



Connected

A quarterly newsletter for London refuges produced by Refuge

Recycle your mobile phone for Refuge

Approximately 15 million mobile phones are replaced every year, but what happens to all those unwanted phones?

Refuge is working with Greener Solutions to recycle old mobile phones. And for each mobile phone sent in, Refuge receives £3 which goes towards funding its life-saving services.

If you have an old mobile phone lying around at home, do your bit for the environment and for Refuge by recycling it. You can download a freepost address from www.refuge.org.uk or email rosanna.papararo@refuge.org.uk and ask for some freepost envelopes.

A fun new Refuge e-card is also available online which alerts all your friends and family to Refuge's recycling scheme. If you would like more information please visit www.refuge.org.uk



Patron: Cherie Booth QC

Chief Executive and Company Secretary:
Sandra Horley OBE

Council of Management:

Peter Wallach (Chair),
Dame Pauline Neville-Jones, Baroness Hamwee,
Lorraine Ainscow, Ruth Harding, Ruth Rogers,
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24-hour National Domestic Violence Freephone Helpline:
0808 2000 247

Run in partnership between
Women's Aid & Refuge

www.refuge.org.uk

Topshop backs helpline

To celebrate International Women's Day, Refuge and Women's Aid teamed up with Topshop to raise awareness and money for the joint helpline.

On 8th March Topshop's flagship store in Oxford Circus hosted a 'Pamper Yourself' day offering massages, manicures and beauty treatments. In addition, 10% of all sales on the day were donated to Women's Aid and Refuge.

Throughout March, Topshop sold three different charm bracelets priced at £5 each, each incorporating a white ribbon. £3 from each one sold was put towards funding the helpline.

Sandra Horley, OBE, Chief Executive of Refuge and Nicola Harwin, CBE, Director of Women's Aid said: 'Domestic violence is a major social issue – it kills two women a week in England and Wales and it affects women of all ages and backgrounds. With Topshop's support we will be able to reach out to many more women in need of our support and raise



BANGLES KATE REARDON
EACH BRACELET REFLECTS WHAT FRIENDSHIP MEANS TO THE DESIGNER >>>
LET'S BAND TOGETHER
Two women are killed each week in England and Wales in a cruel or bizarre gender. What's the gift to do with jewelry? Well, Topshop has come out with a range of friendship bracelets that are being sold to raise money for domestic violence charities Refuge and Women's Aid.
The first friend-to-be bracelets are probably to be the most popular and recently there has been a rash of robberies and kidnappings so that we should be raising our voices about safety and security – which are all important issues.
But the Topshop venture is more far-reaching. Women aged 16-24 are at the greatest risk of domestic violence meaning that many of them could be Topshop customers. The retailer is trying to help to support the 24-hour National Domestic Violence Helpline (0808 2000 247).
There are three different £5 bracelets designed by Freedom and respect over of the same price to charity. And there are new friendship bracelets – each 100 of each – designed to raise money for the 24-hour National Domestic Violence Helpline (0808 2000 247).
All the bracelets are scented with citrus and eucalyptus – or at least, unlike the rubber bracelets, they will not be smelling them from their toxic fragrances.
Kate Reardon is a contributing editor of the magazine.

The Times 2nd April 2005

awareness of domestic violence and its impact on women and children.'

Media update

Domestic violence has been high on the media agenda so far this year.

On 8 March International Women's Day, 'Jezza's Capital Confessions', a radio phone-in programme on Capital FM, focused on domestic violence. Refuge's Director of Operations, Jane Keeper, was

live on air as the guest expert and answered listeners' queries.

The Metropolitan Police's new advertising initiative targeted at perpetrators was also launched in March which had a high media profile. More information later.

0808 2000 247 24 hour National Domestic Violence Freephone Helpline

Run in partnership between Women's Aid and Refuge

Annual statistics

Call Summary for January - December 2004

INCOMING CALLS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	% of TOTAL
London Calls	1,167	1,116	1,402	1,156	1,017	1,229	1,180	1,220	1,006	1,017	937	756	13,203	37.60%
Out of London Calls	1,973	1,884	2,393	1,905	1,811	1,926	1,890	1,873	1,619	1,791	1,556	1,288	21,909	62.40%
Total (UK-Wide) Calls	3,140	3,000	3,795	3,061	2,828	3,155	3,070	3,093	2,625	2,808	2,493	2,044	35,112	

