

Domestic abuse

we can help



Directory of services for Maidstone

Produced by The
Maidstone Domestic Violence Forum
Fourth Edition: January 2014

www.maidstone.gov.uk

What this directory is about

This information pack is about domestic abuse, what you can do about it and where to get help, advice and support. If you or someone you know is experiencing domestic abuse then this pack may be of use.

This pack is for anyone who is in an abusive relationship, including men and people in gay or lesbian relationships.

Domestic abuse includes any form of physical, sexual abuse, rape, threats and intimidation. Intimidation can be mental or verbal abuse, humiliation, deprivation, regular criticism and belittling.

If you are in an abusive relationship, please remember:

- You are not the only one
- You are not to blame
- You cannot change your abuser's behaviour
- Ignoring violence is dangerous
- Break the silence – don't remain isolated
- There is life after an abusive relationship



The Maidstone Domestic Violence Forum has worked in partnership to produce this information directory.

Introduction

Welcome to the fourth edition of the Maidstone Domestic Abuse Handbook, produced by the Maidstone Domestic Violence Forum. It is mainly intended for victims of domestic abuse, as well as a useful reference guide for agencies working with survivors of domestic violence.

Domestic Abuse is not acceptable within any society. Domestic abuse is under-reported, but research shows that in the UK:

- One incident of domestic abuse is reported to the Police every minute;
- Domestic abuse accounts for 15% of all violent incidents;
- 33% of all violent incidences against women are domestic abuse;
- One in four women and one in six men will be a victim of domestic abuse in their lifetime;
- Domestic abuse has more repeat victims than any other crime;
- On average in the UK, two women a week are killed by a current or former male partner and 30 men a year are killed;
- At least 750,000 children a year witness domestic abuse;
- Nearly 1 million women experience at least one incident of domestic abuse each year.

This handbook has been written in an accessible and easy to read format. The handbook comprises short sections covering every aspect of seeking help and support. It includes understanding domestic abuse and its effects on children and contains practical advice to make yourself and your children safe, useful telephone numbers and agency details.

The guide has been compiled to ensure that all agencies have access to full and accurate information about services and resources available within Maidstone Borough Council. We have tried to include all organisations which serve the borough in relation to domestic abuse and who wishes to be included. If you are an agency working in an area of domestic abuse and would like to be included in future editions of the handbook, or you wish to amend your published details, please contact:

Ian Park, Chair, Maidstone Domestic Violence Forum

This leaflet is available in different formats and can be translated into other languages upon request. This leaflet is printed on recycled paper. Please recycle this leaflet.

Domestic Abuse

What is domestic abuse?

Domestic abuse is physical, sexual, psychological or financial abuse that takes place within an intimate or family-type relationship and that forms a pattern of forceful and controlling behaviour. This can include forced marriage and so-called 'honour crimes'. Domestic abuse may include a range of abusive behaviours, not all of which are in themselves inherently 'violent'.

Violence and abuse can be actual or threatened and may include:

- **Physical, sexual or psychological abuse** for example; slapping, pushing, kicking, punching, stabbing, rape, verbal abuse, humiliation, stalking, intimidation.
- **Financial or emotional deprivation** for example; withholding money, not allowing friends to visit or phone calls, keeping a partner from contacting their family or friends, stopping a partner from getting or keeping a job, social isolation.
- **The use or threat of using legal sanctions** against a partner, for example; threats about the custody of the children, threats of deportation.
- **Denial of rights** for example; denial of medical care, physical freedom.

ANYONE CAN BE A VICTIM.

People suffer domestic abuse regardless of their social group, class, age, race, disability, sexuality or lifestyle and in all kinds of relationships – heterosexual, lesbian, gay, bisexual and transgender (LGBT).

The abuse can begin at any time – in new relationships or after many years spent together and can happen once every so often or on a regular basis.

All forms of abuse – psychological, economic, emotional and physical – come from the abuser's desire for **power and control** of another.

Maidstone One Stop Shop

Open every Tuesday, 9.30 – 11.30am at Maidstone Gateway, King Street, Maidstone ME15 6AW.

Victims of domestic abuse can access all the information they need under one roof.

www.domesticabuseservices.org.uk

Domestic Abuse

The Structure of Abuse

Abuse can involve:

- Isolation
- Disability and exhaustion
- Degradation
- Threats
- Enforced trivial demands
- Displays of total power
- Occasional indulgences
- Distorted perspectives

Remember, you are not to blame.

