

The Royal Borough of Kensington and Chelsea  
March 2004

# Domestic Violence

## Handbook

*Guidance and information for  
professionals working with  
adults and families with children.*

THE ROYAL  
BOROUGH OF



KENSINGTON  
AND CHELSEA

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We have tried to ensure the accuracy of all the information in this directory, however we take no responsibility for any errors or omissions as the information has been supplied by the organisations themselves.

Produced March 2004

THE ROYAL  
BOROUGH OF



KENSINGTON  
AND CHELSEA

Kensington and Chelsea **NHS**  
Primary Care Trust

NATIONAL PROBATION SERVICE  
for England and Wales



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### Introduction

This is the 2nd edition of the Royal Borough of Kensington & Chelsea's Domestic Violence Handbook. It is intended for staff and volunteers who work directly with the public in the Royal Borough of Kensington and Chelsea, particularly those who work in advice and advocacy agencies, women's groups, health services, social services, housing, counselling and psychotherapy services, schools, nurseries, youth groups, drug and alcohol projects, probation, community groups and council offices.

A separate information leaflet *'Are you safe at home?'* is available from the Community Safety Team for women experiencing domestic violence. The leaflet provides safety planning advice, legal advice, useful telephone numbers and agency details.

It is a responsibility of us all to respond sensitively and appropriately to victims of domestic violence. You may be the first person the victim has felt able to approach for help. They could be in danger of serious physical and/or psychological harm and your response may make all the difference to their safety.

The directory is a straightforward guide to responding to people who approach you for help concerning domestic violence. These will mostly be women, but may also be men experiencing violence at the hands of male or female perpetrators, perpetrators themselves, children, friends, neighbours, colleagues or relatives.

The directory refers to victims of domestic violence as women, and perpetrators as men, as this is the most common situation. However, male victims have the same legal rights as female victims, and the same basic good practice should apply regardless of the gender of the victim or the perpetrator.

The guide has been compiled to ensure that all agencies have access to full and accurate information about services and resources available within the Royal Borough of Kensington and Chelsea. We have tried to include all organisations which serve the Borough in relation to domestic violence and who wished to be included. The directory groups agencies by main services offered.

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The directory has been produced by the Community Safety Team as part of the Community Safety Strategy to Reduce Crime and Disorder in the Royal Borough of Kensington and Chelsea. The Community Safety Strategy has been agreed between the Royal Borough, Metropolitan Police, Inner London Probation Service and Kensington and Chelsea Primary Care Trust following extensive consultation with the voluntary sector and the community. We recognise that domestic violence is a multi-agency problem requiring multi-agency solutions.

The directory is not definitive, and we would welcome any comments or suggestions for new entries.

We have tried to ensure the accuracy of all information in this directory, however, we can take no responsibility for any errors or omissions as the information has been supplied by the organisations themselves.

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## What is domestic violence?

There is no agreed definition of Domestic Violence and some agencies will adopt broader definitions than others. For example a gender-neutral definition is used by the West London Magistrates Court where a specialist Domestic Violence Court is held each week.

*“Domestic Violence includes any form of physical, sexual or emotional abuse within or after an intimate relationship”*  
(West London Magistrates’ Court).

At the other end of the spectrum the GLA uses a broader definition that is gender specific and recognizes that domestic violence is the ‘misuse of power and the exercise of control’. The Royal Borough of Kensington and Chelsea’s Community Safety Team and the Domestic Violence Steering Group has adopted the GLA definition of domestic violence.

*“Domestic violence is essentially a pattern of behaviour which is characterized by the exercise of control and the misuse of power by one person, usually a man, over another, usually a woman, within the context of an intimate relationship. It can be manifested in a variety of ways, including but*

*not restricted to, physical, sexual, emotional and financial abuse, and the imposition of social isolation and is most commonly a combination of them all”*  
(The London Domestic Violence Strategy – Greater London Authority 2001).

Domestic violence is likely to be on-going, repeated and often escalates over time. Victims will usually have experienced on-going abuse for some time before they seek help from an agency. Domestic Violence can be any one of the following and frequently will be a combination of them all.

- **Physical Violence** – pushing, slapping, kicking, biting, punching, beating, assault with weapons and murder;
  - **Sexual Abuse** – sexual ‘put downs’, rejection, unwelcome demands, making her do sexual things she does not want to do, hurting her sexually, pressure, coercion and rape;
  - **Emotional and psychological abuse** – name calling, threats, smashing things, humiliation, controlling who she sees and what she does, treating her like a servant, acting jealous, blaming
-

What is domestic violence?

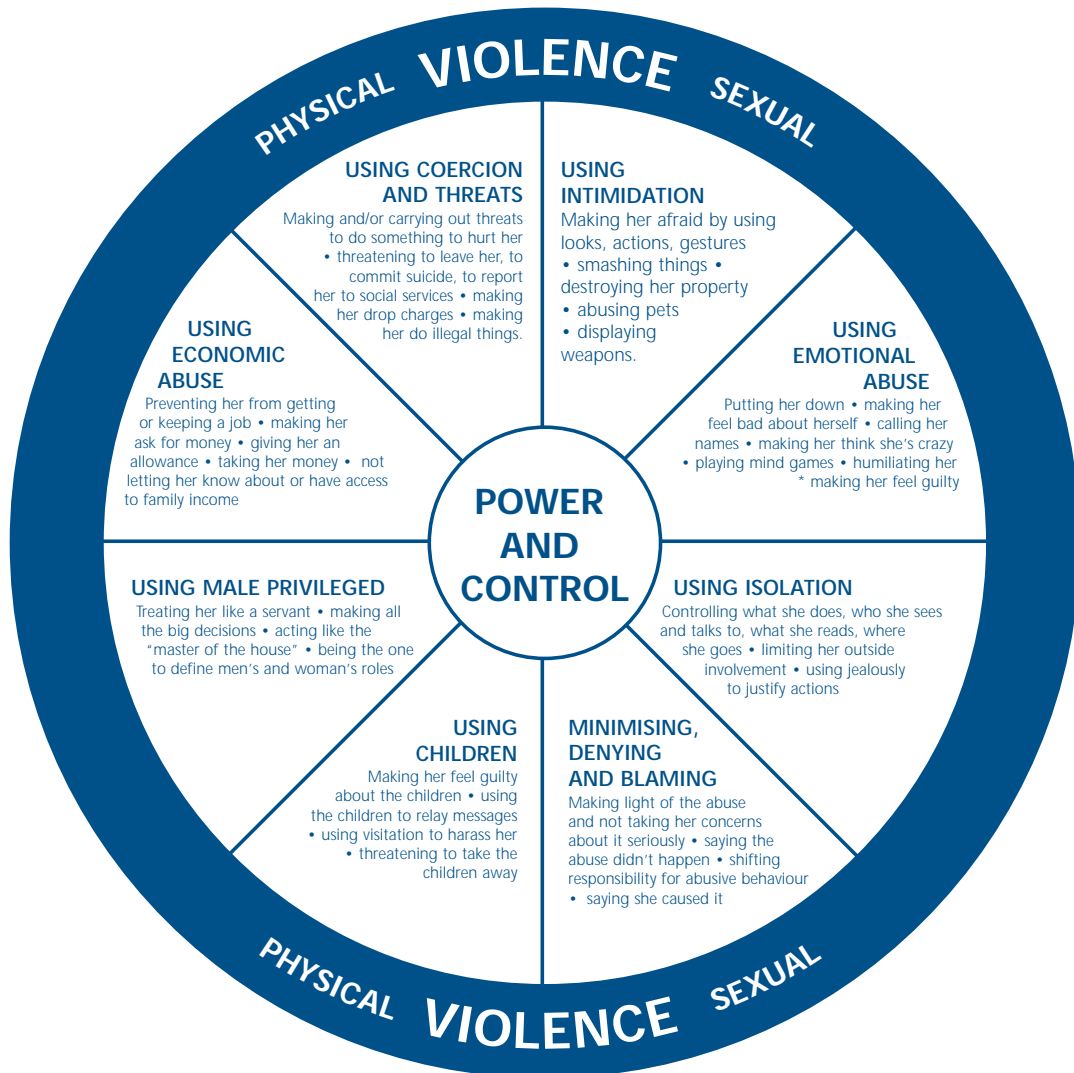
her for everything that goes wrong, using the children to get at her; and

- Economic abuse – not letting her work or study, controlling all the family money, keeping her short of money, running up debts

in her name, making all the financial decisions.

**Power and Control**

Research studies show that almost all domestic violence is controlled and intentional behaviour.



### What is domestic violence?

Domestic violence is used to enforce power and control in a relationship; many abusers are only violent to their intimate partners, and will choose the times and places they are abusive. Blaming domestic violence on drink, drugs, stress, family background, or the victim, avoids placing responsibility on the person who behaves in violent and abusive ways. Unless the abuser takes responsibility for their own behaviour it is not likely that they will change.

Using a range of abusive behaviours, often less visible than physical and sexual violence, underpins the abuse, with the overall effect of enforcing power and control in a relationship.

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## The effects of domestic violence on women

- *One in four women will experience domestic violence at some time during their lives*

Domestic violence can have devastating effects on the lives of women and it is known that 50% of these experience domestic violence are women without children.

Each person's experience of domestic violence is unique and it is important to listen to the person you are working with rather than making assumptions about their circumstances, needs or feelings. Whilst each case will be different the experience of domestic violence can produce a number of common effects.

Domestic violence can lead to depression, attempted suicide and mental health problems. Women may experience high levels of anxiety, panic attacks, and may develop disturbed patterns of eating or sleeping, increased alcohol and drug use, loss of concentration and feelings of helplessness and despair.

Women may suffer many losses as a consequence of domestic violence: loss of health, home, independence, trust, confidence, self-esteem,

support, children and freedom. Society places a lot of pressure on women to make their marriages work and to be a good partner and mother – when things go wrong it is often the woman who is thought to be at fault. Women will often feel that they are in some way to blame for the violence that is directed at them and feel a strong sense of shame that it is happening. The perpetrator will contribute to these feelings by telling her that she provokes his violence, that she 'asked for it', or that it is all her fault.

It is very important that professionals and practitioners do not collude with these victim-blaming attitudes – no one has the right to hurt, threaten or abuse another person – **abuse is the responsibility of the abuser.**

Women's attitudes to the abuse they are experiencing, and to their abuser, the relationship and themselves change over time. The frequency, severity and context of the violence are key factors in how long it takes to define the relationship as abusive. If her experiences do not fit within common stereotypes she may not relate to terms like 'battered woman' or 'domestic violence'. It is usually only when there is repeated physical

violence or when emotional abuse has become severe that women will begin to define the relationship as abusive.

Once a woman has recognized that she is in an abusive relationship she is likely to try many strategies to change the situation – women want the violence to stop, but may well want the relationship to continue.

Women will often seek support from their families and friends, whose attitudes can be very significant in influencing her, before approaching an agency for help. Women may approach workers who they know and trust for information rather than

going direct to specialist services they are unfamiliar with or may not know about. Often women will seek services to help her partner to change. Only when these options have been tried and failed will many women seriously consider ending the relationship. Even then the services available may not meet their specific needs and they may then fall back on their own coping strategies and stay in the relationship.

*“It is known that women can approach up to eleven agencies before receiving the help they want; for black women, the figure is up to seventeen agencies” (Hanmer & Saunders; 1993).*

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## Effects of domestic violence on children

*"I feel like killing myself. I'm really scared he's going to start hitting me and my brothers and sisters."*  
(Saunders: 1994).

Domestic violence damages children emotionally and developmentally.

Research is increasingly showing that children are likely to be harmed when they are living in families where there is domestic violence. The findings from one study found that children were in the same or next room in 90% of violent incidents.

Domestic violence can have an impact in a number of ways. For example;

- Domestic violence poses a threat to an unborn child because assaults on pregnant women frequently involve punches/kicks directed at the abdomen, risking injury to the mother and the foetus.
- Children can accidentally get hurt by the adults.
- The perpetrator may be directly physically or in some instance sexually abusing the child.
- The perpetrator may intentionally use a child as part of their abuse against the woman.

- Children can be greatly distressed and emotionally harmed by witnessing the physical and emotional suffering of a parent.
- Children may learn violence as a pattern of behaviour.
- The physical assaults and psychological abuse suffered by adult victims who experience domestic violence can have a negative impact on their ability to look after their children.

### Child Protection

Various research studies provide a clear link between the direct abuse of children and living in a home where domestic violence exists. In situations where both a mother and her children are being abused the most effective way to protect the children is to provide effective and appropriate support and protection to the mother.

Research studies now highlight a link between domestic violence, harm to children and animal abuse. Men who are perpetrators of domestic violence may threaten or actually harm pets as a way of controlling and frightening women and children.

**For further information on Child Protection and the Kensington &**

Chelsea's Domestic Violence and Child Protection Protocol please refer to page 12.

#### Effects of Domestic Violence on Parenting

The expectations of women as mothers, are that they should be able to protect their children no matter what. Until recently, if a woman's ability to protect her child was failing she was blamed and held responsible for the effects of domestic violence on their children.

The best way to protect children is through empowering their mothers (where the mother is the non-abusing carer). In this way, positive supportive approaches to mothers is likely to have a follow on effect that they would feel safe and respond more positively to their children's needs

For some women the physical and emotional effects of domestic violence can have a detrimental impact on their mothering and their relationship with their children. The domestic violence experienced by mothers can reduce their awareness of what else is happening around them. In a study of the

mothers of daughters who had been abused by their fathers, it was found that mothers were rendered unaware or incapable of discovering the abuse to their children, partly as a result of the violence they were experiencing from their partners. Another piece of research described women as being so pre-occupied with their own daily survival that this restricted their awareness of what was happening to the children.

An understanding of the ambivalence that women may experience towards their children is crucial and women may not be willing to share these difficult feelings if they think workers will be judgmental.

#### The Parenting Skills of the Perpetrators of Domestic Violence

Perpetrators of domestic violence have been found by research to have inferior parenting skills. They are like to be:

- More irritable
  - Less involved in child rearing
  - Less physically affectionate
  - Using more negative control techniques, such as physical punishment.
-

Further research has found that professionals are often very optimistic about men's parenting skills, whilst scrutinising women's parenting in much greater detail.

#### Supporting Children

Children are very upset when they see one of their parents abusing or attacking the other. They often show signs of great distress.

Younger children may become anxious, complain of tummy-aches or start to wet their bed. They may find it difficult to sleep, have temper tantrums and start to behave as if they were much younger than they are. Older children react differently.

Boys seem to express their distress much more outwardly. They may become aggressive and disobedient. Sometimes they start to use violence to try and solve problems, as if they have learnt to do this from the way that adults behave in their family. Older boys may play truant and may start to use alcohol or drugs.

Girls are more likely to keep their distress inside. They may withdraw from other people and become anxious or depressed. They may think badly of themselves and complain

of vague physical symptoms. They are more likely to have an eating disorder, or to harm themselves by taking overdoses or cutting themselves. Children who live in these households underachieve at school and many of them are school refusers – wanting to stay at home to protect the non-abusing parent. Many children will become pre-occupied with what is going on at home while others will over achieve.

Children who are or have been living with domestic violence may need counselling and support to help them make sense of their experiences – there are child and family psychology services based in the borough. Referral to these should usually be via a GP or Social Services.

