

# First Steps in Help Seeking



Report of a pilot partnership project to consult, train and build capacity in small refugee community organisations thus enabling them to support survivors approaching those organisations in a safe disclosure of domestic abuse and in taking their first steps to seek help.

**Standing Together Against  
Domestic Violence**

**Hammersmith & Fulham  
Refugee Forum**

# **First Steps in Help Seeking**

**Hammersmith & Fulham Refugee Forum and Standing Together Against Domestic Violence**

**Report 2008-9**

# Introduction

Standing Together Against Domestic Violence and the Hammersmith & Fulham Refugee Forum are very pleased to present this report on what we have learnt in the pilot stages of our project in West London.

Together we aimed to find out about how domestic abuse was experienced by the Refugee Community Organisations in the Borough and to develop a training module to meet the needs of those organisations.

We are pleased with the first stages of this project and believe that it has given both organisations a real opportunity to make life better for the individual victims of abuse and allows community organisations to come together around this important issue, one which damages many lives every year in every community.

We would like now to build on this work and support those organisations to help survivors from their communities. We are pleased to have raised some funding from 'Awards for All' which will assist us in offering this training to more of the smaller organisations serving the black and minority ethnic communities of West London.

The staff and volunteers of both projects enjoyed working together and dedicate this report to survivors of domestic abuse everywhere.

Emad Al-Hamadani  
Coordinator Hammersmith & Fulham Refugee Forum

Anthony Wills  
Chief Executive of Standing Together

**STANDING  
together**  
against domestic violence

**Hammersmith and Fulham  
Refugee Forum**

Supporting local Refugee Community  
Organisations



# Contents

## First Steps in Help Seeking

### Hammersmith & Fulham Refugee Forum and Standing Together Against Domestic Violence

#### Report 2008-9

Introduction .....	ii
The two Organisations .....	1
The need for this Project.....	1
The Aims of the ‘First Steps’ Project.....	4
Survey of Refugee Community Organisations.....	4
Training Course ‘Domestic Abuse, How Can We Help’ .....	6
Conclusions .....	6
Interpreters Training.....	7
Good Practice Checklist .....	8
Summary & Recommendations.....	8
The Way Forward .....	9
Credits and Appreciation.....	9

## APPENDICES

<b>Appendix A</b> ‘Domestic Abuse: How Can We Help?’ Training Outline for Refugee Community Organisations .....	11
<b>Appendix B</b> Contact & Resource List of local and regional specialist domestic violence help for Refugee Community Organisations.....	13
<b>Appendix C</b> CITAS Information & contact details.....	15
<b>Appendix D</b> Information flyer for Interpreters Training.....	16



# First Steps in Help Seeking

## **A Pilot Project of Standing Together Against Domestic Violence in partnership with Hammersmith & Fulham Refugee Forum**

### **Introduction to Hammersmith & Fulham Refugee Forum**

Hammersmith and Fulham Refugee Forum (HFRF) seeks to represent, support and advise one of the most diverse refugee populations in London. With a membership of 30 refugee community groups, HFRF works to help develop organisations, obtain expert advice, source funding, work with local and national government and other public bodies and ensure that refugees and asylum seekers are fairly represented in the media.

Established in 2000, HFRF was the first Refugee Forum in London and is widely acknowledged as the most pro-active and effective. The work, which includes tackling key issues such as asylum destitution and provision of adequate English tuition, is praised by the local authority, the Police and the Primary Care Trust. The forum organises regular events to enable Refugee Community Organisations (RCOs) to engage with statutory agencies, and training sessions to provide updates on asylum legislation, advice on working with volunteers, gaining IT skills, and other capacity building guidance.

The forum works closely with statutory and voluntary agencies in Hammersmith and Fulham and across London to ensure refugees and asylum seekers access the support and services available to them and are treated with the respect and dignity they deserve. More information about the Forum may be found on [www.hfrf.org.uk](http://www.hfrf.org.uk)

### **Introduction to Standing Together Against Domestic Violence**

Standing Together Against Domestic Violence has pioneered the coordinated response to domestic violence in the London Borough of Hammersmith & Fulham in partnership with all the key statutory and voluntary sector organisations serving that Borough. This initiative was developed in the 1990's in response to the perception shared by the partner agencies at the time – that the criminal justice system was failing the victims of domestic violence. Since then Standing Together has developed the first independent advocacy project for victims; the first multi agency risk management panels and the first specialist domestic violence court to deal with domestic violence criminal cases. Standing Together works with emergency health services and consults with survivors of domestic violence to ensure that their voices inform the work. Partnership, training and support for victims underpin all the initiatives they undertake. More information about Standing Together may be found on [www.standingtogether.org.uk](http://www.standingtogether.org.uk)

### **The need for this Project from the Standing Together perspective**

There is a need to tackle domestic abuse in all communities. Domestic violence is highly prevalent in all communities. It escalates in frequency and severity over time. The overwhelming majority of the reported incidents are suffered by women and research estimates that one in ten women experience domestic violence in their lifetime. It therefore affects many children in many ways.

