

Safer Gateshead

Safer People, Safer Communities

Gateshead Domestic Abuse Guide and Service Directory

Information for victims of domestic abuse and
for practitioners dealing with domestic abuse

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Purpose of the directory

Safer Gateshead has produced this directory as a practical resource for frontline staff, volunteers who work with adults and children and victims of domestic abuse, honour based violence and forced marriage. It provides information about agencies and the support available in and around Gateshead.

What is Domestic abuse?

Domestic abuse is widespread, nationally and internationally and is experienced across every section of society regardless of social group, ethnic background, age, disability, sexuality or religion. Its effects are profoundly damaging for individuals, families and society as a whole.

In 2005 the government agreed a core definition of domestic abuse which has been adopted by Gateshead Domestic Abuse Executive Forum.

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”

The government has also made explicit that issues such as forced marriage, female genital mutilation and ‘honour’ abuse are encompassed within this definition, as well as elder abuse when committed within the family or by an intimate partner. An adult is defined as any person aged 18 years or over.

What is forced marriage?

A forced marriage is a marriage where one or both partners do not consent to the marriage or consent is extracted under duress. A forced marriage is very different from an arranged marriage, which is done by consent by both parties and should not be confused.

What is an honour crime?

Honour crime is a crime in which mainly girls or women are punished at the command of family members for alleged immoral behaviour, which is deemed to have gone against the family or community honour code and caused shame. Such incidents may include:

- Inappropriate dress or make up
- Having a boyfriend
- Rejecting a forced marriage
- Kissing in a public place
- Interfaith relationships
- Reporting domestic abuse

Safety planning

Domestic abuse practitioners should advise and assist victims to:

In a crisis situation the most important priority is the victim's safety. Drawing up a safety plan can give the victim time to think, as well as feel more in control.

If the victim is planning to leave the perpetrator evidence suggests that it is best that the victim plans this carefully. Perpetrators may increase their violence if they suspect that the victim is planning to leave. Separation and the time after the separation can be a particularly dangerous time.

Each situation is unique and will require different safety planning; hence the following suggestions should be added to or tailored to suit individual need.

- Gather any important documents, such as drivers licence, children's birth certificates, your birth certificate, rent book, benefit books, mortgage papers, car registration/car insurance, home insurance, passports, marriage certificate, divorce papers (if applicable), visa/work permit (if applicable).
- Carry a list of contact numbers in case of an emergency.
- Try and save some money, as this could be used as a crisis fund.
- Get an extra set of keys made for the house, car, garage etc. Keep these keys, saved money and important documents together, along with a spare bag of clothes for you and your children. Leave this bag in safe place or with someone you can trust (try and avoid mutual friends and family).
- Take any medication for you and your children.

- Take the children's favourite toys.
- Take any personal possessions that have sentimental value, such as photographs.
- Take the children, if forced to leave them behind, you should contact the police immediately.

When speaking with a victim of suspected forced marriage/honour based violence, domestic abuse practitioners must also take the following into consideration:

- Do not send the victim away believing that it is not a matter relevant to criminal justice agencies.
- Do not approach the family or community leaders.
- Do not share information without the consent of the victim unless risk dictates.
- Do not breach confidentiality unless risk dictates.
- Do not attempt any form of mediation.
- Consider safeguarding procedures (child protection and vulnerable adults).
- See the victim on their own in a secure and private place.
- Consider the following could be as a result of forced marriage or honour based violence:
 - Missing from home
 - Suicide (suspicious death)
 - Self-harming
 - Truancy

Assessing risk

Safety is a priority if domestic abuse, honour based violence or forced marriage is disclosed therefore it is important to determine the extent of the danger faced by a victim of domestic abuse. Factors commonly linked with a risk of further domestic abuse include:

- Previous physical or sexual assaults
- An escalation in the frequency and severity of violence
- Recent separation
- Conflict over child contact
- Threats and attempts to kill or commit suicide
- Pregnancy
- Possessiveness, jealousy, stalking and psychological abuse
- Previous criminality or breach of court orders

- The degree of isolation and vulnerability of the victim
- Child abuse and previous contact with a child protection agency

This list is by no means exhaustive but many of these risk indicators can be found in the various domestic abuse risk assessment tools that now exist.

MARAC (Multi Agency Risk Assessment Conference)

MARAC is a multi agency meeting to support victims of domestic abuse, forced marriage or honour based violence. The main aim of MARAC is to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and wellbeing of victims, and their children.