Admitting to yourself and others that you are experiencing domestic abuse may seem difficult but it is an important step towards getting protection for yourself and your children.

Effects on Children

Domestic abuse can affect children physically, psychologically, emotionally and socially.

Every child is different and may show some or none of the behaviours listed below:

- Bedwetting, stomach aches, headaches
- Sleep disturbances, nightmares
- Depression, feelings of helplessness and powerlessness
- Poor personal hygiene
- Tired and lethargic
- Desensitisation to pain
- Regression in development tasks e.g. thumb sucking
- Aggression – out of control behaviour
- Difficulties in trusting others
- Overachiever or underachiever
- Holding themselves responsible for the abuse and feeling guilty.

Domestic Abuse

Safety Planning

It is not your fault. You are not alone. You have the right to live free from fear.

Sometimes victims of domestic abuse have to leave home in a hurry. It can help if you make some plans. Making a safety plan is a way of feeling more in control, more positive and confident. This is a suggested plan of action that you can add to or change to suit you:

- Find somewhere you can quickly and easily use a phone (a neighbour, relative or other contact).
- Make a list of numbers for an emergency to include friends, relatives and local police (even well known numbers can be forgotten in a panic). Always carry these with you.
- Try to save some money for bus, train or taxi fares.
- Have an extra set of keys for your house, flat, car.

If you feel it does not place you in danger:

- Keep a set of keys, money and a set of clothes packed and ready in bag that you can quickly take.
- Explain to your children (if they are old enough to understand) that you might have to leave in a hurry.
- Explain that you will take them with you or arrange for them to join you as soon as possible. Discuss the safety plan with them.

If you have more time to plan leaving, do as much of the following as possible:

- Leave when your abuser is not around.
- Take all your children with you.
- Take your legal and financial papers, marriage and birth certificates, court orders, national health cards, passports, driving licence, child benefit books, address book, bank books, chequebooks, credit cards and so on.
- Take any of your personal possessions, which have sentimental value – photographs or jewellery for example.
- Take favourite toys for the children.
- Take clothing for at least several days.
- Take any medicine you or your children might need.
- If you have pets and are worried they may not be looked after if left behind, try to arrange for someone to care for them. An animal charity might be able to help.
- If you do leave and realise that you have forgotten something, you can always arrange for the protection of a police escort so you can return home to collect it safely.

Domestic Abuse

Why Leave? Why Stay?

People stay in abusive relationships for many reasons. Not everyone recognises what is happening to them as domestic abuse and may believe that the abuse is normal and acceptable.

Many victims of abuse may find it very difficult to leave. Contributing factors that may cause an abused person to remain with, or return to, their abusive partner include:

- Fear of retaliation
- Economic and emotional dependency
- Feelings for their partner
- Isolation
- Low self esteem
- Social stigma
- Beliefs about marriage
- Children
- Pets and personal items
- Fear of homelessness
- Transport difficulties
- Guilt

Many of these fears will be eased by talking to someone in confidence.

National Helpline Numbers

National Domestic Abuse Helpline	0808 2000 247
Men's Advice Line	0808 8010 327
Victim Support	0845 3030 900
The Samaritans	08457 909 090
Childline	0800 11 11
Broken Rainbow (support for lesbian, gay, bisexual and transgender people)	07812 644 914
Foreign and Commonwealth Office (advice on forced marriage and 'honour' based violence)	020 7008 0135/0151

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Directory of services for Maidstone

Name of organisation	Berry and Berry Solicitors
Address	3 Tonbridge Road, Maidstone ME16 8RL
Telephone	01622 690777
Email	enquiries@the-solicitors.co.uk
Website	www.the-solicitors.co.uk
Opening times	Monday – Friday: 9am-5pm
Outline of service	Can offer legal advice and assistance on a range of topics including family law issues and injunctions. Public funding (legal aid) is available for those eligible.

Name of organisation	Broken Rainbow
Address	J414, Tower Bridge Business Complex, 100 Clements Road, London SE16 4DG
Telephone	National Helpline: 0300 999 5428
Email	help@broken-rainbow.org.uk
Website	www.broken-rainbow.org.uk
Opening times	Helpline open: Monday & Thursday: 10am-8pm Wed & Tue: 10am - 5pm
Outline of service	Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse.