#### Guidelines For Supporting Children Who Have Witnessed Domestic Violence

- Give them time to talk about it
  - Emphasise that the violence is not their fault
  - Let them know they are not the only child experiencing this
  - Make sure they understand it is not their responsibility to protect their mother/carer but validate
-

their concern.

- Allow them to express their feelings about what they have witnessed
- Find out if the child is in any danger from the perpetrator, take appropriate steps to protect the child
- Check with the child if they have a safety plan and a network of adults they can trust – if not, work on this with them
- Don't minimize the violence
- Offer support with any difficulties in school
- Keep the child's confidentiality unless it is necessary to inform someone to protect them – discuss with the child who you are going to share information with
- Give the child information about sources of advice and support they might want to use.

*(Adapted From "Violence against Women & Children from Men they Know: A Resource Pack for Schools", Leeds Inter-Agency Project, 1997).*

#### Child Protection

Royal Borough of Kensington & Chelsea's Multi-Agency Protocol on Domestic Violence and Child Protection. (To be read in conjunction with 'What To Do If

**You're Worried A Child Is Being Abused'** booklet and the **All London Child Protection Procedures** – para 9.4 [www.alg.gov.uk](http://www.alg.gov.uk)).

- Domestic Violence may be a **Child in Need** issue
- Domestic Violence may be a **Child Protection** issue

Where there are reasons to believe that children are at risk, Child Protection Procedures must take precedence and the Child Protection Procedures must be followed. In situations of domestic violence where the child's needs are in conflict with the stated wishes of the woman the child's protection needs are paramount. Child protection investigations in such cases should include a careful examination of the woman's reason for this stance, particularly because this could be as a result of safety concerns, or threats made to her by the perpetrator.

In child protection work good practice consists of asking all women routinely about domestic violence in every case. A range of areas of questioning might need to be pursued in order to gain a more complete picture

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#### Support for non-abusing parents

Increasingly, supporting non-abusing mothers to be safe is being considered as the most positive approach in child protection where domestic violence is an issue. Such an approach also fits with the emphasis in child protection where child-care staff has been encouraged to place child protection work within the context of wider services for children in need.

There is often an expectation in child protection work that women should leave violent partners in order to protect children. Not only does this place undue responsibility on mothers for men's violence and abuse it also ignores the reality that the violence may not cease despite the separation of the spouses or partners.

If a mother leaves the relationship she may find it hard to cope as a single parent financially, emotionally and socially. The violence she has suffered may have undermined her and she may find it difficult to explain to her children why they no longer live with or see their father anymore. It is important to acknowledge and address these issues with the woman, and

encourage her to get support to deal with them, without appearing to judge or blame the mother for these issues, which are a natural consequence of surviving an abusive situation.

#### Confidentiality

It is of vital importance that individual client confidentiality is strictly maintained. The dangers associated with breaches of confidentiality in domestic violence cases can be extreme. Perpetrators of domestic violence have been known to go to great lengths to obtain information of the whereabouts and movements of ex-partners who have left them, including impersonating social workers and police officers.

**No personal information about a client should be passed to any agency or individual without the client's explicit, informed agreement, unless there is a statutory duty to do so.**

Whilst recognising the above where the local authority has initiated enquires under Section 47 of The Children Act 1989, it is the responsibility of all agencies to share information with the local authority to assist with their enquiries.

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Agencies may have to share information regarding parents/adults in order to protect the child.

#### **Working in Partnership with Parents**

Any areas of identified concern must always be discussed fully and sensitively with the non-abusing parent prior to any contact with the abusing parent/carer.

If you have concerns that a child is being abused, discuss the possibility of making a referral to Social Services with the mother if at all possible. However, it is important to understand that many women who experience domestic violence feel judged by professionals when they seek help and women are particularly fearful of approaching Social Services for fear of losing her children. For her and her children's safety it is better if she is involved in decisions to inform statutory agencies, and that they are fully aware of the background when the referral is made.

#### **Child Contact**

The Children Act 1989 set out the legal framework for working with children and families. At present contact orders are usually awarded to married men and also to most unmarried fathers, even if they are known to be violent within the family. Whilst there are strong links between domestic violence and child abuse, the family courts often fail to recognize the danger. The consequences can be tragic for both women and children and therefore it is crucial to recognize that child contact is often a major flashpoint for post separation violence.

It is important that women have legal representation to deal with child contact proceedings and are aware of the facilities, which exist for supervised contact.

## Good practice

Do's and Don'ts when interviewing people experiencing domestic violence

### Do...

**Take her seriously** – pay attention – remember how difficult it is to disclose domestic violence and ask for help. Interview her in private if possible. Treat her with dignity and respect. Take the time to listen and understand the current situation and explain how you can help within the limitation of your role. Keep an appropriate confidential record of the case.

**Be sensitive to her needs** – offer a worker of the same gender and ethnicity if possible. Use women interpreters whenever possible. Do not use children as interpreters.

**Listen to her** – be aware of barriers to understanding, physical, cultural, language and emotion. Check with her that you have understood.

**Prioritise her safety** – remember that she may be facing life-threatening violence – find out about the current circumstances – what threats have been made? Does the woman have a safe place to go?

What are her specific fears? Always check this out before making an appointment for her to come back later – it may not be safe for her to do so. Remember that if a woman is not safe to return to her home the Council has a responsibility, through the Homeless Service, to provide temporary accommodation.

### Maintain strict confidentiality

– abusive partners can go to great lengths to track down their (ex) partners. Never disclose information about the woman or her whereabouts without her agreement. Ensure that any records you hold are kept securely. Never disclose the address of a Women's Refuge, even to a work colleague. Information on domestic violence cases should be shared on a very strict need to know basis.

### Make sure you are informed and aware

– read and refer to your organisation's policies and procedures on domestic violence. Make use of training opportunities open to you. Keep up to date information on key local services, and only give information you know is accurate.

### Good practice

**Refer appropriately** – never just fob someone off with a leaflet. If you cannot provide what's needed within the limitations of your role, make an appropriate referral with the woman's prior permission. Check with the agency you want to refer to that they can respond as needed, and fix up an appointment if possible.

**Inform her clearly of what follow up action you will take** – if you will be taking any further action, make sure that she is clear what this will be and what timescales are involved. Ensure she has a way to contact you again if she needs to. If you, or your agency, will need to contact her in the future, ask for a safe address or telephone number where you can send letters or leave messages without the perpetrator knowing (a neighbour or friend may be able to help). Always be honest about what is possible.

**Look after yourself** – dealing with domestic violence can be very stressful. You may feel very worried, shocked or helpless about what you have been told. Make sure that you deal with these issues with your supervisor/line manager or team members.

### Don't...

**Mediate** – (or offer to pass messages or hold joint meetings) unless you are a fully trained and accredited mediator working with appropriate supervision.

**Judge or blame** – we all have the right to live free from violence, threats, intimidation and abuse. Victims of domestic violence often feel that they are in some way to blame for the abuse they are suffering. Workers should never collude with this blaming. The reality is that the abuser is 100% responsible for their abusive behaviour and should be held accountable for it. If a woman is at risk, it is our job to help them get safe and find appropriate support; it's not our job to stand in judgement over them or their lifestyle.

Expect women to make life-changing decisions without careful thought and planning. The woman may want the abuse to stop and the relationship to continue. She may be afraid of the consequences of acting against the perpetrator, and need time to think through the implications. This does not mean that the abuse is not serious or that

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she does not deserve a professional service. Respect her right to make her own choices in her own time – the decisions involved in dealing with domestic violence are complex and can be far reaching. It's no easier to leave an abusive relationship than it is to leave a non-abusive one, and leaving isn't the only option.

### Questions that may encourage people to disclose domestic violence

These are some examples of initial and follow up questions, which may encourage people to disclose domestic violence.

#### Initial Questions:

- How are you feeling?
- Are you getting the support you need at home?

Explain why you are asking the questions. For example:

*"I am sorry if someone has already asked you about this, and I don't wish to cause you any offence, but we know that throughout the country 1 in 4 women experiences violence at home at some time during their life. I noticed that*

*you have a number of bruises/cuts/burns (delete as appropriate)"*

#### Follow up – direct questions:

- Can you tell me how you got those injuries?
- Do you ever feel frightened of your partner, or other people at home?
- Have you ever been slapped, kicked or punched by your partner?
- Have you ever been in a relationship where you have been hit or hurt in some way?
- Has your partner ever:
  - Destroyed things you care about?
  - Threatened or hurt your children?
  - Forced sex on you or made you have sex in a way that you are unhappy with?
  - Withheld sex or rejected you in a punishing way?
  - Used your personal fears to torture you?
  - Stalked you?
- Does your partner get jealous of you seeing your friends, talking to other people or going out? If so, what happens?

### Good practice

- Your partner seems very concerned and anxious about you. Sometimes people react like that when they are feeling guilty, were they responsible for your injuries?
- Does your partner use drugs or alcohol excessively? If so, how do they behave at this time?

*(Adapted from Department of Health; 'Domestic Violence: A resource Manual for Health Care Professionals'.)*

### Crisis and Safety Planning

Sometimes a woman has to leave in a hurry. This might be when the relationship is over for her. It might be to escape a particular assault or to take a break for safety and for sanity. Drawing up a crisis plan can give a woman time to plan and think.

Making a crisis plan is a way of making the woman feels more in control.

This is a suggested plan of action for the woman and may be added to or changed according to need.

- Identify somewhere where it is safe to make a phone call (neighbour, relative or other contact). If there is a mobile phone, make sure the numbers are programmed into the phone memory and the numbers also written down somewhere safe.
  - If you are not on the phone, check out where the nearest payphone is; try to speak to a neighbour who is willing to let you use the phone. It is worth keeping a phone card or some change to make a phone call.
  - Find out the number of a reliable taxi firm to hand. Think about where you might go – again, friends or family may be willing to help, otherwise the police will be able to put you in touch with Women's Refuges or the Council Homeless Service. Try to keep some money for fares.
  - Get an extra set of keys cut for the house and car. Keep copies of all important and official documents and take them with you if you have to leave.
  - If you do leave, take the children with you if at all possible. Consider discussing the situation with the children if you feel it is safe to do so – they probably know about the abuse but do not tell them about plans to leave if you think they may tell their father.
-

- If possible, leave when the abuser is not around, and do not return home alone – this may not be safe – if you need anything from the home after you have left ask the police to go with you.
  - If the woman has more time to plan leaving she can do as much as possible of the following without making it obvious and putting herself at risk.
  - Take legal and financial papers, marriage and birth certificates, court orders, medical cards, passports and benefit books.
  - Take items that have sentimental value such as photographs and jewellery.
  - Take the children's favourite toys
  - Take clothing for several days
  - Take any medication that may be needed by her and the children
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### Diversity issues

#### Black and Minority Ethnic Women

It is important, as a front-line worker, to have a level of cultural awareness of the communities you are working with. It is also important not to stereotype the women you work with. There are a number of issues to be considered when working with black and minority ethnic women.

**Racism** – Some women may not feel confident that they will receive a supportive service from statutory and voluntary agencies because of the direct and indirect racism and discrimination they frequently experience. Women may feel more confident in dealing with these agencies if there is a specialist support worker to advocate on her behalf.

#### Language Barriers

Language presents enormous barriers to accessing services for some women. Information on domestic violence services should be made available in community languages. Ensure that any agencies you refer to are aware of the client's language support needs. It is never appropriate to use children as interpreters in domestic violence

cases. Ensure that any interpreters your organisation uses work with clear and explicit confidentiality policies and use women interpreters whenever possible. In an emergency you can call the **24 hour Domestic Violence Help line (0870 599 5443)**, which uses a Language Line telephone interpreting service with access to a very wide range of languages.

#### Religious and Cultural Values

The religious and cultural values of some communities are strongly opposed to divorce and separation, and women may feel strong sense of shame if they have a problem in their marriage or if they seek external help. It is important not to pressure women to leave their partner or take legal action, but to ensure that they are informed of their rights and options, and the support which is available to them. Remember that whatever the culture or religion, no one has the right to physically, psychologically or sexually abuse a woman, and she has a right to be safe. Take care not to appear judgemental on the issue of arranged marriages, or in cases where the victim returns to her partner.

**Services for Black  
& Minority Ethnic Women**

Solas Anois – Irish Women’s  
Domestic Violence Project  
– 020 8664 6289

Chelsea Asian Women’s Group  
– 020 7361 3449

Al-Hasaniya Moroccan Women’s  
Centre – 020 8969 2292

**Migrant women  
& Asylum Seekers**

Women who have recently migrated to the UK face a number of difficulties – they may not read or speak English, they may not know their legal rights or what services are available, or where to get help. They may have no independent income. They face a number of barriers with regard to immigration and settlement in new, sometimes hostile, communities. Some women have fled war, dictatorship, and persecution, and may have lost family members and friends – they may be traumatized by the circumstances that have led them, to seeking asylum, and fear any forced return to their country of origin. Some women have experienced systematic rape and torture in camps set up by opposing military forces and may be seriously

traumatized, not even having told their family about their experience. Signs to look for are self-harm, deep depression, suicidal thoughts and a fear of engaging with the police (uniforms could trigger memories). Some women fear gender persecution if they return to their country because of a failed marriage. This factor should be considered in cases of threatened deportation.

**Services for migrant women  
& asylum seekers**

Some of the women you see may be unsure about their immigration status, and fear that if they leave their partner they will not have any access to welfare benefits or housing, or be afraid of repercussions against their families in their country of origin. The Asylum Seekers Social Work Team based within the Homeless Service deals with “in country” asylum seekers and can help with housing and financial support. Women are usually entitled to legal aid, and the police can prosecute the perpetrator regardless of the immigration status of the victim. It is essential to seek specialist advice for any woman who is unsure of her immigration status.

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#### The 'One Year' Rule

Women who have entered the UK to marry a British Citizen are subject to the "one year rule" which means that if they separate from their partner within one year of marrying they have no recourse to public funds and may face deportation. The Home Office introduced a concession to this rule in 1999. It is now possible for women to be given leave to remain in the UK if they are able to prove (by obtaining an injunction or a police caution or prosecution) that they were the victim of domestic violence. Women in this situation should qualify for help with legal costs.

Any woman in this situation must be advised to seek the help of a specialist agency.

#### Lesbians & bisexual women

Domestic violence occurs within heterosexual relationships in most cases. Many lesbians and bisexual women have had heterosexual relationships in their adult lives. There are many reasons, mainly linked to discrimination, why many women do not "come out" as lesbians until later in life. Domestic violence can start when a woman begins to come out as a lesbian

while she is still with a male partner, or they may have been violent throughout the relationship. Lesbians and bisexual women may experience abuse at the hands of male partners or ex-partners, fathers of their children, or their female partners. They may fear reporting abuse because of concern that they will lose custody of their children, or fear negative heterosexist assumptions about their sexuality. If the abuser is a woman, the victim will fear that she will not be believed, as women are not supposed to be violent. Lesbians and bisexual women deserve the same protection and support from violence as any other woman. Services should be delivered in a sensitive and non-judgemental manner.

**SOLA (Survivors of lesbian Abuse) – 020 7328 7389)**

Sola is a self-help group for women experiencing abuse in lesbian relationships.

