







The London Domestic Violence Forum
Second Annual Report (2003) to the Mayor of London

	1 in 4	It was worse seeing my mother hit than being hit myself	I am forced to have contact with him through access to my son, he behaves as if nothing has happened now		1 in 4
I thought it was all my fault as this is what he told me	It is not so easy to walk out of a marriage... if there are children involved... it feels as if you've failed		1 in 4	Why can't all the authorities understand that prevention is better than cure	Why did my children have to lose everything... due to one man and his violence?
1 in 4		We need to know that there is security and safety for us... that we can keep our homes		That it happens within the home makes the crime worse... The home is the place where I should feel safest	
I was desperate for help to escape from the abuse. Reached the end of my tether	I was five months pregnant and due to his beatings and kicking, I finally lost the baby	1 in 4	I knew I couldn't go back because he would definitely kill me	1 in 4	He threatened me with deportation if I left him so I was too frightened to go to anyone

MAYOR OF LONDON

The London Domestic Violence Forum
Second Annual Report (2003) to the Mayor of London

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foreword by Ken Livingstone, Mayor of London

I am delighted to receive the second annual report from the London Domestic Violence Forum and to see the progress that has continued to be made since last November. I warmly congratulate the many people who have given of their time and effort to help us work towards a vision of a world where domestic violence is dealt with safely, effectively and consistently.

Domestic violence has been a central issue for the women's movement for over thirty years. Due to their efforts, the public, private and business sectors now stand at the crossroads of an historic opportunity. Awareness about the extent, severity and damage which results from domestic violence has never been greater. Efforts to address this issue have never involved so many people at so many different levels and disciplines. As a community, we are tantalisingly close to making significant and sustainable changes in how we understand, respond to and prevent domestic violence.

The work of the London Domestic Violence Forum plays a significant part in influencing this process of change. I applaud the commitment of its members to working together to find effective solutions.

This year has seen a Government consultation paper issued on domestic violence to which I provided a detailed response (see appendix A) and I look forward to the details of the new domestic violence legislation; the first in twenty seven years.

The pace of change in the domestic violence sector is gathering unprecedented momentum and is to be warmly welcomed. Almost all key agencies are now involved in making fundamental changes in how they address domestic violence and through the mechanism of the London Domestic Violence Forum, we can help to ensure that progress in one area does not negatively affect other provision. This is essential in ensuring safe and effective responses; people die when we get it wrong.

The interest, coupled with genuine desire to address the issue effectively must not allow us to be distracted from the day to day reality of thousands of Londoners. In 2002, the Metropolitan Police Service alone recorded over 104,000 domestic violence calls. In 2002, there were 48 domestic violence murders in the capital; an average of one every eight days. It is not enough to have paper plans; we must be making a real difference to the lives of women and children experiencing domestic violence. In the past two years, positive progress has been made but much remains to be done.



Ken Livingstone
Mayor of London



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the London domestic violence strategy vision

For women who experience domestic violence, there should be:

- co-ordinated services which prioritise her and her children's safety
- a range of services, sufficiently flexible to meet her individual needs yet standardised enough for her to be able to safely rely upon them
- less public silence about the abuse they are experiencing.

For children who live in violent homes there should be:

- help and support to ensure that they are not left to deal with their experiences alone
- information that the violence they have experienced is wrong, legally and morally
- opportunities to share their experiences with other children so as to reduce their isolation.

For men who perpetrate domestic violence there should be:

- interventions designed to hold him accountable for his behaviour
- negative consequences sufficient to act as a deterrent.

For practitioners who provide services there should be:

- a central information bank which disseminates good practice
- training for all relevant staff
- standard definitions relating to domestic violence work allowing all services to work towards a common purpose
- standard criteria against which services can be assessed and compared.

For agencies that resource domestic violence services there should be:

- an increase in value for money and a decrease in wasted resources
- effective monitoring to track the effectiveness of this strategy
- better data to ensure future services can be more effectively targeted.