Name of organisation	Casa Support
Address	PO Box 322, Sittingbourne, Kent ME9 8PQ
Telephone	0800 121 6060
Email	contactus@casasupport.org.uk
Website	www.casasupport.org.uk
Opening times	Monday – Friday, 9am – 5pm
Outline of service	Casa Support, a not-for-profit organisation, is a provider of housing related support. We can provide safe refuge space for 63 women and their children. We are committed to empowering, involving and enabling our customers to make informed choices about their future.

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Name of organisation	Chapter 1
Address	6 Clarence Road, Tunbridge Wells TN1 1HE
Telephone	01892 530676
Email	mail@chapter1.org.uk
Website	www.chapter1.org.uk
Contact name	Fretha Biggs
Opening times	Monday – Friday: 9am–5pm
Outline of service	Chapter 1 specialises in support services to meet a wide range of needs: single homeless, women and families and men fleeing domestic violence, care leavers, mental health, alcohol or drug problems, parents and babies.

Name of organisation	CXK
Address	Riverside Works, Thanet Way, Chesterfield, Whitstable, CT5 3JQ
Telephone	01227 264 224
Email	info@cxk.org.uk
Website	www.cxk.org.uk
Outline of service	CXK is an impartial information, advice and guidance service for 13-19 year olds. It also supports young people up to the age of 25 who have learning difficulties and/or disabilities.

Name of organisation	Community Legal Advice
Telephone	Helpline: 0845 345 4345
Website	www.gov.uk/civil-legal-advice
Opening times	Monday – Friday: 9am-8pm Saturday: 9am-12.30pm
Outline of service	Free legal advice helpline and Civil Legal Advice can supply you with the names of legal advisors and solicitors in your area that specialise in family law.

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Name of organisation	Floating Support West Kent Housing Association
Address	101 London Road, Sevenoaks TN13 1AX
Telephone	01732 749452
Website	www.westkent.org
Contact name and details	Referral via supporting People Team at Kent County Council: 0845 8247 100 Email enquires to: floatingsupport@kent.gov.uk
Opening times	Contact Centre 24hrs tel: 0845 8247 100
Outline of service	This service aims to provide housing related support to domestic abuse victims. A Floating Support Officer will draw up a support plan with you, identifying your support needs, which will include regular visits, support with legal matters, guidance on safety planning, help finding counselling for you and your children, help with identifying training and work opportunities, benefits advice, budgeting and money management and support attending appointments, such as with police or solicitors.

Name of organisation	Golding Homes
Address	Whatman House, St Leonards Road, Allington, Maidstone ME16 0LS
Telephone	0800 923 2700 or 01622 212600
Email	supportservices@goldinghomes.org.uk asbteam@goldinghomes.org.uk
Website	www.goldinghomes.org.uk
Contact Names	Support Services (lifelines): Teresa Francis, Gill Lant, Mark Foster
Opening times	Monday – Thursday: 8am–6pm Friday: 8am–5.30pm
Outline of service	Provide support, information and advice to tenants and their families who are affected by domestic abuse. Lifeline telephone service can provided via referral from Women’s Support Service and police, a silent lifeline is installed in the person’s home. They must have an outgoing BT line.

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Name of organisation	Kent & Medway Independent Domestic Violence Adviser (IDVA) Service (Country-wide service)
Address	KDAC, c/o Oasis Domestic Abuse Service, PO Box 174, Margate CT9 4GA
Telephone	07926 842 183
Email	enquiries@kdac.org.uk
Opening times	Monday – Sunday: 9am-5pm
Outline of service	IDVAs can support you with risk management and safety. They can also offer legal advice and support for civil and criminal issues. IDVAs are available at the One Stop Shops, or on the IDVA helpline. If your partner is in court for a domestic abuse related crime you should be able to access a Court IDVA via the helpline or your witness care officer. If you are being referred to a Multi-Agency Risk Assessment Conference (MARAC) you should also be referred to an IDVA. Otherwise, you can self-refer and they will assess you. If you do not meet criteria for an IDVA's support they will signpost you to a relevant organisation. These workers are available through local organisations in Kent who are working as part of the Kent Domestic Abuse Consortium. The local organisations are Oasis, Rising Sun, North Kent Women's Aid and SATEDA.