Domestic abuse affects all areas of a the life of a sufferer, their safety; their mental and physical health and wellbeing; their home, schooling, study, work; their relationships with friends, family and neighbours; their housing; their ability to support themselves and any children they may have.

Because domestic abuse encompasses so much, help seeking does not fit into neat categories. Those suffering may not name the abuse or use the term domestic violence. Victims of abuse may present at their doctor suffering from stress; at the hospital with an injury; at housing advice wanting to move house; at school where their children are experiencing problems; at college where they are unable to complete their studies.

There is a need to raise awareness of domestic abuse amongst community organisations as they are crucial in a victim's patterns of help seeking. Research shows that most women experiencing abuse at home will tell family or friends first, if they tell anyone. The next most likely source of help would be to talk to someone in their community. They may call the police or come to the attention of social services much later on, when the violence and danger has escalated to much more dangerous levels. Extended family, community members or neighbours may be aware of the abuse but be reluctant to alert social services or the police if they over hear violent incidents.

There is a need to enable survivors to disclose their abuse safely. A primary tactic of abusers is to isolate the victim from sources of support, family and friends. Survivors learn to try and anticipate and contain the violence to keep themselves safe. It is dangerous for them to disclose what is happening, to involve other people because if the abuser realises, they will escalate the control, threats and violence. Most of the domestic homicides of women and children occur during or after separation.

Women new to this country may find it difficult to know that domestic violence is a crime and to access help. Their community association or centre may be their only point of contact and information outside of the home. They need to be assured by the information available on display at their community facility that domestic violence is not acceptable; that it is not their fault and that there are sources of help. They need to be assured that there is a safe place to disclose what is happening to them; that they will not be blamed; that what they say will be treated in confidence; that they can get basic information about their rights and about sources of specialist help.

The community organisations themselves are unlikely to have specialist staff. They may be unsure of what practical help is available and what rights and legal options there may be for victims of domestic violence and abuse. Individuals with no recourse to public funds may have very few options open to them. If community workers or volunteers do not know how to respond to a woman disclosing abuse, this will be a barrier to encouraging women to seek help or even to name the problem.

In LBHF there was a need for free training in how to help victims of domestic violence who were accessing member groups of the Refugee Forum, as most groups have small budgets and their resources are stretched. In setting up the training it was hoped that smaller groups, with few resources, could maximise the impact of training by trainees networking to support each other and by working in partnership with the specialist domestic violence services and organisations in their area.

Refugee groups themselves are not always aware of specific local services for survivors of domestic abuse, how to access them or what level of service to expect when they do. There was a need to identify the specific needs of the smallest groups in LBHF and of their volunteers and we aimed to consult with those groups to discuss their needs with them.

## **The evidence of the need**

Standing Together has worked with police, courts and survivor support agencies in the borough for ten years. Standing Together staff see every police report of incidents of domestic violence and train police officers to refer victims of these incidents to the specialist independent advocacy service, ADVANCE.

Standing Together analyses ADVANCE case data and this shows very high levels of improved safety and of satisfaction for their clients, following intervention by advocates.

What we see from Police and ADVANCE cases is that *all* communities in the borough call the police to incidents of domestic violence.

Standing Together has consulted through focus groups with survivors of domestic abuse, including women from minority ethnic communities in the borough, at regular intervals, about domestic violence; support; barriers to help seeking and their awareness of local facilities. Specific consultations have been carried out with the Horn of Africa groups; the Philippine Centre and with Arabic speaking women. These reports are available on request or via [www.standingtogether.org.uk](http://www.standingtogether.org.uk).

When Standing Together has consulted with survivors in the Borough, many people from minority ethnic communities will say they would not consider calling the police for help. What the monitoring evidence shows is that when people are in danger there is really no one else to call. However, they may not support the case through court, and the data from the specialist courts in the UK seem to bear this out, so it is all the more important that survivors are offered specialist help and advice at the earliest opportunity.

The experience shared in our domestic violence partnership in LBHF, over many years, shows that front line staff have been helping local women to confront or escape from domestic abuse. They see that many women are controlled and kept in fear by misinformation about their rights. Their abuser's threats may be particular to these communities, saying that they will be deported or that their children will go into care. This prevents them calling the police or seeking legal or housing advice. Abusers may manipulate the immigration status of their victims for example, by delaying or with-holding their applications, papers or passports. Research studies in London and elsewhere have supported all of this local experience.

