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**Training module**

GDPR and storing personal information guidelines



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**Training module**

Domestic abuse

In this module you will:

* find out about the different types of abuse and how they can affect people
* learn about injunctions and protection orders
* learn about legislation, support from police and specialist agencies available
* learn practical advice and how transform can support you, whatever you decide.

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| Remember | |
| Icon  Description automatically generated | If you are in immediate danger you should always call the Police on 999. Remember domestic violence/abuse is a crime – do not hesitate to report any incident to the Police. |

# Contents

| Section | Description | Page |
| --- | --- | --- |
| **Introduction** | **Description of module** | 1 |
| **Part 1: What is domestic abuse?** | **Provides information on domestic abuse including:** | 3 |
| * Different types of abuse * Matching types of abuse with examples * ‘Is this abuse’? Exercise * Common myths around domestic abuse * Understanding consent |
| **Part 2: Domestic abuse and the law** | * Legal information * Crimes within the Sexual Offences Act 2003 * Injunction and protection orders * Frequently asked questions | 11 |
| **Part 3: Recognising the impact of domestic abuse** | * Physical * Sexual * Economic * Emotional | 17 |
| **Part 4: How to look after yourself and others** | * Working with Transform – how we can  support you * Regaining control from economic abuse * Claiming government benefits * Protecting children * Planning on leaving an abuser * My safety plan * Safety planning checklist – before leaving | 18 |

# Introduction: Description of module

The purpose of this module is to provide information and guidance on the forms of domestic abuse and how to seek help for yourself or someone else.

**If you are experiencing domestic abuse, there is support available. Your partner may tell you that nobody will believe you or help you. That is not the case. You are not alone.**

The module has been structured into four sections:

* **Section 1** provides information about different types of domestic abuse
* **Section 2** describes the laws and criminality around the different types of domestic abuse.
* **Section 3** describes the effects of domestic abuse
* **Section 4** describes how to protect yourself and others

Throughout the module you will find various coloured boxes:

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| Remember | |
| Icon  Description automatically generated | The purple boxes give you important information to help you. |

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| Action box | |
| Icon  Description automatically generated | The blue boxes contain checklists for you to complete. If you are viewing this module on a PC or mobile device you can download the document and then type in the boxes. |

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| Questions | |
| **Logo, icon  Description automatically generated** | The green ‘Question’ boxes try and answer common questions which you may have. |

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| Websites | |
|  | The orange boxes provide links to websites. If you are viewing this training module on a computer or mobile device, then you can just click on the link to be taken to the website. If you are reading this as a printed document, then you can either scan the QR code to the left using the camera on your device or type the website address into a computer or mobile device. [**www.transformhousing.org.uk**](http://www.transformhousing.org.uk) |

# Part 1: What is domestic abuse?

## Different types of domestic abuse

Domestic abuse is a range of abusive, harmful behaviours. Not all abusive behaviour is physically violent. It may also include sexual, psychological or financial abuse that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. All forms of domestic abuse come from the abuser’s desire for power and control over other family members or intimate partners. Domestic abuse is rarely a one-off incident and can happen over any period of time

Some of these definitions of abuse might be unfamiliar to you. Please try the exercises below to see if you can recognise abusive behaviour in different forms and can match them with the correct term.

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| Match the type of domestic abuse with the examples | |
| Icon  Description automatically generated | Below are two lists – a list of examples of abusive behaviours and a list of the types of abuse. See if you can correctly match the type of abuse with the definition. |

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| Types of abuse | | | |
| 1. Coercive control |  | 1. Economic abuse |  |
| 1. Emotional abuse |  | 1. Isolation |  |
| 1. Physical abuse |  | 1. Sexual abuse |  |
| 1. Threats |  |  | |

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| Examples of abusive behaviour | |
| **A.** | * Hitting, pushing, punching, kicking. * Biting, slapping, hair pulling. * Throwing or smashing things. * Punching the wall, smashing the windows. * Burning, strangling, stabbing, murder. |
| **B.** | * Making someone do sexual things that they don’t want to do. Calling the person a slag or a slut. * Not allowing the person to dress in the way they want to or only in the way the abuser wants them to. * Rape. |
| **C.** | * Constantly putting a person down, making the person feel bad about  themselves and undermining them e.g. insulting them by calling them fat, ugly, stupid, or a bad parent. * Checking up on where they are and what they are doing, timing a person when they go out, making them explain every movement. * Always lying to them, ignoring them, withholding affection. * Threatening to leave, threatening to throw them out, threatening to commit suicide if they leave. |
| **D.** | * Stopping someone from seeing friends and family, not allowing the person to have visitors. * Stopping them from having a job, not allowing the person to learn to drive. * Going everywhere with them. * Locking them in the house, not allowing phone calls. * Not allowing the person to learn the native language and always speaking for them. |
| **E.** | * Taking a person’s money, making a person ask for money. * Making a person say how they spend every single penny. * Not allowing them to work and earn money. * Having all the bills (debts) in the person’s name, having all bank accounts/benefits in the abusers name. * Making all the decisions when deciding what to buy and when to buy. * Giving the person a small amount of money to manage and then criticising them for not managing to buy essentials with it. |
| **F.** | * Making the person afraid by using looks and gestures. * Saying they will hurt or kill them or someone precious to them or the family pet. * Threatening to smash things. * Threatening to tell other people how bad/stupid they are. |
| **G.** | * Checking where someone is all the time. * Telling someone how they should dress. * Getting jealous when someone sees their friends. * Tells someone who they can or can’t talk to. * Checks what someone is doing on social media. |

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| Answers | | | | | | | | | | | | | | | |
|  | G | |  | E |  | C |  | D |  | A |  | B |  | F | |
| Is this abuse? | | | | | | | | | | | | | | |
| Icon  Description automatically generated | | Do the examples below seem like forms of domestic abuse? It can be difficult to admit when behaviour from a person we love is abusive. Often the context of being in a relationship with someone makes it hard to recognise and accept that their treatment is wrong and harmful. | | | | | | | | | | | | |
| Read the following statements and decide if you think abusive behaviour is taking place. You can answer **yes**, **no** or **depends** in the spaces below. | | | | | | | | | | | | | | |

