



## **ROYAL BOROUGH OF KINGSTON Housing Services**

Policy Name: **Domestic Abuse Policy**

Effective Date: Nov 2023

Review date: Nov 2025 or change of Domestic Abuse (DA) legislation whichever is sooner

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## INTRODUCTION

### Purpose

Kingston Council's Housing Service recognises the serious nature of domestic abuse and that as a direct provider of services it has an integral role to play in reducing its incidence and supporting survivors of domestic violence.

This policy sets out the services that Kingston Council's housing teams can offer to domestic abuse survivors. It has been developed in line with relevant legislation and through partnership working with statutory and voluntary & community sector agencies represented on Kingston Domestic and Sexual Violence Prevention (DSVP) Partnership.

This policy intends to support and strengthen the joint partnership approach between Royal Borough of Kingston upon Thames (RBK) Housing Services and its internal and external partners with regard to domestic abuse. It will also ensure that victims of domestic abuse receive appropriate advice and support.

### Scope

This policy applies to all clients and residents who access any part of the Housing Service.

The policy covers the provision of housing (including advice and support and tenancy/leasehold matters as they relate to domestic abuse) and partnership working with agencies concerned with domestic abuse issues.

This policy should be read in conjunction with [The Mayors Violence Against Women and Girls Strategy 2022-2025](#)

### Legislative Context

- *Homelessness Code of Guidance for Local Authorities 2006*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/7841/152056.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7841/152056.pdf)

- *Homelessness (Suitability of Accommodation) (England) Order 2012*  
[http://www.legislation.gov.uk/uksi/2012/2601/pdfs/uksi\\_20122601\\_en.pdf](http://www.legislation.gov.uk/uksi/2012/2601/pdfs/uksi_20122601_en.pdf)
- *Domestic Violence Disclosure Scheme 2014 (Claire's Law)*  
<http://content.met.police.uk/Article/Domestic-Violence-Disclosure-Scheme---Claires-Law/1400022792812/1400022792812>
- *Domestic Violence, Crime and Victims Act 2004*  
<http://www.legislation.gov.uk/ukpga/2004/28/contents>
- *Family Law Act 1996 Part IV*  
[www.legislation.gov.uk/ukpga/1996/27/part/IV](http://www.legislation.gov.uk/ukpga/1996/27/part/IV)
- *Crime and Security Act 2010 (Domestic Violence Protection Orders)*  
[www.legislation.gov.uk/id/ukpga/2010/17](http://www.legislation.gov.uk/id/ukpga/2010/17)
- *Forced Marriage (Civil Protection) Act 2007*  
[www.legislation.gov.uk/ukpga/2007/20/contents](http://www.legislation.gov.uk/ukpga/2007/20/contents)
- *Female Genital Mutilation Act 2003* [www.legislation.gov.uk/ukpga/2003/31/contents](http://www.legislation.gov.uk/ukpga/2003/31/contents)
- *The Female Genital Mutilation Protection Order (Relevant Third Party) Regulations 2015*  
<http://www.legislation.gov.uk/uksi/2015/1422/contents/made>
- *The Adoption and Children Act 2002*  
<http://www.legislation.gov.uk/ukpga/2002/38/contents>
- *Care Act 2014*  
<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- *Care and Support Statutory Guidance*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/315993/Care-Act-Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf)

- Domestic Abuse Act 2021  
<https://www.legislation.gov.uk/ukpga/2021/17/contents/enacted>

## Internal Policy Context

- [Anti-Social Behaviour Policy](#)
- [Tenancy Agreement/conditions](#)
- [Allocations Policy](#)
- [Tenancy Management Policy](#)
- [Homelessness and Rough Sleeping Strategy](#)
- [Interim Housing Strategy](#)

Our policies can be found by going to [Kingston.gov.uk/housing](https://www.kingston.gov.uk/housing) and clicking on housing policies

## Definition of Domestic Abuse

Domestic violence and abuse is not simply physical violence. When working with victims of domestic abuse local authorities must take account of the cross-government definition of domestic violence and abuse.