## **Need for this Project from the Refugee Forum perspective**

Refugee communities face many complex barriers when attempting to access services. Individuals and organisations may be unaware of services that are available or that they are eligible to access them. Due to the lack of coherent asylum policy and information sharing, many refugee community organisations (RCOs) do not refer refugees or asylum seekers to specialist agencies as it is assumed that due to their status they are ineligible for support. Many statutory and voluntary service providers are treated with suspicion, the police and social services both gaining infamy for seeming only to intervene in family life to remove children from families (this view was repeated by a number of organisations interviewed). Language remains a barrier for many refugees and asylum seekers. Many communities have found that following the Equalities and Human Rights Commission ruling on appropriate interpreter provision for non-English speakers within the health service, little has changed, with examples of women requesting a female interpreter only to be presented with a male interpreter to explain a sensitive issue to a doctor. The lack of cultural awareness amongst agencies, as experienced by refugees and asylum seekers, serves only to further deter an individual or community seeking help.

If refugee communities do not feel confident in accessing services for 'every day' health complaints or welfare issues what is the likelihood of the same community seeking support for domestic abuse, an issue surrounded by secrecy, fear and shame?

Many of HFRF member organisations focus specifically on women's issues, anything from training and education to housing and healthcare, but the systematic exclusion of Refugee Community Organisations from mainstream service provision means that many of these organisations do not have up-to-date information on or trust in services and are therefore left to support victims of domestic violence alone.

## **The Aims of the ‘First Steps’ Project**

This project aimed to explore the reality of domestic abuse for Refugee Community Organisations in the borough of Hammersmith and Fulham and to introduce some basic skills and information that could be used in the future.

‘First Steps’ aimed to combine the experience of the Refugee Forum with the specialist expertise of Standing Together Against Domestic Violence in order to benefit the Refugee Groups and survivors of domestic violence accessing those groups. Together we set out to:

- Consult refugee groups about the needs of their members in relation to (a) awareness of the dynamics/incidence of domestic violence (b) awareness of sources of help and advice
- Build capacity in the smaller refugee groups
- Train their volunteers and generalist workers to (a) enable survivors to safely disclose that they are suffering with domestic abuse and (b) take the first steps in help seeking
- Provide basic information to each member group of the Refugee Forum
- Add value to those with limited resources by encouraging them to work in partnership with each other
- Assess how this project has benefited recipients
- Assess the need for additional training sessions with interpretation

The outcomes we hoped to achieve were:

- To improve awareness amongst volunteers and staff of refugee groups of (a) the dynamics of domestic violence (b) sources of local help for survivors from their community
- To improve the skills of these personnel in encouraging help seeking by survivors of domestic abuse amongst their clients/members from their communities
- To build trust between different refugee groups
- To build partnership between staff and volunteers from these groups
- To improve the safety of those living with domestic violence, particularly women from minority ethnic communities
- To identify future needs e.g. for training ; for information

The project used the Government’s definition of Domestic Violence which is:

*‘Any incident of threatening behavior, violence or abuse, i.e. psychological, physical, sexual, financial or emotional, between adults who are or have been intimate partners or family members, regardless of gender or sexuality’.*

## **Survey of Refugee Community Organisations**

The original intention was to convene a consultation session to precede the training session. Following the advice of the Refugee Forum we embarked on a group by group survey, carried out by Thea Price from the Forum with the support of Funmi Johnson volunteering with Standing Together. The survey form was designed by Hammersmith & Fulham Refugee Forum.

The Aims of the survey were to:

1. Consult forum members about their training and information needs, in relation to responding to situations involving domestic violence;
2. Review the opportunities and barriers that exist for RCOs in supporting those experiencing domestic violence.

Hammersmith and Fulham Refugee Forum has thirty named members of the forum. The size and capacity of organisations vary dramatically with approximately eight medium to large organisations (organisations with a number of years sustained funding, paid full-time and part-time staff and a successful track record) and twenty two new or emerging organisations (organisations run by volunteers, little or no sustained funding). Member organisations represent over fifteen different countries and cultures with the majority focusing on welfare information and advice provision including immigration, housing, health, training and education.

All Refugee Community Organisations were given the opportunity to take part in the pilot project. Out of thirty organisations eleven responded. The low response rate was not unexpected. Many organisations operate at a micro level, responding to the needs of the community as and when they arise. As organisations are usually run by two or three volunteers, some of whom may work or have caring commitments there is not the capacity or resources to access training, a situation which has a negative impact on the long-term development of new and emerging RCOs.

Interviews were carried out in the offices of each participating organisation and the confidential nature of the survey was highlighted. Basic information, about local and national help for those suffering domestic violence and about Standing Together, was left with each respondent.

## **Survey results**

Eleven organisations participated in the survey.

Barriers to disclosure of domestic abuse were described in similar ways across the eleven respondents. Isolation, shame, cultural norms and secrecy were all mentioned. One organisation stated that victims fear that they would be unable to control the statutory process if the abuse was reported to the police. Fear of losing children, accommodation and financial support were also said to act as a barrier to help seeking. Lack of information, knowledge and understanding of rights in the UK also means that victims are unaware that abuse is illegal.

Responses to the survey also allowed us to make a gendered analysis. Of the eleven Refugee Community Organisations interviewed seven respondents were women and four respondents were men. Of the eleven Organisations interviewed four have a specific focus on women's welfare, one has a specific interest in children and the family, one has a specific interest in men's issues with the remaining five provide a welfare service aimed at men, women and children.