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Name of organisation	Kent Police – Public Protection Unit
Address	Maidstone Police Station, Palace Avenue, Maidstone ME15 6NF
Telephone	non emergency: 101 In an emergency: 999
Email	enquiries@kent.pnn.police.uk
Website	www.kent.police.uk
Opening times	Maidstone Police Station Front Counter: Monday – Saturday: 8am-8pm Sundays: 10am-6pm Telephone Enquiries: 24hrs
Outline of service	<p>If you or someone you know is a victim of domestic abuse:</p> <ul style="list-style-type: none">• Police will deal promptly and positively with any domestic abuse incident that they are called to attend.• Police have Domestic Abuse Officers and other experts who can give advice.• Children can be victims too – the Public Protection Unit is there to protect the welfare of children who are the victims of emotional, physical or sexual abuse.• Where necessary, the person responsible for the abuse will be arrested.• Officers will try to take action that will protect you from further abuse. <p>Police work closely with other local agencies such as Women’s Refuges, Victim Support, Local Authorities (Councils) and Housing agencies, in order to get the support you need.</p>

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Name of organisation	Maidstone Borough Council (Housing)
Address	Maidstone House, Kings Street, Maidstone ME15 6JQ
Telephone	General Enquiries: 01622 602000 Domestic Violence Prevention Officer: 07919 493341
Email	housingoptions@maidstone.gov.uk
Website	www.maidstone.gov.uk/community/housing/ domestic_violence.aspx
Contact name and details	Kate Turner, Domestic Violence Prevention Officer Tel: 01622 602658 / 07919 493341
Opening times	Monday – Thursday: 8.30am-5pm Friday: 8.30am-4.30pm Monday – Friday: Housing Options Drop In available at Gateway 9am-11.30am and 2pm-4pm.
Outline of service	The Council can offer advice on non-molestation and occupancy orders and joint tenancy issues. They can assist with alternative temporary, emergency accommodation for someone fleeing domestic abuse i.e. a refuge, and offer advice on a person's housing options. Maidstone Borough Council also operates a Sanctuary Scheme, which assists with extra security measures when a person wishes to stay in their own property following domestic abuse, regardless of the type of property you live in, e.g. private rented, home-owner, council or association property.

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Name of organisation	Maidstone Citizens Advice Bureau (CAB)
Address	2 Bower Terrace, Tonbridge Road, Maidstone ME16 8RY
Telephone	01622 752420
Email	advice@maidstonecab.org.uk
Website	www.maidstonecab.org.uk
Opening times	Opening hours drop-in: Maidstone Gateway: (King St): Mon–Fri, 9.30am- 4pm Bower Terrace: Wed only, 10am - 4pm
Outline of service	Maidstone CAB is responsible for the Court-based Independent Domestic Violence Advocate (IDVA) who supports victims in the Maidstone Specialist Domestic Violence Court. CAB also offers specialist advice on welfare benefits, debt and housing issues, as well as general advice on a variety of other issues.

Name of organisation	Maidstone Jobcentre Plus (Welfare Benefits)
Address	County Gate One, Staceys Street, Maidstone ME14 1ST
Telephone	Maidstone Jobcentre Plus: 0845 604 3719 Child Benefit Customer Enquiry Line: 0845 302 1444 Income Support Enquiry Line: 0845 608 8626
Website	www.maidstone.gov.uk
Opening times	Monday – Friday: 8.30am-5pm
Outline of service	Contact the Benefits Agency to find out if you qualify for benefits, how to claim them, how to understand the system, changes that affect your benefit, how they are paid, what to do if your benefit is overpaid and more. If you are on a low income you may be able to claim council tax benefit, housing benefit, income support, energy efficiency grants, extended payment of council tax or housing benefit, local housing allowance, mortgage interest rate on home responsibilities protection, legal aid, crisis loans, community care grants, budgeting loans, warm front scheme.

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Name of organisation	Maidstone Mediation
Address	Community Support Centre, Marsham Street, Maidstone ME14 1HH
Telephone	01622 692843
Email	maidstonemediation@gmail.com
Website	www.maidstonemediation.co.uk
Contact name	Annette Hinton
Opening times	Monday – Friday: 10am-4pm
Outline of service	Domestic violence has an impact on children – our parent/teen mediation can help.

