friday, 9am – 5pm

**Call: RCTN Helpline:** 0800 035 2794,  
**National Freephone Helpline:** 0808 802 9999

**Office/Admin Line:** 0191 222 0272

**Email:** enquiries@rctn.org.uk

**Visit:** www.rctn.org.uk

## **Women's Health in South Tyneside (WHIST)**

Provides a wide range of services to address complex and enduring issues, to women over 16 years old, in a safe and strictly confidential environment. Mental health, physical health, long term conditions, and personal progression are contained within their counselling services, support groups, course, and activities, which are aimed at improving health and wellbeing.

**Opening hours:** Monday to Friday, 9:30am - 4:30pm

**Call:** 0191 454 6959

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

**Visit:** www.whist.org.uk

## 9. National organisations and helplines

### Galop

Provides emotional and practical support to lesbian, gay, bisexual and transgender people experiencing domestic abuse.

**Opening hours:** Monday and Thursday, 10am - 8pm, Tuesday and Wednesday, 10am - 5pm & Friday 1pm - 5pm. Tuesday 1pm - 5pm is a trans-specific service.

**Call:** 0800 999 5428

**Email:** [help@galop.org.uk](mailto:help@galop.org.uk)

**Visit:** [www.galop.org.uk](http://www.galop.org.uk)

### Elder Abuse Response Line

Offers a confidential helpline which provides information, advice, and support to victims and others who are concerned about, or have witnessed, abuse, neglect or financial exploitation.

**Call:** 0808 808 8141

**Email:** [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

**Visit:** [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Forced Marriage Unit

Provides advice and support to victims of forced marriage as well as to professionals dealing with cases. 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.

**Opening hours:** Monday to Friday, 9am - 5pm

**Call:** 0207 008 0151

**Email:** [fmu@fco.gov.uk](mailto:fmu@fco.gov.uk)

**Visit:** [www.gov.uk/forced-marriage#forced-marriage-unit](http://www.gov.uk/forced-marriage#forced-marriage-unit)

### Halo Project

Supports victims of honour-based violence, forced marriages, and FGM by providing appropriate advice and support to victims, relatives and friends.

**Opening hours:** Monday to Friday, 9am – 5pm

**Call:** In an emergency call 08081 788 424. When it's not an emergency and you need to speak to someone for some advice call 01642 683 045

**Email:** [info@haloproject.org.uk](mailto:info@haloproject.org.uk)

**Visit:** [www.haloproject.org.uk](http://www.haloproject.org.uk)

## Men's Advice Line

Provides confidential help, including practical advice, information and emotional support, for any man experiencing domestic violence and abuse from a partner or ex-partner. The service is also accessible to concerned friends, family and frontline workers.

**Opening hours:** Monday to Friday,  
9am - 5pm

**Call:** 0808 801 0327

**Email:** [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

**Visit:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

## Men's Aid Charity

Provides practical advice and support to men who have been abused. Also provides information and advice to parents who are looking to maintain a meaningful and responsible relationship with their children after a family break down or divorce.

**Opening hours:** Monday to Friday,  
9am to 9pm

**Call:** 0871 223 9986

**Email:** [help@mensaid.net](mailto:help@mensaid.net)

**Visit:** [www.mensaid.net](http://www.mensaid.net)

## National Centre for Domestic Violence

Provides a free, fast emergency injunction service to survivors of domestic violence.

**Call:** For information about getting an injunction 0800 970 2070

**Email:** [office@ncdv.org.uk](mailto:office@ncdv.org.uk)

**Visit:** [www.ncdv.org.uk](http://www.ncdv.org.uk)

## National Domestic Violence Freephone Helpline

Provides a service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

**Opening hours:** 24 hours

**Call:** 0808 2000 247

**Visit:** [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

## National Stalking Helpline

Provides information and guidance on the law, how to report stalking, gathering evidence, staying safe and reducing the risk.

**Opening hours:** Monday, Tuesday, Thursday and Friday, 9:30am - 4pm, Wednesday 1pm - 4pm

**Call:** 0808 802 0300

**Email:** [advice@stalkinghelpline.org](mailto:advice@stalkinghelpline.org)

**Visit:** [www.stalkinghelpline.org](http://www.stalkinghelpline.org)

## **Polish Domestic Violence Helpline**

(Polski telefon zaufania dla ofiar przemocy w rodzinie)

Provides Polish people who are experiencing domestic violence with a confidential contact, which will allow them to talk about their situation in their native language and to obtain information about available help and support.