Five of the seven female respondents provided detailed explanations about what they believed are the causes of domestic abuse and the reasons why those involved may or may not approach the organisation for assistance. The women interviewed provided a picture of what domestic abuse might look like within that particular community and how the victim might be supported. Male respondents could not provide a similar complex commentary or suggest what systems were available or could be implemented if a domestic abuse case presented.

One interviewee suggested that if a victim approached him (the assumption being made that the victim was female) and disclosed domestic abuse, a female member of the management committee would be invited to get involved. One organisation stated that the community elders would be invited to mediate in a situation of domestic abuse, although it was clear that the elders were exclusively male and an assumption was made that the perpetrator would automatically observe any regulations put upon him.

Only one organisation explicitly suggested that domestic abuse is linked to power and control, the model which is widely accepted now. Ten of the eleven organisations expressed the view that drug and alcohol abuse was a cause of domestic abuse. Other causes suggested included the stress of moving to a new country, the lack of employment and education. There was also a suggestion that domestic abuse was acceptable 'back home' and that perpetrators were unaware that it was illegal in the UK. The perceived lower status of women within the community was mentioned.

The original survey forms have been collated and made anonymous by Standing Together and this material contains a wealth of information which could inform future development in the Borough to benefit survivors of domestic abuse from all communities.

## **Training Course 'Domestic Abuse, How Can We Help'**

The survey was also used to identify training needs. With this information Standing Together designed a one day course for member organisations of the H&F Refugee Forum on identifying and responding safely to domestic abuse in intimate partner and family relationships

The learning objectives agreed with the Forum were:

"By the end of the training, participants will have:

- Increased their understanding of domestic abuse and identified some key messages for their community about the issue
- Explored how their organisation can support survivors in taking the first steps in disclosing domestic abuse safely and seeking help from a range of agencies.
- Built the capacity of their organisation, through up to date information, to respond effectively to those experiencing domestic abuse."

*See Appendix A for a training outline for 'How Can We Help'.*

Standing Together also compiled an up to date Contact and Resource List of local and regional specialist help available for survivors accessing Refugee Community Organisations.

*See Appendix B for a copy of the Contact and Resource List*

Seven community organisations attended the training day which was held in the Queens Tennis Club with a good lunch. Feedback from trainees was good. All the attendees felt that the training objectives had been met; that they had a better understanding of the dynamics of domestic violence and that the written materials would be useful to them in their job. Not all felt better equipped to respond to survivors of domestic abuse, and this was to be expected. This was a 'first steps' approach, not a full training course in all the rights, options and resources possible for survivors. We recognised that staff and volunteers would need support to enable them to go beyond the first steps to help seeking. The aim was to enable them to provide a safe place for survivors of abuse to approach for help. The next step would be to support those staff and volunteers to do this.

## **Conclusions**

- A number of issues affected the willingness and ability of Refugee Community Organisations (RCO) to engage with the pilot project. The lack of capacity within many of the organisations acted as a barrier to participation. Refugee Community Organisations run by volunteers struggle to provide support and advice to their communities, manage office systems and secure funding to

enable them to grow. Many volunteers will also have full-time or part-time employment elsewhere or have caring responsibilities. Therefore attending a days training becomes a drain on already scarce time resources.

- All the participants who attended the training day were women and whilst the majority of the male respondents to the survey recognised that domestic abuse occurred within the community they represented, they did not attend the training. It is possible to suggest that the issue of domestic abuse is viewed as an issue that affects women only and therefore should be dealt with by women. The training was not specifically for coordinators or directors of Refugee Community Organisations. Other workers and management committee members could attend but none were forthcoming.
- Refugee Community Organisations are committed to offering support to community members experiencing domestic abuse. One organisation described how the community collected money in order to enable a woman experiencing violence to leave her home, but knowledge of the different forms of domestic abuse and how and where to seek help varied. Many organisations were not aware that the definition of domestic abuse includes psychological, financial or emotional abuse and were unsure about what support could be offered to victims whose immigration status had either not been decided or where they had been granted the right to reside as their partner is working in the UK.
- The desire to keep issues of domestic abuse within the community gave concern for victim safety. The shame and embarrassment connected to the abuse made it difficult for victims to articulate their reality. The majority of Refugee Community Organisations stated that the issue would be resolved within the community and the police would only be approached as a last resort. Work needs to be carried out to allay the suspicion and distrust felt towards the police and other service providers. Work should also be completed with service providers to ensure that services are relevant, culturally aware and appropriate and are easier to access.
- The pilot project offers the opportunity of creating a group of Refugee Community Organisations who understood the complexities of domestic abuse and whilst the training was a success it was hoped that the participating RCOs would form a peer-support network. The network would meet to discuss any issues that RCOs were having, share best practice and new information. Gradually new RCOs could be introduced to the group thus ensuring RCOs in the borough had a supportive and joined-up approach to working with victims of domestic abuse. For the network to have the most impact it would be facilitated by H&F Refugee Forum with input from Standing Together Against Domestic Violence.