#### Young women & girls

Young women can be affected by domestic violence in a number of ways. They may be living in a situation where their mother is being abused, and coping with the impact of witnessing violence and seeing the

effects of the abuse on their mother. They may be directly physically, sexually or emotionally abused by their father. Young women may also experience violence and abuse themselves at the hands of their boyfriends. This may include emotional abuse, pressure to have sexual contact, rape and physical violence.

**Street matters for young women**  
– 020 8981 5583  
**The Space KC** – 020 7259 2085

### **Sex Workers**

Women who work as prostitutes or in any part of the sex industry can be vulnerable to domestic violence from their partners, as well as clients and the public. In some cases women are pressured to do sex work by an abusive partner. Women working in the sex industry experience enormous stigma, and because of the illicit nature of their work, often feel unable to report crimes against them to the police. It is important to demonstrate a non-judgemental attitude towards women sex workers, the way they make a living should not exclude them, from seeking support and protection from violence.

**Street Matters for young women**  
– 020 8981 5583  
**Maze Marigold Project**  
– 020 8983 4782  
**Door of Hope** – 020 7377 9225

### **Older Women**

Some of the women you see may have experienced domestic violence for many years, and may feel unable to make changes in their lives. They may be unaware of the services available, or reluctant to use services that mainly employ and work with younger women. Older women may also experience abuse at the hands of their adult children, other family members or carers. If the woman is dependent on her abuser for personal care she may feel that she has no option but to put up with the abuse, and may not feel able to face the prospect of old age as a single woman. It is important to treat older women as individuals with rights to safety, dignity and respect.

### **Women with disabilities**

Women with disabilities can face enormous barriers to getting help to deal with domestic violence, particularly if they have communication, mobility or learning disabilities or if they rely on their abuser for care. If a woman's home

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has been specially adapted it may be difficult for her to consider the upheaval of moving. When working with women with disabilities it is important to be alert to signs of abuse – unexplained injuries, over protectiveness by her partner or carer, a high level of anxiety or depression – and to find ways to check out, confidentially, if she is suffering abuse. When referring women on, it is vital to check the agency's accessibility for wheelchair users and for people with sight or hearing impairments.

#### **Beverley Lewis House**

– 020 8522 0675

(specialist refuge for women with learning disabilities)

#### **Male victims**

Although the majority of victims who seek help from agencies in Kensington & Chelsea are women, there are male victims of domestic violence, at the hands of both female and gay male partners, adult children, siblings and carers. Men experiencing domestic violence often have difficulties disclosing the violence and seeking help. They may feel ashamed or embarrassed about being a victim of violence, as this does not fit within their masculine

identity. They may also fear that they will not be believed.

There is a myth that legal remedies to protect victims of domestic violence are only open to women – this is not true – men experiencing domestic violence have the same legal and housing rights as women.

There are very few specialist services for male victims of domestic violence – there are no refuges, for example. However, Victim Support offer help and support to any victim and the Police Community Safety Unit work with male victims and have trained officers. "Survivors" offers a support and counselling service for men who have experienced rape or sexual assault.

Workers should apply the same basic good practice to male victims of domestic violence as they do to women.

**MALE** (Men's Advice Line & Enquiries) – 020 8644 9914

**Victim Support** – 020 7259 2424

**Survivors** (for male survivors of rape & sexual abuse) – 020 7613 0808

**Everyman** – 020 7737 6747

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## Domestic violence and protecting vulnerable adults from abuse

### The Multi-agency Policy and Procedures – Protection of Vulnerable Adults

The policy and procedures were implemented in November 2002. They were produced and have been endorsed by health, social services, the Metropolitan Police (community safety units) housing, voluntary and independent agencies. The policy and procedures apply to all vulnerable adults who live in the City of Westminster and the Royal Borough of Kensington and Chelsea or who are supported by the partner agencies in establishments outside the Boroughs. Agencies have agreed that the policy and procedures **must** be followed where there is a concern, suspicion or complaint that a vulnerable adult has been, is being or is at risk of being abused or exploited. The policy is therefore applicable in situations where a woman (or a man), who is a vulnerable adult as defined in the policy, is a victim of domestic violence

A vulnerable adult is defined as a person aged 18 years or over “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take

care of him or herself and protect him or herself from significant harm or exploitation” .

The policy is applicable to people who are eligible for an assessment of their need for health and community care services under the National Health Service and Community Care Act 1990.

Community care services includes all care services provided by any agency whether statutory, voluntary or independent in health or social care including hospitals, residential and nursing care, services to people in their own homes, day care, housing , educational and advice services.

**Significant harm** includes ill treatment (including sexual abuse) and forms of ill treatment that are not physical. It also includes the impairment of, or avoidable deterioration in a person’s physical or mental health or their physical, intellectual, social or behavioural development.

A vulnerable adult may be a person who is elderly or frail, have a mental disorder, have a physical or learning disability, have an illness, be a substance misuser or be a carer.

A person's vulnerability is determined by personal, environmental and situational factors. It is well documented that early childhood experience of abuse can affect a person's mental health and well being, undermine self esteem and ability to protect themselves from later abuse. Dependency on others, mental impairment of some form and social and personal isolation can prevent a person from being able to protect themselves and access help and support.

Abuse is defined in the policy as;  
 " a violation of an individual' human and civil rights by any other person or person"

The definition includes exploitation. It does not rely on a self definition.

- Reasons for the abuse are not relevant for a decision to be taken that abuse is taking place.
- Reasons are relevant in deciding what action agencies can take to stop it and prevent it happening again.

The person may not have the mental capacity to appreciate that what they are experiencing is abusive, they may have been abused over a period of

time and see the situation as a norm. Abuse can consist of a single act or be repeated over time and can vary from being brought about by behaviour causing actual physical harm or suffering to neglect resulting from a failure to act. Often if a person is being abused in one way they are being abused in other ways.

The main forms of abuse referred to in the policy are physical, sexual, psychological or emotional, financial or material, neglect, discriminatory and institutional. In the context of domestic violence, abuse can consist of rape, forced marriage, and sexual abuse, grooming, psychological torture, mental and emotional abuse, exploitation, torture, slavery, theft and financial abuse.

Abuse can occur in any relationship but as with domestic violence most often occurs in a relationship where there is an imbalance of power between the abuser and the perpetrator.

The person suffering abuse is often, for a range of reasons, emotional, social or financial, dependent on the abuser who in turn takes advantage of the victim's vulnerability. There often was, or still is, love and trust

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by the person being abused for the abuser. The situation is compounded by the ability of the abuser to escape punishment because the victim is unable to access help and support because of such factors as, lack of self-esteem, fear, guilt, disempowerment, lack of autonomy, isolation and lack of ability to exercise choice and self-determination. For example, because the person has a mental disability or illness, are dependent on drugs and on their abuser for supplies, or an older woman may be hidebound by outmoded attitudes to women in marriage and society. They may be from a black or ethnic group who are suspicious of social services or from a strict religious group where there are difficulties and disincentives to going to outside agencies for help.

Where you suspect that a person is a victim of domestic violence and is also a vulnerable adult, a referral

should be made to the relevant social services Community Care or Community Mental Health Team. These teams have responsibility for assessing the needs of the vulnerable adult, to work with the person and to co-ordinate the action taken by agencies to ensure that they have access to a range of community care services in order to put in place a protection plan. This plan will include ensuring that the person is able to pursue applicable civil remedies or criminal prosecution.

In cases where the person for reasons of mental incapacity or mental illness is not able to protect themselves from abuse and violence agencies will work together to decide what action should be taken on their behalf and in their best interests. If there are children at risk referral should be made to the relevant Children and Families social work team and they will liaise with the Community Care Team.

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### Social Services

Social Services Departments have a responsibility to provide advice, assistance and services to people who are vulnerable and in need. A large variety of help is available and it can be confusing finding the right assistance. Listed below are the social services teams that could provide help and advice to people affected by domestic violence. A comprehensive guide to Social Services and other sections of the Council, **Kensington and Chelsea Guide 2000**, has been published and copies are available from offices and public libraries. Up to date information can also be obtained from the **Local Information Database** in libraries or from the Council's website, [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

The Social Services Department of the Royal Borough of Kensington and Chelsea is divided into two services:

**Children & Families** – services for families and their children.

**Community Care** – services for adults

#### Social Work Teams

Both Children & Families and Community Care have teams of social workers in the North and South of the borough and their

contact details follow below. Each team covers a geographical area and the family address determines which team is responsible. If you do not know which team to approach, please contact either: Chelsea Old Town Hall (020 7352 8101), Kensington Town Hall (020 7361 2563) or the Westway office (020 7598 4444) where reception staff will be happy to advise you.

#### Legal Framework

The work of the Children and Families Service is based on the legal framework of the Children Act (1989). The Act gives local authorities the responsibility to 'safeguard and promote the welfare of children within their area who are in need,' and so far as is consistent with this duty, to 'promote the upbringing of such children by their families'. Social work teams offer family support to parents and their children facing difficulties. In cases where children may be harmed, local authorities have emergency powers to protect children. Parents can be hesitant about approaching Social Services for fear that their children will be removed under these emergency powers (see Child Protection below).

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Community Care is guided by several Acts of Parliament: NHS & Community Care Act 1990, Mental Health Act 1983, Carers (Recognition) and Services Act 1995, Chronically Sick and Disabled Act 1970 and the National Assistance Act 1948, to mention but a few. This legislation enables and requires local authorities to provide services to people who are vulnerable and meet specific criteria: mental health, physically disabled, learning difficulties, infirmity through age etc. If a person suffering domestic violence meets one or more of these criteria, Community Care staff may be able to help. It is always worth calling to find out.

### **Domestic Violence – what can social workers do?**

Children and Families social workers are able to help women who are suffering or have suffered domestic violence where their children are living with them. Women who do not have children or are separated from them may be eligible for help from Community Care or can be referred to independent support agencies. Both Children and Families and Community Care staff may offer women initial 'assessments' to

determine their needs but this should not delay necessary emergency help. Where eligibility criteria for Social Services are not satisfied, assistance will be provided to contact independent agencies for help.

Social workers can, where appropriate:

- help to think through what happens next – what are the risks and priorities
- put women in touch with key agencies such as housing or police
- liaise with solicitors, police, counselling services and refuges
- offer support by attending meetings, helping with telephone calls or letters
- provide practical help with childcare or transport arrangements
- provide assessments which may lead to help under specific Acts of Parliament
- in specific circumstances, take emergency action to protect vulnerable individuals
- initiate assessments under the Mental Health Act
- provide advice for perpetrators on services which could help address their behaviour

As mentioned above, social workers may offer to assess the needs of the adults and children involved. This can lead to working with the family to try and help all concerned better meet their individual needs.

#### Contacting Social Services

The teams listed below all have 'duty social workers' who receive incoming requests for help. Some teams are able to see people on a "drop-in" basis, while others require an appointment to be booked. Appointments can be made in person or by telephone and arrangements can also be agreed by third parties, with the consent of the person concerned. **All teams will provide staff to see people facing emergency situations where immediate help is necessary.** Social workers will be sensitive to the need to promote the individual's safety and can usually be flexible about where appointments take place and how contact can be made. Interpreters, signers or other assistance with communication is available where required.

Where an agency wants to refer somebody to Social Services the person concerned should be informed of this intention. It may

also be helpful to offer support in making the initial contact. Joint meetings can be a very helpful way to begin.

The Department also has a number of specialist teams which do not provide emergency services but which can be accessed through local offices. Services provided by these teams are summarised below and further information on specific services can be obtained from local teams and the sources mentioned in the opening paragraph.

#### Child Protection

Parents facing domestic violence can be worried about contacting Social Services because of fears that they may have their children removed. It is important to explain that social workers **do not** have the right to remove children from parents. This can only happen when a magistrate or court has agreed that a child has been or is likely to be '**significantly harmed\***' or alternatively, the police

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##### \* Significant Harm:

*'Ill-treatment (physical abuse, sexual abuse, emotional abuse) or the impairment of health (physical or mental health) or the impairment of development (physical, intellectual, emotional or behavioural development)' Children Act 1989*

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decide to remove the child into police protection. Where the latter takes place, this must also be reviewed by a court. These steps are only ever considered as a last resort where a child's safety is under threat. In some circumstances, but only with the parent's consent, children can be offered short-term respite care by the local authority.

For further information on Child Protection and the Kensington & Chelsea's Domestic Violence and Child Protection Protocol please refer to page 12.

### **Making Enquiries**

Social Services have a duty under Section 47 of the Children Act to 'make enquiries' about a child's welfare if they have reason to believe s/he has suffered, or is at risk of suffering, 'significant harm'. Child protection enquiries can be initiated where there are fears, or in some cases allegations, that children are caught in the 'cross fire' of violence occurring between adults. This can include concern for the emotional damage a child may sustain in witnessing violence, as well the more obvious danger of actual physical injury.

Importantly, in all these circumstances, social workers aim to work with the family, supporting people experiencing domestic violence in dealing with their abuse whilst trying to meet the needs of their children. Where parents have concerns for the safety of their children or are anxious about the powers that social workers hold, these questions should be openly discussed. Access to independent advice for parents can be provided where necessary.

### **Social Services Offices and Teams**

**Opening times:** Unless stated otherwise, offices are open 9am – 5pm Monday to Thursday and 9am – 4.45pm on Fridays.

The **Emergency Duty Team** provides emergency help outside of normal office hours on **020 7373 2227**.

**Key:** C&F – Children and Families Services  
CC – Community Care Services

**Offices in the North of the Borough:****Westway Advice and Information Centre (C&F and CC)**

140 Ladbroke Grove

London W11 5ND

Tel: 020 7598 4444

Wheelchair accessible.

Tube: *Ladbroke Grove (Ham & City line).*

Buses: 70, 52, 23, 7

London SW10 0EA

Tel: 020 7361 4180

People may be seen on a drop-in basis, but appointments are advised.

Not accessible to wheelchair users

Tube: *Sloane Square and Earl's Court are approx. 15 mins walk.*

Buses: 11, 22, 328

**Offices in the centre of the Borough:****Kensington Town Hall Team (CC) and Homelessness Social Work Team (CC & C&F)**Social Services Reception,  
Hornton Street

London W8 7NX

Tel: 020 7361 2563

**Earl's Court Team (CC)**

282 Earl's Court Road

London SW5 9AS

Tel: 020 7598 4950

**Chelsea Old Town Hall (C&F and CC)**

King's Road

London SW3 5EE

Tel: 020 7352 8101

People may be seen on a drop-in basis, but appointments are advised.

Accessible to wheelchair users.

Tube: *Sloane Square is approx. 15 mins walk.*

Buses: 11, 19, 22, 49, 211, 319

Not wheelchair accessible.

Tube: *Earl's Court**(District & Piccadilly lines)*

Buses: C1, 74, 328

Care Resources

Children with Disabilities Team

Community Mental Health Teams

Customer Care and Complaints

Day Care for vulnerable people

Family Centres and Day Nurseries

Home Care

Independence Support Team

Inspection Unit

Learning Difficulties

**Offices in the South of the Borough:****World's End Team (C&F and CC)**

1 – 3 Greaves Tower

World's End Estate

King's Road

Occupational Therapy

Older People Services

Physical Disability

Substance Abuse

Unaccompanied Minors Team

Youth Offending Team

For further detail about these services please contact reception staff at either

Chelsea Old Town Hall

Tel: 020 7352 8101

Kensington Town Hall

Tel: 020 7361 2563 or

Westway

Tel: 020 7598 4444

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### Health Services

#### **Kensington and Chelsea Primary Care Trust**

Kensington and Chelsea Primary Care Trust (PCT) was formed on April 1st 2002 and is the NHS body responsible for making improvements to local health services across Kensington and Chelsea. This new organisation has been formed out of Kensington and Chelsea Health Authority, Riverside Community Trust, Parkside community Trust and Kensington and Chelsea Primary Care Group.

