

## Everywoman awards

Everywoman Ltd is the leading provider of support, resources and services for women business owners as they start, run and grow their businesses. Everywoman has given Refuge exclusive status as its 'Charity of Choice' and every year the organisation recognises excellence. This year the event which was held

at Royal Opera House, London supported Refuge with a charity raffle which raised over £11,000 – so thanks to all who took part and congratulations to all the fantastic winners. And a big thank you to Penny Smith, GMTV presenter, who supported the event on behalf of Refuge.

## Supporting women and children in our refuges at Christmas

For hundreds of women and children around the country Christmas can be a very sad and lonely time of year. However, thanks to the Metropolitan police force, xxx and many other individual supporters who undertook the most

amazing 'Give a Christmas present' campaign Refuge was able to bring a lot of cheer and happiness this year. So a big thanks to one and all your fabulous work made a big positive difference to a lot of lives.

Wishing everyone a safe, happy and prosperous 2005 from everyone at Refuge.

**Refuge**



For women and children.  
Against domestic violence.

Head Office Refuge, 2-8 Maltravers Street,  
London WC2R 3EE

Office Telephone: **020 7395 7700**

Office Fax: **020 7395 7721**

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

Registered Charity Number: 277424

Registered In England and Wales

A Company Limited by Guarantee.

Company No: 1412276

Registered Office: 2-8 Maltravers Street,

London WC2R 3EE



# Connected

A quarterly newsletter for London refuges produced by Refuge

## London boroughs quarterly statistics

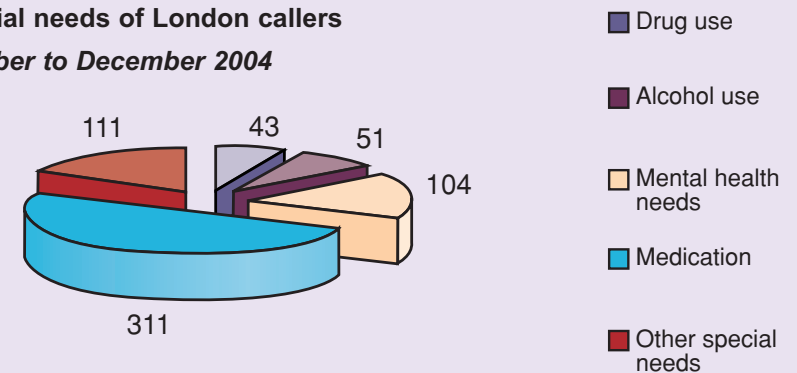
Helpline statistics (October - December) 2004

INCOMING CALLS	October	November	December	TOTAL
UK-wide Calls (including London)	2,808	2,493	2,044	<b>7,345</b>
London-wide Calls (London only)	1,017	937	756	<b>2,710</b>

OUTGOING CALLS	October	November	December	TOTAL
UK-wide Calls (including London)	3,750	3,182	2,625	<b>9,557</b>
London-wide Calls (London only)	1,641	1,424	1,174	<b>4,239</b>

### Special needs of London callers

October to December 2004



REASON FOR CALL	October	November	December	TOTAL
Seeking Refuge Space	523	432	398	<b>1,353</b>
Information / Advice (including legal/housing advice to women; safety planning; advice to refuge workers/social services/agencies etc)	383	395	274	<b>1,052</b>
Talk / Support / Key messages	46	60	39	<b>145</b>
Looking for woman	7	2	3	<b>12</b>
Other	58	48	42	<b>148</b>
<b>Total</b>	<b>1,017</b>	<b>937</b>	<b>756</b>	<b>2,710</b>



## Respect launches new phonenumber

Respect is the UK association for domestic violence perpetrator programmes and associated support services, with members from the voluntary, private and statutory sectors from England, Wales, Northern Ireland and Scotland. Respect also has members based in the Republic of Ireland. Respect was set up in February 2000 to address issues specifically related to interventions with domestic violence perpetrators.

The **Respect Phonenumber 0845 122 8609** is a year long pilot project, funded by the Home Office.

**Opening hours:** Monday-Wednesday-Friday 10-12 and 2-4; Tuesday 2-5pm

The Respect Phonenumber will give information and advice to:

- Perpetrators of domestic violence (men, women and those in same sex relationships)
- Professionals who come into contact with perpetrators in their work
- And will work with those at risk.

Phonenumber workers have the safety of those

experiencing domestic violence – usually women and children – as their primary concern. In most cases calls are totally confidential, but if there are severe and immediate risks to known victims, Respect will take steps to protect those in danger.