The Domestic Abuse Act 2021 defines domestic violence and abuse as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality (see section 63(1) of the Family Law Act 1996 for description. This can encompass but is not limited to the following types of abuse:

- physical abuse.
- sexual abuse.
- financial abuse.
- coercive and controlling behaviour, and gaslighting/emotional abuse.
- digital/online abuse.
- So called 'honour'-based abuse.
- forced marriage.

- female genital mutilation (FGM).

This definition includes so called ‘honour’ based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

We use terminology used in the Domestic Abuse Act 2021 and Domestic Abuse Housing Alliance (DAHA). This means that although the term Domestic Violence is still used in certain documentation and services, we have chosen to use the term Domestic Abuse to cover all the different types of abuse and given in the definition above.

We also refer to victims/survivors and their children to recognise that adults or children (aged under 18) who are also domestic abuse victims/survivors due to experiencing the effects of the abuse

### **The law**

The Housing Act 1996 sets out those duties a housing authority owes vulnerable victims of domestic abuse and other violence.

Section 177(1) provides that it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to domestic violence or other violence against:

- the applicant;
- a person who normally resides as a member of the applicant’s family; or
- any other person who might reasonably be expected to reside with the applicant.

### **Our Approach**

- RBK Housing Services will adopt a survivor-centred approach in dealing with domestic abuse.
- This means that if a person feels they are experiencing domestic abuse, they can expect to be treated in a non-judgmental manner and in confidence.

- Survivors will not be required to take legal action or to contact the police before assistance is provided.
- All actions undertaken will be done with the survivor's consent. The exception is where we consider a child or adult is at risk in any situation or if there is a high risk of serious harm to anyone involved as RBK must always have regards to its other statutory duties.
- High levels of confidentiality will be adhered to. Any information given by a survivor to housing staff will remain confidential and will only be given to other agencies with the express permission of the client unless there is a statutory duty to do so.
- We recognise that victims / survivors of domestic abuse are not to blame for the abuse they suffer.
- All our staff will attend domestic abuse awareness training to ensure that they are conversant with the issues around domestic abuse and are equipped to carry out their duties with tact and diligence.
- We will make referrals to specialist agencies to assist customers with support and advice.
- Customers experiencing domestic abuse will be offered a private interview and removed from our public waiting area if they so desire.

### **How to report Domestic Abuse**

- Domestic Abuse is a crime and residents can get help from, the Kingston [Domestic Violence Hub](#) on 0208 547 6046 (Monday to Friday, 9am to 5.30pm) or The National Domestic Abuse Helpline is open 24 hours (including weekends) to offer advice - 0808 2000 247. In an emergency, always dial 999.

## **Housing rights**

Domestic Abuse survivors have a right to apply as homeless to any council if they do not feel safe in their homes.(Section 189 of the Housing Act 1996 (amended by Pt. 7, s.78 Domestic Abuse Act 2021)) They can contact the Housing Solutions Team. duty team Monday to Friday 9am to 5pm Telephone: 020 8547 5003 Out of Hours: 020 8770 5000

Existing tenants of the council should speak to their housing officer or Kingston Council housing team about what the Council can do to assist in making sure they are safe.

- This may include helping facilitate a management transfer
- Advising on making a homeless application
- Enhance the security of property locks, doors, windows etc.

Enhanced security can only be considered if all three of the following apply:

- The perpetrator does not live in the accommodation
- It is safe for the victim to remain living there
- It is the victim's choice to stay

We will never advise someone to give up their accommodation until they have obtained independent legal advice.

In respect of RBK tenancies, the Council has powers to take tenancy enforcement actions which it will consider having regards to the circumstances prevalent at the time.

## **Multi-Agency Work**

Domestic violence occurs across the social spectrum without distinction and staff in statutory and voluntary & community sector agencies will encounter it at some point. No one agency can meet all the needs of those who experience domestic abuse, although all agencies are required to work together in a coordinated manner.

The housing department is committed to working with these agencies to reduce domestic abuse and find a commonly agreed strategy to improve safety for survivors of domestic abuse and to hold abusers accountable for their behaviour.

Housing staff will therefore promote a partnership approach to domestic abuse issues and will assist with referrals to agencies and other council departments.

We will establish working relationship with the Domestic Violence Hub (DV Hub) and commit to attendance at the Multi Agency Risk Assessment Conference (MARAC).