A consistent and nationally evaluated risk assessment tool is used, developed from analysis of previous domestic abuse homicides. For further information on MARAC please read Gateshead's MARAC practitioner guide.

MAPPA (Multi Agency Public Protection Arrangements)

MAPPA is a multi agency meeting to protect the public from risk posed by violent and sexual offenders who are lawfully residing in the community.

This meeting is to monitor these offenders and ensure every measure is taken to prevent those offenders from causing further harm.

Support Agencies

Safer Families

This service is a domestic abuse intervention service, which seeks to increase the safety of victims of domestic abuse. This service supports victims at very high risk, high risk and involved in the criminal justice system.

Safer Families are also a confidential, free service that offers practical and emotional support to victims and their children. We encourage victims to positively engage in the criminal justice system as well as processing security measures and facilitate access to many other services including legal advice, security measures, housing, counselling and other therapeutic interventions.

Tel: 0191 433 5600

Fax: 0191 433 5606

Open hours Monday – Friday 9am – 5pm

Domestic Abuse Support Service

This service provides practical and emotional support to victims of domestic abuse to enable them to live independently. This service offers support to any victim over the age of 16. This service can also explore the possibility of extra security measures on the victim's current property, through the sanctuary scheme. This service can also offer safe houses to victims of domestic abuse, when possible.

Tel: 0191 433 2622

Fax: 0191 477 8373

Website: www.gateshead.gov.uk

Open hours (Monday – Thursday 8.45am – 5pm, Friday 8.45am – 4.30pm)

Victim Support

This service provides a free and confidential service, offering emotional, practical and non-financial support to those who are suffering or have survived domestic abuse. Free advice and assistance given to apply for criminal injuries compensation. This service is for victims at a medium, low risk of further domestic abuse.

Tel: 0191 477 8395

Fax: 0191 478 3799

Open hours 8am – 4pm Monday – Friday

The Gateshead Housing Company

This service provides housing advice and support to tenants experiencing domestic abuse. This service will also explore the possibility of extra security measures on the victim's current property.

Tel: 0191 433 5353

Fax: 0191 478 6604

Website: www.gatesheadhousing.co.uk

Gateshead Citizen's Advice Bureau

This service offers general advice on the issues arising as the result of domestic abuse such as housing options, entitlement to benefits and debt.

Tel: 0191 478 5100

Fax: 0191 477 4922

Open hours Monday, Tuesday and Thursday 10am – 3pm

Refuge & emergency accommodation

Gateshead Council Housing Options Team

This service will discuss housing options with victims of domestic abuse; this will involve carrying out a homeless assessment and also offering temporary accommodation where available.

This service offers an 'open door' service to speak to a housing options officer on Monday, Tuesday, Thursday & Friday between 9am – 3pm. There is an emergency service on a Wednesday for people who are in need of emergency accommodation.

Tel: 0191 433 2665 open hours (8.45am – 5pm)

Out of hours service (Emergency Only): 0191 477 0844 (Mon-Fri 6pm – 8am, 24 hours Saturday and Sunday)

Fax: 0191 477 8373

Website: www.gateshead.gov.uk

Aquila Way

This service offers support to young people through a variety of housing and community based projects.

Tel: 0191 491 5700

Fax: 0191 491 3334

Website: www.aquilaway.org.uk

Open hours (Monday – Thursday 9am - 5pm, Friday 9am – 4.30pm)

Gateshead Women's Refuge

This service provides emergency housing and support for women and children who are fleeing domestic abuse. This service provides advice and support to any woman enduring domestic abuse and they can also link with other agencies and victims to let them know if there are any available spaces in other refuges in the region.

Tel: 0191 477 9309

Fax: 0191 477 9314

Open hours (Monday – Friday 9am – 5pm)



Legal Advice/Police contacts

Yellow Pages

Yellow pages will have information in regards to all the solicitors in your area, and those that are specialised around family law and domestic abuse.

Website: Yell.com

Victim Support Northumbria Gateshead witness Service

This service offers help and support for victims, witnesses, their family and friends in the criminal courts.

Tel: 0191 477 9099

Fax: 0191 477 9099

e.mail: edward.purdy@victimsupport.org.uk

Open hours (Monday, Wednesday, Thursday and Friday 9am – 4pm)

Northumbria Police Public Protection Unit Gateshead

This service provides an initial risk assessment at the scene. There are dedicated domestic abuse investigators dealing with assault and risk. This telephone number is not for emergencies – if there is an emergency please dial 999.