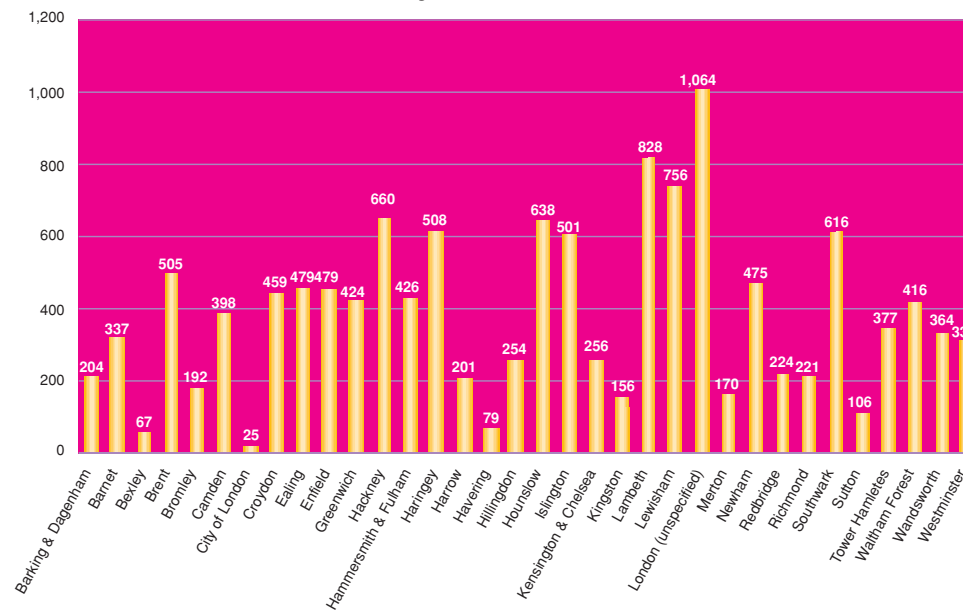
LONDON CALLS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	% of TOTAL
Core Hours	665	667	871	701	568	727	629	727	597	552	539	450	7,693	58.27%
Out of Hours	502	449	531	455	449	502	551	493	409	465	398	306	5,510	41.73%
Total	1,167	1,116	1,402	1,156	1,017	1,229	1,180	1,220	1,006	1,017	937	756	13,203	

TYPE OF CALLER	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Abused Women	657	586	805	640	579	724	679	655	593	620	511	416	7,465
CSU / DVU	1	7	14	10	5	13	7	6	5	6	9	8	91
Donor / Volunteer	10	13	12	21	8	3	6	7	10	12	7	13	122
Health Worker	14	13	15	23	14	7	12	14	14	18	28	10	182
HPU	38	40	44	36	37	29	24	41	25	22	20	23	379
Other (Professional)	86	116	143	72	61	117	91	90	88	98	88	64	1,114
Other (Public)	80	80	101	68	56	75	64	60	60	49	60	42	795
Police	37	35	28	37	35	36	31	48	19	34	24	32	396
Refuge Residents	32	19	27	35	35	28	31	48	9	9	25	7	305
Refuge Workers	69	70	81	44	46	68	71	105	45	39	47	46	731
Relations / Friends	82	67	68	116	64	66	88	84	76	61	67	55	894
Social Services	44	48	41	39	29	30	43	33	21	17	29	19	393
Solicitor	3	5	4	1	5	3	4	4	3	2	5	2	41
Voluntary Agency	14	17	19	14	43	30	29	25	38	30	17	19	295
Total	1,167	1,116	1,402	1,156	1,017	1,229	1,180	1,220	1,006	1,017	937	756	13,203

REASON FOR CALL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Seeking Refuge Space	600	587	724	591	536	594	633	647	565	523	432	398	6,830
Information / Advice (including legal/housing advice to women; safety planning; advice to refuge workers/social services/agencies etc)	420	389	513	433	318	464	411	435	359	383	395	274	4,794
Talk/Support/Key messages	61	56	83	44	57	61	40	43	40	46	60	39	630
Looking For Woman	7	12	6	7	11	12	6	10	1	7	2	3	84
Other	79	72	76	81	95	98	90	85	41	58	48	42	865
Total	1,167	1,116	1,402	1,156	1,017	1,229	1,180	1,220	1,006	1,017	937	756	13,203

