

# Update on Refuge's services

Refuge currently provides 188 units of refuge accommodation across the country for women and their dependant children fleeing domestic violence. This includes both generic provision and provision specific to ethnic groups, for example we have refuges in Derby and Stoke appropriate for South Asian women and refuges for African and African-Caribbean women in London. We have recently expanded our provision in Sussex, opening new refuges in Wealden and Lewes. We obviously aim to provide high quality accommodation for women and their children and so are particularly pleased to be able to report that with support from the ODPM and in partnership with the Local Authorities and Housing Associations we are working on major refurbishments of three properties.

Refuge currently runs outreach services across the country supporting 234 women. Plus our South London based Community Outreach Project, funded by the London Borough of Lewisham and the Association of London

Government targets women from the Vietnamese, Asian, Somali and Turkish communities, and employs outreach workers from each of those ethnic groups for provide culturally sensitive support. The project is highly regarded locally and has recently received a very positive review from the Association of London Government. There are high levels of demand for this project and so we are currently fundraising to enable us to expand the service to more women in South London.

Our continued focus is to ensure that Refuge provides consistently good quality services. We have now had Supporting People Reviews of four of our refuge services and two of our floating support services, and in all of the reviews we were successful, meeting all of the core criteria. In order to build on this success, and ensure continual improvement we are carrying out an internal programme of audit and development of our services based on the Supporting People Quality Assessment Framework.



# Connected

A quarterly newsletter for London refuges produced by Refuge

## What's been happening over the last three months

Since the new partnership helpline became operational 3 months ago Refuge and Women's Aid have received 80,500 calls of which 21,000 were answered by both organisations. We will continue to explore ways of working to increase the number of calls answered.

To support and publicise the new 247 number the government has been running an advertising and PR campaign in conjunction with Refuge and Women's Aid. The radio, toilet door and back of supermarket till

advertising which ran throughout March has received positive feedback and now we're waiting to get feedback from the magazine advertising campaign which is still underway. The public relations media campaign started in April and will continue to support the new number until the end of the summer.



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Office Telephone: **020 7395 7700**

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24-hour National Domestic Violence Helpline:  
**0808 2000 247**

Run in partnership between  
Women's Aid & Refuge

**Chief Executive and Company Secretary:**

Sandra Horley OBE

**Council of Management:**

Peter Wallach (Chair),

Dame Pauline Neville-Jones, Baroness Hamwee,

Cherie Booth QC, Manel de Silva,

Lorraine Ainscow, Ruth Harding, Ruth Rogers,

Barbara Nokes, Ruth Rendell, Janice Panton

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Company No: 1412276

Registered Office: 2-8 Maltravers Street,

London WC2R 3EE



## UKrefugesonline update and contact phone numbers

Development on the UKrefugesonline project is progressing well, with the majority of domestic violence service providers in the UK now on the system. The Women's Aid (Federation of England) role is to undertake the training, user management (oversee any problems refugees have accessing the system) and research for the background information on the system for all services based in England. Refuge will be reminding those who have not updated their vacancies to do so for London and the South East, whilst Women's Aid will be undertaking the same process for

organisations throughout the rest of England. However, for those organisations based in London and the South East which have training or accessing the system queries you will still need to contact Women's Aid. The relevant contact numbers are listed below:

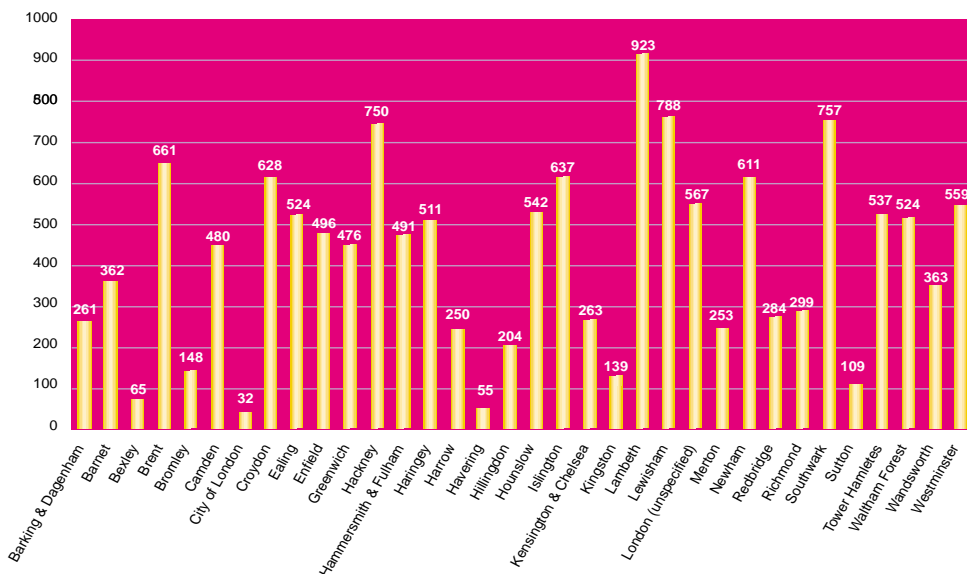
If you are locked out of the system call Janet Deverell: 0117 915 7452.

If you have any other access problems or training queries call Alida Toren: 0117 915 7450.

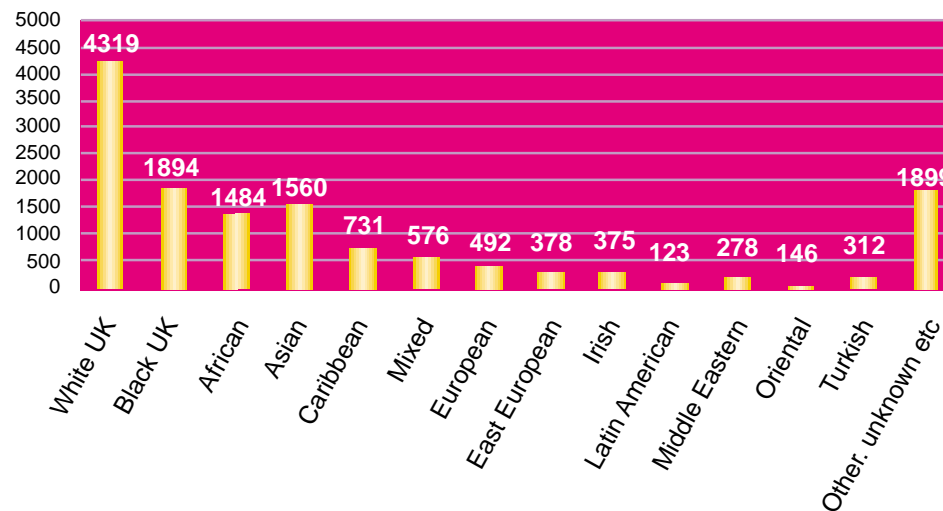
## London Boroughs Statistics January-December 2003

TOTAL CALLS ANSWERED FROM LONDON JANUARY-DECEMBER 2003 = 14,567

### Breakdown of London calls January-December 2003, by borough



### Breakdown of ethnicity of London callers January-December 2003



### Breakdown of London callers with special needs

January-December 2003

Special Need	Total
Drug use	506
Alcohol use	509
Mental health needs	1,350
Other special needs	915
Combined Total	3,280

## Refuge information

Refuge has recently refreshed its logo to bring it more up to date and in line with our new corporate identity. But we've been careful to keep our well-recognised and loved 'supporting hand' logo, because it says it all - Refuge is here to help, support and provide services to women and children in need of our services.



**For women and children.  
Against domestic violence.**

# Overview of Don't Ignore It campaign –

## Phase one cinema adverts

Refuge very successfully launched the first phase of its Don't Ignore It cinema advertising campaign in September 2003 with its two key partners The Body Shop and The Sun. The campaign achieved fantastic press coverage which resulted in over 90 million opportunities to see the campaign and an increase in calls to the helpline by nearly 50% - a phenomenal success.