**Opening hours:** Wednesday 9:30am – 2:30pm and Friday 9:30am – 12:30pm

**Call:** 0800 061 4004

**Email:** [info@polishdvhelpline.org](mailto:info@polishdvhelpline.org)

**Visit:** [www.nowezyciebezprzemocy.co.uk](http://www.nowezyciebezprzemocy.co.uk)

## **Respect**

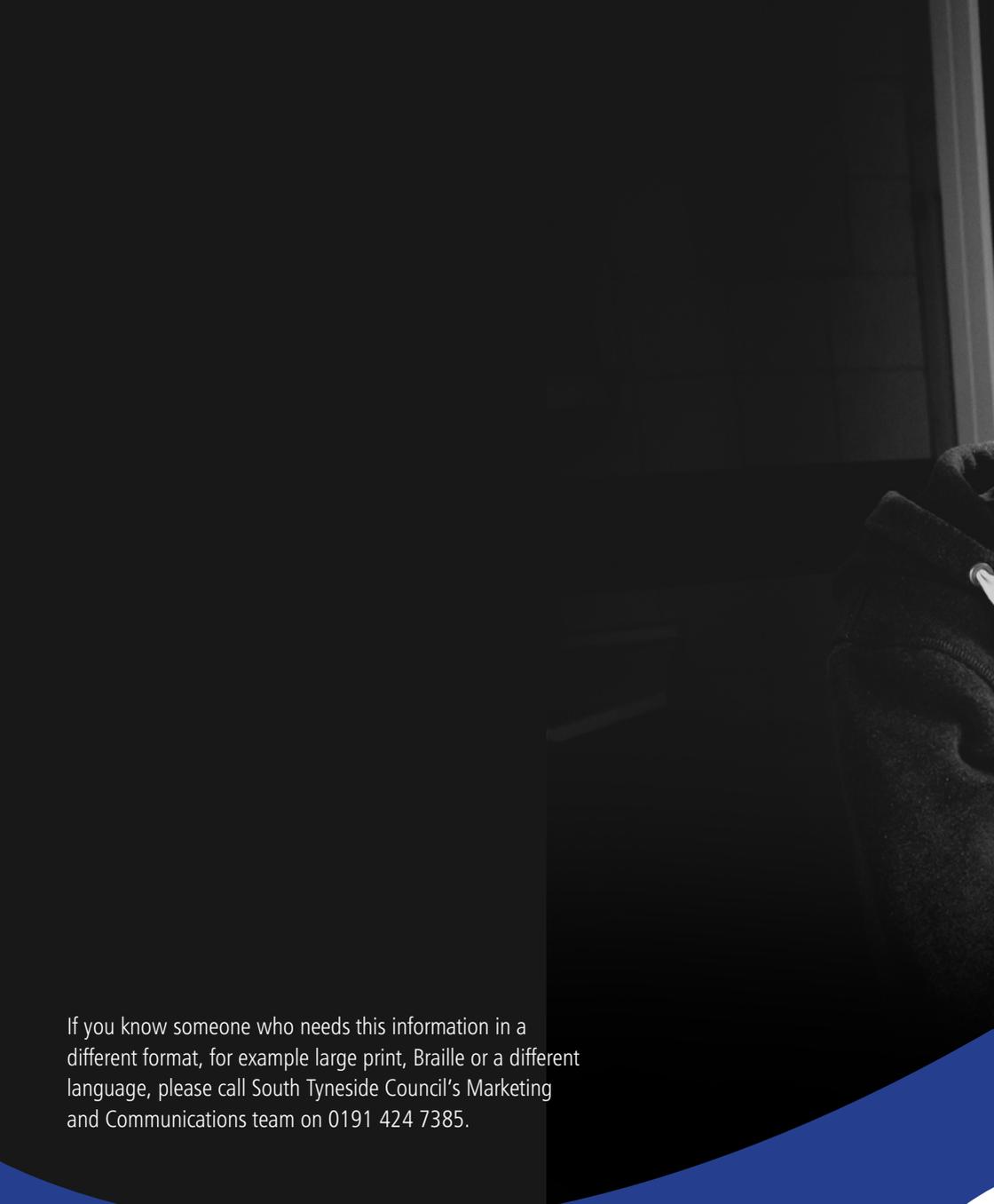
A confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner.

**Opening hours:** Monday to Friday, 9am - 5pm

**Call:** 0808 802 4040

**Email:** [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)

**Visit:** [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)



If you know someone who needs this information in a different format, for example large print, Braille or a different language, please call South Tyneside Council's Marketing and Communications team on 0191 424 7385.