Name of organisation	Maidstone Specialist Domestic Violence Court
Address	Maidstone Magistrates Court, The Court House, Palace Avenue, Maidstone ME15 6LL
Telephone	01622 687832
Email	cally@maidstonecab.org.uk
Website	www.hmcourts-service.gov.uk
Opening times	Monday – Friday: 9am-5pm
Outline of service	Specialist support is available for people who have experienced domestic abuse/violence, whilst the case against the perpetrator proceeds through the criminal justice system.

Name of organisation	Mankind
Address	Flook House, Belvedere Road, Taunton TA1 1BT
Telephone	National Helpline: 01823 334244
Email	admin@mankind.org.uk
Website	www.mankind.org.uk
Opening times	Mon-Fri 10am - 4pm and 7pm- 9pm
Outline of service	The Mankind initiative is a national charity that provides help and support for male victims of domestic abuse.

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Name of organisation	Men's Advice Line
Telephone	Advice Line Open: Monday – Friday: 9am - 5pm Tel: 0808 801 0327 If the line is busy or if you are calling outside of the opening hours, please leave a message with your name and a safe number and you will be called back as soon as possible.
Email	info@mensadvice.org.uk
Website	www.mensadvice.org.uk
Outline of service	<p>The Men's Advice Line provides a range of services aimed at men experiencing domestic abuse from their partners. This is done by:</p> <ul style="list-style-type: none"> • giving men a chance to talk about their experiences • providing emotional support • providing practical advice • focussing on safety planning and reducing risk • signposting to a range of services, including housing and legal options • exploring solutions that are focused on the needs of callers • using a non-judgemental approach • offering a confidential service.

Name of organisation	North Kent Women's Aid
Address	Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH
Telephone	01622 761146
Email	admin@nkwa.org.uk
Website	www.nkwa.org.uk
Opening times	Monday – Friday: 9am-5pm
Outline of service	Provision of support, advice, information and advocacy to women, men, children and young people who are experiencing, or who have experienced domestic abuse. North Kent Women's Aid organises and facilitates the Freedom Programme and works with adolescent girls aged 11-16 susceptible to early sex, early contraception and violent and coercive relationships.

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Name of organisation	Porchlight
Address	13 Romney Place, Maidstone, Kent ME15 6LE
Telephone	01622 675823 Helpline: 0800 567 7699 From a mobile: 0300 365 7699
Email	outreach@porchlight.org.uk
Website	www.porchlight.org.uk
Opening times	24/7 Helpline
Outline of service	Porchlight provides outreach and resettlement services to homeless people.

Name of organisation	Rising Sun Domestic Violence and Abuse Service
Address	Block G, Chaucer Technology School, Spring Lane, Canterbury CT1 1SU
Telephone	01227 452852
Email	info@risingsunkent.com
Website	www.risingsunkent.com
Contact name	Anne Lyttle
Opening times	Monday – Friday: 9am-1pm
Outline of service	The Rising Sun Domestic Violence Project works with the Canterbury Refuge to provide crisis accommodation and support services for women and children exposed to Domestic Violence.

Name of organisation	Shelter
Telephone	0808 800 4444
Email	General Enquiries: info@shelter.org.uk
Website	www.england.shelter.org.uk
Opening times	Housing Advice Line 8am – 8pm daily Mon - Fri 9am–5pm

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Name of organisation	The Salvation Army, Maidstone Corps
Address	74-80 Union Street, Maidstone ME14 1ED
Telephone	01622 681808
Email	maidstone@salvationarmy.org.uk
Website	www.salvationarmy.org.uk/maidstone
Contact name	Majors Grayson, Janice Williams or Lynne Clifton
Opening times	Open every day
Outline of service	Offers counselling and support to help parents and children recover from their experiences and start their lives afresh.

Name of organisation	Sunshine Children's Centre
Address	Stagshaw Close, Postley Road, Maidstone ME15 6TL
Telephone	01622 752285
Website	www.kenttrustweb.org.uk/chc/chc_sunshine_home/cfm
Opening times	Monday – Friday: 8.30am-5pm
Outline of service	Universal and preventative services for 0-5 year olds and their families. Services available include: community workers and crèche.