### **Independent Domestic Violence Advocates (IDVA)**

The Kingston DV Hub Independent Domestic Violence Advocates (IDVA) are able to complete a risk assessment, create a risk management plan (eg Discuss housing options, criminal and civil legal remedies, safe child contact, extensive safety planning) and signpost to other agencies for support (counselling, benefits advice, solicitor advice etc.). The IDVAs are also able to forward referrals to other local domestic abuse services that may be more relevant (ie. Survivor who is pregnant is referred to the Kingston Hospital IDVA). IDVAs are also able to link in with various partner agencies to ensure the risk management plan is put in place (ie. liaising with housing to support a survivor to move, work with police around survivors providing a statement, joint meetings with drug and alcohol and mental health workers and other professionals).

The Kingston DV Hub also includes the Early Intervention Worker who provides support to young girls aged between 13 - 17 who are at risk of gender based violence.

### **Multi Agency Risk Assessment Conference (MARAC)**

MARAC [Domestic and Sexual Violence: Information for Professionals – www.kingston.gov.uk](http://www.kingston.gov.uk) brings together representatives from a number of different agencies who make a plan to increase the safety, health and wellbeing of people affected by domestic abuse and sexual violence.

MARAC is a way of sharing information so that all agencies involved can get a clearer picture of situations referred to them and can better understand the needs of people experiencing domestic abuse.

The main focus of the MARAC is on managing the risk to the adult victim/survivor but in doing this it will also consider other family members including any children involved and managing the behaviour of the perpetrator. Information shared at MARAC is confidential and is only used for the purpose of reducing the risk of harm to those at risk.

### **Safeguarding vulnerable adults from abuse and neglect**

Safeguarding duties apply to adults who:

- Have needs for care and support (whether or not they are receiving any services); and
- Are experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect

If a safeguarding concern is identified by a member of staff, they will follow the Council's Safeguarding Policy to make a referral to Adult Social Services, or the Police in an emergency, to protect the adult from harm

### **Safeguarding Children**

When a child is involved, we will make the relevant referrals to our Children and Family department via the Single Point of Access

[https://www.richmond.gov.uk/services/children\\_and\\_family\\_care/single\\_point\\_of\\_access/single\\_point\\_of\\_access\\_for\\_professionals](https://www.richmond.gov.uk/services/children_and_family_care/single_point_of_access/single_point_of_access_for_professionals)

### **What constitutes a household?**

An applicant's household includes any member of the family who normally resides with the applicant or who might reasonably be expected to reside with him or her.

Persons who normally reside should be established members of the household and will include those with close blood or marital relationships and cohabiting partners.

Persons who may reasonable be expected to reside includes members of the family not living at with the family at the time. For instance, children who were being fostered and are now returning to the family will normally be expected to reside.

### **Kingston Council Tenants, Emergency Management Transfer**

Emergency management transfer is only suitable when it is safe for the survivor to continue to live within the borough.

If agreed, the tenant will be placed in the appropriate band on the housing register. The tenant may bid for any property which is of a similar size and type to their home. They can also bid for a smaller property if their needs have changed since they were first accommodated, so long as this does not lead to overcrowding.

A direct offer may be made if it is considered appropriate, in accordance with RBK policy

Survivors who are social housing tenants may wish to be considered for a move under the Pan London reciprocal agreement available to households subject to Domestic Violence.<https://saferlondon.org.uk/pan-london-housing-reciprocal/>

### **Unsafe to return to current accommodation**

Where an officer establishes that it is unsafe for a survivor or anyone who lives or is expected to live with them they should explore the following with the survivor:

- Is there anywhere else the survivor can reside (even if temporarily) while a long term housing option is sought?
- Is an emergency placement in a refuge suitable?

Officers must not give any legal advice or guidance on surrendering tenancies or property ownership matters. Survivors should be advised to seek Independent legal advice on such matters. Free legal advice is available at the Kingston Domestic Violence One Stop Shop.or through the DV Hub

### **Joint Tenancies and Occupiers of RBK Properties**

Survivors are responsible for rent on their Council home as long as a tenancy still remains in place whether they live in it or not.