## Phase two poster adverts

To maintain awareness of the campaign a 'Don't Ignore It' poster campaign was launched in January 2004. Refuge was given over £850,000 worth of free poster space

around the UK to support the campaign – many London sights were spotted, especially in the major railway stations e.g. Charing Cross, Clapham junction etc. This campaign was again significantly supported by both The Body Shop and The Sun and received a wide variety of media attention and support.

The cinema and the three poster adverts act as a metaphor for the way in which society continues to hide, excuse and ignore domestic violence. The message is loud and clear – domestic violence is unacceptable, it cannot be ignored and everyone has a part to play in preventing the problem.

Sandra Horley, OBE, chief executive of Refuge, says: "Every day at Refuge we see the black eyes and broken bones of many women. We know about the despair, the fear and the terror that women and children face. But by recognising that domestic violence is a crime and by realising that we're all accountable for the extent of the problem people will bring about the change in attitude that we so desperately need it we're going to see an end to this abhorrent crime. It's time to take a stand. It's time for change."



## Refuge works with Ruby to raise funds

To further support our Refuge and The Body Shop campaign to recycle old mobile phones, Refuge supporter Ruby Wax backed our joint national campaign. This photo shoot coincided with International Women's Day (Monday 8 March).

Ruby Wax, long running supporter of domestic violence charity Refuge, said: "Two women in England and Wales die every week because of domestic violence. But today, International Women's Day, is a day when everyone can support the thousands of women experiencing domestic violence.

"There could be millions of old mobiles lying around in people's houses in the UK. But by recycling your mobile at any of the 300 The

Body Shop stores around the country you can raise £2.75 for Refuge and help the charity provide vital life-saving services to women and children who live with domestic violence every day of their lives."

Founder of The Body Shop, Dame Anita Roddick, said: "International Women's Day is a day to celebrate what it means to be a woman. But for women suffering domestic violence, it's just another day when they will receive a black eye or broken bone.

"Today, we're urging not only women, but all Britons, to bring their old phones into their nearest The Body Shop store and help our fight against violence in the home."



## Refuge – influencing the national agenda

Refuge and Women's Aid play a very active part working along governmental and other policy forming bodies to ensure better provision, services and representation for women and children experiencing domestic violence. Some of the work Refuge has recently undertaken is listed below:

### Overview of the Domestic violence, Crimes and Victims Bill – an update

- Government issued Safety & Justice consultation paper to inform Bill
- Refuge response submitted July 03 (*copy available by email*)
- The Bill was then read in the House of Lords from November-March 2003
- The Bill is now in the House of Commons for discussion. The first reading has taken place, the second reading is due mid June (*Refuge recommendations available by email*)
- The Bill is due to be completed in the Commons by end summer 04

### Other policy activity

- **Every Child Matters:** the government issued a consultation paper to receive feedback re policy for children. Refuge response submitted November 03 (*copy available by email*)
- **Partial Defences to Murder:** the Law Commission issued a consultation paper to review current partial defences to murder. Refuge response submitted re

abused women who kill in February 04 (*copy available by email*). Second response submitted June 2004 (*copy available by email*)

- **Safeguarding Children:** the government issued a consultation paper to receive feedback re policy for children. Refuge response submitted March 04 (*copy available by email*)
- **Compensation and Support for Victims of Crime:** the government issued a consultation paper re policy for victims of crime. Refuge response submitted April 04 (*to receive a copy please email*)
- **Supported Housing/Rented Homes Paper:** the Law Commission issued a consultation paper to receive feedback re new practices/guidelines for supported housing needs. Refuge and Women's Aid issued a joint response May 2004 (*to receive a copy please email*)

To receive a copy of any of the recent Refuge consultation papers, please email:

Lisa King, Director of Communications,  
[lisa\\_king@refuge.org.uk](mailto:lisa_king@refuge.org.uk)