## **Interpreters Training**

Ten years ago the Standing Together Training Officer pioneered training for community interpreters, under the auspices of the Hammersmith and Fulham Domestic Violence Forum. This was invaluable to both the participants and to the development of an understanding of how to raise the issue of domestic violence in other languages and cultures, in the borough. The community interpreting service is still active in the Borough and was interested in taking part in a similar programme again because of the importance of Interpreters in the domestic violence interviews carried out by so many agencies in the borough.

*See Appendix C for information about CITAS.*

Standing Together therefore collaborated with Community Interpreting, Translation & Access Service (CITAS) and designed and delivered a two-part training on domestic violence dynamics, key messages and the meaning of words about domestic violence that are significant in interviews. A training need analysis was carried out prior to training and feedback collected and collated following the training.

The course was a great success, and three times as many people attended as expected. The interpreters are self employed, so this was a substantial commitment of their time. Twenty four different languages were represented. Twenty nine Interpreters attended session one, and eighteen were able to return for the second session.

Some of the Interpreters who attended are accredited to interpret in court and police situations, but the next step of this work would be to discuss training more of those who work in the courts and with the police. The Language Department for the Metropolitan Police expressed great interest in the training but had no budget with which to commission it for their pool of 400 interpreters. We recommend that funds are found to carry out this work. These interpreters work within the Criminal Justice System and should have bespoke training with specialist guidelines.

## **Good Practice Checklist**

This training was seen as an essential pre requisite for the 'First Steps' pilot by both partners. CITAS had worked with Standing Together in the past and seized the opportunity to bring this high quality training to the members of their Health and Social Care Forum. Standing Together developed a draft Good Practice Checklist for community interpreters, for use in Domestic Violence face to face interpreting. They discussed it with the Interpreters as part of the training, and incorporated their feedback in to the final version. This mini project was a great bonus as the Checklist has been put on the Standing Together website for free downloading, and has been shared by e mail and recommended very widely to encourage people and organisations all over the country to use it. Standing Together also circulated it via the London Criminal Justice Board Independent Advisory Group on Diversity. Women's Aid (England) have commissioned an article for their national quarterly periodical 'Safe' about the Checklist. The Checklist may be downloaded from [www.standingtogether.org.uk](http://www.standingtogether.org.uk).

*See Appendix D for Training course flyer.*

## **Summary & Recommendations**

- Standing Together and the participating staff from the Refugee Forum are pleased with the module developed and the training that took place with members of Refugee Forum Community Organisations. Feedback from participants about the training and the opportunity to share up to date information about local and specialist services for survivors of domestic abuse, was positive.
- Standing Together intended to pilot this module in English for a maximum of 16-18 people initially. We would like to offer the module again and be able to offer the module with interpretation in at least three more languages.
- The Pilot Project achieved all its intended aims and outcomes, and we recommend that we go on to the next stage and set up an ongoing support network for trainees. We would like, with the support of Refugee Forum staff, to encourage each group to have a nominated person to act as a link person for domestic violence and in this way to build a small local network through which trainees could support each other in assisting victims of domestic violence.
- The survey which preceded the training has given us much food for thought and this valuable information will inform the next stage of the work planned by Standing Together with other minority ethnic groups and networks, both in the Borough and across West London.

- Standing Together will ensure that the issues raised in this consultation, particularly regarding the perception of local services, are addressed within the Borough Domestic Violence Strategic Partnership
- The training with CITAS Community Interpreters was enthusiastically received by CITAS and the Good Practice Checklist for community interpreters which developed from the training has been disseminated across London and the UK as a resource for all those working in the field.
- CITAS and Standing Together recommend running this training again for a further tranche of community interpreters and for the Metropolitan Police Language Department interpreters
- Standing Together will offer the Community Interpreters Course to other London Boroughs, as we believe that this is an unmet need and an innovative training.
- The work done to date will continue to benefit refugees and victims of domestic abuse who seek help and information in the London Borough of Hammersmith & Fulham.

## **The Way Forward**

There are many possibilities for developing this work more widely, with established community organisations in the Borough serving minority ethnic communities; with cross Borough organisations which serve London wide communities and with West London networks and forums.

Standing Together has raised a small grant from Awards for All to begin this work and aims to deliver the module in five more training courses over West London during the next two years. Part of the development work will be to research which communities would most benefit from having the materials translated and there is scope to deliver some of the training with interpretation.

Future work would greatly benefit from partnership with the Refugee Forum and other networks serving the refugee and minority ethnic communities. Standing Together is most grateful for all that has been learnt from working with Hammersmith and Fulham Refugee Forum staff and member organisations.