If a survivor chooses to surrender their tenancy, this may have implications for any joint tenant or occupier of the accommodation who is not being rehoused along with them, particularly if they are the perpetrator.

**Survivors should seek independent legal advice before surrendering a tenancy.**

Owner Occupiers should be advised to seek independent legal advice. Free legal advice is available at the Kingston Domestic Violence One Stop Shop.

**SURVIVORS WHO ARE NOT KINGSTON COUNCIL TENANTS**

Our Housing Solutions Team within Community Housing deals with those who have, or are likely to become homeless because of Domestic Abuse.

If the survivor becomes homeless because of domestic abuse they cannot be treated as intentionally homeless. It is recognised they are homeless through no fault of their own and will automatically be identified as having a priority need for safe housing as set out in Section 189 of the Housing Act 1996 (amended by Pt. 7, s.78 Domestic Abuse Act 2021).

The resulting accommodation may be temporary, until it is safe for them to return. In other cases, if there is no chance of a safe return, we will support a move to alternative accommodation without an intention of them returning to their previous address.

Based on the individual's needs, this accommodation may need to be outside of the Borough. We will support survivors and their children through the process.

**Rent**

There is detailed information about benefits on the Shelter website for people experiencing domestic abuse

[https://england.shelter.org.uk/professional\\_resources/legal/housing\\_options/housing\\_options\\_for\\_people\\_experiencing\\_domestic\\_abuse/housing\\_rights\\_of\\_domestic\\_abuse\\_survivors](https://england.shelter.org.uk/professional_resources/legal/housing_options/housing_options_for_people_experiencing_domestic_abuse/housing_rights_of_domestic_abuse_survivors)

## Record Keeping

When housing officers are working with a Domestic abuse survivor they will record the following details on their case files

- Brief and relevant information of the abuse
- Nature of the risk and who is at risk
- Actions that have been taken by the survivor
- Options discussed with the survivor and the survivor's views and
- Any other relevant information and actions planned
- Add a Marac Flag to the housing system. The flag will be removed if there have been no new instances for 12 months

## Training and Support

As a minimum all front line housing staff will be expected to take part in basic domestic abuse training.

<b>Policy Owner(s)</b>	Housing Landlord and Community Housing Heads of Service
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<b>Version Number</b>	<b>Approved by</b>	<b>Approval Date</b>	<b>Amendment</b>
Ver. 02	Housing board	Nov 23	N/A

## **Annex 1 Defining Domestic Abuse**

This Authority adopts the cross government definition of domestic abuse. Domestic abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender. Domestic violence and abuse can affect anyone regardless of their age, gender identity or reassignment, race, religion, class, sexual orientation and marital status.

The abuse can encompass, but is not limited to:

- (a) psychological – including: intimidation, insults, isolating the person from friends and family, criticising, denying the abuse, treating the person as inferior, threatening to harm children or take them away, forced marriage;
- (b) physical – this can include: shaking, smacking, punching, kicking, presence of finger or bite marks, bruising, starving, tying up, stabbing, suffocation, throwing things, using objects as weapons, female genital mutilation. Physical effects are often in areas of the body that are covered and hidden (i.e. breasts, legs and stomach);
- (c) sexual – including rape (including the threat of rape), sexual assault, forced prostitution, ignoring religious prohibitions about sex, refusal to practise safe sex, sexual insults, passing on sexually transmitted diseases, preventing breastfeeding;
- (d) financial – not letting the person work, undermining efforts to find work or study, refusing to give money, asking for an explanation of how every penny is spent, making the person beg for money, gambling, not paying bills, building up debt in the other person's name;
- (e) emotional – including: swearing, undermining confidence, making racist, sexist or other derogatory remarks, making the person feel unattractive, calling the person stupid or useless, eroding the person's independence, keeping them isolated from family or friends.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

So-called honour-based abuse is also a form of domestic abuse, explained by the perpetrator of the abuse on the grounds that it was committed as a consequence of the need to protect or defend the honour of the family; it can include all the types of abuse listed above and specific crimes such as forced marriage and female genital mutilation.