Name of organisation	The Vine
Address	10 -11 Northumberland Court, Maidstone ME15 7LN
Telephone	01622 746 839
Email	hello@themergerg.org.uk
Website	www.thevineuk.net
Outline of service	Emotional and practical support to victims of abuse and their families. We are able to offer household and furniture items to assist clients to rebuild their lives and homes. Also offer a number of free activities and can signpost clients to other agencies as required.

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Name of organisation	Victim Support
Address	Lewes Crown Court Centre, The Law Courts, High Street, Lewes, BN7 1YB (office visits not available)
Telephone	General Enquiries Victim Care Unit: 0845 389 9528 Advice Support line: 0845 30 30 900
Email	vs.kent@victimsupport.org.uk
Website	www.victimsupport.org
Contact name and details	Please contact either the victim care unit above or the support line.
Opening times	Victim Care Unit: Mondays – Fridays: 8am-8pm Support line: Mondays – Fridays: 9am-9pm Weekends: 9am-7pm Bank holidays: 9am-5pm Typetalk users should dial: 18001 0845 30 30 900
Outline of service	Victim Support is the national charity which helps people affected by crime in England and Wales. We give free and confidential support to help you deal with what you've been through as a victim or witness, whether or not you report the crime to the police. If you do want to talk, our trained volunteers are there to listen. Our local Victim Support branches can give you and your family and friends information and support. And if you are going to court, our Witness Service can help before, during and after the trial.

Name of organisation	West Kent Substance Misuse Team
Address	17 Kings Hill Avenue, Kings Hill, West Malling ME19 4UL
Telephone	01732 525437
Opening times	Telephone line open Monday – Friday: 9am-5pm
Outline of service	Assessment of needs under the NHS and Community Care Act 1993 for adults between the ages of 18 and 65 with issues and concerns related to their drug and/or alcohol use.

Domestic Abuse

Useful Telephone Numbers

In an emergency, call the Police on 999

Non emergency, call Kent Police on 101

Broken Rainbow

Tel: 0300 999 5428

Web: www.broken-rainbow.org.uk

Childline

Tel: 0800 11 11 (24hrs)

Web: www.childline.org.uk

Citizen's Advice Bureau

Free, confidential, impartial and independent advice.

Tel: 01622 752420

Web: www.citizensadvice.org.uk

Dove Project

Refuge spaces in the South East.

Tel: 01752 896 883

Family Lives

Information and support to anyone parenting a child.

Tel: 0808 800 2222

Foreign and Commonwealth Office

Advice on forced marriage and 'honour' crimes.
Tel: 020 7270 1500

Web: www.fco.gov.uk/en/fco-inaction/nationals/forced-marriage-unit/

Gingerbread

Support organisation for lone parent families in England and Wales.

Tel: 0808 802 0925

Web: www.gingerbread.org.uk

Immigration Advisory Service

Advice on immigration or asylum issues.

Tel: 0844 887 0111

Web: www.iasservices.org.uk

Legal Services Commission

Tel: 0300 200 2020

Men's Advice Line

Tel: 0808 801 0327

Web: www.mensadvice.org.uk

National Domestic Violence Helpline

Advice and accommodation.

Tel: 0808 2000 247 (24hrs)

National Survivors Helpline - coming soon

Support for adult victims of childhood sexual abuse.

North Kent Women'd Aid

Confidential help and support.

Tel: 0800 917 9948

Web: www.nkwa.org.uk

Respect

Helpline for people worried about their abusive behaviour towards their partner.

Tel: 020 7549 0578

Reunite

Support groups for parents of children who have been abducted.

Tel: 0116 255 6234

Web: www.reunite.org

Rights of Women

Works to attain justice and equality by informing, educating and empowering women on their legal rights.

Tel: 0207 251 6577

Web: www.rightsofwomen.org.uk

Samaritans

Confidential emotional support for anyone in a crisis.

Tel: 0845 790 9090

The Hideout

Interactive site for children who have experienced domestic abuse.

Web: www.thehideout.org.uk

The Tulip Project

Support for parents who have experienced abuse at the hands of their children.

Tel: 0151 637 6363

Victim Support

Information and support to victims of crime.

Tel: 0845 303 0900