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| Example | | Yes/No/Depends |
| **1** | A grown-up calls another grown-up names. |  |
| **2** | A person won’t give their spouse money or let them go to work. |  |
| **3** | A person sends their partner a text to say they love them. |  |
| **4** | A person sends their partner hundreds of texts to find out where they and who they are with. |  |
| **5** | A woman always threatens her girlfriend but never actually hits her. |  |
| **6** | A grown-up often pushes, kicks or hits another grown-up. |  |
| **7** | One partner tells the other that they are putting on weight. |  |
| **8** | One partner always gets moody when the other wants to see their own friends. |  |
| **9** | A person calls his ex all the time and asks her to go back to him. |  |
| **10** | A young person gets jealous when their partner speaks to other people of the opposite sex. |  |
| **11** | A person constantly tells their disabled partner that they are stupid and useless. |  |
| **12** | A brother and sister argue about what to watch on TV. |  |
| **13** | One partner tells the other that they must share all their passwords for their email and social media accounts. |  |
| **14** | A person tells their same-sex partner that if they leave them, they will ‘out’ their sexuality. |  |

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| Answers | | |
| **1** | Depends | If this happens regularly in a close or family type relationship and if it upsets the person being called names, then this is domestic abuse. |
| **2** | Yes | Economic abuse can be part of domestic abuse and is used to assert control over the person. |
| **3** | No | So long as this is in a fair and equal relationship, then this is not domestic abuse. |
| **4** | Yes | This is domestic abuse. This kind of behaviour is aimed at controlling the other person. |
| **5** | Yes | This is domestic abuse. The constant threat of violence is used to scare and control the other person and is not ok. Domestic abuse can happen in same-sex relationships too. |
| **6** | Yes | This is domestic abuse. The use of physical violence within a relationship is never acceptable. |
| **7** | Depends | It is good to be honest with each other in relationships, but if one partner always says things to make the other feel bad then this is domestic abuse. |
| **8** | Yes | This is domestic abuse. One partner is trying to scare and manipulate the other into doing what they want. Being in a relationship should not stop you having friends of your own and one partner does not have the right to tell the other what to do. |
| **9** | Depends | If the partner does not want them to be calling and they do not respect their wishes then this may be harassment, which can be part of domestic abuse. Domestic abuse can often continue after a relationship has ended. |
| **10** | Depends | Everyone feels jealous sometimes and that is ok if they take responsibility for those feelings and don’t try to put them onto someone else. If however, they try to stop the other person doing things or make them feel bad because of the jealous feelings then this can be abusive. |
| **11** | Yes | This is emotional abuse which is often part of domestic abuse. Disabled women are in fact more likely to experience domestic abuse than non-disabled women. |
| **12** | No | This is not domestic abuse. All families argue sometimes, but so long as they are equal and no one gets hurt then that is ok. |
| **13** | Depends | If this is part of an ongoing set of behaviours of control against a partner, then it is domestic abuse. |
| **14** | Yes | Threatening, intimidating or scaring someone in order to stay with you is a form of domestic abuse. |

## Common myths around domestic abuse

You may have heard people saying some of the following things about domestic abuse. This section explains why these myths are harmful and should not stop someone from seeking help.

**“Domestic abuse only happens in certain types of problem families.”**

Domestic abuse occurs in families of every class, race and culture. It occurs in families with children and without, in first marriages, second marriages, arranged marriages and between unmarried partners. It happens in both heterosexual and same sex relationships. It happens to council tenants, people who own their own homes, professional, working class and unemployed people. It is no higher in one particular type of relationship or family than another.

**“A person would never stay with a partner who was abusing them.”**

People stay in abusive relationships for lots of reasons ranging from love to terror. They may be afraid of further abuse if they try to leave or get help. They may be worried about money to support themselves and their children. They may be worried about losing their home or possessions and worried that their children may be taken away from them.

They may be afraid of being alone, especially if they have to move away from friends and family. There may be feelings of guilt or shame which prevent them from leaving. They may have few friends or family and feel they have nowhere to go. They don’t want to move the children away from their school.

**“Domestic abuse happens equally to men and women.”**

While women, men and those who are LGBTQ+ may experience incidents of interpersonal violence, the vast majority of the victims of domestic violence are women and children. Women are considerably more likely to experience repeated and severe forms of violence, including sexual violence. They are also more likely to have experienced sustained physical, psychological or emotional abuse, or violence which results in injury or death. However, controlling and abusive behaviour can also occur in lesbian and gay relationships and by women against men.

Domestic abuse is not acceptable and should not be tolerated whether the victim is male or female. Every person has the right to live a life free from violence. Support services for victims, by necessity and for safety reasons, are best provided separately for women and for men. There are separate men’s advice lines for these reasons.

**“It’s only those who drink a lot who are violent to their partners.”**

Domestic abuse cannot be blamed on alcohol. Some people may have been drinking when they are abusive, but drink cannot provide them with an excuse. Some people who are abusive do not drink. There is no one particular type of abuser.

**“Some religions justify forced marriage.”**

Forced marriages cannot be justified on religious grounds. Every major faith condemns forced marriage and freely given consent is required of Christian, Jewish, Hindu, Muslim and Sikh Marriages.

**“Domestic abuse between adults does not affect the children.”**

The majority of children experience violence that is occurring in their home, and in 90% of cases they are in the same or next room. Children can experience domestic violence in many different ways. For example, they may get caught in the middle of an incident in an effort to make the violence stop. They live with the abuser day to day, which means they are directly impacted by the coercive nature of the control that abusers will implement in the home, which impacts everyone in it. In 40 – 70% of cases where women are being abused, the children are also being directly abused themselves. All children living with domestic violence are being emotionally abused.