Domestic abuse may also take the form of:

- Harassment
- Stalking
- Online or digital abuse

## Annex 2 - Available Help

Agency	Remit	Referral route	Area covered
<p><b>Kingston DV Hub</b></p>	<p>Support to both female and male survivors of domestic abuse. Comprehensive risk assessing/short term crisis. Referrals to all other relevant agencies. An individualised safety and support plan intervention and safety planning. Practical support and emotional support in court. Support to access a refuge/a safe house, or local authority emergency accommodation (B&amp;B). Support with navigating through the criminal justice system. Advice and support in accessing legal services/ initial basic legal advice on criminal and civil options. Advice on welfare benefits and education. Referrals for psychological support and counselling (Health &amp; Wellbeing). Sign posting to services that work with children. Support with accessing long-term housing and security (sanctuary services)</p>	<p>Office hours Monday to Friday 9am – 5:30pm <b>Email</b> kingstondvhub@refuge.org.uk <b>Tel 0208 547 6046</b></p>	<p>Kingston</p>
<p><b>Kingston One Stop Shop</b></p>	<p>Kingston One Stop Shop is a multi-agency drop-in service which has helped more than a thousand Kingston residents in the last five years. We understand that victims of violence often have limited time in which to access support, so this service brings together various professionals who may be able to help you; there are independent domestic violence specialists providing advocacy and advice, solicitors offering</p>	<p>Opening times: every Monday from 9.30am to 12.30pm  Venue: Kingsgate Church, Clarence Street, Kingston</p>	<p>Kingston</p>

	advice and support on injunctions and housing issues, health visitors who can talk to you about any concerns that you might have for your child, drug and alcohol services and mental health support workers.		
<b>Refuge Complex Needs Service</b>	Providing support to victim survivors of domestic abuse (both male and female) who are experiencing additional barriers to accessing support such as substance use, mental health, disabilities and insecure immigration status.	Office hours referrals Email: <a href="mailto:outreach.swlcn@refuge.org.uk">outreach.swlcn@refuge.org.uk</a> Tel: 0208 943 8188	Kingston, Richmond, Wandsworth & Merton
<b>Victim Support Kingston Hospital IDVA</b>	Support for anyone in the hospital or accessing support from the midwifery team.	<a href="tel:07342065820">07342065820</a>	Kingston Hospital specific
<b>Iran and Kurdish Women's rights Organisation (IKWRO)</b>	Culturally specific support, advocacy and counselling for women from the Middle East and Afghanistan, our services have been extended to several vulnerable communities in the United Kingdom.  IKWRO's mission is to protect Middle Eastern and Afghan women and girls who are at risk of ' <u>honour</u> ' based violence, forced marriage, <u>child marriage</u> , <u>female genital mutilation</u> and <u>domestic violence</u> and to promote their rights.	<b>Postal contact</b> PO Box 65840 London EC2P 2FS <b>Email</b> <a href="#">Contact us</a> <b>Phone</b> 0207 920 6460 Mon to Fri 9.30-5.30 <b>For out-of-hours emergencies call</b> Kurdish / Arabic: 07846 275246 Farsi / Dari / Turkish: 07846 31015	London
<b>Forced Marriage Unit</b>	Forced Marriage	<a href="http://www.forcedmarriage.net/ineedhelp.html">http://www.forcedmarriage.net/ineedhelp.html</a> 020 7008 0151 Open from 9am-5pm, Monday	National

		to Friday. If you are low on Credit, they can call you back. If they are closed call the Foreign Office Response Centre: 020 7708 1500. (It might take a while to get through, but keep trying).	
<b>LGBT Domestic Abuse Partnership</b>	The London LGBT Domestic Abuse Partnership (DAP) is a way for LGBT people who have experienced domestic abuse to get the maximum amount of help with a minimum amount of hassle. The DAP is open to any LGBT person experiencing domestic violence who is living or working in London.	<a href="http://lgbtdap.org.uk/self-referrals">http://lgbtdap.org.uk/self-referrals</a> <a href="http://lgbtdap.org.uk/self-referrals/">http://lgbtdap.org.uk/self-referrals/</a>	London
<b>Stone Wall Housing</b>	Specialist lesbian, gay, bisexual and trans (LGBT) housing advice and support provider, and works across all London boroughs. If you are experiencing domestic abuse and need help and advice around housing,	<b>weekly drop-in held on Fridays between 2pm – 3:30pm at London Friend, 86 Caledonian Road, London N1 9DN</b>  The drop-in is a safe, confidential space to get face to face advice from a special DV caseworker. If you are unable to attend the drop-in you can contact Stonewall Housing’s advice line on:  020 7359 5767 or visit <a href="http://www.stonewallhousing.o">www.stonewallhousing.o</a>	London