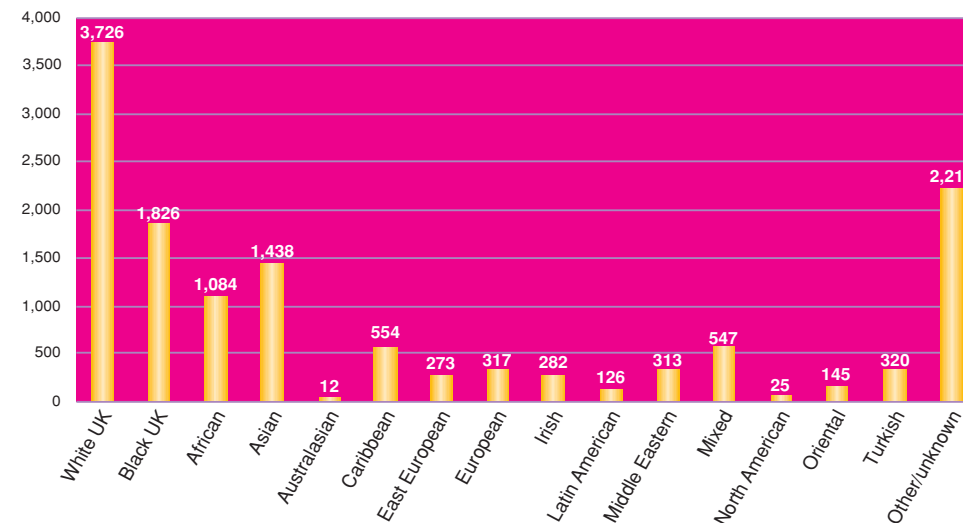
London calls by borough

January - December 2004



London calls by caller ethnicity

January - December 2004

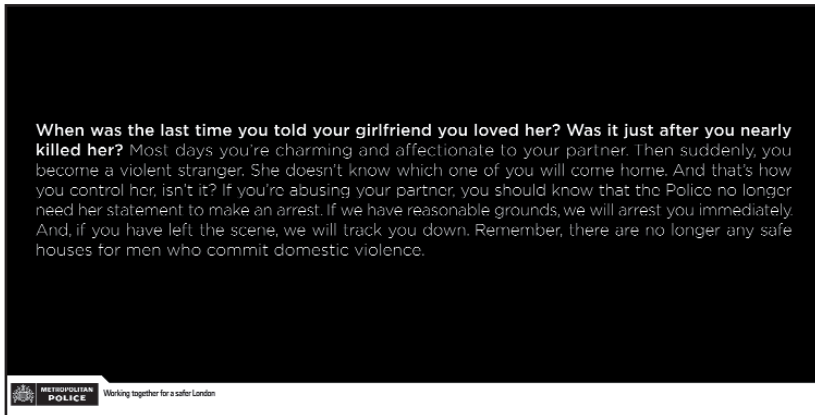


"Relax, go ahead and read. No one can tell you're a wife-beater"

This hard-hitting message forms part of the new Metropolitan Police Service's domestic violence campaign and is unique because it talks directly to male abusers and stresses, "If you're abusing your partner, the police no longer need her statement to make an arrest."

Sandra Horley, OBE, Chief Executive of Refuge said: "Refuge applauds the Met's campaign to challenge men who are violence

towards their partners. For too long society has turned a blind eye. Domestic violence affects us all – perpetrators need to know that they cannot get away with violent crime and women and children need to know that they will be protected. The Met's campaign sends out a strong public message that domestic violence is a crime which will not longer be ignored."



Government launched a domestic violence delivery plan

On 31st March 2005, the Government launched a national domestic violence delivery plan which sets out five key Government goals for the coming year:

- reducing the prevalence of domestic violence;
- increasing the rate that domestic violence is reported;
- increasing the rate of domestic violence offences that are brought to justice;
- ensuring victims of domestic violence are adequately protected and supported nationwide; and,
- reducing the number of domestic violence related homicides.

www.refuge.org.uk

Honour based violence conference

A two day event in March drew international support and interest about the issue of honour based violence and associated problems such as dowry abuse and extended family abuse.

Organised jointly by the Metropolitan Police and the Home Office, the conference attracted a number of high-profile speakers and generated a great deal of increased awareness around this issue.

Ukrefugesonline

The evaluation of the system is currently underway. There will be two stages to the evaluation:

- To assess the extent to which the project has met its original objectives
- To provide funders, co-ordinating agencies and service providers with a clear picture of the impact of the initiative.
- To provide recommendations on the future development and sustainability of the system

The report will be due in June 2005.