**“It’s only illegal if they hit you.”**

In late 2015, a new law came into force which criminalises patterns of coercive and controlling behaviour. This includes using psychological abuse to control someone’s   
day-to-day activities or to make them fearful that violence will be used against them.

**“Forced marriage is legal.”**

Forcing someone to marry became a criminal offence in England and Wales in June 2014 and the maximum sentence was set at seven years. The law applies to UK nationals overseas who are at risk of becoming the victim of a forced marriage. Law enforcement agencies are also now able to pursue perpetrators in other countries where a UK national is involved.

## Understanding consent

Consent is defined by law as an agreement made by someone with the freedom and ability to decide something. Under the law, it is the person seeking consent who is responsible for ensuring that these conditions are met. Consent has to be given freely and no one can be made to consent to something. It’s not consent if someone does something because they feel they have to.

In a relationship, if someone is being forced to act or behave in a certain way by their partner without their consent, this is a form of domestic abuse.

Consent is just as important online as it is offline, however, many people draw distinctions between what they do online and what happens offline. It’s vital that the two aren’t separated. Gaining consent online is similar to gaining consent face to face, it’s vital that verbal consent or consent by text messaging is also given.

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| Exercise on consent | |
| Icon  Description automatically generated | Do the examples below seem like forms of domestic abuse?  Read the following statements and decide if you think the answer is true or false. |

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| **Example** | | **True or false** |
| **1** | Saying yes once means you’re giving consent forever. |  |
| **2** | Consent isn’t just about sex. |  |
| **3** | If you say no to someone you are dating, you should explain why. |  |
| **4** | Wearing someone down until they say yes is consent. |  |
| **5** | Someone who is drunk can’t give consent. |  |
| **6** | If they didn’t say no, then it’s ok. |  |

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| Answers | | | | | |
| **1** | False | | Consent needs to be provided for each activity you engage in with another person and should be sought during the activity itself. This can be done by asking simple questions such as ‘Is this ok?’ ‘Are you ok?’, ‘Do you want to do this?’ etc, and by reading their non-verbal cues: are they responding positively, are they maintaining eye contact etc? Consent should never be assumed and anyone can remove consent for an activity they are engaged in at any time. | | |
| **2** | True | | Consent is a much broader issue about respect, and the boundaries between what we’re comfortable with and what we’re not comfortable with in any relationship or interactions we have with others. | | |
| **3** | False | | You should never feel like you have to justify or explain why you do not want to do something. Your decision should be respected and no pressure should be placed on you to change your mind. | | |
| **4** | False | | Any consent which was gained through pressure and coercion is not consent even if they verbally agreed. | | |
| **5** | True | | A person needs to have the capacity to make an informed decision, which is hindered when someone is too drunk to know what they may be consenting to. Engaging in sexual contact with someone without the capacity to consent is rape. | | |
| **6** | False | | There are many ways to say no without actually saying those words, and there are many reasons why someone may not say those words directly. Non-verbal cues are important to take into consideration when thinking about consent.  Did they turn away? Are they giving you eye contact? Are they into it in the same way you are? Did they push you away or turn away from you? Always ask, and make sure they are wanting to engage in that activity as much as you. | | |
| Websites | | | | |
| **A qr code on a white background  Description automatically generated** | | **Source for the quizzes**  [**womensaid.org.uk**](http://www.womensaid.org.uk) | |

# Part 2: Domestic abuse and the law

Domestic abuse is against the law. The types of crimes a perpetrator may commit include assault, coercive control, sexual offences, harassment or stalking. You have every right to call the police and report your abuser’s behaviour. If you are in an emergency, call 999. You can also use ‘civil’ laws to protect yourself and your children – for example, by getting a civil order that stops your abuser from contacting you. This doesn’t require police involvement. However, if your abuser breaks a civil order it may be a criminal offence and he could be arrested.

The main areas of legislation and guidance focused around domestic abuse are:

* the Domestic Abuse Act 2021
* the Serious Crime Act 2015
* the Sexual Offences Act 2003

These are explained in more detail in the purple boxes below.

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| Legal information | |
| Icon  Description automatically generated | **Domestic Abuse Bill**  The Domestic Abuse Act 2022now reflects that children and young people are included in the statutory definition of domestic abuse. This is in recognition of the real impact and harm that living in a home where domestic abuse is occurring has on children’s lives. |
| **Coercive control**  The Serious Crime Act 2015 created a new offence of controlling or coercive behaviour in intimate or familial relationships (section 76). This offence is constituted by behaviour on the part of the perpetrator which takes place ‘repeatedly or continuously.’ The victim and alleged perpetrator must be “personally connected” at the time the behaviour takes place. The behaviour must have caused the victim to fear violence will be used against them on at least two occasions or had a substantial effect on the victims’ day to day activities. | |

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| Crimes within the Sexual Offences Act 2003 |
| **Rape**  Rape is classified as penetration by the penis of somebody’s vagina, anus or mouth, without their consent. Rape can be committed against men or women, but since it involves penile penetration it is only committed by men. Assault by penetration is an offence. To penetrate the anus or vagina of someone else with any part of the body or with an object, if the penetration is sexual and if the person does not consent.  **Sexual assault**  This law covers any kind of intentional sexual touching of somebody else without their consent. It includes touching any part of their body, clothed or unclothed, either with your body or with an object. Causing a person to engage in a sexual activity without consent This law covers any kind of sexual activity without consent. For instance it would apply to a woman who forces a man to penetrate her, or an abuser who makes their victim engage in masturbation.  **Administering a substance with intent**  This law makes it a separate offence to give someone any substance – for instance spiking their drink – without their consent, and with the intention of stupefying them so that sexual activity can take place. In this instance, sexual activity could include stripping someone or taking pornographic photos of them. Someone can be charged with this offence on top of any separate charge for rape or sexual assault.  They can also be charged when the intended sexual activity did not take place, for instance when someone sees what is going on and intervenes to stop it.  Other ‘intent’ offences: There are two laws – ‘committing an offence with intent’ and ‘trespass with intent’ – cover situations where abusers commit one offence (such as violence, trespass, or detaining someone against their will) with the intention of then committing a sexual offence.  **Other offences**  Other offences under the Act include exposure (or ‘flashing’), voyeurism, sex in public toilets, and sex with animals or with corpses. Voyeurism is a new offence which applies to watching people without their consent when they are involved in private acts. It includes setting up, viewing or recording people through electronic equipment such as webcams or cameras.  There are also important sections of the Act which deal with prostitution and trafficking, and with sexual offences against people with mental disorders, including learning disabilities. |