		rg for more information, including other drop-in sessions.	
<b>GALOP</b>	<p>(Lesbian, Gay, Bisexual, Anti-violence and policing group)</p> <p>London's LGBT anti-violence &amp; abuse charity. We give advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse and hate crime. We also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system. We are a completely independent community-led group and we are not connected to the police. You can contact us anonymously if you choose.</p> <p><b>Services</b></p> <p>Support and advice for people who have experienced hate crime, domestic abuse or sexual violence</p> <p>Specialist advocacy and support</p> <p>Help in reporting or getting what you need from police and other agencies</p> <p>Advice on the law and how the police work</p> <p>Applying for financial compensation for victims of crime</p>	<p><b>How To Get In Touch</b></p> <p>Advice line 24 hours: 020 7704 2040</p> <p>Office: 0207 7046767</p> <p>An answerphone is available when the advice line is closed.</p>	

	Police complaints		
<b>Rape Crisis</b>	<p>Rape and Sexual Abuse Helpline</p> <p>Rape Crisis South London run the Rape Crisis National Helpline for female survivors of sexual violence. The Helpline is accessible 365 days a year to women who have survived any form of sexual violence, no matter how long ago. We offer specialised, confidential support, information and referral details completely free of charge. The helpline is also available to provide an immediate source of support to friends and family of survivors, as well as other professionals, to help them understand how best to support female survivors of sexual violence.</p> <p>As a first step many women find it easier to talk anonymously and in confidence. The Helpline aims to provide a supportive, non-judgemental, safe space for survivors to begin talking about their experiences. We explore the options available to our callers, believing in their power to choose for themselves what they want to do next.</p>	<p>Free helpline</p> <p>0808 802 9999</p> <p>12:00 – 14:30 daily</p> <p>19:00 – 21:30 daily</p>	National
<b>National Domestic Violence Helpline</b>	<p>The Freephone 24-hour National Domestic Violence Helpline is open 24 hours a day, every single day. Our helpline workers are there to give emotional support and practical information. They help women explore their options and escape abuse.</p>	<p>0808 2000 247 24 hour Freephone – advice and refuge space.</p> <p><a href="mailto:info@refuge.org.uk">info@refuge.org.uk</a></p>	National

<p><b>National Centre for Domestic Abuse</b></p>	<p>The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women’s Aid etc.) to help survivors obtain speedy protection.</p>	<p>Phone: 0800 970 2070</p> <p>Option 1: Information about getting an injunction</p> <p>NCDV offers a minicom service. Dial: 0800 970 2070</p>	
<p><b>Men’s Advice Line</b></p>	<p>A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).</p> <p>The service is run and managed by Respect.</p>	<p>The Men's Advice Line is available on <b>Freephone number 0808 801 0327</b></p> <p>(free from landlines and most mobile phones)</p> <p>Monday - Friday 10am-1pm and 2pm-5pm</p> <p><a href="mailto:info@mensadvice.org">info@mensadvice.org</a></p>	<p>National</p>
<p><b>DVIP (Domestic Violence Intervention Project)</b></p>	<p>Services to men who have been violent</p>	<p><a href="mailto:info@dvip.org">info@dvip.org</a></p> <p><b>MAIN OFFICE</b></p> <p>Devonshire House, 164-168 Westminster Bridge Road,</p>	<p>London</p>