The PCT services a resident population of 190,000 people. The PCT works with GP practices, the local authority and Hospital Trusts to enhance the effectiveness and efficiency of local health services.

We provide:

Community Nursing and Therapy Services including district nurses, health visitors, school nurses and specialist community nursing, speech and language therapy, podiatry, dietetics and nutrition.

Children's Services including: children's community nursing teams, child health surveillance.

The PCT headquarters is  
Courtfield House  
St Charles Hospital  
Exmoor Road  
London W10 6DZ  
Tel: 020 8962 4692  
Fax: 020 8962 4690  
[www.kc-pct.nhs.uk](http://www.kc-pct.nhs.uk)

#### **Family Doctors (GPs)**

Every resident is entitled to free care from a general practitioner (GP). GP's can treat a wide range of health problems and can make referrals to other specialist health professionals. You must be registered with a practice. For information on practices near you phone NHS Direct on **0845 4647** or The PCT website contains information about how to access local health care service provision such as GP's and other health care providers [www.kc-pct.nhs.uk](http://www.kc-pct.nhs.uk) .

#### **Accident and Emergency Departments**

A&E departments provide free emergency health care 24 hours a day to people with serious injuries or illnesses.

**Chelsea and Westminster Hospital**  
369 Fulham Road  
London SW10 9NH  
Tel: 020 8746 8000

**St Mary's Hospital**  
Praed Street  
London W2 1NY  
Tel: 020 7886 6666

**Charing Cross Hospital**  
Fulham Palace Road  
Hammersmith  
London W6 8RF  
Tel: 020 8383 0000

You can also telephone NHS direct for advice 0845 4647.

### **Minor Injuries Unit (MIU)**

The specialist nurses at the MIU can treat a wide range of minor injuries and problems, and the waiting time can be much less than that of an A&E department.

**Minor Injuries Unit**  
St Charles Hospital  
Exmoor Street  
London W10 6DZ  
Tel: 020 8962 4262

Open daily 9am – 9pm, closed  
Christmas Day

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### **Mental Health**

Mental Health Services are available in hospitals and the community. Your GP can refer you to these services, or if you would like more information please contact

**Central North West London (CNWL) Mental Health Trust**  
30 Eastbourne Terrace  
London W2 6LA  
Tel: 020 8237 2000

#### Central & North West London Mental Health NHS Trust

30 Eastbourne Terrace  
London W2 6LA  
Tel: 020 8237 2000  
Fax: 020 8962 4463

**Contact name:**

Rachel Williams

**Role of organisation:**

This Trust is part of the NHS. It provides in-patient, community and residential mental health services for residents of all ages living in Brent, Harrow Kensington & Chelsea and Westminster. Substance misuse services for Kensington & Chelsea, Ealing and Hammersmith & Fulham and services for children and families in Kensington & Chelsea, Westminster Brent and Hillingdon are also managed by this Trust.

**Services offered:**

Services run by the Trust are grouped according to the age group they serve. Services specialise in working with adults (aged 16-64), elderly people (65 and over) and young people (under 16). Services that work with young people usually include specialists in family problems. The best approach to service is usually

via a GP or else by contacting the local Community Mental Health Team (CMHT – see contact details below under “additional information”). CMHTs may offer home visits or other appropriate support and can all refer onwards to other services as required.

**Areas covered:**

The Trust serves the entire borough. Specific services work in particular areas.

**Opening times:**

Community teams are open between Mon – Fri, 9am and 5pm. Outside these times the duty social work team should be contacted. The in-patient centres are open 24 hours, although individual services may operate only during the daytime.

**Access information:**

Check with individual sites.

**Client group:**

See services offered.

**Additional information/special services:**

Locality: North Kensington: three multidisciplinary teams each provide a comprehensive service including home visits, through their own work

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and also by addressing in-patient, day and specialist services in the locality. On any one day, one team out of the three is on duty to accept new referrals. New referrals: 020 8962 4385. In-patient centre: 020 8969 2488

Locality: South Kensington & Chelsea: two multidisciplinary teams are each responsible for clients registered with the GPs in their "patch". Clients are assessed by professionals within the teams and care is co-ordinated in a variety of settings. North of the locality: 020 7598 4555/6. South of the locality: 020 8846 6080. In-patient centre: 020 8846 6868

For complete details of all services provided by the Trust please call 020 8237 2265 for a copy of the Service Directory.

**Public transport:**

Check with individual sites.

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#### Brent, Kensington & Chelsea and Westminster Mental Health NHS Trust

#### Violet Melchett Child and Family Consultation Centre

Flood Walk

Chelsea

London SW3 5RR

Tel: 020 8237 2837

Fax: 020 8237 2833

#### Contact name:

Andrew Rapley, Team Coordinator.

#### Role of organisation:

The child and family consultation service offers child and adolescent mental health services, provides consultation, assessment, and treatment including family therapy and individual therapy.

#### Services offered:

First appointment home visit if requested, telephone referrals.

#### Areas covered:

South Kensington, Chelsea and Earl's Court.

#### Opening times:

9am – 5pm.

#### Access information:

Wheelchair accessible; use of interpreters if needed; appointments only.

#### Client group:

Age range is 0 – 17 years plus, parents and carers.

#### Additional information/special services:

Service is free. NHS trust/ local authority social services.

#### Public transport:

Tube: *South Kensington and Sloane Square.*

Buses: *11, 19, 22, 49, 211 and 319 to Chelsea Old Town Hall, Kings Road.*

**Kensington & Chelsea Primary  
Care Trust**

**Abingdon Health Centre**  
88 – 92 Earl’s Court Road  
London W8 6EG  
Tel: 020 8846 6200  
Fax: 020 8746 5962

**Contact name:**  
Clinical Co-ordinator

**Role of organisation:**  
To promote health, provide support,  
identify ill health and treat or refer  
according to need.

**Services offered:**  
District nurses, health visitors,  
podiatry, community mid wives,  
telephone advice, osteopathy, baby  
clinic and antenatal classes. One GP  
practice is based at health centre.

**Areas covered:**  
Kensington & Chelsea.

**Opening times:**  
Health Centre: Mon – Fri,  
9am – 5pm. GPs operate their own  
surgery hours.

**Access information:**  
Wheelchair accessible; interpreters  
available by appointment.

**Client group:**  
All ages including ante-natal clients.

**Additional information/special  
services:**  
Statutory NHS service, no charge,  
baby milk is sold between 9am and  
5pm (milk tokens accepted).

**Public transport:**  
  
Tube: *Earl’s Court and High Street  
Kensington*  
Buses: *274, 328, C1 and C3*

### Kensington & Chelsea Primary Care Trust

**Colville Health Centre**  
51 Kensington Park Road  
London W11 1PA  
Tel: 020 7221 2650  
Fax: 020 7792 8084

**Contact name:**

Clinical Co-ordinator

**Role of organisation:**

To promote health, provide support, identify ill health and treat or refer according to need.

**Services offered:**

District nurses, health visitors, podiatry, community psychiatric nurses, NHS dentist, telephone advice, home visits. Two GP practices are based at health centre. Anyone can make a referral to Colville Health Centre. For School Nurses, contact Walmer Road Clinic on 020 7243 0296.

**Areas covered:**

Residents in North Kensington and some in Westminster depending upon which GP the client is registered with.

**Opening times:**

Health Centre: Mon – Fri,  
8.30am – 5pm. GPs operate their own surgery hours between 9am and 6pm and close for lunch.

**Access information:**

Wheelchair accessible; interpreters available by appointment.

**Client group:**

All ages including ante-natal clients.

**Additional information/special services:**

Statutory NHS service, no charge, baby milk is sold between 8.30am and 4.30pm (milk tokens accepted).

**Public transport:**

Tube: *Ladbroke Grove*  
Buses: 7, 23, 52, 70

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**Kensington & Chelsea Primary  
Care Trust**

**Emperors Gate Health Centre**

49 Emperor's Gate

London SW7 4HJ

Tel: 020 8237 5353

Fax: 020 8237 5300

**Contact name:**

Clinical Co-ordinator

**Role of organisation:**

To promote health, provide support, identify ill health and treat or refer according to need.

**Services offered:**

District nurses, health visitors, podiatry, school nurses, podiatry, family planning, Counsellor, leg ulcer clinic. One GP practice is based at health centre. Other services include baby clinic, parent – baby group, baby massage and over 60's group.

**Areas covered:**

Kensington & Chelsea.

**Opening times:**

Health Centre: Mon – Fri,  
9am – 5pm. GPs operate their own surgery hours.

**Access information:**

Wheelchair accessible; interpreters available by appointment.

**Client group:**

All ages including ante-natal clients.

**Additional information/special services:**

Statutory NHS service, no charge, baby milk is sold between 9am and 5pm (milk tokens accepted).

**Public transport:**

Tube: *Gloucester Road*

Buses: *49, 74*

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#### Kensington & Chelsea Primary Care Trust

##### Violet Melchett Clinic

30 Flood Walk

London SW3 5RR

Tel: 020 8846 6677

Fax: 020 8846 6543

##### Contact name:

Clinical Co-ordinator

##### Role of organisation:

To promote health, provide support, identify ill health and treat or refer according to need.

##### Services offered:

District nurses, health visitors, podiatry, school nurses, audiology, community midwives, dentist podiatry, osteopath, physiotherapist and family planning, clinic. One GP practice is based at health centre.

##### Areas covered:

Residents of Chelsea, but may depend on which GP the clinic is registered with.

##### Opening times:

Health Centre: Mon – Fri,  
9am – 5pm. GPs operate their own surgery hours.

##### Access information:

Wheelchair accessible; interpreters available by appointment.

##### Client group:

All ages including ante-natal clients.

##### Additional information/special services:

Statutory NHS service, no charge, baby milk is sold between 9am and 5pm (milk tokens accepted).

##### Public transport:

Tube: *Sloane Square and South Kensington*

Buses: *11, 19, 22, 49, 211, 319*

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**Kensington & Chelsea Primary  
Care Trust**

**World's End Health Centre**

529 King's Road  
London SW10 0UD  
Tel: 020 8846 6333  
Fax: 020 8846 6350

**Contact name:**

Clinical Co-ordinator

**Role of organisation:**

To promote health, provide support, identify ill health and treat or refer according to need.

**Services offered:**

District nurses, health visitors, podiatry, school nurses, podiatry, dentist, cranial osteopath, speech therapy and family planning. One GP practices is based at health centre. Other services include baby clinic.

**Areas covered:**

Kensington & Chelsea.

**Opening times:**

Health Centre: Mon – Fri,  
8.30am – 5pm. GPs operate their own surgery hours.

**Access information:**

Wheelchair accessible; interpreters available by appointment.

**Client group:**

All ages including ante-natal clients.

**Additional information/special services:**

Statutory NHS service, no charge, baby milk is sold between 8.30am and 5pm (milk tokens accepted).

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### Kensington & Chelsea Primary Care Trust

#### St Charles Hospital

Exmoor Street

London W10 6DZ

Tel: 020 8962 2488

#### Role of organisation:

To promote health, identify ill health and treat or refer according to need.

#### Services offered:

District nurses, health visitors, podiatry, audiology, women's health, minor injuries, clinic and homevisits. Information available on Child Health Clinics, parent and baby groups and baby massage groups in the local area.

#### Areas covered:

Residents in Kensington and Chelsea.

#### Opening times:

Health visitors available 9am – 5pm on 020 8962 4476.

District Nurses available 9am – 5pm on 020 8962 4487.

Minor injuries Dept St. Charles Hospital 9am – 9pm on 020 8962 4262.

24 hour service for district nurses and GP co-op service.

NHS Direct 0845 464 724 hour free phone advice line for medical help/information.

#### Access information:

Interpreter service by appointment. Wheelchair access.

#### Client group:

All ages and antenatal clients.

#### Additional information/special services:

Statutory NHS service. Welfare baby milk sales Mon – Fri, 9am – 4pm.

#### Public transport:

Tube: *Ladbroke Grove*

Buses: *52, 23, 7, 316*

Inter-hospital bus service:

*St. Marys or St. Charles*

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### Kensington & Chelsea Primary Care Trust

#### Minor Injuries Unit

St Charles Hospital  
Exmoor Street  
London W10 6DZ  
Tel: 020 8962 4262

#### Contact name:

Sheila Proudfoot

#### Role of organisation:

To promote a high quality walk-in service for patients with minor injuries.

#### Services offered:

Nurse Practitioners can treat adults and children with a wide variety of problems. For example:

- Cuts/grazes
- Sprains and strains
- Broken bones (fractures)
- Bites and stings (including human and animal)
- Infected wounds
- Minor head injuries
- Minor eye infections, foreign bodies and scratches.

If you are not sure whether the injury is minor and can be treated by us, please telephone the unit. We can

then advise and direct you to the most appropriate place for your care.

#### Areas covered:

Open access to anyone wishing to use the service.

#### Opening times:

9am – 9pm everyday except

Christmas Day.

X-Ray opening hours Mon – Fri,

9am – 8pm, Sat and Sun,

10am – 8pm.

#### Access information:

Wheelchair access.

#### Client group:

Adults and children with minor injuries. No appointments.

#### Additional information/special services:

This is a nurse led service. Nurse practitioners are able to supply and administer certain medications via Patient Group Directives. They are able to request and interpret x-ray of limbs and refer to patients to the fracture clinic if appropriate.

#### Public transport:

Tube: *Ladbroke Grove*

Buses: *52, 23, 7, 316*

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## Housing

### Housing Options, Rights and Services

Housing is one of the key issues for victims of domestic violence – many women stay in abusive relationships because they are afraid they do not have anywhere to go, or do not want to leave their home. Making decisions about housing is difficult, and it is important that women are aware of the range of options open to them and where they can get specialist advice.

### Housing Option

The following is a guide only – the specific circumstances of each individual must be taken into account when considering housing options. It is important to note that housing is a very complicated area and clients should seek specialist advice whenever possible. Generally, victims of domestic violence have the following options, which are covered in more detail below:

- Going to a Women's Refuge
- Homelessness under the Housing Act 1996
- Staying in the home with legal protection
- Making their own arrangements for alternative accommodation
- If they are a Council or Housing Association Tenant they can apply for a transfer or exchange.

### Going to a Women's Refuge

Women's refuges provide temporary safe accommodation for women and children escaping domestic violence. There are specialist refuges for Asian women, Black women, Latin American women, African women, Irish women, Jewish women and for women with learning disabilities.

Most refuges have an upper age limit for boys – usually 12 or 14 years old. This is because of the difficulties of accommodating older boys in shared rooms. Many refuges will not accommodate women with alcohol or drug problems for similar reasons.

Women's refuge accommodation can range from very basic (shared rooms, washing and cooking facilities), to newer, purpose built accommodation. Women will not usually be offered a refuge place in their own borough for security reasons. Many women find the supportive environment of Women's Refuges very helpful when they are

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fleeing domestic violence. Refuge workers can help with benefits claims, referrals to solicitor, general emotional support, advice on permanent re-housing and help with placing children in schools and with GP's etc. Most refuges have children's workers and provide some structured activities for children.

