

What is domestic violence?

Domestic violence is violence that occurs between family members or partners and includes:

- **Physical abuse** – hitting, slapping, punching, biting, kicking
- **Emotional/psychological abuse** – put-downs, threats, verbal abuse and humiliation, isolation from family and friends
- **Sexual abuse** – rape, unwanted sexual contact, forcing sex with others, making you watch or take part in pornography or engage in prostitution
- **Financial abuse** – being kept without money, having to account for everything you spend, preventing you from getting or keeping a job
- **Harassment** – being watched, followed or pestered, receiving unwanted phone calls, texts or Facebook messages
- **Honour based violence** – violence or abuse done to protect or defend the honour of the family or community
- **Forced marriage** – marriage without the consent of one or both parties
- **Female genital mutilation**

Further information

More information about domestic violence:
Go to: www.richmond.gov.uk/domestic_abuse

Refuge - Richmond Advocacy and Outreach Service

Tel: 020 8943 8188
Monday to Friday 9am to 5pm

Richmond Police Community Safety Unit
Tel: 020 8721 5888

Domestic Violence One Stop Shop
St John the Divine Church Hall
Kew Road
London
TW9 2NA

Thursdays 10am to 1pm
(call 020 8943 8188 for more information)

Freephone 24 hour National Domestic Violence helpline (run in partnership between Women's Aid and Refuge)

Tel: 0808 2000 247

Victim Support
Tel: 0845 30 30 900

If you are in immediate danger call 999

The contact details for the support worker and organisation referring you to the MARAC are:



MARAC

multi-agency risk
assessment conference
on domestic violence

How it works

Supported by:

- Metropolitan Police
- Richmond Refuge
- Richmond Domestic Abuse Forum



What is the MARAC?

MARAC stands for Multi-Agency Risk Assessment Conference; it enables professionals to work together to ensure the safety of people living in Richmond who are at the highest risk of harm from domestic violence and abuse.

The MARAC process makes it possible for different organisations such as hospitals, police and schools to share relevant information in a confidential way. This helps to get a clearer picture of the situation so that the right steps can be taken to help a person (and their family) be safer.

All the information shared is highly confidential and restricted to the organisations involved in planning for a person's safety.

How can the MARAC help me?

All referrals to the MARAC are:

- Flagged so that requests for help are treated as urgent
- Allocated an Independent Domestic Violence Adviser (IDVA) who will contact you to offer support and advice. IDVA's are trained specialists whose goal is your safety

Examples of other actions could include:

- Assistance with emergency accommodation or housing transfers
- Making your home safer with the Safety First scheme
- Providing you with a TecSOS mobile phone for help in emergencies
- Making sure your children do not leave school with anyone without your permission

How does it work?

If your support worker has suggested that your case be referred to the MARAC it is because they believe that there is a high risk of harm to you. If you decide that you do not want your case to be referred to the MARAC, you will continue to work with your support worker in the same way as before.

- 1 Your support worker will prepare the referral based on your discussions with them.
- 2 The details of your case are sent to the MARAC Coordinator and relevant information is shared with its members.
- 3 As information about you becomes available, your case will be discussed and actions put in place to meet your needs and increase your safety.

Your IDVA will normally represent you at any meetings and explain to you what actions are being taken and what will happen next.

How long does it take?

Once the referral is received by the MARAC, it will be forwarded to the partners within two days. Some of the members will contact you shortly after this to offer support and advice on keeping yourself and your family safer.



Who is involved?

The MARAC is made up of professionals from:

- Richmond Council – Community Safety, Housing, Education and Social Services
- Richmond Police Community Safety Unit
- Community Mental Health Services
- London Probation
- Drug and Alcohol Services
- Healthcare Services
- Richmond Refuge IDVA Service

When necessary, the above members may also work with a range of other services, such as housing associations, national and local community organisations and GPs.

What about confidentiality?

Any information shared about you is treated as highly confidential. It is not given to anyone who is not involved in helping you to be safer.

Who can I talk to about the MARAC?

If you believe you are at high risk of harm from domestic violence, speak to your support worker about referring your case to the MARAC.

If you don't have a support worker you can contact Richmond Refuge, Richmond Police Community Safety Unit or visit the One Stop Shop. Contact details are on the back of this leaflet.