Tel: 0191 221 9324

Fax: 0191 221 9303

e.mail: Gateshead.ppu@northumbria.pnn.police.uk

Health Contacts

Gateshead Walk in Centre

This service provides referral pathways to appropriate agencies available to staff at the walk in centre.

Tel: 0191 445 5454

Fax: 0191 445 5455

Open hours (7am – 10pm)

Queen Elizabeth Hospital, Gateshead

Staff in the Accident and Emergency and Maternity Departments are able to provide support and referral pathways to appropriate agencies.

Accident and Emergency – 0191 445 3908

Maternity – 0191 445 2763

REACH

This service provides a counselling service to anyone who has experienced rape or sexual assault at the age of 16+.

Tel: 0191 212 1551

Fax: 0191 212 1547

Open Hours (Monday – Friday 9am – 5pm)

Tyneside Women's Health

Tyneside Women's Health offers a range of support for women to improve mental health and emotional wellbeing including;

- Courses to improve mental health such as Confidence Building, Coping with Depression and Managing Anxiety
- A counselling service
- Therapeutic activities for women such as exercise to music and craft
- Support to women to achieve their goals for the future

Tel: 0191 477 7898

Fax: 0191 478 2356

Email: enquiries@tynesidewomenshealth.org.uk

Website: www.tyneside-womens-health.org.uk

Twenty Four:7 Gateshead drug & alcohol team

This service provides help for people suffering from drugs and/or alcohol misuse.

Tel: 0191 443 6880

Fax: 0191 449 6881

NECA

This service provides support and counselling services for those affected by substance misuse (drugs and alcohol)

Tel: 0191 490 1045

Fax: 0191 490 1673

Financial information

One parent families/Gingerbread

This service offers information for lone parents on such things as: maintenance, tax credits, benefits, work, education, legal rights, childcare and holidays.

Tel: 0800 0185 026

Open Hours Monday – Friday 9am – 5pm

Child maintenance options

This service will give advice around the child maintenance options available.

Tel: 08009 880 988

Open Hours Monday – Friday 8am – 8pm Saturday 9am – 4pm

Child support agency

Tel: 08457 133 133

Open hours: 8am – 8pm Monday – Friday

HM Revenue & Customs

Information about tax credits and eligibility

Tel: 0845 300 3900

Open hours: 8am -8pm 7 days a week

Jobcentre Plus

Tel: 08000 234 888

Open hours 8am – 6pm Monday – Friday



National contact numbers

National Debt line

Specialist advisers offering free confidential advice and support on dealing with personal debt.

Tel: 08088 084 000

Open hours: Monday – Friday 9am-9pm, Saturday 9.30am – 1pm; or 24 hour voicemail

Broken Rainbow

This service provides helpline and information and sign posting to services for, lesbian, gay, bisexual and transgender people experiencing domestic abuse.

Tel: 08452 604 460

Website: www.lgbt-dv.org

Mankind

This service will offer support for men suffering from domestic abuse.

Tel: 01823 334 244

National 24hr Domestic violence helpline

This service offers a 24 hour helpline providing access to emergency refuge accommodation and information about domestic violence issues and safety planning.

Tel: 0808 2000 247

Forced Marriage unit

Tel: 0207 008 0151

e.mail: fmufco.gov.uk

Honour network

Tel: 0800 599 9247

Language Line

Tel: 02075 201 430 (this is not a free service)

Child Line

This service provides a free helpline for children and young people in trouble or danger.

Tel: 0800 1111

Website: www.childline.org.uk

NSPCC Helpline

Tel: 0800 800 500

Samaritans

This service provides a confidential, non-judgemental, emotional support and listening service for those who are in despair, crisis or feeling suicidal.

Tel: 08457 909 090

website: www.samaritans.org.uk

Let us know what you think

If you have any comments to make about this Directory or if you feel there is information that should be in here but is missing or has changes, please complete the form and return it back to us at the address below.

All feedback is welcome and will help us make improvements,

Domestic Abuse Manager
Safer Communities
Gateshead Council
Civic Centre
Gateshead Council
NE8 1HH

Name:

Address:

Postcode:

Telephone:

Email:

Comments:

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If you would like this information in large print, Braille, on audio cassette/cd/mp3 or in a different language please contact the domestic abuse manager on 0191 433 3995.

Produced by Safer Gateshead Partnership

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