You should never disclose the address or telephone number of a women's refuge, even to a work colleague. If you need to send mail to a woman in a refuge make sure you use the Post Office Box address, and keep this address on file – not the actual street address. There are two Women's Refuges in the Borough; Eaves Women's Aid 020 7373 8660 and Hestia Women's Aid 020 8960 4202.

### **Homelessness – The Housing Act 1996**

Under the Housing Act 1996 as amended by the Homelessness Act 2002, people experiencing violence or threats of violence that are likely to be carried out (\* no longer needs to be from an associated person) are defined as homeless. People whose immigration status prevents them from having recourse to welfare

benefits are not usually eligible for homeless assistance – advice should be sought from a specialist such as North Kensington Law Centre.

Both the Housing Act 1996 and the Homelessness Act 2002 have strengthened the protection for victims of violence. The Housing Act 1996 as amended by the Homelessness Act 2002 states that 'It is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to domestic violence or other violence'. It is defined that violence means violence from another person or threats of violence, which are likely to be carried out.

Victims of domestic violence should not be considered intentionally homeless, and any decision to treat a woman as such should be challenged with the help of a specialist agency such as North Kensington Law Centre or Housing Advice Service Kensington & Chelsea (HASKC). It is important that anyone with such a decision is referred for further assistance immediately as there is a strict deadline for appealing against such decisions.

If the woman is found to be in priority need, eligible for assistance and not intentionally homeless she will be added to the Housing Register, and offered accommodation according to her needs. This can take some time, and she will usually be offered temporary accommodation while awaiting an offer of housing.

Victims of domestic violence can approach the local authority in another area if it is not safe for them to remain in the borough they currently live in: they do not have to have a 'local connection'.

Any eligible person who is not safe to remain in their home because of domestic violence can approach any Homeless Persons Unit. The Council is obliged to offer interim accommodation to a victim of domestic violence if they "have reason to believe that she may be homeless, eligible for assistance, and have a priority need". If the woman has nowhere to go she will be offered interim accommodation. Once she is in interim accommodation the case will be investigated to establish whether she is in priority need and whether she is intentionally homeless.

#### Eligibility

The Housing Act states that illegal immigrants, dependent children and "persons lacking capacity" cannot apply as homeless. It also says that "persons from abroad" and persons subject to immigration control" cannot get help. There are exceptions to this rule. People with refugee status or exceptional leave to remain, and EU citizens who are working or seeking work in the UK can all still apply for help if they are homeless.

If a woman is not sure whether she is eligible because of her immigration status she should get advice before applying as homeless. This is because the Homeless Service will contact the Home Office to check immigration details, and this may cause problems for her if she applies for a visa extension or further leave to remain or if she is an illegal immigrant.

#### Priority Need

Priority need for accommodation is given to those who are pregnant, have dependent children are vulnerable (usually due to disability, ill health or old age), or threatened with homelessness because of an emergency. The Homelessness (Priority Need for Accommodation)

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Order 2002 has created some new categories of people who will be considered priority need. This includes a person who is vulnerable as a result of ceasing to occupy accommodation by reason of violence from another person, or threats of violence which are likely to be carried out. It also makes a priority all 16 & 17 year olds, people under 21 who are care leavers and people who are vulnerable as a result of leaving an institutional background.

### **Staying in the home with legal protection**

If the woman lives (or has lived) with the perpetrator she can seek an Occupation Order and/or Non Molestation Order (injunction) under the Family Law Act 1996, which will exclude the perpetrator from the family home for a period and/or prevent further molestation. This can apply to owner/occupiers, and to joint or sole tenants, even if the tenancy is in the perpetrator's name.

If the couple have a joint tenancy, the woman could consider issuing a unilateral notice to quit. This would remove the rights of the perpetrator (and the woman) to occupy the

property. This move should only be made in consultation with the landlord, so that they can issue new tenancy in the woman's name.

It is advisable for women in these circumstances to seek legal advice from a solicitor or specialist housing advice agency such as HASKC.

Women opting to stay in their home with legal protection might benefit from additional home security measures. It is important to have an emergency plan in place in case the perpetrator attempts to get into the home. The woman may need to inform her neighbours of the situation and ask them to call the police if they see him or hear a disturbance. She may have to change the locks and her telephone number, and consider home security improvements.

The Community Alarm Service is also able to offer personal alarms to victims of domestic violence.

### **Making her own arrangements for alternative accommodation**

Some women may be able to make their own arrangements to find a place to stay – either through family or friends or in the private rented sector. Staying with family or friends

may be a supportive short-term solution while other legal actions are in progress, but it will not necessarily be safe if the perpetrator knows the address. Advice on finding private rented accommodation is available from the Housing Advice Service Kensington & Chelsea (HASKC). Housing benefit is payable on private rented accommodation, although it may not cover the full rent.

#### **Refuge and RBKC Homelessness and Advice Section**

All women experiencing domestic violence and their children can access emergency refuge accommodation (please refer to section on Women's Services). If the person is the main carer of the children they are likely to fall into one of the 'priority need' categories under the Housing Act 1996 Part VI. In addition to this The Homelessness (Priority Need for Accommodation) Order 2002 has created some new categories of people who will be considered priority need. This includes a person who is vulnerable as a result of ceasing to occupy accommodation by reason of violence from another person, or threats of violence which are likely to be carried out. If there is reason to believe that a person is eligible, homeless and in priority

need then they should be provided with temporary accommodation while the authority carries out further investigations. It is prudent to refer all clients to a Housing Solicitor or specialist agency as they may be in priority need.

#### **Council Tenants**

In the immediate term the TMO can refer tenants experiencing domestic violence to the Councils Advice and Assistance Unit which is based in Housing Needs. In some cases the authority will provide interim temporary accommodation, pending a decision on whether a duty to re-house is accepted and how this will be discharged. It is important to note that any interim accommodation offered is likely to be outside of the borough unless the client has special reasons to remain in the locality.

**Earls Court Homeless Families Project**

17 Bramham Gardens  
London SW5 0JJ  
Tel: 020 7373 2214  
Fax: 020 7373 2279

**Contact name:**

Teresa Silva

**Role of organisation:**

To provide services for homeless families living in temporary accommodation in Earls Court.

**Services offered:**

Family centre and play group for under 5s, advice and information sessions on welfare benefits, housing and immigration. Hair dressing, support and assistance to families. Clothes Swop Shop on Friday PM.

**Areas covered:**

Earls Court Area.

**Opening times:**

Telephone contact Tues,  
10am – 5pm.

**Access information:**

No wheelchair access; drop-in on Mon – Wed, Fri from 1.30pm – 4pm; drop-in advice on Wed and Fri from

1.30pm – 4pm; Languages spoken are Portuguese, Spanish and French.

**Client group:**

Homeless families in the Earls Court Area.

**Additional information/special services:**

Voluntary organisation, services are free.

**Public transport:**

Tube: *Earl's Court (Earl's Court Road exit)*

Buses: *74, 328, C1, C3*

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### Housing

#### Housing Advice Service Kensington & Chelsea (HASKC)

##### North of the Borough

Staying Put Services  
383 Ladbroke Grove  
London W10 5AA  
Tel: 020 8206 5900

##### South of the Borough

Nucleus Legal Advice Centre  
298 Brompton Road  
London SW5 9JF  
Tel: 020 7373 6262

##### Role of organisation:

To provide free, independent and confidential housing advice to people living, working or studying in the Royal Borough of Kensington & Chelsea.

##### Services offered:

Drop in Sessions, telephone advice, emergency advice, advocacy and representation and home visits (for those with health or mobility problems who cannot visit a drop-in session).

##### Areas covered:

Kensington & Chelsea.

##### Opening times:

##### Drop-in sessions:

Westway Information Centre:  
Mon, 1pm – 3pm, Tues, 5pm – 7pm  
and Thurs, 11am – 1pm.  
Central Library: Weds, 11am – 1pm  
and Thurs 5pm – 7pm .  
Nucleus: Tues 3pm – 6pm.  
Chelsea Methodist Church:  
Kings Road: Weds 2pm – 4pm.

##### Telephone advice:

See phone numbers above, available  
Mon – Fri, 10.30am – 3pm.

##### Emergency advice:

available by phone on 020 7937  
4515, Mon – Fri, 9am – 5pm.

##### Access information:

Interpreter/signer available on  
request. Documents in large  
print available.

##### Client group:

Anybody who lives, works or studies  
in Kensington & Chelsea.

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**Housing And Property Advice Centre**

The Manor House  
120 Kingston Road  
Wimbledon  
London SW19 1LY

Tel: 020 8679 4114

Fax: 020 8764 4141

**Contact name:**

Miles Kentish

**Role of organisation:**

Provides legal advice on housing, property, and welfare benefits.

**Services offered:**

Evening surgeries by appointment:  
Bow House (Thursdays only);  
Manor House (Wednesdays and Fridays).

**Areas covered:**

London-wide.

**Opening times:**

Mon – Fri, 7pm – 9:30pm for telephone advice.

**Access information:**

None.

**Client group:**

Private and public sector housing and property and welfare benefit problems.

**Additional information/special services:**

There is a second site also: The Bow House Business Centre, 153 – 159 Bow Road, Bow, London, E3 2SE. Advice through Legal Aid board – those not qualifying for Legal Aid will be expected to make a financial contribution.

**Public transport:**

*The Manor House: Hopper bus along Kingston Road, Wimbledon Central or South Wimbledon Underground station. The Bow House: 25 bus, District line to Bow Road or Docklands Railway to Bow Church.*

### Housing

#### Kensington and Chelsea TMO Community Alarm Service

Town Hall  
Hornton Street  
London W8 7NX  
Tel: 020 7373 9891  
Fax: 020 7835 1092

**Contact name:**

Caroline Hand

**Role of organisation:**

To provide a personal monitored alarm service 24 hours a day 365 days a year.

**Services offered:**

Summons help at the touch of a button. Monitoring service only supplied.

**Areas covered:**

Kensington and Chelsea.

**Opening times:**

24 hours a day. 365 days a year.

**Client group:**

Anyone.

**Additional information/special services:**

For more information on the service please call day or night.

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**Octavia Hill Housing Trust**

Soane House  
303 – 315 Latimer Road  
London W10 6RA  
Tel: 020 7460 4222  
Fax: 020 7460 3993  
Email: [trust@octaviahill.co.uk](mailto:trust@octaviahill.co.uk)

**Public transport:**

Tube: *Latimer Road*

**Contact name:**

Amanda Neeson

**Role of organisation:**

Housing Association providing housing and limited support to people in need.

**Services offered:**

Housing advice, benefits advice and advice for elderly people.

**Areas covered:**

West London.

**Opening times:**

Mon – Fri, 9.30am – 5.30pm.

**Access information:**

By telephone.

**Client group:**

Most services will only apply to tenants. Care services and advice for elderly people is only available to over 55s in RBKC.

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### Housing

#### RBKC Homelessness and Advice Section

Room 241B  
Kensington Town Hall  
Hornton Street  
London W8 7NX  
Tel: 020 7361 2269  
Fax: 020 7361 3718

**Contact name:**

Martin Waddington

**Role of organisation:**

General housing advice. A tenant relations service for landlord/tenant disputes. Assesses applications for temporary accommodation from homeless people. Manages the Borough's Common Housing register.

**Services offered:**

Arranges home visits if the person is unable to get to the office. This will usually be on request from other agencies. No dedicated telephone line but 2 or 3 duty officers are available each day. Can refer to specialist hostels.

**Areas covered:**

Kensington and Chelsea inhabitants, but anyone can approach.

**Opening times:**

Mon – Thurs, 9am – 4.45pm.  
Friday, 9am – 4.15pm.

**Access information:**

Wheelchair accessible; Language line available.

**Additional information/special services:**

Statutory organisation.

**Public transport:**

Tube: *High Street Kensington*  
Buses: *328, 28, 9, 10, 49, 31, 52, 70*

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### RBKC Tenant Management Organisation

Town Hall  
Hornton Street  
London W8 7NX  
Tel: 020 7361 3449  
Fax: 020 7937 1423  
Email:  
[soomitra.kawal@kandc-tmo.org.uk](mailto:soomitra.kawal@kandc-tmo.org.uk)

**Contact name:**

Soomitra Kawal

**Role of organisation:**

To provide housing management and maintenance services for the council's 9,600 tenants and leaseholders.

**Services offered:**

The TMO provides support and assistance to council tenants and leaseholders who are experiencing domestic violence. A freephone service is provided. Interviews and home visits are arranged on request. The TMO has a comprehensive procedure for dealing with domestic violence which provides guidance to staff and advice regarding referrals to other agencies.

The TMO's domestic violence procedure provides for women to be given:

- Additional security such as secure letterboxes, stronger locks and secure front entrance door
- Connection to the Community Alarm emergency service
- Emergency management transfers where it is unsafe for the woman to return home.
- A crisis plan
- A floating support worker for additional support and advice (through Eaves Housing for Women)

**Areas covered:**

Borough-wide.

**Opening times:**

Freephone numbers 24 hours a day  
0800 137 111.

**Access information:**

There are a number of offices that tenants can use to contact the TMO. The main reception is based in the Town Hall and is open 5 days per week. The Town Hall is wheel chair accessible. Interpreters can be arranged. A staff member of the same gender can be provided if requested.

**Client group:**

Tenants and leaseholders. The TMO can only offer support through the floating support worker for leaseholders suffering domestic violence.

**Additional information/special services:**

The TMO recently became an Arms Length Management Organisation and is a company limited by guarantee. It has a management agreement with the council to provide its landlord services. No charge is made for its services to the client group. The TMO provides training for front-line and other staff to whom domestic violence may be reported.

The TMO is a member of the Kensington and Chelsea Domestic Violence Steering Group. It has participated in implementing a number of initiatives designed to raise awareness of domestic violence within the borough and to assist women to obtain the most appropriate service.

**Public transport:**

*Staff arranging interviews with clients can provide relevant public transport information.*

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## Police powers and procedures

The Police Service are committed to providing a positive response to the problem of domestic violence. They will respond quickly to emergency calls and thoroughly investigate all matters reported to them. This is a useful opportunity to outline some of the powers which police have which might not always be widely known in the community at large.

The police are victim-focused, trying to follow the wishes of the victim wherever possible. If arrest is not appropriate, suitable advice can be given and there will be a range of other options which can come into play. Injunctions can be taken out against partners or ex-partners, for example.

Police can be called at an early stage in an incident, before any violence has taken place. Intervention can be made and offenders arrested in many cases. Obviously, any domestic assault is a criminal offence, but it can also be an assault just to threaten assault. There are offences under the Public Order Act and Protection from Harassment Act which might come into play – the officer attending will have a range of powers available and will know which to use. Police can also arrest

someone whose behaviour is likely to cause a breach of the peace: they can be kept in custody to attend court the next day where they will be warned about their behaviour.

Once arrested, it is not just a case of an offender being released a few hours later. The police will support prosecutions in appropriate cases. Offenders may be charged and kept in custody to attend court the next day, where there is sufficient evidence. Even when bail is granted after charge, conditions can be imposed on an offender to say, for example, that they cannot visit a particular address or contact a particular person.

