



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

Safety First Coordinator  
London Borough of Richmond upon Thames  
44 York Street  
Twickenham  
TW1 3BZ  
Tel: 0208 891 7486

## Useful Contacts

### Local:

Police Community Safety Unit	020 8247 5809
Refuge Floating Support	020 8742 7745
Victim Support	020 8948 7010
Richmond Council, Adult and Community Services	020 8891 7971
Richmond Council, Specialist Children's Services	020 8891 7969
Richmond Council, Housing Advice	020 8891 7409
Ethnic Minorities Advocacy Group	020 8893 9000
LGBT Police Liaison Officer	020 8247 5809 or 07979 667 189

### National domestic abuse helplines:

National Domestic Violence Helpline (Freephone 24-hour)	0808 2000 247
ChildLine (Freephone 24-hour helpline for children in distress)	0800 1111
Broken Rainbow (For lesbian, gay, bi and trans people)	08452 60 44 60
Forced Marriage Unit (For people worried they might be forced into marriage or are worried about a friend or relative)	0207 008 0151
MALE (For men experiencing domestic abuse)	0808 801 0327
Respect (For people concerned about their behaviour towards their partners)	0845 122 8609

**For more information on domestic abuse go to [www.richmond.gov.uk/domestic\\_abuse](http://www.richmond.gov.uk/domestic_abuse)**

The scheme is coordinated through the Housing Options Team in Richmond Council. Contact the Safety First Coordinator by email: [safetyfirst@richmond.gov.uk](mailto:safetyfirst@richmond.gov.uk) or telephone on 0208 891 7486

Safety first is not an emergency measure but a process that provides households affected by domestic abuse, hate crime or distraction burglary with the option of safer housing.

# SAFETY FIRST SCHEME

YOUR HOME – YOUR SAFETY



## What is Safety First?

The Richmond upon Thames Safety First Scheme aims to help residents (including children) affected by domestic abuse and hate crime, as well as vulnerable/older adults who are the victims of crimes (such as distraction burglary), remain in their own homes and feel safe. Safety First is one of a range of options to those possibly at risk of homelessness as a result of domestic abuse and hate crime.

Safety First has been running since October 2003 and is led by the Council's Housing Services and Richmond Upon Thames Police's Community Safety Unit. The Community Safety Partnership, Hampton Fuel Allotment Charity and local housing associations (e.g. Richmond Housing Partnership), also support the scheme.

## What are the aims of Safety First?

- + Reduce repeat victimisation by improving home security for people affected by domestic abuse or hate crime
- + Reduce the fear of crime among victims of domestic abuse and hate crime, as well as vulnerable/older victims of crime
- + Prevent homelessness and the upheaval in moving home, away from family and friends and support networks
- + Deter perpetrators by making properties more secure

## Benefits of Safety First

- + Free improved home security, including
  - Referral to the Police Lock Fitters team for free target hardening within 48 hours of a referral (e.g. replacement locks) for high risk victims
  - Free property survey and a recommendation for any additional security works to be carried out (e.g. better door and window locks, installation of replacement doors etc) within five working days
- + Free installation of a Careline alarm, linked to the Police control room to allow rapid response in case of future incidents with free rental for at least six months
- + Advice on personal safety from the Police Crime Prevention Officer
- + Referral to domestic abuse services for support and advice to improve safety
- + Referral to the London Fire Brigade for advice on home fire safety.

## Eligibility for Safety First

To be eligible for assistance under Safety First, someone will normally have to meet all the following criteria:

- + Live in Richmond upon Thames
- + Be a victim of domestic abuse, hate crime or a vulnerable/older victim of crime
- + Their safety and / or that of any children is at risk, which could lead to homelessness
- + The perpetrator or alleged perpetrator does not reside with the victim

The scheme is available across all types of tenure (including registered social landlords, private rented and owner-occupied).

## How do I get Safety First?

Referrals to Safety First are made through:

Ethnic Minorities Advocacy Group (EMAG)

Local housing associations

Metropolitan Police

Refuge

Richmond Citizens Advice Bureaux

Richmond Council Adult and Community Services

Richmond Council Children's Services and Culture

Victim Support

Welcare