## **Credits and Appreciation**

This pilot project has achieved a great deal with very little money and a lot of hard work and good will. We would like to especially thank the following who have made it possible:

All the Refugee Community Organisation members who gave their time to the interviews for the survey and the seven members who attended the training, we wish them all the best in implementing it

The 29 interpreters who shared their experience at the training and who helped to refine the Good Practice Checklist for Community Interpreters

Mulat Tadesse Haregot, former Chair of the Hammersmith & Fulham Refugee Forum, for supporting this idea and enabling the project to begin

Emad Al-Hamadani, Co-ordinator of The Refugee Forum for joining us in the publication of this report

Thea Price, Capacity Building Officer with the Refugee Forum, who put so much thorough and careful work into this project and who co-wrote the report

Beryl Foster, Operations Manager, Standing Together, who fundraised for and managed the project for Standing Together

Peta Sissons, Training & Information Officer, Standing Together, who designed and delivered both courses

Funmi Johnson, volunteer with Standing Together, for her part in the surveys and the Interpreters Training

Pinky Pradhan, volunteer with Standing Together, for researching and compiling the Contact & Resource List and the training packs and for collating the Trainees Feedback and the Survey Questionnaires.

Malika Hamidou and Olivera Markovic at CITAS, for their prompt and enthusiastic support for the Training of Interpreters

Councillor Anthony Lillis for agreeing to launch the report

London Councils, the balance of whose final grant paid for the consultation with the Refugee Forum members

LBHF Community Liaison and the City Parochial Foundation whose grants helped to pay for the training modules for Interpreters and for Refugee Community Organisations

Awards for All whose grant will enable the work to continue

*Beryl Foster OBE and Thea Price  
November 2008*

# APPENDIX A



## DOMESTIC ABUSE: HOW CAN WE HELP?

One day course for members of  
**HAMMERSMITH & FULHAM REFUGEE FORUM**  
May 8<sup>th</sup> 2008 at the Queens Club,  
Barons Court  
10am – 2.30pm

Placing responsibility for action  
with partner agencies

Holding abusers to account

Increasing safety for survivors  
And their children

Standing Together Against Domestic Violence  
Room 44D  
The Polish Centre  
238-246 King St  
London W6 0RF

020 8748 5717  
admin@standingtogether.org.uk

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

# **STANDING together**

against domestic violence

## **Domestic Abuse: How Can We Help?**

**A one day course for members of the H&F Refugee Forum on identifying and responding safely to domestic abuse in intimate partner and family relationships Thursday May 8<sup>th</sup> 2008, from 10.00am to 2.30pm  
At the Queens Club**

Standing Together against Domestic Violence and the H&F Refugee Forum are providing this training opportunity for staff and volunteers who work for Refugee Community Organisations in Hammersmith & Fulham.

### **Learning objectives:**

By the end of the training, you will have:

- Increased your understanding of domestic abuse and some key messages for your community about the issue
- Explored how your organisation can support survivors in taking the first steps in disclosing domestic abuse safely and seeking help from a range of agencies.
- Built the capacity of your organisation, through up to date information, to respond effectively to those experiencing domestic abuse.

### **Trainer:**

Peta Sissons, Training and Information Officer, Standing Together against Domestic Violence  
With Thea Price, Refugee Forum, and Pinky Pradhan, Standing Together

### **Programme**

<b>10:00</b>	<b>Welcome, introductions</b>
<b>10:15</b>	<b>What do we know about domestic abuse?</b>
<b>11:30</b>	<b>Coffee break (10 minutes)</b>
<b>11:40</b>	<b>How to recognise domestic abuse and encourage disclosure</b>
<b>12:45</b>	<b>Lunch (30 minutes)</b>
<b>13:15</b>	<b>Best practice: How to respond safely to a disclosure</b>
<b>14:20</b>	<b>Summary and future information and training needs</b>
<b>14:30</b>	<b>Close and farewell</b>

# APPENDIX B



## Refugee Forum Training: Resources and Useful Contacts

### National Domestic Violence Advice and Support Services

1) **National Domestic Violence 24 Hour Helpline** –provides free advice on all issues regarding domestic violence, and is run jointly by Women’s Aid and Refuge.

**Free phone number 0808 2000 247**

2) **Women’s Aid** – is the national domestic violence charity committed to ending violence against women and children, and supports over 500 domestic and sexual violence services across the country. **The Survivor’s Hand Book** published by Women’s Aid on-line provides practical information and guidance in seeking support to women experiencing domestic violence. This document can be downloaded in various languages from [www.womensaid.org.uk](http://www.womensaid.org.uk)

3) **Refuge** – provides emergency accommodation for women and children fleeing domestic violence. Its 24 hours Helpline (see number above), provides confidential support and information to women. Information is also available in other languages at [www.refuge.org.uk](http://www.refuge.org.uk)

4) **Shelter** – is a national charity that provides free, confidential and specialist advice and support on housing and homelessness issues. To get help call **Free Housing Advice Helpline on 0808 800 4444** or visit their website at [www.england.shelter.org.uk/home/index.cfm](http://www.england.shelter.org.uk/home/index.cfm)