There is often a feeling of powerlessness amongst victims of domestic violence combined with a view that nothing can be done. The police cannot pretend to have all the answers, which is why we are committed to taking a multi-agency approach, combining the efforts of different but like-minded organisations.

In cases of emergency, always dial 999 and an officer will be sent as quickly as possible. If you have more general concerns or want to find

### Police powers and procedures

out more about police powers and procedures, there are officers with specific responsibility for, and expertise in, dealing with domestic violence cases. They work in the Community Safety Unit, based at Notting Hill Police Station.

#### Community Safety Unit

##### Notting Hill Police Station

101 Ladbroke Road

London W11 3PL

Tel: 020 8246 0226

Fax: 020 8246 0119

##### Contact name:

CSU Investigator

##### Role of organisation:

Investigation of domestic incidents reported to the Police and prosecution of perpetrators where appropriate.

##### Services offered:

Emergency response to allegations of domestic violence. Legal powers to intervene. To provide positive interventions and to support people experiencing domestic violence. Assist and find refuge placing. Can assist with interpreters.

##### Areas covered:

RBKC.

##### Opening times:

Mon – Fri, 8am – 8pm

Sat – Sun, 8am – 10pm

##### Access information:

In cases of emergency phone **999**. Assistance is available on a 24-hour basis from uniformed officers.

##### Client group:

All victims of domestic violence, homophobic incidents, racial harassment or elder abuse.

##### Additional information/special services:

This statutory service is free.

##### Public transport:

Tube: *Notting Hill and Holland Park. Provision of lifts to victims/witnesses where possible e.g. to the Police station or to court.*

Buses: *28, 31, 52, 328, 70, 19*

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## Women's services

### Refuges

Refuges are safe houses for women (with or without children) who have decided to leave their homes because of domestic violence. Their addresses are confidential. Women experiencing domestic violence can access refuges directly by telephoning the Refuge 24-hour National Domestic Violence helpline at any time.

Refuges normally offer women their own room; however some single women may be offered a space in a shared room. There are larger family rooms available. Refuge staff offer practical help and advice with resettlement and referral to specialist agencies such as solicitors, health professionals and counsellors. Most refuges have a children's project and staff can help carers to find school places, nursery places and other community-based resources.

Women living in refuges are not allowed to receive visitors and must keep the refuge address confidential. In addition, there are other house rules which residents are expected to follow such as participating in the daily cleaning roster for the communal areas.

Refuges are mostly managed by voluntary agencies who have very limited resources. If the refuge staff are unable to take a referral they may advise you of other agencies that might be more suited to help.

Refuges are classed as supported housing schemes and so are reliant on rental income. Some of the rents charged are quite high and women who are working might find it difficult to pay the full rent. The Refuge 24-hour National Domestic Violence helpline has a list of refuges which can make special arrangements for women who are working and some have funding to pay the rent for women with no access to public funds.

There are specialist refuges for:

- Latin American women
- Asian women
- African/Caribbean women
- Jewish women
- Irish women
- Travelling women

There is also a refuge for women with learning difficulties. These refuges can be accessed via the helpline.

Eaves Women's Aid and North Kensington Women's Aid offer outreach support in RBKC. Agencies can directly refer clients to this service for support and advice (please refer to entries).

The Community Alarm Service may be able to advise on temporary accommodation out of hours. See the CAS entry in the Housing section for further details. The Social Services Emergency Duty Team is available out of office hours on **020 7373 2227**.

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### Al-Hasaniya Moroccan Women's Project

Bays 4 and 5 Trellick Tower  
Golborne Road  
London W10 5PL  
Tel: 020 8969 2292  
Fax: 020 8964 8843  
Email: al\_hasaniya@yahoo.co.uk

#### **Role of organisation:**

Al-Hasaniya Moroccan Women's Centre seeks to serve the health, welfare, education and training needs of the Moroccan and Arabic speaking women and their families. The centre provides a referral advice and information to enable clients to access mainstream services.

#### **Services offered:**

Referral advice on all health, social care and other matters, including domestic violence. Outreach work and home visits to the elderly, health promotion and health awareness sessions, support and counselling for women, part-time creche for children aged 2 – 5, weekly lunch club for elderly women, group counselling for women with mental health problems, networking with local agencies, reports and research, English literacy classes, cultural

and social events to places of interest. Youth club for Arabic-speaking girls.

#### **Areas covered:**

RBKC, North Westminster and London-wide.

#### **Opening times:**

Mon – Fri, 9.30am – 5pm.  
Girl's youth club on Sat.  
Closed Weds morning until 1pm.  
Sat, 10am – 4pm.

#### **Access information:**

Wheelchair accessible; individual clients are seen by appointment; English, Arabic and some French spoken.

#### **Client group:**

All Arabic speaking women, with creche for ages 2 – 5, youth group for ages 8 – 16, mother and toddler sessions weekly. Lunch club and activities for elderly women weekly. No age limit.

#### **Additional information/special services:**

Voluntary organisation and a registered charity. No charges, except for meals and cost of outings, plus creche fees.

**Public transport:**

Tube: *Westbourne Park (the Hammersmith and City Line)*

Bus: *23 to the door; other buses nearby are 52, 70, 295, 31 and 28.*

*Use of community minibus on Fridays.*

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### Eaves Women's Aid

#### Refuge

PO Box 26091  
London SW10 0PX

#### Community Outreach & Floating Support

Basement Office  
113 – 115 Cromwell Road  
London SW7 4DP  
Tel: 020 7351 6018  
Fax: 020 7351 6139  
Email: [ewa@eaveshousing.co.uk](mailto:ewa@eaveshousing.co.uk)

#### Role of organisation:

Eaves Women's Aid (EWA) is a registered charity, which aims to contribute towards the eradication of violence against women and children. EWA provides safe temporary accommodation and is committed to supporting children, young people and women to reduce the impact of violence on their lives.

#### Services offered:

- Safe temporary accommodation: EWA manages two refuges. We aim to provide a safe and supportive environment for women and children. Support is provided through a key work system, where an allocated worker will draw up a support plan with the women. This covers emotional and practical support i.e. re housing, welfare advice, and access to other services.
- Resettlement: EWA offers move-on support for women, after leaving the refuge. The resettlement worker offers support with welfare benefit claims, employment and education and many other issues relating to 'settling' into a new home/area.
- Child and Family Support Service: EWA acknowledges that children and young people are impacted by violence, which in many cases leads to homelessness and upheaval. EWA offers:
  - A designated children's room for the use of women and their children living in the refuge.
  - Assessment of need for children using the service. In consultation with mothers/carers.
  - Support through play to children living in the refuge.
  - Sessional play activities to children using the service.
  - Joint family assessments with social services and other agencies.

- Joint consultation on child health.
- Advice, advocacy and practical support around Child Protection and intervention, sexual health, addiction and young parenthood (young mothers 16 – 21 years old)
- Advice and advocacy on issues of Child Contact and Parental Responsibility which includes assistance through family court proceedings.
- Community outreach: EWA Community Outreach team works jointly with the Metropolitan Police Community Safety Unit and provides support to those experiencing domestic violence, who report incidents to the police. The workers offer crisis intervention, through the reporting and statement giving process. Workers also provide on-going support through the decision making process regarding, the court processes, housing, welfare benefits and other issues arising from the abusive relationship. The outreach service also accepts referrals from social services, RBKC housing advice and other community projects.

#### **Areas covered:**

Refuge accommodation is offered to women and children who reside outside the vicinity of the refuge, within Kensington and Chelsea. Outreach service is offered to women and children who reside or have fled to the borough of Kensington and Chelsea.

#### **Opening times:**

**Refuge:** Mon – Fri, 9.30am – 5.30pm Agency referrals only. Emergency bedspace is available however access is limited on weekend nights. Contact the office for details.

**Outreach:** Mon – Fri, 8am – 8pm. Self referrals accepted.

#### **Access information:**

Services are available to women and children who are deaf/hearing impaired.

No wheelchair access to refuge or outreach office, however accessible space can be made available to women who use wheelchairs.

Interpreting services available.

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**Additional information/special services:**

EWA refuge services accepts boys up to the age of 12 years.

Outreach, floating and family support is offered to women with boys 13 years and over. The address of the refuge is confidential. No men are permitted on the premises, except those authorised by management (contractors). Residents are not permitted to have visitors at the refuge.

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#### Hestia Women's Aid

Hestia Housing and Support  
– North Kensington Refuge  
(Formally North Kensington  
Women's Aid)

PO Box 14231

London W10 59P

Tel: 020 8960 4202

Fax: 020 8968 0902

Email: [amina.rahman@hestia.org](mailto:amina.rahman@hestia.org)

**Contact name:**

Amina Rahman

**Role of organisation:**

The role of this organisation is provide safe temporary accommodation for women (with or without children) fleeing domestic violence and outreach services in Kensington and Chelsea. Our aim is to empower women by providing support and information around domestic violence issues.

**Services offered:**

We have eight spaces for women and children. Women will have an allocated caseworker to provide support, advocacy and help with resettlement. The Children and Families worker provides support

to children and their mothers in rebuilding their lives by working therapeutically and interactively.

Hestia Residents and Tenants Forum provide a channel for the residents to voice their concerns and provide feedback.

We also provide outreach services for women in Kensington and Chelsea affected by domestic violence.

**Areas covered:**

Outreach service for residents of Kensington and Chelsea, and refuge accommodation for women from any area except Kensington and Chelsea.

**Opening times:**

Mon – Fri, 10am – 4pm .

Outreach service worker is part-time and service is provided over three days a week. However, the refuge phone is available for advice during office hours.

**Access information:**

No facilities for disabled women are available but outreach visits can be made. We have access to interpreters for those who do not speak English.

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**Client group:**

We accept women, with or without children, living in Kensington and Chelsea. We do not accept boys of 15 years or younger.

For outreach service we accept women who are living in the Borough.

**Additional information/special services:**

Hestia Housing and Support has four refuges in total. There are three emergency accommodations, one in North Kensington and two in Kingston. One of the Kingston refuges is for Asian Women only. We also have a second stage refuge in Kingston, which has four self contained flats.

Hestia Housing and Support has a Resident and Tenants Forum. Residents are consulted regularly on the running of the refuge.

**Public transport:**

Refuge is at a confidential address, therefore this information cannot be given.

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### Women's services

#### Nari Shanghetee – Asian Women's Group

c/o Kensington and Chelsea TMO  
The Town Hall  
Hornton Street  
London W8 7NX  
Tel: 020 7361 3449  
Fax: 020 7937 1423

**Contact name:**

Sue Johnson/Bushra Naheed Nasir

**Role of organisation:**

For leisure, social and cultural activities for Asian women in Kensington and Chelsea. To seek relevant educational and training programmes for women.

**Services offered:**

Social and cultural advice. Various classes: Bengali, Urdu, Arabic classes for children. English for speakers of other languages classes for women. Training and educational sessions for women. Fashion and design classes. Drop-in sessions for women.

**Areas covered:**

Kensington and Chelsea, but primarily for women in North Kensington and Notting Hill.

**Opening times:**

There are set times for activities and classes. The group meets at Kensal Resource centre – Adair Road, London W10.

**Access information:**

Bengali, Urdu, Hindi, Punjabi and Gujarati (Sylheti) spoken.

**Client group:**

Asian women.

**Additional information/special services:**

There is a £5.00 annual membership charge.

**Public transport:**

Tube: *Westbourne Park (within walking distance).*

*The group does not provide transport but there are easily accessible bus stops nearby.*

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### Woman's Trust

Top Floor  
Unit 1  
Kensington Cloisters  
5 Kensington Church Street  
London W8 4LD  
Tel: 020 7795 6444/6999  
Fax: 020 7795 6123  
Email: [womanstrust@onetel.net.uk](mailto:womanstrust@onetel.net.uk)  
Website: [www.womanstrust.org.uk](http://www.womanstrust.org.uk)

**Contact name:**

Kyria Conner

**Role of organisation:**

Provide counselling and support services to women who are affected by domestic violence. To provide training and information to frontline workers who work with women affected by domestic violence.

**Services offered:**

For women affected by domestic violence London-wide who are unable to fund this support themselves: one-to-one counselling – eighteen counselling sessions with a professional female counsellor – a small donation may be requested from the client.

For women with an address in Kensington and Chelsea affected

by domestic violence: free weekly support groups – eight sessions facilitated by a professional group worker (creche provided). Free workshops – one-off topic-based workshops covering issues identified by women in the support groups (creche provided). Referral to other agencies if required is offered to all women.

For frontline workers in Kensington and Chelsea – domestic violence training workshops. An information and advice line is provided Weds 10am – 1pm.

**Areas covered:**

Some services are London-wide whilst others are Borough-based.

**Opening times:**

The office is open Mon – Fri, 9am – 5pm.

**Access information:**

Some childcare; some disabled access; other languages spoken are Arabic, Farsi and Spanish.

**Client group:**

Women affected by domestic violence. Frontline workers working with women affected by domestic violence.

**Additional information/special services:**

Counselling sessions available evenings and Saturdays.

**Public transport:**

Tube: *High Street Kensington*

Buses: *328, 52, 28, 27*

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## Legal matters

### Solicitors and legal advice

The legal framework that provides protection against domestic violence involves both the civil law and the criminal justice system. The law is complex. Under Civil Law, The Family Law Act 1996 gives victims of domestic violence certain rights and legal remedies to protect the. Criminal Law also provides some protection. The following is a brief summary of some of the issues surrounding taking legal action. However, it is only a general overview, and people should always be advised to see a solicitor, the police or a specialist advice/support agency such as Women's Aid or Victim Support.

### Civil law: The Family Law Act 1996

Part IV of the Family Law Act provides a set of remedies available in family courts. There are two types of orders that can be enforced, these are often referred to as "injunctions".

- Non-molestation order: This forbids the perpetrator from doing certain things such as making threats or being violent. A power of arrest can be attached to a non-molestation order, particularly if the perpetrator has been violent

towards the victim. The power of arrest means that if the perpetrator uses or threatens violence after the order has been made, they can be arrested and would be returned to court for enforcement of the order. If the perpetrator breaches the order in any way, it is important to go back to the solicitor to explain the breach and possibly to go back to court to enforce the order. The court can order a prison sentence.

- Occupation Order: This is an order that can exclude the perpetrator from the property, even if there is a joint tenancy in place and in certain circumstances, even if the victim does not have a right to occupy the property in their own right. It can also state that a person must not enter a particular area, for example, cannot come within 200 yards of the property, or a child's school.

### What happens if the perpetrator breaks an injunction?

If the perpetrator breaks an injunction he can be taken back to court and could be fined or imprisoned for his breach. If the injunction has a power of arrest attached the Police can arrest the perpetrator for breaking the

injunction – even if he has not committed a criminal offence. If a power of arrest is not attached the woman can still apply to take the perpetrator back to court. If a perpetrator breaks the terms of an injunction it is important for the woman to contact her solicitor as soon as possible, so that they can initiate court action.

#### **Criminal Law**

There has been recognition in recent years that domestic violence should not be treated as purely a private matter, which happens behind closed doors. This is reflected in requirements for the police to respond to domestic violence and treat it as a crime.

The police have a duty to respond to domestic violence incidents they are called to – they should act to ensure the protection of the victim and any children, and then consider what action to take against the offender.

The police have discretion to intervene, arrest, caution or charge someone for domestic violence offences. A perpetrator can be charged with assault, criminal damage, unlawful imprisonment,

rape etc. in exactly the same way as if he has committed these offences against a stranger.