## Injunction and protection orders

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| How to get injunction and protection orders | |
|  | For details on the different kinds of injunctions and orders, how to apply and how to support clients with these, please visit the Government website.  [**www.gov.uk/injunction-domestic-violence/eligibility-occupation**](http://www.gov.uk/injunction-domestic-violence/eligibility-occupation) |

We have provided a brief summary of the key orders and injunctions below:

### Domestic Violence Protection Notice (DVPN)

The Police have powers to serve a DVPN on an abusive partner who presents an ongoing risk of violence. This will be provided in writing and served to the abusive partner by a police officer.

The order lasts for 48 hours and requires the abusive partner to leave the premises and not contact the victim. This can be extended further (up to 28 days) by a magistrate at court, who can grant a DVPN.

### Restraining order

Under the **Protection from Harassment Act 1997**, a restraining order can be given by the court to protect a victim from harassment or fear of abuse, including domestic abuse. The courts have the power to impose a **restraining order** against an abusive or violent partner at the end of a criminal trial, regardless of whether that person was convicted of assault or not. These can only be granted if a crime has been reported and has gone to court. These can only be granted in the criminal court. Please contact the Citizen’s Advice (Bureau) for more information about legal options.

### Non-molestation order

This is aimed at preventing a partner or ex-partner from acting abusively towards a partner or child, in order to ensure their health, safety and wellbeing. This includes any intimidation, harassment or pestering. This order can be granted through the civil court. Any breach of this order is a criminal offence.

### Occupation order

This regulates who can live in the family home and can also restrict an abuser from entering the surrounding area. If an individual does not feel safe continuing to live with their partner, or has left home because of abuse, but wants to return and exclude an abuser, they may want to apply for this.

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| Links | |
|  | **Citizen’s Advice (Bureau)**  [**www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse/**](http://www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse/) |
|  | **Non-molestation order**  [**www.gov.uk/injunction-domestic-violence/eligibility-non-molestation**](http://www.gov.uk/injunction-domestic-violence/eligibility-non-molestation) |

|  |  |
| --- | --- |
| Frequently asked questions about the legislation | |
| **The police have arrested my perpetrator – what now?** | |
| If you want to report your abuser to the police, or if the police have been called and your abuser is arrested, it is important to consider the following:   * Seek support from a domestic abuse worker. This might be an independent domestic violence advocate (IDVA) or an outreach worker who can support you. They can explain the criminal justice process, support you through any interviews, liaise with the police and courts on your behalf, and advocate for ‘special measures’ (e.g. a screen and separate entrances so that you don’t have to see your abuser) if the case goes to court, or anything else you may need. The police may refer you to a service or you can self-refer. Before you look for services online, consider whether your partner might be tracking how you use the internet. | |
| **Quick links** | | |
| A qr code on a white background  Description automatically generated | [**Refuge launches Tech Safety Website - Refuge**](https://refuge.org.uk/news/refuge-launches-domestic-abuse-tech-safety-website/#:~:text=The%20new%20Tech%20Safety%20Website,experiences%20of%20technology%20facilitated%20abuse.) | |
|  | **ManKind Initiative**  [**www.mankind.org.uk**](http://www.mankind.org.uk) | |
|  | Read these tips on safer browsing and [here](https://www.nationaldahelpline.org.uk/browse-safely). | |

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| * You have a right to be kept informed of how your case is progressing. If your perpetrator is arrested, it is important that you know if and when they are being released. The police must give you a crime reference number and they should contact you. However, if you don’t hear from the police, you can call and ask. A domestic abuse support worker can help you with this. * If you know your perpetrator is going to be released, it is important to consider your safety and the safety of any children. The police may release them ‘on bail’ which may or may not have conditions attached (such as a condition not to contact you). If you are not sure whether any conditions are in place, ask the police or ask your domestic abuse support worker to find out. If the police have not issued any bail conditions, ask your support worker to contact the police to see if these can be put in place. * If there are no bail conditions, or you feel your abuser is unlikely to stick to any conditions imposed on them and they know where you are, you may want to consider fleeing to a safe place like a refuge. If you have a domestic abuse worker, seek support from them – if you don’t you can call the following numbers: **Refuge on the National Domestic Violence Helpline** 0808 2000 247; **Mankind** 01823 334244; **National LGBT+ Domestic Abuse helpline** 0800 999 5428. * Another option is to apply for a non-molestation order (NMO) with the help of a solicitor. You can also consider applying for a NMO on your own (see below) – speak to a domestic abuse worker about your options. * Another option is to ask the police about getting a domestic violence protection notice (DVPN). You could do this yourself or ask a domestic abuse support worker to ask on your behalf. This is a notice given to the abuser by the police to provide emergency protection to a victim of domestic abuse. The notice contains conditions such as barring the abuser from returning to your home or otherwise contacting you. Within 48 hours of the DVPN being issued, the police must submit an application to the magistrates’ court for a domestic violence protection order (DVPO) – which will extend the terms of the DVPN for up to 28 days. Police sometimes put these notices in place without a victim asking. |
| **How does the criminal justice process work?** |
| If your abuser has committed a crime, the police should investigate the case and pass their evidence to the Crown Prosecution Service (CPS). The CPS will decide if there is enough evidence to charge the abuser with a criminal offence. If so, the abuser must attend the Magistrates Court to hear the case against them.  For many criminal offences, the abuser will have a choice to have their case heard in the Magistrates Court or to attend the Crown Court for trial by jury. However, for some criminal offences such as common assault, the abuser can only be dealt with by the Magistrates Court.  At the end of the criminal trial, whether the abuser is found guilty or not guilty, the CPS may request a ‘restraining order’ order from the judge. This is a court order that will prohibit them from certain future behaviours such as threatening or contacting you or visiting specific places such as your home or work. It is up to the judge whether to grant such an order. However, it is helpful to make sure that the police/CPS are specifically asking the judge to impose such an order.  If the abuser breaks a restraining order, this is a serious criminal offence punishable by up to five years prison. **(Source:** [**www.nationaldahelpline.org.uk/en/Legal-Help**](http://www.nationaldahelpline.org.uk/en/Legal-Help)**)** |