Election 2005

Where is domestic violence on your manifesto?

Sadly, in the run-up to the general election, Refuge was shocked that domestic violence, which makes up a quarter of all violent crime, failed to significantly appear on any of the three main parties' manifestos.

In response to this Refuge issued a document to key MPs and prospective parliamentary candidates to draw their attention to domestic violence and called for the next government to continue the recent legislative change and support the March'05 domestic violence delivery plan.

Policy update

Refuge has put the focus firmly upon children this year. In 90% of domestic violence incidents, children are in the same or next door room and this can have a lasting effect on their development. Refuge is working hard to ensure that their needs are recognised and met.

On 14th December 2004, Refuge sat alongside Women's Aid and the NSPCC to give oral evidence to the Constitutional Affairs Select Committee in regards to the investigation into

the family court system they are currently undertaking.

More recently, Refuge has attended ministerial meetings to discuss Parenting Plans and has submitted further feedback to the Parental Separation: Children's Needs & Parents' Responsibilities next steps (issued in January).

All of these documents can be downloaded from the policy pages of the Refuge website.

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Greater London Domestic Violence Project Mental Health Project

GLDVP has recently employed a new Mental Health Development Officer, Geraldine Mason. Her background is in mental health and she will be working part-time at GLDVP mainly on Mondays, Wednesdays, and Fridays. Rachel Carter will also be working on this project delivering training and managing events. We will be known as the GLDVP Mental Health Project.

Why are we doing this work?

GLDVP began work on mental health early in 2003 having identified both a strong link between women's experiences of domestic violence and mental distress and huge gaps in services for these women. Women who experience domestic violence report more depressive symptoms, are at greater risk of suicide (domestic violence is a factor in at least 1 in 4 suicide attempts by women), and make greater use of mental health services than women in the general population. In addition women mental health service users are much more likely to have experienced domestic violence than women in the general population.

It is clear that the mental health and domestic violence sectors are often serving the same clients however few systems currently are equipped to provide the range of services needed by survivors of domestic violence

who also experience mental health problems. In fact, differing models of work mean these services are often in conflict with each other. Therefore current services in Britain are limited in their approach to dealing with domestic violence and mental health as co-existing issues, and are more geared towards single provision.

GLDVP's Mental Health Project aims to: increase safe choices for women and children experiencing domestic violence by raising awareness and standards within existing mental health and domestic violence projects in London. In order to achieve this we aim to:

- develop a picture of the services and structures which are helpful to women experiencing domestic violence and mental distress, as well as identifying the gaps in services and problems in accessing support
- identify models of good practice in providing cross-sector services
- develop a handbook for working with women who experience domestic violence and mental distress
- co-ordinate and run a regular forum to enable networking and information sharing between the sectors with the aim of improving cross-sector awareness, training and referrals.

- develop a plan of action designed to address the existing gaps in service provision

Our first task is to write a handbook on Domestic Violence and Mental Health. This will provide front line staff with the basic information they need when they work with women who have psychological problems as a result of experiencing domestic violence. The handbook is also aimed at workers in mental health and other projects who may be working with survivors of domestic violence. There will also be information about: assessing new clients, sources of professional help, types of mental health problems, prescribed medication, self-harm and suicide risk.

One reason for writing this article is to invite you to say what you think needs to be done in the Mental Health Project. It is important that this project is shaped by people who are directly involved. Please let us know what you think are the problem areas and what would improve things. You are welcome to contact us – phone 07851 251591 or 020 7785 3863, or email geraldine.mason@gldvp.org.uk.

Refuge website wins Big Chip Award

On 24th February Refuge was presented the prestigious 'best not-for-profit website' at the Big Chip Awards.

The site was praised for its comprehensiveness and compassion. The judges singled out Refuge's new site as the winner in its category for its consistency of communication throughout the site, the comprehensive attention to detail and the thorough understanding of the sensitivity and needs of the target audience.

London wide helpline meeting

**Next London wide helpline meeting
15th September 2005, 2pm – 4pm
at 2-8 Maltravers Street, London,
WC2R 3EE.**

We look forward to seeing as many of you there as possible.

If you would like to submit information for the next quarterly newsletter please contact **Olivia Lamb on olivia_lamb@refuge.org.uk**