#### **Protection from Harassment Act 1997:**

This Act was designed to address the issue of “stalking”. It gives powers to the police and victims to act at an early stage. The Act created two new criminal offences – “Causing Harassment” and “Putting people in Fear of Violence”. If an offender is convicted of one of these offences, the criminal courts can issue a restraining order as part of the sentence. An offender is guilty of harassment if:

The offender has pursued a course of conduct (including speech) which amounts to harassment or causes the victim to fear that violence will be used against them, and;

The offender knows or ought to know that the conduct amounts to harassment or will cause the victim to fear that violence will be used.

#### **Police Community Safety Units (CSU)**

People considering using the criminal law can seek advice from a police

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community safety unit. These are specialist units dealing with hate crimes including domestic violence. The officers are trained to deal sensitively with victims of domestic violence. They investigate cases, take statements from victims, and provide advice and information on legal options and safety issues. There is one CSU office in Kensington & Chelsea. (see page 64).

#### **Does the partner have to know?**

There is no reason why the perpetrator needs to know that a person has taken legal advice.

If there is an urgent need to apply for the order and the perpetrator knowing could put the victim at risk then it is possible to apply for an order "Ex Parte". This basically means without the perpetrator knowing in advance. However, this is likely to be on a temporary basis. Another date is usually set for the court to be able to consider both sides. The perpetrator must be personally served with the papers (told about the hearing and of their right to get legal advice and make their representations). If the person experiencing domestic violence has a solicitor, the solicitor will arrange for somebody to serve the papers.

Victims need to be aware therefore that there will be a period of time before the main hearing when the perpetrator knows the application has been made. It is therefore wise for the victim to ensure their own safety during this period, and consider whether they could stay at a friend or relative's house, go to a refuge, or stay in a Bed and Breakfast, as a short-term measure.

#### **DIY Injunctions**

Rights of Women (ROW) has published a Domestic Violence Injunction Handbook which explains in detail how to obtain an injunction for women who cannot afford a solicitor but do not qualify for Legal Aid.

Copies are available from:

#### **ROW**

52 – 54 Featherstone Street  
London EC1Y 8RG  
Tel: 020 7251 6577

(Legal Advice Line: Tues, Wed,  
Thurs, 2pm – 4pm and 7 – 9pm,  
Fri, 12 – 2pm)

#### **The Community Legal Service**

The Community Legal Service (CLS) is a Government Legal Services

### Legal matters

Commission initiative to improve access to legal advice and services. It is developing networks of services giving legal help and advice, including solicitors, Citizens Advice Bureaux, Law Centres and local councils. The CLS is also responsible for "the CLS Fund" which has replaced Legal Aid funding for legal advice and representation. The CLS produces a directory of services, which includes Family Law specialists. You can access the CLS Directory via a lo-call telephone information line, or via the internet.

CLS Information Line:

0845 608 1122

CLS Information Line minicom:

0845 609 6677

CLS website:

<http://www.justask.org.uk>

feels comfortable talking to.

This is so that if the person gets to the point of wanting to take further action, there is external confirmation of the history of abuse.

- It is particularly important that the complaint is lodged with the police, especially to support any legal aid application.
- Go quickly to the solicitor to obtain advice, even if they do not wish to take action immediately.
- Use a solicitor who specialises in Family Law work.
- The victim should keep a record of any abuse that takes place, and make the notes as soon as possible. Remember to keep them safe.

### Important things to remember

- Even if a person is not at the stage of wanting to go to court or press charges against a perpetrator at the moment, they should always be advised to at least register that abuse has taken place. This could be with a GP, Accident and Emergency, the police, a social worker or any other agency that the person
-

**Chelsea Citizens Advice Bureau**

The Old Town Hall  
Kings Road  
London SW3 5EE

Tel: 0870 1222313

Fax: 020 7351 5240

**Role of organisation:**

To ensure that people are not disadvantaged by their ignorance of rights and obligations and their inability to express themselves and exercise their rights. To exercise a responsible influence on the development of national and local policy.

**Services offered:**

Drop-in, advocacy, telephone advice, referrals to outside solicitors of other organisations as appropriate, representation.

**Areas covered:**

RBKC

**Opening times:**

Mon, Weds, Thurs, Fri,  
10am – 12.30pm.

Telephone advice only on  
0870 1222313

Mon – Fri, 10am – 11.30am  
and Tues, 2pm – 4pm and  
4.30pm – 6.30pm.

**Access information:**

Lift at the back of the building for wheelchair users; handrail at the front of the building.

**Client group:**

All those who live, work or study in Kensington & Chelsea.

**Additional information/special services:**

Voluntary organisation offering service free of charge.

**Public transport:**

Tube: *South Kensington and Sloane Square*

Buses: *11, 49, 211, 22, 19, and 319*

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### Legal matters

#### Kensington Citizens Advice Bureau

Westway Information Centre  
140 Ladbroke Grove  
London W10 5ND  
Tel: 0870 1222313

**Contact name:**

Charles Barber

**Role of organisation:**

Generalist advice agency, includes legal service by referral only.

**Services offered:**

Mix of drop-in sessions, appointments and telephone advice. Limited provision for home visiting. Main areas of work are welfare benefits, debt, employment, immigration, and nationality. Can refer out to specialist agencies on other matters.

**Areas covered:**

Borough-wide – there are CAB services in most London boroughs.

**Opening times:**

Open door – for first callers. Mon, Tues, Wed, Fri, 10am – 12.30pm  
Thurs – Appointments for existing clients; Advice line Mon – Fri, 12.30pm – 2.30pm.

**Access information:**

Wheelchair accessible; drop-in or open door sessions; languages spoken: Arabic and Spanish.

**Client group:**

No restrictions on user categories.

**Additional information/special services:**

Voluntary organisation providing free service.

**Public transport:**

Tube: *Ladbroke Grove (Hammersmith and City Line)*  
Buses: 7, 23, 70, 52, 295

**North Kensington Law Centre**

74 Golborne Road  
London W10 4PS  
Tel: 020 8969 7473  
Fax: 020 8968 0934

**Role of organisation:**

Legal advice in housing, employment, immigration, welfare benefit, and education.

**Services offered:**

Home visits. Telephone advice.  
Referral lists for main areas

**Areas covered:**

RBKC.

**Opening times:**

Mon – Fri, 10am – 1pm and  
2pm – 5pm.  
Wed, 2pm – 5pm.

**Access information:**

Wheelchair accessible; interpreters available by previous arrangement; Arabic, Spanish and French spoken.

**Client group:**

All groups.

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**Additional information/special services:**

Independent organisation. Franchised (quality assured) by Community Legal Service. Statutory organisation.

**Public transport:**

Tube: *Ladbroke Grove*  
Buses: 23, 52

### Legal matters

#### Aaronson & Co

308 Earl's Court Road  
Earl's Court  
London SW5 9BA  
Tel: 020 7373 6433  
Fax: 020 7373 6433

**Contact name:**

Noreen Ibriahin/Leah Bullin

**Role of organisation:**

Legal services

**Services offered:**

Home and hospital visits when necessary. Telephone advice. Legal aid available.

**Areas covered:**

No restrictions.

**Opening times:**

9am – 5pm and out of office hours when necessary.

**Access information:**

No wheelchair access but home and hospital visits undertaken; interpreters are available at short notice for all languages.

**Client group:**

No restrictions.

**Additional information/special services:**

Legal aid scheme available. Initial fixed fee assessment interviews if not eligible for legal aid.

**Public transport:**

Tube: *Earl's Court*

Buses: *Earl's Court bus routes*

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**Gillian Radford & Co**

459 Harrow Road  
London W10 4RG  
Tel: 020 8960 4366  
Fax: 020 8969 7268  
Email: [info@gillianradford.co.uk](mailto:info@gillianradford.co.uk)

**Contact name:**

Gillian Radford

**Role of organisation:**

To provide legal services to the local community and undertake Legal Aid work.

**Services offered:**

Provides advice and representation in family law and housing law matters. Home visits are available for housebound clients. Refers clients to local agencies as appropriate.

**Areas covered:**

London-wide but most clients live or work in Brent, Westminster, Kensington and Chelsea.

**Opening times:**

Mon – Fri, 9.30am – 5.30pm.

**Access information:**

The interview room and ground floor is wheelchair accessible; interpreters are available in all languages.

**Client group:**

No restrictions.

**Additional information/special services:**

Private firm of solicitors who have a reputation for supporting and representing victims of domestic violence including those in gay/lesbian relationships.

**Public transport:**

Tube: *Westbourne Park (10 mins walking)*

Buses: *On number 18 bus route, the nearest stop is 'Ha'penny Steps, Harrow Road'.*

*Metered parking is located on adjacent Droop Street W10 and neighbouring streets.*

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### Legal matters

#### Lloyd and Associates

56 Uxbridge Road  
London W12 8LP  
Tel: 020 8740 3600  
Fax: 020 8740 3622

#### And

48 Onslow Gardens  
South Kensington  
London SW7 3PY  
Tel: 020 7589 9599  
Fax: 020 7589 9589  
Email: [lalaw@geo.poptel.org.uk](mailto:lalaw@geo.poptel.org.uk)

#### Contact name:

Alex Fijalka (Uxbridge Road)  
Michaela Clark (South Kensington)

#### Role of organisation:

To provide a professional, efficient, accessible and friendly service to members of the public in a broad range of areas of law.

#### Services offered:

A telephone helpline for domestic violence: 07970 985 564. The company offer home visits and free legal advice surgeries Thursdays 9:30am – 12:30pm.

#### Areas covered:

All areas.

#### Opening times:

Mon – Fri, 9.30am – 5.30pm.

#### Access information:

Languages spoken: French and Polish.

#### Client group:

Services are available for non-Borough residents – there is no specific client group.

#### Additional information/special services:

The company offers a free initial 30 minute interview, legal help and help at court. They offer advice and legal aid for those who qualify – they hold a legal aid franchise in family law and immigration.

#### Public transport:

Tube: *The office at Uxbridge Road is very close to Shepherds Bush Underground station and also Goldhawk Road Underground station.*

Buses: 207, 220, 94

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**Nadine Wong and Company**

101 Westbourne Grove  
Bayswater  
London  
Tel: 020 7243 8888  
Fax: 020 7221 8802

**Contact name:**

Nadine Wong

**Role of organisation:**

A firm of Solicitors offering services to private clients.

**Services offered:**

All aspects of family law including injunctions and applications relating to children (emergency and others).

**Areas covered:**

Provide a service for anyone who can come to the office.

**Opening times:**

Mon – Fri, 9am – 12pm,  
1pm – 5pm.

**Access information:**

The office is on the ground floor, but not wheelchair accessible.  
Languages spoken: French, Chinese (Mandarin and Cantonese) and Arabic.

**Client group:**

Private only.

**Additional information/special services:**

None.

**Public transport:**

Tube: *Bayswater, Queensway and Notting Hill Gate*

Buses: *7, 23, 27, and 70 all pass the office.*

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### Working with perpetrators of domestic violence

#### London Probation Area

Local offices for Kensington and Chelsea and Westminster:

1 – 5 Dorset Close  
London NW1 5AN  
Tel: 020 7563 3600

75 Marsham Street  
London SW1P 3DX  
Tel: 020 7222 0331

For information on the group work programme for male perpetrators, contact Adrian Norman, Senior Probation Officer; telephone: 020 7723 2399

Preventing violence, protecting victims and holding offenders to account for their offending are key priorities for the National Probation service and are encompassed in the London Probation Area's strategic goals. The LPA is a member of the Crime and Disorder Partnership of each London Borough and participates in the forums and incident panels dealing with hate crimes, including domestic violence.

The Probation Service has a strong commitment to inter-agency working and to prioritising the safety of women and children. Domestic

Violence Victim Workers are specifically employed to contact and work with the victims of domestic violence. Male perpetrators convicted of domestic violence can be directed by the Courts to attend a group treatment programme as a condition of a community rehabilitation order or can have a condition of attendance inserted into their licence following their release from prison. The LPA domestic violence programme is run by trained staff and is based on the well-established Domestic Abuse Intervention Project, located in Duluth, Minnesota, USA.

It is an educational programme, aimed at challenging the attitudes and beliefs about gender and power which are associated with domestic violence and at addressing victim issues. Monitoring and tracking men sentenced to the programme and making contact with their victims are key features of the Duluth programme.

The Probation Service works directly only with those who have been placed under their supervision by a criminal court or with those released from prison on licence, and cannot accept voluntary or self-referrals.

**Domestic Violence Intervention Project**

PO Box 2838  
London W6 9ZE  
Tel: 020 8563 7983  
Fax: 020 8741 4383  
Email: [vpp@dvip.org.uk](mailto:vpp@dvip.org.uk)

**Contact name:**  
Gjori Langezand

**Role of organisation:**  
To work with men who want to change their abusive behaviour and to support their partners in the process.

**Services offered:**  
Minimum of 24 weekly sessions in a group work setting (3 hours, once a week). Linked women's support service for partners of men on the programme. All sessions take place at the project. They will complete assessments in family court welfare cases and provide reports.

**Areas covered:**  
Includes RBK&C.

**Opening times:**  
Mon – Fri, 9am – 5pm

**Access information:**  
Unfortunately the project is not wheelchair accessible

**Client group:**  
Men who want to change their violent or abusive behaviour and the partners of these men. Referrals are received through the Criminal Justice System but not the Inner London Probation Service as they have their own service; they also receive referrals from other agencies although there will be a charge. Self referrals can be made but a contribution will be expected.

**Public transport:**  
Tube: *Hammersmith and Ravenscourt Park*

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#### Everyman

1A Waterloo Road  
London N19 5NJ  
Tel: 020 7737 6747

**Contact name:**

Roger Koester

**Role of organisation:**

To work with men who want to change their violent or abusive behaviour

**Services offered:**

Helpline service 7.30pm – 10pm on Tuesday evenings for men who want to talk about their situation or sign up for counselling or for women who want to talk about their situation. Counselling programme for men: Assessment interview within 2 – 3 weeks of referral (£20 or £10 for those on benefits); 13 face-to-face counselling sessions followed by 16 group sessions (£20 – 30 for each session or £10 – £20 for those on low income). The expectation is that a person attends all sessions.

**Area covered:**

No restriction.

**Opening times:**

Mon and Wed, 10am – 2pm

**Access information:**

Wheelchair accessible; all sessions take place in Kennington, Lambeth.

**Client group:**

Generally work with men aged 21+, although in exceptional circumstances men aged 18+ could be considered. The project does not work with people who have been charged with a criminal offence and are awaiting a court hearing.

**Additional information:**

Only self referrals accepted. Charges are made and are outlined above. There is no drop-in facility.

**Public transport:**

Tube: *Kennington and Oval*

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**Help Advisory Centre**

57 Portobello Road  
London W11 3DB  
Tel: 020 7221 9974

**Contact name:**

Miriam Szopa

**Role of organisation:**

To provide one-to-one counselling; courses and workshops on: life patterns, assertiveness and confidence building. Also offers psychotherapy groups.

**Services offered:**

Self referral for counselling, groups, workshops and courses. Workshops and courses are available on evenings and weekends.

**Areas covered:**

Greater London.

**Opening times:**

Mon – Fri, 11am – 5.30pm Office.  
Counselling & group work:  
11.30am – 8.30pm.  
Workshops: Sat – Sun, 10am – 5pm.