# Part 3: Recognising the impact of domestic abuse

## Physical

Victims can be hurt, either by trying to intervene and stopping the violence, or by being injured themselves by the abuser. They may develop self-harming behaviour or eating disorders. Their health could be affected, as they may not be being cared for appropriately. They may have suicidal thoughts or try to escape or blank out the abuse by using drugs, alcohol or by running away.

## Sexual

There is a high risk that victims may be sexually abused where there is domestic abuse taking place. In homes where living in fear is the norm, and situations are not discussed, an atmosphere of secrecy develops; this creates a climate in which sexual abuse could occur. In addition to this, children and young people may sometimes be forced to watch the sexual abuse of their parent/carer. This can have long-lasting effects on the sexual and emotional development of the child/young person.

## Economic

The parent or carer of the child or young person may have limited control over the family finances. Therefore, there might be little or no money available for extracurricular activities, clothing or even food, impacting on their health and development.

## Emotional

Victims will often be very confused about their feelings – for example, loving the abuser but not wanting the abuse to continue. They may be given negative messages about their own worth, which may lead to them developing low self-esteem. Many children and young people feel guilty, believing that the abuse is their fault. They are often pessimistic about their basic needs being met and can develop suicidal thoughts. Some victims may internalise feelings and appear passive and withdrawn or externalise their feelings in a disruptive manner.

# Part 4: How to look after yourself and others

## Working with Transform – how we can support you

Please do not be afraid to ask for help. Please come forward to your keyworker or a member of staff if you are worried that you or someone you know might be a victim of domestic abuse. Transform staff will support you and help you through every stage. We can advocate and contact the relevant helpful services on your behalf such as refuge/police/sanctuary schemes. We can also help you with the steps below.

## Regaining control from economic abuse

If you are experiencing economic abuse, here are some practical first steps you can take. Remember, only make them if you can do so safely:

* Speak to an adviser from the [**www.nationaldahelpline.org.uk**](http://www.nationaldahelpline.org.uk)**.**
* Meet with an Independent Domestic Violence Advocate (IDVA). [**www.frg.org.uk**](https://frg.org.uk/get-help-and-advice/a-z-of-terms/independent-domestic-violence-adviser-idva/).
* Use Transform’s ID fund. Ask your keyworker to help you apply for a grant from us, to cover the costs of new identification (such as birth certificate, passport or drivers licence).
* Freeze any joint accounts.
* Change PIN numbers and online banking passwords.
* Be clear what is in your name and what is not – joint assets, tenancy agreements, mortgages, bank accounts, and credit cards.
* Know where important financial documents are kept – keep copies in an emergency bag or with a friend.
* Consider talking to a financial expert – free services such as Citizens Advice, [**StepChange**](https://www.stepchange.org/), or your local Money Advice Service.
* Identify which benefits you are entitled to. Use a[**benefits calculator**](http://www.gov.uk/benefits-calculators).

**Claiming Government benefits**

Worrying about money is one reason you might feel trapped with an abusive partner. Maybe your partner has always controlled the finances. Maybe they say you won’t survive financially without them but there are welfare benefits provided by the Government that help many people escaping domestic abuse, and special rules to support survivors.

What benefits you can claim will depend on your personal circumstances. It is important you seek individual advice about benefits to ensure you receive all that you are entitled to. Your local Citizens Advice (Bureau) is a good place to start. [**Turn2Us**](https://www.turn2us.org.uk/) also has a benefits calculator and an advice finder tool.

It can be difficult to navigate the benefits system. If you can, access support from a specialist domestic abuse worker. If you go into a refuge, your place will be paid for by housing benefit. The refuge staff should help you sort this out and claim the other benefits you’re entitled to. Identification documents are required when making applications for benefits, so try to take them with you if you are leaving your home. You will also need a National Insurance number – a domestic abuse support worker can help you to get one if you do not have one. It can also be useful to have your partner’s National Insurance number, if you can safely get it.

## Protecting children

It is common for abusive partners to use children and child contact as a method of control. They might try to turn the children against you or make threats to hurt them or take them away from you. This can continue long after a person has left their partner.

**You are not alone. There is support available.**

It is important to remember that children are very resilient. With support, they can overcome the trauma of witnessing or experiencing abuse, and go on to live safe, happy lives.

## Planning to leave an abuser

If you have decided to leave your abuser, it is important that you access specialist support.

Leaving an abusive partner can be dangerous. They may become more abusive to try and regain control over you. It is very important that they don’t find out you are considering leaving.

There are different organisations that will be able to help you depending on your needs. These are covered on pages 23 – 28.