It is unlikely that one phone call will bring about lasting change in the men who ring. However, the Respect Phonenumber will be able to:

- Encourage and motivate them to get help and to stop their violence and abuse
- Sign-post them to perpetrator programmes in their local area (where these exist)
- Calm down anyone who rings up angry or upset
- Give perpetrators clear, unequivocal messages about domestic violence.

The Respect Phonenumber does not provide counselling for perpetrators. Its focus is reducing risk and increasing safety.

The Respect Phonenumber will not usually provide emotional support to women, but will signpost women in need of help to the national domestic violence helplines.

## Policy update

### Domestic Violence, Crime and Victims Act

On 15th November the Domestic Violence, Crime and Victims Bill became an Act. Sandra Horley said:

"Refuge welcomes the new domestic violence legislation and the new powers it brings to the police. Common assault is now an arrestable offence and if a perpetrator breaches a non-

molestation order then this will lead to arrest. We have waited 30 years for legislative change and Refuge is delighted by the government's commitment to tackling this most abhorrent of crimes. The new legislation gives a clear and strong message to perpetrators and society at large that domestic violence is both unacceptable and criminal.

"But it's important to remember that many women don't use the criminal justice system. The legal system is only one part of the equation and government must get the balance right. For legislation to work most effectively it must be implemented and specialist services to address the practical and emotional needs of women and children must be provided.

"Refuge looks forward to seeing the government put a national strategy in place, with funding to match, which will ultimately mean that fewer women and children will be at risk of violence and death. Only then will the new legislation have maximum impact."

### Refuge gives oral evidence to the Select Committee into family justice and the family courts

Refuge sat alongside Women's Aid and the NSPCC to give oral evidence to the Constitutional Affairs Committee on 14th December regards the investigation they're currently undertaking into the family court system.

This investigation ties in with the Green Paper we've recently submitted re Parental responsibilities and children's needs. Refuge will continue to champion this issue. Information can be found on our website: [www.refuge.org.uk](http://www.refuge.org.uk)

## Chiswick refuge update

In celebration of cultural diversity and awareness Chiswick refuge held an international day of celebration on Friday 12th November. This coincided with the Indian festival of Diwali and staff served Indian

savouries and sweets with refreshments to the party-goers whilst residents were invited to cook a dish which reflects their cultural heritage.



## Refuge 'Don't Ignore It' campaign update

Refuge launches 'Don't Ignore It at Christmas and New Year's Eve' campaign

Hard-hitting posters urging party-goers to recognise domestic violence as a major social issue affecting 1 in 4 women will appear in women's public washrooms across the country.

Refuge took advantage of the festive period to get the message across to party-goers that domestic violence is a crime and must not be ignored. At a time when pubs and clubs are especially busy with Christmas and New Year's Eve parties it's easy to ignore what's going on. But by placing these posters in public toilets women will have time to think about their own and friends' situations and make note of the 24 hour National Domestic Violence Freephone Helpline number, 0808 2000 247.

Sandra Horley, OBE, Chief Executive of Refuge added: "Toilets are the ideal place for these posters because they afford total privacy. Women experiencing domestic violence often feel ashamed and alone, but it's important to realise that 1,000s of women experience domestic violence everyday of their lives, so they are not alone. Refuge provides emergency accommodation and support 365 days a year, 24 hours a day - help is available. Two women a week die in England and Wales at the hands of a current

or former partner - lets hope these deaths can be prevented over the Christmas and New Year period."

The Don't Ignore It campaign will continue throughout January 2005.



## Ukrefugesonline update

There is a new section on ukrefugesonline which is called 'Forums' which is a tool for ukrefugesonline users only – see information below:

### FORUMS

Here are some forums for you to join in. Click on the name of the forum to see all the topics within it. You can create your own topics and reply to existing ones.

FORUM	TOTAL MESSAGES	VIEWS	CREATED	LAST POST
<a href="#">Feedback about UKRefugesOnline</a>	5	157	26/10/2004	30/11/2004 18:03:07
<a href="#">General Forum for discussion</a>	4	117	26/10/2004	23/11/2004 15:35:44

Use this forum to give feedback about the site: what is good about it, suggestions for improvements etc. Start a new topic if you want to talk about a particular feature or area. Or pick one of the existing topics and post your own reply.

This forum has been set up so you can discuss issues that are important to you or ask questions or get feedback from colleagues. Set up a new topic if you want to discuss a new subject or look at existing topics and post your own reply.

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