**Access information:**

Appointments made by phone only.  
Other languages spoken Polish,  
German, Persian and Greek.

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**Client group:**

Anyone over the age of fourteen.

**Additional information/special services:**

Voluntary organisation offering a free service.

**Public transport:**

Tube: *Notting Hill Gate*  
Buses: *7, 27, 28, 31, 70 and 52*

## Other advice and support services

### The Space KC (formerly Basement Project)

4, Hogarth Road  
Earl's Court  
London SW5 OPT  
Tel: 020 7373 2335  
Fax: 020 7259 2085  
Email: [Info@thespacekc.org](mailto:Info@thespacekc.org)

**Contact name:**

Simon Gunn

**Role of organisation:**

Advice, information and counselling on benefits, housing, drug and alcohol issues, sex information, sexual health, and legal advice for young people aged 16 – 30.

**Services offered:**

Drop-in: Mon – Fri, 2.30pm – 5.30pm. Access to advice and information workers, needle exchange, acupuncture, legal advice, hepatitis clinic, informal counselling. Thursday, women only for the Well Women Clinic. Counselling available by appointment

**Areas covered:**

Kensington and Chelsea, specifically Earl's Court.

**Opening times:**

Drop-in: Mon – Fri, 2.30pm – 5.30pm. Thurs, 2pm – 5pm, women only. Counselling available by appointment in the evenings.

**Access information:**

Not wheelchair accessible; open access during drop-in times; on women's day, children are welcome, but no creche; English spoken.

**Client group:**

Target group 16 – 30. Broad client base, holistic approach.

**Additional information/special services:**

Voluntary sector. Free of charge.

**Public transport:**

Tube: *Earl's Court*  
Buses: *31, 74, C1*

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**Central London Dial-A-Ride**

Hathaway House  
7D Woodfield Road  
London W9 2BA  
Tel: 020 7266 6100  
Fax: 020 7266 5079

**Additional information/special services:**

Free to register but trips cost similar to local bus prices; 60p, 80p, or £1.00.

**Contact name:**

Maria Sookias

**Role of organisation:**

To provide door-to-door transport for people with disabilities.

**Services offered:**

Door-to-door transport.

**Areas covered:**

Central London.

**Opening times:**

Trips available from 8am – 11pm.

**Access information:**

Wheelchair accessible.

**Client group:**

Disabled people with mobility difficulties.

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#### Ethiopian Community In Britain

2A Lithos Road  
London NW3 6EF  
Tel: 020 7794 4265  
Fax: 020 7794 4116  
Email: [postmaster@ethiopiancommunity.co.uk](mailto:postmaster@ethiopiancommunity.co.uk)  
Website:  
[www.ethiopiancommunity.co.uk](http://www.ethiopiancommunity.co.uk)

**Contact name:**

Aleymayehu Dessie

**Role of organisation:**

Supporting the Ethiopian community in Britain.

**Services offered:**

This organisation provides general information and advice, counselling, referrals, home visits and translation and interpretation services. It also offers ESOL and IT training for unemployed refugees and asylum seekers and help with the completion of the NASS application form, regardless of the client's nationality.

**Areas covered:**

Services are offered at national level.

**Opening times:**

Mon – Fri, 9.30am – 5.30pm.

**Access information:**

All Ethiopian languages and English.  
No creche facilities.

**Client group:**

Asylum seekers and refugees.

**Additional information/special services:**

It is all free of charge. It is a refugee community organisation.

**Public transport:**

Tube: *Finchley Road (Jubilee line or Metropolitan Line)*

Buses: *C11, 31, 83, 113*

British Rail: *Frognaal station*

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#### Family Friends

7 Thorpe Close  
London W10 5XL  
Tel: 020 8960 9099  
Fax: 020 8960 9144  
Email:  
info@familyfriends.freeserve.co.uk

#### Contact name:

Ginny Surtees

#### Role of organisation:

Family Friends is a local family support group offering emotional and practical support to families in need.

#### Services offered:

Family befriending, child befriending/ mentoring on a volunteer to family basis. Home visits (2 hours per week) by a trained volunteer befriender.

#### Areas covered:

Royal Borough of Kensington and Chelsea.

#### Opening times:

Mon – Fri, 9.30 – 5.30, 24-hour answering machine.

#### Access information:

Not wheelchair accessible;

volunteers offer a variety of community languages.

#### Client group:

Families in need with children under the age of sixteen.

#### Additional information/special services:

Families can self refer themselves, but can also be referred by Social Services, Health Visitors and other community professionals. Befriending is offered for a year or longer.

#### Public transport:

Tube: *Ladbroke Grove*

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#### Family Support Group

Canalside House  
383 Ladbrooke Grove  
London W10 5AA  
Tel: 020 8968 5539  
Fax: 020 8964 3267

**Contact name:**

Mary Gardiner

**Role of organisation:**

To offer support for families during periods of stress.

**Services offered:**

Practical and emotional support to families going through a difficult period, through volunteers offering 2 – 3 hours support a week at home. Self referrals accepted.

**Areas covered:**

Kensington and Chelsea.

**Opening times:**

Office opening times Mon – Fri, 9.30am – 5.30pm. It is best to call for an appointment.

**Access information:**

Wheelchair accessible; volunteers sometimes available for community languages; interpreters used for assessment visits as necessary.

**Client group:**

Families with children up to the age of 16.

**Additional information/special services:**

Voluntary organisation. No charge.

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**Refugee Council One Stop Service**

240 – 250 Ferndale Road  
Brixton  
London SW9 8BB  
Tel: 020 7346 6770  
Fax: 020 7346 6778

**Contact name:**

Admasu Haile-Selassie

**Role of organisation:**

To provide advice and information to refugees and asylum seekers.

**Services offered:**

Day centre, telephone advice line, referral, advice and information about health and mental health.

**Areas covered:**

London's 33 boroughs.

**Opening times:**

Mon – Fri, 9.30am – 1pm,  
1pm – 5pm (Mon – Fri emergencies only). Advice line. Closed on Wednesdays (except for emergencies).

**Access information:**

Wheelchair access; large number of languages spoken.

**Client group:**

All refugees and asylum seekers.

**Additional information/special services:**

Voluntary service, services are free to asylum seekers and refugees only.

**Public transport:**

Tube: *Victoria line to Brixton station*

Buses: *all bus routes to Brixton*

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#### Somali Welfare Association

Canalside House  
383 Ladbroke Grove  
London W10 5AA  
Tel: 020 8968 1195  
Fax: 020 8968 1194

**Contact name:**

Noura Mohamed

**Role of organisation:**

Offer free, confidential and impartial advice on immigration, social security, housing, education, health and employment. Offers translation and interpretation services.

**Services offered:**

Drop-ins, telephone helpline and referral to specialist organisations.

**Areas covered:**

Somali community living in RBKC/ surrounding area.

**Opening times:**

Mon – Thurs, 10am – 6pm.  
Outreach services on Fri.

**Access information:**

Wheelchair accessible; all necessary facilities for drop-in services;

Somali is the main language offered followed by English and Arabic.

**Client group:**

All Somalis of all age groups. Somalis who live outside the Borough can also access the service.

**Additional information/special services:**

Voluntary community organisation.

**Public transport:**

Tube: *Ladbroke Grove*  
Buses: *23, 52, 70, 295 and 302*

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### Victim Support

51A Philbeach Gardens  
London SW5 9EB

Tel: 020 7259 2424

Fax: 020 7370 0213

**Contact name:**

Margaret Bourne

**Role of organisation:**

To provide practical and emotional support to victims of crime who are resident in the borough.

**Services offered:**

- Practical support – lock fitting service, accompanying people to court, liaison with the police and work with housing providers.
- Emotional support – listening and talking through problems, exploring options. Support available via telephone, home visits if appropriate and appointments at any of the outreach sites in the Borough.

Outreach Sites:

Mon PM – St Charles Hospital & Chelsea Methodist Church

Weds PM – Community Safety Unit,

Notting Hill Police Station

Fri PM – Chelsea & Westminster Hospital

**Areas covered:**

RBKC.

**Opening times:**

Mon – Fri, 10am – 4pm.

Appointments can be made for outside office hours.

**Access information:**

Main office and all outreach services are wheelchair accessible.

**Client group:**

All RBKC residents. Non-borough residents can be referred to their local victim support scheme.

**Additional information/special services:**

This is a voluntary organisation offering a non-judgemental, non-directive free and confidential service.

**Public transport:**

Tube: *Earl's Court*

Buses: *74, 328, C1 and C3*

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### Other advice and support services

#### West London Action For Children

Ashburnham Community Centre  
Tetcott Road  
London SW10 0SH  
Tel: 020 7352 1155  
Fax: 020 7351 2739

**Contact name:**

Denise Yusuf

**Role of organisation:**

To support families at times of difficulty and to help families to develop confidence and skills in parenting.

**Services offered:**

Home visits and office appointments. Social work support, counselling and family therapy. Different parents groups for parents of young children and adolescents.

**Areas covered:**

RBKC and Hammersmith & Fulham.

**Opening times:**

Mon – Fri, 9am – 5pm.

**Access information:**

Not wheelchair accessible at present; no drop-in facilities at the office although this is available at some of our groups; creches available if

parents are attending a group; interpreters will be provided free of charge.

**Client group:**

Families with children up to the age of 18 years including parents with access to children etc., residents or those working in Hammersmith, Fulham, Kensington, and Chelsea.

**Additional information/special services:**

No charge for service. Voluntary organisation.

**Public transport:**

Tube: *Sloane Square and Fulham*  
Buses: *C3, 11, 22, 14*

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#### West London Family Service Unit

289 Westbourne Park Road  
London W11 1EE

Tel: 020 7229 9941

Fax: 020 7221 7168

**Contact name:**

Penelope Denny

**Role of organisation:**

Support to families with children in RBKC.

**Services offered:**

Social work service, family counselling/therapy, individual counselling support to parents and children, groups for children, groups for parents, informal drop-in, creche, playscheme, home visits and self referrals. Weekly support group for women affected by domestic violence.

**Areas covered:**

RBKC.

**Opening times:**

Mon – Fri, 9am – 5pm.

**Access information:**

Drop-in: Wed, 12pm – 3pm;  
social worker Duty service: Mon – Fri,  
2pm – 5pm; all parent groups have a

creche facility; assistance with interpreters; unfortunately the premises are not wheelchair accessible.

**Client group:**

Families with dependent children under 18. The service is not available to families without children.

**Additional information/special services:**

This voluntary organisation is grant funded by the RBKC and offers its services free of charge.

**Public transport:**

*Close to Ladbroke Grove/Westbourne Park Underground stations (10 mins walk) and Notting Hill Gate Underground station (15 mins walk). Number 7 and 70 buses stop outside the FSU. Close to the 28, 31 and 52 bus routes. Minibus used in relation to attending groups.*

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#### Worlds End Neighbourhood Advice Centre

2 World's End Place  
London SW10 OHE  
Tel: 020 7351 5749  
Fax: 020 7351 0773

**Contact name:**

Jane Gray

**Role of organisation:**

Generalist advice on benefits, housing, immigration, debt and employment. Referrals to solicitors for injunctions.

**Services offered:**

Advice, drop-in sessions – appointments by phone or home visits.

**Areas covered:**

SW10 postal area.

**Opening times:**

Drop-ins: Mon, Wed & Fri, 10.30am – 1pm and 1pm – 4pm on Thurs.  
Appointments available Mon – Fri, 10am – 4pm by phoning or booking through reception.

**Access information:**

Wheelchair accessible; languages

spoken include Spanish; interpreters are available on request.

**Client group:**

Age 16 upwards with no upper age limit. Geographical restrictions apply and thus the service is only offered to those living/working in South Stanley Ward (SW10 postal area). Telephone advice can be offered to those outside the catchment area.

**Additional information/special services:**

Voluntary organisation.

**Public transport:**

Buses: 328, 11 and 22

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**Worlds End Under Fives Centre**

18, Blantyre Street  
Chelsea  
London SW10  
Tel: 020 7351 5871  
Email:  
worldsend@under5centre.co.uk

**Contact name:**

Louise Farnol

**Role of organisation:**

To provide family support and childcare for local parents, carers and under fives.

**Services offered:**

Creches, drop in sessions, parent groups, advice, and referral.

**Areas covered:**

Royal Borough of Kensington & Chelsea.

**Opening times:**

Creche: Tues – Fri, 9.30am – 11.45am.  
Drop-in: Mon – Fri, 1pm – 3.30pm.

**Access information:**

Not wheelchair accessible; creches; many different languages spoken.

**Client group:**

Parents, carers and under fives.

**Additional information/special services:**

Voluntary organisation.

**Public transport:**

Tube: *Earl's Court and South Kensington*

Buses: *11, ,19, 22, 211, 319, 328*

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## Helpline numbers

**Association for Post Natal Illness**

Tel: 020 7386 0868

**Refuge National Domestic Violence helpline (24-hour)**

Tel: 0870 599 5443

**Praed Street Project***Sexual health & social support to women associated with the sex industry*

Tel: 020 7886 1549

**Rape Crisis Centre Counselling line (London)**

Tel: 020 7837 1600

**Shelter (24-hour)**

Tel: 0800 800 4444

**Survivors of Sexual Abuse**

Feltham Open Door Project (24-hour)

Tel: 020 8890 4732

**Women Against Rape (WAR)**

Tel: 020 7837 7509

**Women's Therapy Centre***Advice and information line*

Tel: 020 7263 6200

**Women's Link***Housing Advice for Women*

Tel: 020 7248 1200

**Refugee Council**

Tel: 020 7251 6922

**Victim Support**

Tel: 0845 3030 9000

**Joint Welfare Council for Immigrants**

Tel: 020 7251 8706

**Muslim Women's Helpline**

(Mon – Fri 10am – 4pm)

Tel: 020 8904 8193

**Rights of Women***Legal advice*

Tel: 020 8908 6715

**Samaritans**

Tel: 020 7734 2800

**National Association for the Care and Resettlement of Offenders (NACRO)**

Tel: 020 8582 6500

**London Lesbian & Gay Switchboard**

Tel: 020 7837 7324

**Release**

(24-hour drugs helpline)

Tel: 020 7603 8654

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**London Marriage Guidance  
Headquarters**

Tel: 020 7280 1087

**Saneline**

Tel: 0345 678 000

**SOLA**

(Survivors of Lesbian Abuse)

Tel: 020 7328 7389

**Childline**

Tel: 0800 1111

**Drinkline**

Tel; 0800 917 8282

**TASHA**

(Tranquilliser Anxiety Self-Help  
Association)

Tel: 020 8569 9933

**National Missing Persons Helpline**

Tel: 0500 700 700

**NSPCC**

Tel: 0800 800 500

**Alcohol Concern**

Tel: 020 7928 7377

**Women's Aid National Helpline**

*General Information and advice on  
emergency housing*

Tel: 08457 023 468

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**Jewish Women's Aid**

*Help for Jewish Women*

Tel: 0800 591 203

**Southall Black Sisters**

*Services for Black & Asian Women*

Tel: 020 8571 9595

**Threshold Information Line**

*Information for women with mental  
health issues*

Tel: 0845 3000 911

**New Roots**

*Black & Asian Alcohol Advice Service*

Tel: 020 7373 2617