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| Remember | |
| Icon  Description automatically generated | If you are in immediate danger, you should always call the police on 999. Remember domestic violence/abuse is a crime – do not hesitate to report any incident to the police. |

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| **My safety plan** | | | | | | |
| Icon  Description automatically generated | | It is important to make a **safety plan** and work through the details of this if you can, before you leave your abuser. | | | | |
| **My safety plan: before leaving** | | | | | | |
| **1.** | Where can I go in an emergency? **Consider refuge, friends, housing, B&B** | | | | | |
|  | | | | | | |
| **2.** | What local agencies can help? **What are their numbers and their opening hours?** | | | | | |
|  | | | | | | |
| **3.** | What is my escape route from the house? | | | | | |
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| **4.** | Where is the nearest public telephone/internet café/shop I can use these amenities? | | | | | |
|  | | | | | | |
| **5.** | If you have children – do they know how to contact the police? | | **Yes** |  | **No** |  |
| **6.** | Have I packed an emergency bag? | | **Yes** |  | **No** |  |
| **My safety plan: after leaving** | | | | | | |
| **1.** | What places do I need to avoid? | | | | | |
|  | | | | | | |
| **2.** | Who do I need to tell? **E.g. Schools/childminders? What will I tell them?** | | | | | |
|  | | | | | | |
| **3.** | Is my house as secure as it can be? **Including locks, smoke detectors, safe letter boxes** | | | | | |
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| **4.** | Do I need legal protection? **Civil options/reporting to the police/court support/child contact issues etc.** | | | | | |
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| **5.** | Is there any way I can be found? **Mobile phone/bank accounts/Facebook  account etc.** | | | | | |
|  | | | | | | |
| **6.** | Am I receiving all the support I need? | | | | | |
|  | | | | | | |
| **Remember** | | | | | | |
| Icon  Description automatically generated | | **Safety planning checklist** | | | | |
| **Before you leave, complete this safety planning checklist:** | | | | | | |
|  | Rehearse an escape plan | | | | | |
|  | Try to always keep a small amount of money on you | | | | | |
|  | Keep your mobile charged and speed dial for the police | | | | | |
|  | Teach children the postcode and how to call 999 | | | | | |
|  | Let neighbours know to call the police | | | | | |
|  | Keep relevant helpline phone numbers to hand | | | | | |
| **If you are leaving**  Pack an emergency bag and leave with a friend. Try to take the following: | | | | | | |
|  | ID e.g. Passports, driving licence, birth certificates | | | | | |
|  | Money – bank cards and credit cards | | | | | |
|  | Medication or prescriptions | | | | | |
|  | Mortgage or rent details | | | | | |
|  | Children’s favourite small toy | | | | | |
|  | Any restraining orders | | | | | |
|  | Medical records | | | | | |
|  | | | | | | |
| **Contact**  Change the address on any accounts which have post going to your old address. This could include bank accounts, phone bills, the DVLA. Remember someone will be able to see where money is being withdrawn from on bank statements and who you are calling on phone bills, which could help identify where you are living. | | | | | | |
| **Mobile phones**  It is strongly recommended that you change your mobile number and only give this out to people you trust. As a minimum it is advised that you block the number of the person you have fled from. Always take your phone with you when you are going out and keep it fully charged with battery and credit. | | | | | | |

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| **Social media**  It is recommended that you do not go on social media (e.g. Facebook, Twitter, Snapchat, Instagram etc.). Many social media sites automatically include your location which makes it easy for people to track you.  If you choose to access social media then it is strongly advised that you:   * do not include the location, do not ‘check in’ to any locations and do not upload any photographs of places you have visited. * consider deleting or blocking any friends who may be viewing your account on behalf of someone who you do not want to be contacted by. * increase your privacy settings so that people you are not friends with cannot see any information about you. |

# Useful external contacts

There are many support groups that can offer further advice and practical guidance on domestic abuse.

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| Remember | |
| Icon  Description automatically generated | If you are in immediate danger you should always call the police on 999. Remember domestic violence/abuse is a crime – do not hesitate to report any incident to the police. |

## Local support

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| **Surrey Against Domestic Abuse** | | | |
| Advice, signposting and information. | | | |
| **Website:** | [**www.healthysurrey.org.uk/your-health/domestic-abuse/help**](http://www.healthysurrey.org.uk/your-health/domestic-abuse/help) | | |
| **Phone:** | 01483 776822 | **Opening hours:** | 9am–9pm |

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| **East Surrey Domestic Abuse Services** | | | |
| Covering Reigate & Banstead, Mole Valley and Tandridge. | | | |
| **Website:** | [**www.esdas.org.uk**](http://www.esdas.org.uk) | | |
| **Phone:** | 01737 771350 | **Email:** | [**support@esdas.org.uk**](mailto:support@esdas.org.uk) |
| **Text:** | 07860 039720 | **Fax:** | 01737 771284 |
| **Opening hours:** | 9am – 4pm, Monday – Friday | | |

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| **Galop** | | | |
| National Helpline for LGBT+ Victims and Survivors of Abuse and Violence | | | |
| **Website:** | [**galop.org.uk**](https://galop.org.uk) | | |
| **Phone:** | 0800 999 5428 | **Email:** | [**help@galop.org.uk**](mailto:help@galop.org.uk) |
| **Opening hours:** | Monday to Thursday 10am – 8.30pm  Friday 10am – 4.30pm | | |

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| **M**anKind Initiative | |
| Helping men escape domestic abuse | |
| **Website:** | [**www.mankind.org.uk**](http://www.mankind.org.uk) |
| **Legal support:** | [**www.mankind.org.uk/help-for-victims/legal-support**](http://www.mankind.org.uk/help-for-victims/legal-support) |
| **Phone:** | 01823 334244 |
| **Opening hours:** | Weekdays 10am to 4pm |

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| **North Surrey Outreach Service** | | | |
| Covering Epsom & Ewell, Elmbridge and Spelthorne. Run by Citizen’s Advice Elmbridge (West). | | | |
| **Website:** | [**www.nsdas.org.uk**](http://www.nsdas.org.uk) | | |
| **Phone:** | 01932 260690 (Confidential answer phone available out of hours) | **Email:** | [**nsdas@caew.org.uk**](mailto:nsdas@caew.org.uk) |
| **Opening hours:** | 9.30am – 4.30pm, Monday – Friday | **Fax:** | 01932 221680 |