5) **Rights of Women** – is a voluntary organisation that works towards informing, educating and empowering women regarding their legal rights. They provide free confidential legal advice for women by women. **Free Legal Advice Line: 020 7251 6577** or **Free Sexual Violence Legal Advice Line: 020 7251 8887**. To download the free information on legal issues visit [www.rightsofwomen.org.uk/legal.php](http://www.rightsofwomen.org.uk/legal.php) **From Report to Court: A Handbook for Adult Survivors of Sexual Violence**; a guide to Criminal Proceeding and Procedures in relation to Sexual Violence is available free in various languages at [www.rightsofwomen.org.uk/publications.php](http://www.rightsofwomen.org.uk/publications.php)

6) **National Centre for Domestic Violence** – provides free services to help victims of domestic violence obtain injunction and non-molestation orders. It also assists people with no public funding (e.g. benefits) in court. **Note:** people with ‘no recourse to public funds’ can be eligible for Legal Aid. Call the **24 Hours Helpline on 0870 922 0704, 0800 970 2070** or visit [www.ncdv.org.uk](http://www.ncdv.org.uk)

7) **Broken Rainbow** – provides support and advice to lesbian, gay, bisexual and transgender (LGBT) people who are experiencing domestic violence. **Helpline: 0845 260 4460**. [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

8) **Respect** – provides information and advice for men to help stop their abusive and violent behaviour towards their partners. **Helpline 0845 122 8609**. Interpreters (Language Line) provided when needed. Respect also sets standards for perpetrator programmes across the country. [www.respect.uk.net](http://www.respect.uk.net)

9) **MALE: Men’s Advice Line** – provides confidential practical advice and emotional support to men who are experiencing domestic violence. The service is managed by Respect. **Free phone number 0808 801 0327** or visit [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

## Domestic Violence Services in Hammersmith and Fulham

- 1) **ADVANCE Advocacy Project** – provides crisis intervention and support to survivors seeking protection in the criminal and civil courts. Referrals accepted from police, Charing Cross A&E and walk in centre and Parsons Green walk in centre, and Health Visitors.  
Contact: **020 8748 0979**, email address: [admin@advanceadvocacyproject.org.uk](mailto:admin@advanceadvocacyproject.org.uk)
- 2) **Westside** – provides practical and emotional support, crisis intervention and safety management services in English and French languages. Referrals accepted from social services, housing, GPs or other health agencies, police, voluntary sector and self-referral.  
Contact: **07771 905306**, email address: [nadia@westsideha.org](mailto:nadia@westsideha.org)
- 3) **Al-Aman (DVIP)** – provides support services for women and children and a violence prevention project for male perpetrators in Arabic speaking communities.  
Contact: **020 8748 2577** and **020 8563 2250** or visit [www.dvip.org.uk](http://www.dvip.org.uk)
- 4) **Hestia Women's Aid** – provides emergency safe supported accommodation and general advice in welfare benefits, debt, housing and employment for women and children fleeing domestic violence.  
Contact details: **020 8743 8518**, **020 8748 9815**, email address: [info@hwaid.org.uk](mailto:info@hwaid.org.uk)
- 5) **Victim Support** – provides free and confidential information and support to victims of crime and to witnesses attending court. Contact: **Victim Support Hammersmith and Fulham, 020 7385 6868 and West London Magistrates' Court Witness Service, 020 8700 9342/ 9448. Victim support line: 0845 303 0900**. Information also available by letter and email, email address: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)  
Leaflets in different languages are available at [www.victimsupport.org.uk/vs\\_england\\_wales/index.php](http://www.victimsupport.org.uk/vs_england_wales/index.php)
- 6) **Shepherds Bush Housing Association** – provides a refuge for women and children and a safe house for single women. It also supports women accessing welfare entitlements, health care, legal advice, counseling and ongoing resettlement support.  
Contact via: **National Domestic Violence Helpline: Tel: 0808 2000 247**, Information available in other languages at [www.sbha.co.uk](http://www.sbha.co.uk)
- 7) **Ebony Sistren** – local refuge for single black women, access via the **National DV Helpline** (see number above).
- 8) **Hammersmith and Fulham Community Law Centre** – provides legal advice, advocacy and representation in community care, employment, housing, immigration and public law for asylum seekers and people with no recourse to public funds. Drop-in advice on immigration on Tuesdays 5pm -7pm. Asylum support work is also provided for people living outside H&F. Advice is available in other languages. Contact: **020 8741 4021**, email address: [hflaw@hflaw.org.uk](mailto:hflaw@hflaw.org.uk)
- 9) **Fulham Legal Advice Centre** – free phone advice services provided on welfare rights, general and legal matters on Monday, Tuesday and Thursday at 6.30pm. Appointments should be made between 3pm -5pm. **Note:** it does not provide services on immigration. Contact: **020 7731 2401**
- 10) **Health sites: Urgent Care Centre at Charing Cross Hospital, Parsons Green Walk In Centre, and Charing Cross Hospital A&E Department**  
Staffs at these 3 health service sites are trained to ask specific questions about domestic violence, and if it is disclosed and the woman consents to a referral, she will be referred to the ADVANCE Advocacy Project. Information leaflets on domestic violence are also available for patients.  
Contact: **Urgent Care Centre 020 8383 0904; Walk in Centre: 020 8846 6758; Charing Cross A&E 020 8846 6758**

