



Advice and support for people experiencing domestic violence and/or abuse

This leaflet will explain what domestic violence and abuse is and how to seek help if you or someone you know is experiencing it. All forms of domestic and sexual violence and other harmful practices are serious crimes. No one deserves to be assaulted, abused or humiliated and it is important to realise that you are not to blame. The police can protect you and your children. There are also agencies available that can give you help, advice and support (see full list at the end of the leaflet). If you ever feel that you are in immediate danger, please do not be afraid to call the police on 999.

What is domestic violence and abuse?

Domestic violence and abuse is any incident or pattern of incidents of controlling, coercive or threatening behavior. This includes violence and/or abuse, between those aged 16 or over

who are, or have been, intimate partners or family members. It is a pattern of behaviour and can happen regardless of sex, age, class, disability, carer responsibility, gender identity, ethnicity, geography, immigration status or religion.

Domestic violence and abuse is based on one person having power or control over another and it often gets worse over time, sometimes starting during pregnancy. Children and young people may experience domestic violence and abuse through witnessing or hearing the abuse, by being encouraged to take part in bullying or threatening a parent, or by being threatened by one parent as a way of controlling the other.

What are the types of domestic abuse?

Domestic abuse takes many forms including (but not limited to) physical, sexual, emotional, psychological and

financial abuse. It also includes digital abuse (using smartphones and social

networking to harass and intimidate), stalking, forced marriage, honour based violence (HBV) and female genital mutilation (FGM).

What is controlling behaviour?

Controlling behaviour is a series of actions designed to make the other person feel inferior and less independent. This can range from being in charge of their everyday behavior, to using their income for personal gain, making sure there is no opportunity for the other person to be independent, and cutting the person off from getting support so they cannot resist or escape the abuse.

What is coercive behaviour?

Coercive behaviour is an action or series of actions of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish, or frighten the other person.

What should I do if I am experiencing domestic violence and/or abuse?

If you are experiencing domestic violence and/or abuse, please tell **someone** and remember that you are not alone. You can talk to a family member that you trust, a health professional, social services, or the police. Every local council has information on domestic abuse and violence support services available in your area; you can contact them for further advice and support. You can

also reach out to one of the helplines or services listed in this leaflet.

National Domestic Violence (24 hour helpline)

This confidential freephone helpline is a national service for women experiencing domestic violence. Advice can also be given to others calling on their behalf.

Phone: 0808 2000 247

<u>www.nationaldomesticviolencehelpli</u> ne.org.uk

Women's Aid

This national domestic violence charity works to end violence against women and children. They work in partnership with the National Domestic Violence Helpline and also have links to local domestic violence and abuse services.

www.womensaid.org.uk/

Northern Ireland Domestic Abuse (24 hour helpline)

Phone: 0808 802 1414

www.womensaid.ni.org

Scottish Domestic Abuse and Forced Marriage (24 hour helpline)

Phone: 0800 027 1234 www.sdafmh.org.uk/

Wales Domestic Abuse (24 hour helpline)

Phone: 0808 80 10 800

www.welshwomensaid.org.uk/

Galop Domestic Abuse helpline



This national service provides advice and support to members of the LGBT community who have experienced domestic abuse.

Freephone: 0800 999 5428 Email: help@galop.org.uk

www.galop.org.uk

Childline (24 hour helpline)

This helpline for children and young people (until the age of 19) gives advice on a variety of issues including domestic violence and abuse.

Freephone: 0800 1111 www.childline.org.uk

Mens Advice Line

This confidential helpline offers help and support to men experiencing domestic violence and abuse.

Opening hours: Monday-Friday 9am-

5pm

Freephone: 0808 801 0327 www.mensadviceline.org.uk

Female Genital Mutilation (FGM) (24 hour helpline)

Helpline offering advice, information and support to anyone concerned about female genital mutilation.

Freephone: 0800 028 3550

www.nspcc.org.uk

Rape Crisis Services

This organisation offers counselling and support for female survivors of rape. Opening hours: 12-2.30pm and 7-9.30pm, every day of the year. Freephone: 0808 802 999912.

www.rapecrisis.org.uk/

This advice line, run by women for women, offers free legal, immigration and housing advice.

Phone: 020 7251 6577

www.rightsofwomen.org.uk/

Forced Marriage Unit

This Foreign and Commonwealth Office service is available to children, young people and adults who are trying to stop or need help leaving a forced marriage.

Opening hours: 9am - 5pm, Monday

to Friday.

Phone: 020 7088 0151.

Out of hours: 020 7008 1500 (ask for

the Global Response Centre).

fmu@fco.gov.uk

Honour Based Violence/Abuse (HBV)

This charity supports females and males of all ages and ethnic backgrounds who are experiencing forced marriage and honour-based abuse.

Opening hours: Monday - Friday: 9am

-5pm.

Freephone: 0800 5999 247 www.karmanirvana.org.uk/

National Centre for Domestic Violence

This service offers free advice and help on getting emergency injunctions for survivors of domestic violence. regardless of race, gender, sexual orientation or financial circumstances.

Freephone: 0800 970 2070

www.ncdv.org.uk

Rights of Women

Protection against Stalking and Harassment (24 hour helpline)

This service offers advice to women and men who feel that they may be being stalked.

Freephone: 0808 802 0300

www.protectionagainststalking.org

Respect

This charity works to prevent abuse through working with male and female perpetrators (people responsible for the abuse).

Opening hours: Monday-Friday 9am-

5pm

Freephone: 0808 802 4040

www.respect.uk.net/

Authors: Tracey Foster and Stacey Newman, safeguarding team, www.gov.uk/quidance/domestic-

violence-and-abuse
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Moorfields Eye Hospital NHS Foundation Trust City Road, London EC1V 2PD

Phone: 020 7253 3411 www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345 Monday-Friday, 8.30am-9pm

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Saturday, 9am-5pm

Information and advice on eye conditions and treatments from

experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324/ 020 7566 2325

Email: moorfields.pals@nhs.net

Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs