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| **Your Sanctuary (north west Surrey) Outreach Services** | | | |
| Covering Woking, Runnymede & Surrey Heath and run by your Sanctuary. | | | |
| **Website:** | [**www.yoursanctuary.org.uk**](http://www.yoursanctuary.org.uk) | | |
| **Phone:** | 01483 776822 | **Opening hours:** | 24-hour (Online chat available) |

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| **South west Surrey Outreach Service** | |
| Covering Guildford & Waverley including Godalming, Farnham and Merrow. | |
| **Phone:** | 01483 898884 (Confidential answer phone available out of hours) |
| **Opening hours:** | 9am – 3pm, Monday – Friday |

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| **Surrey Family Information Service** | | | | |
| Surrey Family Information Service (FIS) is a free impartial information and signposting service for families with children aged 0 to 25. They can help you find organisations and services that may be able to support your family including information about childcare, finances, parenting and activities in your local area. | | | | |
| **Website:** | [**www.surreycc.gov.uk/people-and-community/families/contact**](http://www.surreycc.gov.uk/people-and-community/families/contact) | | | |
| **Family information services directory:** | | [**familyinformationdirectory.surreycc.gov.uk/kb5/surrey/fsd/home.page**](file:///D:\onedrive\Transform%20Housing%20and%20Support\Comms%20team%20-%20General\Comms%20folder\06.%20Client%20communications\02.%20Training%20modules\Almost%20there%20-%20Domestic%20abuse\familyinformationdirectory.surreycc.gov.uk\kb5\surrey\fsd\home.page) | | |
| **Phone:** | 0300 200 1004 (9am – 5pm, Monday – Friday) | | **Email:** | [**fis@surreycc.gov.uk**](mailto:fis@surreycc.gov.uk) |
| **Text:** | 07860 053 465 | | **Online enquiry form available.** | |

## Wokingham

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| **Berkshire Women`s Aid** | | | |
| Refuge provides a breathing space where decisions can be made free from pressure or fear. All refuge workers are based on site. | | | |
| **Website:** | [**www.berkshirewomensaid.org.uk**](http://www.berkshirewomensaid.org.uk) | | |
| **Helpline:** | 0118 974 3799 | **Email:** | helpdesk@bwaid.org.uk |

## Sutton

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| **Sutton’s Women’s Centre** | | | |
| Sutton Women’s Centre is run by local women for the benefit of local women, and our aim is to empower women in our community to help them achieve their full potential. | | | |
| **Website:** | [**www.suttonwomenscentre.co.uk**](http://www.suttonwomenscentre.co.uk) | | |
| **Phone:** | 020 8661 1991 | **Email:** | [**info@suttonwomen.co.uk**](mailto:info@suttonwomen.co.uk) |
| **Opening hours:** | 10am – 4pm, Monday – Friday | | |

## West Sussex/Crawley

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| **WORTH** | | | |
| Support against domestic abuse. | | | |
| **Website:** | [**www.worthservices.org**](http://www.worthservices.org) | | |
| **Phone:** | 033 022 28181 | **Mobile:** | 07834 968539 |
| **Email:** | [**DomesticAbuseServicesCentral@westsussex.gov.uk**](mailto:DomesticAbuseServicesCentral@westsussex.gov.uk) | | |
| **Opening hours:** | 9am – 5pm, Monday – Friday | | |

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| **Safe in Sussex** | | | |
| Information about refuges and support groups. | | | |
| **Website:** | [**www.safeinsussex.org**](http://www.safeinsussex.org) | | |
| **Phone:** | 01903 231939 | **Email:** | [**info@safeinsussex.org.uk**](mailto:info@safeinsussex.org.uk) |
| **Opening hours:** | 9.30am – 4pm | Online enquiry form available. | |

## National support helplines

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| **National Domestic Violence run in partnership between Women’s Aid and Refuge** | | | |
| The Helpline service provides support, information and a listening ear to women and children experiencing domestic violence and plays a pivotal role in assisting women and children to access a place of safety in a women’s refuge. The Helpline is a member of Language Line and can provide access to an interpreter for non-English speaking callers. The Helpline can also access the BT Type Talk Service. The 24 Hour National Domestic Violence Helpline will also refer male callers who require help to appropriate support groups. | | | |
| **Website:** | [**www.nationaldomesticviolencehelpline.org.uk**](http://www.nationaldomesticviolencehelpline.org.uk) | | |
| **Phone:** | 0808 2000 247 | **Email:** | [**helpline@womensaid.org.uk**](mailto:helpline@womensaid.org.uk) |
| **Opening hours:** | 24/7 | | |

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| **Women’s aid** | | | |
| Women’s Aid is the national charity working to end domestic abuse against women and children. | | | |
| **Website:** | [**www.womensaid.org.uk**](http://www.womensaid.org.uk) | **Email:** | [**helpline@womensaid.org.uk**](mailto:helpline@womensaid.org.uk) |
| **Phone:** | 0808 2000 247 | **Opening hours:** | 24/7 |

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| **Respect** | | |
| Respect is the UK membership organisation for work with domestic violence perpetrators, male victims of domestic violence and young people’s violence in close relationships. | | |
| **Perpetrators of abuse:** | | 0808 802 4040 |
| **Advice and support for men experiencing domestic violent and abuse:** | | 0808 801 0327 |
| **Opening hours:** | 9am – 5pm, Monday – Friday | |

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| **Broken Rainbow** | | | |
| A UK-wide specialist confidential service for lesbians, gay men, bisexual and transgender people experiencing homophobic or transphobic domestic abuse. | | | |
| **Website:** | [**www.brokenrainbow.org.uk**](http://www.brokenrainbow.org.uk) | **Email:** | [**Help@brokenrainbow.org.uk**](mailto:Help@brokenrainbow.org.uk) |
| **Phone:** | 0300 999 5428 | **Opening hours:** | Visit the website for details |