		<p>London, SE1 7RW</p> <p><b>Violence Prevention Programme</b> tel: (44) (0) 20 7633 9181 email: <a href="mailto:vpp@dvip.org">vpp@dvip.org</a></p> <p><b>Women's Support Services</b> tel: (44) (0) 20 7928 4813 email: <a href="mailto:wss@dvip.org">wss@dvip.org</a></p> <p><b>Risk Assessment Team</b> tel: (44) (0) 20 7593 0027 email: <a href="mailto:riskassessment@dvip.org">riskassessment@dvip.org</a></p> <p><b>Yuva Young Peoples Service</b> tel: (44) (0) 20 8222 8281 email: <a href="mailto:yuva@dvip.org">yuva@dvip.org</a></p> <p><b>Training</b> tel: (44) (0) 20 7928 4620 email: <a href="mailto:gjori@dvip.org">gjori@dvip.org</a></p> <p><b>Al-Aman (Arabic speakers service)</b></p> <hr/> <p>PO Box 2838, London, W6 9ZE fax: (44) (0) 20 8741</p>	
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		<p>4383  email: <a href="mailto:info@dvip.org">info@dvip.org</a>  <b>Al-Aman Violence Prevention Programme</b>  tel: (44) (0) 20 8748 2577</p> <p><b>Al-Aman Women's Support Services</b>  tel: (44) (0) 20 8563 2250</p> <p>If you would like to refer a client, please contact us and we can advise you which assessment or intervention is most appropriate for your work with a particular family.</p>	
<b>Respect</b>	<p>Work with Domestic Violence Perpetrators, Male Victims and Young people.</p> <p>Respect runs the UK helpline for anyone who is concerned about their own or someone else's behaviour towards their partner (male, female, in heterosexual or same-sex relationships).</p>	<p>Call Freephone 0808 802 4040  Monday-Friday  9am-5pm.  <a href="http://respectphoneline.org.uk/">http://respectphoneline.org.uk/</a>  <a href="mailto:info@respect.uk.net">info@respect.uk.net</a></p>	National
<b>Safe Partnership</b>	<p><b>The Sanctuary Scheme</b></p> <p>Provides extra security to properties and advocacy support for households in fear of violence.</p>	<p>Referrals to be made to <a href="mailto:sanctuarystaysafe@kingston.gov.uk">sanctuarystaysafe@kingston.gov.uk</a>.</p>	Kingston

<b>Paladin – National Stalking advocacy Service</b>	<p>Provide advice to survivors of stalking and advocacy to high risk survivors of stalking</p> <p>Raise awareness of dangers and risks of stalking</p> <p>Provide training to professionals</p> <p>Scrutinise the new stalking laws</p> <p>Campaign on behalf of victims</p> <p>Develop a victim’s network of support</p>	<p><b>helpline on 0207 840 8960</b></p> <p><a href="mailto:info@paladinservice.co.uk">info@paladinservice.co.uk</a></p> <p>Referral forms available online</p>	National
<b>National Stalking Helpline</b>	<p>If you use the telephone service, you will get through to a Helpline operator who will ask you for details about what has been happening to you so that they can provide guidance and information.</p>	<p><b>Help Line - 0808 802 0300</b></p> <p>09:30 – 16:00</p> <p>Weekdays</p> <p>(except Wed 13:00 – 16:00)</p> <p><a href="mailto:advice@stalkinghelpline.org">advice@stalkinghelpline.org</a></p>	National
<b>Kingston Wellbeing Service</b>	<p>Drug and Alcohol Support for those living in Kingston</p>	<p>020 3317 7900 (Mon – Fri 9am – 5pm)</p>	Kingston
<b>Kingston iCOPE</b>	<p>Mental Health Support</p>	<p>0203 317 7850 (Mon – Fri 9am – 5pm)</p>	Kingston
<b>Each Counselling &amp; Support</b>	<p>Offering therapeutic support to victims survivors of domestic abuse</p>	<p><a href="mailto:infoascent@eachcounseling.org.uk">infoascent@eachcounseling.org.uk</a></p>	Kingston