The benefits for Londoners will be:

- a safer community
- better information for family and friends of abused women who currently provide the bulk of support
- a reduction in the cost to the public purse
- a reduction in the severity and dangerousness of domestic violence
- a reduction in repeat victimisation
- an increase in service user satisfaction
- a reduction in the long term negative consequences of domestic violence for women and children who experience domestic violence.

introduction

This report, submitted to the Mayor of London, details the work of The London Domestic Violence Forum between November 2002 and November 2003. This is the second Annual Report and may be read in conjunction with both the London Domestic Violence Strategy (2001) and the first London Domestic Violence Forum Annual Report (2002).¹

The Forum brings together a large number of agencies to work in partnership to implement the London Domestic Violence Strategy. Although membership comprises over 80 representatives (see appendix B), it should be noted that many members represent other partnerships. For example, each of the 33 Borough Domestic Violence Fora are represented on the London-wide Forum and between them act as a link to over 350 further agencies across London.

Aims of the London Domestic Violence Strategy

The London Domestic Violence Forum works to achieve progress in four key areas which relate to the four aims of the London Domestic Violence Strategy. These are:

- increasing safe choices for women and children experiencing domestic violence so that they might plan safer futures without compromising their quality of life
- holding individual abusers accountable for their behaviour in such a way that not only acts as a future deterrent for them, but also as a deterrent to potential abusers
- actions which undermine social tolerance/approval of domestic violence or actions which challenge inaction by either individuals or organisations
This includes exposing the many stereotypes and myths so that assessments are accurate
- providing children and young people with the necessary knowledge and skills required to build relationships based on respect and mutual understanding, with shared power and a commitment to non-violence

It is critical that any domestic violence work undertaken address each of these aims concurrently. Interventions will only be effective insofar as the links and overlaps are recognised and acted upon. A more narrow focus runs the very real risk of failing to realise the full potential of possible change if not supported by progress in other areas.

For example, no matter how many quality services are provided to increase the safety of abused women and children, if the perpetrator is not held to account, the probability is very high that he will be abusive in his next relationship.² Similarly, if such behaviour is tolerated by the wider community, survivors will continue to be understandably reluctant to seek help and support.

'He was hitting her with his hands and shouting and swearing at her, saying she's horrible, she's wicked, she's not a good mummy. Really hurting her. I called the police'
Susanna (12)

Further discussion of these aims can be found in the London Domestic Violence Strategy.

The role of the London Domestic Violence Forum

The primary role of the London Domestic Violence Forum is to review and advise on the implementation of the London Domestic Violence Strategy.

Its function, therefore, is to:

- provide a mechanism whereby information can be exchanged and discussions on current issues can take place
- produce an annual report detailing progress and plans for the coming year
- establish minimum standards for Domestic Violence Fora including definitions; membership; roles and responsibilities (including domestic violence murder reviews); good practice; training; consultation with survivors and specialist services; relationship to other interagency structures, policies and priorities; information sharing protocols and a range of performance indicators
- increase awareness and appreciation of each agency's role in responding to domestic violence and encourage and maintain a co-ordinated response, joint action and support where appropriate
- ensure that all agencies treat domestic violence seriously, appropriately and consistently
- increase awareness in the community of the scale, consequences and causes of domestic violence, and the appropriate ways to tackle these issues
- encourage initiatives aimed at the prevention of domestic violence
- maximise the resources available to address, and ultimately, to reduce and prevent, domestic violence
- publicise the work of the London Domestic Violence Forum to Londoners, voluntary organisations, statutory agencies and Government. This will include holding a public event each November 25th to commemorate the UN International Day of Action Against Violence Against Women

'He was grabbing her by the hair and trying to push her down the stairs... I was scared'
Salman (9)

Membership

Membership (see appendix B) of the London Domestic Violence Forum consists of:

- key stakeholder agencies
- 33 Borough Domestic Violence Fora.