Compiled by Standing Together against Domestic Violence May 2008

# APPENDIX C

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Community Interpreting, Translation and Access Service  
Palingswick House  
241 King Street  
London, W6 9LP  
Web: [www.citas.org.uk](http://www.citas.org.uk)  
Tel: 0208 600 3833  
Fax: 0845 521 0406

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## The CITAS Service

CITAS provides quality interpreting, both face-to-face and by telephone, document translation, health advocacy and outreach services, ensuring that non-English speaking members of the local community and those with sensory impairments, have equal access to public and private services of the same quality as that enjoyed by the rest of the population, without language or culture as a barrier. The focus of the service is on participation and inclusion, thereby supporting the implementation of equal opportunities policies by health, statutory and voluntary services throughout West London and contributing towards community cohesion.

CITAS also offers volunteering opportunities, training and employment support to bi-lingual members of the local community. CITAS has expertise in community engagement and social marketing and a strong track record in partnership work, policy development and consultation with key health and statutory service providers.

*CITAS, November 2008*

# APPENDIX D



## FREE, CERTIFICATED TRAINING IN 2008 FOR CITAS INTERPRETERS

### ‘THE DYNAMICS OF DOMESTIC VIOLENCE & BEST PRACTICE’

FRIDAY MARCH 28<sup>TH</sup> 12.30 to 3.00pm & FRIDAY APRIL 4<sup>TH</sup> 1.00 to 3.00pm  
To be held at Palingswick House, King Street, Hammersmith

Standing Together against Domestic Violence is the coordinating partnership in Hammersmith & Fulham working to improve the responses of all key agencies to the issue of domestic violence. We are pleased to be able to offer **Interpreters** who are members of CITAS' Health and Social Care Forum, the opportunity to take part in free training to explore **the dynamics of domestic violence and best practice when interpreting** for a range of clients and service users across the borough, when domestic violence is present. Interpreters may be involved in assisting in case conferences, assessment interviews with clients and/or their children, and meetings between survivors of domestic violence and support agencies or domestic violence advocates. The nature or extent of the abuse may or may not have been disclosed and the Interpreter's role may be to assist disclosure, through clear use of language and facilitating key messages. Situations can be complex and there may be increasing risk for the clients/service users. We would like to enhance your skills and knowledge through this training.

**Trainer:** Peta Sissons, Training and Information Officer, Standing Together against Domestic Violence

**Session 1: Friday March 28<sup>th</sup>, 12.30-3.00pm**

**Session 2: Friday 4<sup>th</sup> April, 1.00-3.00pm**

**NB** This is a **one day course** spread over two half days, so you will need to attend on both dates to cover all the material. Certificates will be issued for FULL attendance at BOTH sessions.

Training places are strictly limited, allocated on a first come first served basis and **subject to completion and return of the Booking Form**. When you receive confirmation of your place, you will be asked to complete a confidential **Training Needs Questionnaire** to be returned to the Trainer by **March 18<sup>th</sup>**.

#### Training content:

- Exploring the nature, scope, impact and intentions behind abusive behaviour in intimate partner and adult family settings
- The meaning and interpretation of some of the key words and messages about domestic abuse in all its forms
- Best practice for interpreters with survivors or perpetrators of domestic abuse
- Domestic violence services in the borough.

Please return your Booking Form to CITAS, marked '*Interpreters Health & Social Care Forum - Training*', by **March 14<sup>th</sup>** at the latest. The training sessions will be held at Palingswick House, King Street W6 9LP. If you want to learn more about the organisation, go to [www.standingtogether.org.uk](http://www.standingtogether.org.uk).



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**Standing Together Against Domestic Violence**

Room 44D  
238-246 King Street  
The Polish Centre  
London W6 0RF

**Telephone:** 020 8748 5717

**Fax:** 020 8748 5921

**E-mail:** [admin@standingtogether.org.uk](mailto:admin@standingtogether.org.uk)

**Website:** [www.standingtogether.org.uk](http://www.standingtogether.org.uk)

**Registered charity number:** 1088844

**Registered company number:** 4283131

**Hammersmith & Fulham Refugee Forum**

Bishop Creighton House  
378 Lillie Road  
London SW6 7PH

**Telephone:** 020 7386 9060

**E-mail:** [info@hfrf.org.uk](mailto:info@hfrf.org.uk)

**Website:** [www.hfrf.org.uk](http://www.hfrf.org.uk)

**Registered charity number:** 1099619

**Registered company number:** 04570246



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