

## SERVICES IN RICHMOND UPON THAMES



In addition to the organisations listed at the back of this leaflet, there are a range of services available in the borough:

### One Stop Shop

A weekly drop-in for anyone who has experienced domestic abuse every Thursday at St John the Divine Church Hall, Kew Road, Richmond, from 10am to 1pm). For more information contact Richmond Victim Support.

### Safety First

The scheme aims to help residents (including children) remain in their own homes and feel safe and can offer free improved home security and advice on personal safety. For more information, contact the organisations listed at the back of this leaflet or go to [www.richmond.gov.uk/safety\\_first\\_scheme](http://www.richmond.gov.uk/safety_first_scheme)

### Children's Centre Domestic Abuse Outreach Worker

Offering support in the local community one day a week at Ham Children's Centre and at Heathfield Children's Centre. For more information contact Richmond Victim Support or just drop in.

### Reporting to the Police

The police take domestic abuse very seriously and will prioritise your safety. In an emergency always dial 999 to ask for help. At other times you can talk to specially trained officers at the Community Safety Unit on 020 8247 5809.

## USEFUL CONTACTS IN RICHMOND UPON THAMES

Richmond Police Community Safety Unit	020 8247 5809
Refuge Floating Support	020 8742 7745
Richmond Victim Support	020 8948 7010
Specialist Children's Services Initial Response Team	020 88917969
Adult and Community Services	020 8891 7971
Housing Options Team	020 8891 7409

## NATIONAL HELPLINES

24 hour National Domestic Violence Helpline:	0808 2000 247
Men's Advice Line and Enquiries (MALE):	0845 064 6800
Broken Rainbow :	0845 260 4460

In an emergency call 999

Please contact us if you need this leaflet in Braille, large print, audio tape, or another language.

London Borough of Richmond upon Thames, Civic Centre,  
44 York Street, Twickenham TW1 3BZ, Telephone 020 8891 1411

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

# DOMESTIC ABUSE - INFORMATION AND SUPPORT IN RICHMOND UPON THAMES



This leaflet is an introduction to domestic abuse, including information about how to keep safe and the support that is available in Richmond upon Thames. Use the leaflet safely – think about where you will keep this information, whether someone else will keep it for you, and how to keep yourself safe while reading it.

**In an emergency always dial 999**

**Asking for help is hard. Getting it can be easy.**  
For information, go to [www.richmond.gov.uk/domestic\\_abuse](http://www.richmond.gov.uk/domestic_abuse)

## WHAT IS DOMESTIC ABUSE?

**Domestic abuse is “Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been, intimate partners or family members, regardless of gender or sexuality”.**

A relationship is abusive when there is a pattern of behaviour that means one person is exerting power and control over another. You may have been abused by a partner just once, or maybe you have lived with abuse for years. Perhaps someone you live near, work with or know is experiencing domestic abuse. Whatever the situation, it is important to remember that help and support is available.

Domestic abuse can take many forms, such as physical or sexual violence (including sexual abuse, rape and threats). It may also include:

- **Isolation** - Controlling where you can go or who you can see
- **Humiliation** - putting you down and undermining your self-esteem
- **Intimidation** - by looks, gestures, words or by destroying property
- **Using coercion and threats** - e.g. About children or family pets
- **Economic abuse** - controlling/withholding money
- **Blame** - Perpetrators of domestic abuse will often ‘blame’ the abuse or make excuses about their behaviour.

Nobody should have to live with violence or the fear of abuse and many of the behaviours associated with domestic abuse are crimes.

You can get further information and help from any of the organisations listed on the back page of this leaflet. Or you can find more detailed information at [www.richmond.gov.uk/domestic\\_abuse](http://www.richmond.gov.uk/domestic_abuse)

## TAKE ACTION AGAINST DOMESTIC ABUSE

Making the decision to seek help or to leave an abusive relationship is difficult. Remember:

- **You are not alone:** Domestic abuse can affect people in all kinds of relationships, regardless of age, sex, sexual orientation, gender identity, race, faith, ability or lifestyle.
- **You are not to blame:** Someone using violence and abuse always makes a choice about the ways they behave.
- **You can’t change your partner’s behaviour:** The only way for the perpetrator to change is for them to realise that they have a problem and to seek help.
- **You are in danger if you ignore abuse:** Abuse tends to get worse the longer it goes on.
- **Take action – do not remain isolated and break the silence:** Get help from someone you trust, or you can contact one of the organisations that offer information and support.
- **There is life after an abusive relationship:** Many people discover they enjoy living without a partner and others form new and loving relationships that they never believed were possible when they were with their abusive partner.

## KEEPING SAFE

Making a safety plan will help you to feel more in control of the situation and give you the confidence to take action to protect yourself and your children. **Here are some tips to help you draw up a plan of action for your safety:**

- Find out about local organisations offering information and support (many are listed in this leaflet)
- Keep a diary of domestic abuse incidents
- Know where you can quickly and easily access a phone (mobile, neighbour, relative or friend)
- Keep a list of emergency contact numbers with you, including relatives, friends, local police
- Keep some money aside for emergency bus, train, cab fares or food and accommodation costs Have an extra set of keys for the house, flat, car
- Keep keys, money and a set of clothes for you and your children packed ready in a bag and leave it with a friend or relative you can trust.

### If you are planning to leave, try to

- Leave when you are sure that the perpetrator is not around
- Take all of your children with you
- Take legal and financial papers, marriage and birth certificates, court orders, NHS cards, passports, driving licence, child credit books, address book, bank books, cheque books, credit cards etc
- Take a few personal possessions which have sentimental value
- Take favourite toys for the children
- Take clothing for several days
- Take any medicine you or your children might need