**Kingston Statutory Services (including out of hours)**

<b>Agency</b>	<b>Remit</b>	<b>Referral route</b>	<b>Area covered</b>
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<b>Emergency Services</b>	In immediate danger	<b>Call 999</b>	National
<b>Police</b>	Non-emergency	Call 101	National
<b>Kingston Housing Solutions, Community Housing</b>	Emergency Homelessness	Opening Hours: Monday to Friday 9am to 5pm Telephone: 020 8547 5003  Out of Hours: 020 8770 5000	Kingston
<b>Children services</b>	Child protection	Concerned about a child If you are concerned about the welfare of a child, call 0208 547 5008. If you need to speak to someone urgently after hours or at the weekend, call the 'Out of Hours' team on 0208 770 5000. Call 999 if you think a child or young person is in immediate danger	Kingston
<b>Local Authority Designated Officer (LADO)</b>	Provide advice and guidance to employers and voluntary organisations that have concerns about a person working or volunteering with children or young people.	lado@achievingforchildren.org.uk	Kingston
<b>NHS</b>	Non-emergency number. It's fast, easy and free. They will ask you a series of questions	Call: 111 24 hour Free call	National

	to assess your symptoms and immediately direct you to the best medical care for you.		
<b>Adult Social Services</b>	Safeguarding adults	<b>0208 547 5005</b> . Email: <a href="mailto:adults@kingston.gov.uk">adults@kingston.gov.uk</a>	Kingston

## **Annex 3 - other options**

### **Refuges**

A refuge is a safe house for women and children escaping domestic violence. The address is confidential and no men are allowed in the building. A refuge is a place where women can be sure they are safe, and where they can access emotional and practical support from staff who understand what they have been through.

If the survivor has a male child above the age of 13, please be advised that they will not be allowed in a refuge.

Also please note that there is a shortage of refuge spaces. You cannot usually book a refuge space in advance. You need to be ready to move in if there is a space available.

If the survivor has more than three children, has specialist needs, has no recourse to public funds or is male, there are limited refuge spaces available.

Phone numbers for specific women's refuges can be found online. For updated information on available refuge spaces, please call the 24hr National Domestic Violence helpline 0808 2000 247 or online <https://www.nationaldahelpline.org.uk/> Here you will find contact information for local domestic violence services and refuges.

For men's refuge spaces, contact The Men's advice line . The advice line is available from Monday to Friday, 10am -1pm and 2pm-5pm. Call 0808 801 0327 or visit [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### **Specialist Refuges**

#### ***Women with Support Needs: Eaves Housing For Women***

- Eaves Supported Housing provides temporary housing and support to single vulnerable women aged 16-60 who have support needs. They offer support and housing for up to two years to make the transition to living independently. Eaves Housing for Women accepts self-referrals or referrals from any agency.
- All referrals must be made via an initial phone call to 020 7735 2062 between 9.30am-4.30pm, Monday to Friday. If you meet the criteria then an application form will be sent to you or the person referring you.  
<https://www.eavesforwomen.org.uk/about-eaves/>

## **Injunctions**

In respect of RBK tenancies, the Council has powers to take tenancy enforcement actions which it will consider having regards to the circumstances prevalent at the time.

### ***A non-molestation order***

A non-molestation order is a kind of injunction which can protect a victim of domestic violence and any relevant child from violence or harassment. You can obtain a non-molestation order against someone who has been physically violent or against someone who is harassing, intimidating or pestering you. You can apply for a non-molestation order even if you still want to (or have to) live with your abuser.

### ***An occupation order***

An occupation order is a type of injunction which deals with who lives at the family home. An occupation order can:

- Order your abuser to move out of the home or to stay away from the home
- Order your abuser to keep a certain distance away from the home
- Order your abuser to stay in certain parts of the home at certain times (for example it can order him to sleep in a different bedroom)
- Order your abuser to allow you back into the home if he has locked you out
- Order him to continue to pay the mortgage, rent or bills

For more information please advise the client to visit Rights of Women at [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk) or call the National Centre for Domestic Violence, which provides a free, fast emergency injunction service to survivors of domestic violence. Advise the client to call 0800 970 2070.

## **Destitution Domestic Violence Concession**

This is a form for people on a UK partner visa to claim public funds (benefits) while applying to settle in the UK because of domestic violence. If you are in the UK on a temporary visa as a partner, your relationship has broken down because of domestic violence and you have no money to support yourself. You can apply to claim public funds (benefits) for up to 3 months while UK Visas and Immigration considers your application to settle in the UK.

To access the form, please visit:

<https://www.gov.uk/government/publications/application-for-benefits-for-visa-holder-domestic-violence>