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| **Men’s Advice Line** | | | |
| Advice and support for men experiencing domestic violence and abuse. | | | |
| **Website:** | [**www.mensadviceline.org.uk**](http://www.mensadviceline.org.uk) | | |
| **Phone:** | 0808 801 0327 | **Email:** | [**info@mensadviceline.org.uk**](mailto:info@mensadviceline.org.uk) |
| **Opening hours:** | 9am – 5pm,  Monday – Friday | Web chat is available Tuesdays and Thursday, 10am – 4pm. | |

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| **The National Stalking Helpline** | |
| Practical advice and information to anyone who is currently or previously been affected by harassment or stalking. | |
| **Website:** | [**www.suzylamplugh.org/Pages/Category/national-stalking-helpline**](http://www.suzylamplugh.org/Pages/Category/national-stalking-helpline) |
| **Phone:** | 0808 802 0300 |

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| **Hollie Guard** | | | | |
| The Hollie Guard was developed by the Hollie Gazzard Trust which helps to reduce domestic abuse. The Hollie Guard turns your smartphone into a personal safety device. In danger? Shake your phone or tap the screen to generate an alert. Your location and audio/video evidence will automatically be sent to your emergency contacts who can take action to help you quickly. | | | | |
| **Website:** | | [**www.hollieguard.com**](http://www.hollieguard.com) | | |
| **Rape Crisis** | | | | |
| Support provided by women for women and girls who have been raped or sexually abused. Also providing support for men who are victim of rape. | | | | |
| **Website:** | [**www.rapecrisis.org.uk**](http://www.rapecrisis.org.uk) | | | |
| **Phone:** | 0808 802 9999 | | **Opening hours:** | Midday-2.30pm and 7pm-9.30pm daily |

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| **Safeline** | | | | |
| Support for anyone who has been a victim of sexual abuse. | | | | |
| **Website:** | [**www.safeline.org.uk**](http://www.safeline.org.uk) | | **Opening hours:** | Visit the website for details |
| **Helpline for men:** | | 0808 800 5005 | **Helpline for women:** | 0808 802 9999 |
| **Helpline for under 18s:** | | 0808 800 5007 | | |

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| **Karma Nirvana** | | | |
| Supports victims of honour crimes and forced marriages. | | | |
| **Website:** | [**www.karmanirvana.org.uk**](http://www.karmanirvana.org.uk) | **Email:** | [**info@karmanirvana.org.uk**](mailto:info@karmanirvana.org.uk) |
| **Phone:** | 0800 599 9247 | **Opening hours:** | 9am – 5pm, Monday – Friday |

## Legal services

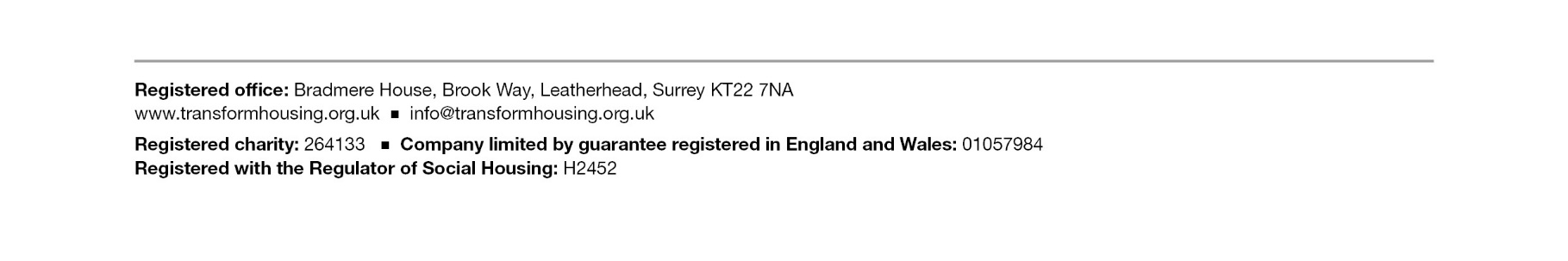
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| **Rights of Women** | | | | |
| Rights of Women is a not-for-profit organisation committed to informing, educating and empowering women on the law and their legal rights. | | | | |
| **Website:** | [**www.rightsofwomen.org.uk**](http://www.rightsofwomen.org.uk) | | **Email:** | [**info@row.org.uk**](mailto:info@row.org.uk) |
| **National family law line (inc. domestic violence)** | | | | |
| **Phone:** | 020 7251 6577 | **Opening hours:** | | Tues – Thurs 7pm – 9pm, Friday 12pm-2pm. The line is closed on bank holidays |
| **Criminal law (inc. sexual violence)** | | | | |
| **Phone:** | 020 7251 8887 | **Opening hours:** | | Tuesdays 7pm-9pm |

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| **National Centre for Domestic Violence (NCDV)** | | | |
| Free fast injunction service. | | | |
| **Website:** | [**www.ncdv.org.uk**](http://www.ncdv.org.uk) | **Phone:** | 0207 186 8270 |

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| **Community Legal Services** | | | |
| The CLS is part of the Legal Services Commission. | | | |
| **Website:** | [**www.clsdirect.org.uk**](http://www.clsdirect.org.uk) | **Phone:** | 0845 345 4345 |

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| **Forced Marriage Protection Unit (Gov.uk)** | | | |
| Help to apply for a Forced Marriage Protection Order. | | | |
| **Website:** | [**www.gov.uk/guidance/forced-marriage**](http://www.gov.uk/guidance/forced-marriage) | | |
| **Phone:** | 020 7008 0151 | **Email:** | [**fmu@fco.gov.uk**](mailto:fmu@fco.gov.uk) |

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| **Housing Services** | |
| All local authorities will offer help and advice to people in housing need due to domestic violence/abuse. Please check your local authority website for local help.  However, you do not need to approach your local council if you need a place in a refuge, you can contact: | |
| **National Domestic Helpline:** | 0808 2000 247 (Freephone 24 Hour) |

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