Members are required to have sufficient authority to seek and promote changes in their agencies, take responsibility for progressing the London Domestic Violence Strategy recommendations pertaining to their agency, and to actively participate in the work of the London Domestic Violence Forum. The full membership protocol can be found at appendix C.

Interested Networks

Research has shown that domestic violence initiatives are most effective when:

- the views of survivors are meaningfully incorporated within planning processes
- the voluntary sector, in particular specialist domestic violence services and agencies working with particular Black and minority ethnic communities, play a key and central role
- the views of front-line service providers are fully considered in relation to the practicable nature of proposed changes.

For this reason, the work of the London Domestic Violence Forum is enhanced by the in-input of the following:

- regular consultation exercises with survivors of domestic violence (this is facilitated by the Greater London Domestic Violence Project in partnership with other agencies as relevant)
- reports from the Greater London Domestic Violence Project's Development Officer (Voluntary Sector) who works with a wide range of voluntary sector groups to implement the London Domestic Violence Strategy recommendations for this sector
- reports from the Borough Domestic Violence Co-ordinator's Network, facilitated by the Association of London Government.

The London Domestic Violence Forum also receives reports from the Greater London Domestic Violence Project on its progress in implementing the Mayor's commitments in London Domestic Violence Strategy.

Sub-groups

The London Domestic Violence Forum has four sub-groups. These represent each of the four aims of the London Domestic Violence Strategy, namely:

- increasing women and children's safety (Chair: Eleri Butler/Nicola Harwin, Women's Aid)
- holding abusers accountable (Chair: Jo Todd, Respect)
- reducing social tolerance (Chair: Barbara Westmorland, LB Richmond Domestic Violence Forum)
- educating children and young people (Chair: Francis Martineau, LB Newham Domestic Violence Forum).

Each sub-group meets every six weeks and has a work programme comprising recommendations from the London Domestic Violence Strategy relevant to its specific area. Membership of the sub-groups consists of members of the London Domestic Violence Forum. When required, sub-groups may co-opt additional members for specific projects.

'He used to say "I am going to kill you at night-time when you are all asleep"'

Mona (8)

progress between November 2002 and November 2003

'I wanted to hide behind the curtains, didn't want to see or hear it'

Shazia (8)

The next section lists:

- examples of domestic violence work in the capital over the past year
- information on all the individual recommendations from the work plan with a target date of on or before November 2003
- information on the recommendations with a target date of after November 2003 where some progress has already been made.

The remaining recommendations are listed at Appendix D.

In addition to this years recommendations within the London Domestic Violence Strategy, other new work has also taken place across the capital by the member agencies of the London Domestic Violence Forum. A few examples of these are given below.

We are delighted at the interest in the London Domestic Violence Strategy that has been shown by other areas of the UK, by Government and even internationally. In December 2002, the London Domestic Violence Strategy and the London Domestic Violence Forum were the subject of a successful seminar in Brussels for Members of the European Parliament. The event was also attended by the World Health Organisation who have expressed an interest in promoting the London Domestic Violence Strategy world wide as an example of best practice. In January, the London Domestic Violence Strategy was presented to a conference in Belfast and in June, a presentation was delivered at the National Police Academy in Russia. Also this year, a delegation of members of the London Domestic Violence Forum visited New York to exchange ideas and information on criminal justice system approaches to domestic violence. Several of the effective approaches seen in New York are now being implemented in London.

This year has also seen some welcome moves at Government level, some of which we have been involved. In January, for example, we assisted with one of a series of conferences organised by the Lord Chancellor's Department³ on domestic violence in Asian communities and in April, assisted with the launch of the Black Cab drivers initiative. This provides domestic violence awareness training to all new Black Cab drivers and domestic violence information to existing Black cab drivers to support the placing of domestic violence information in Black cabs. To date, almost 300 Black Cab drivers have been trained and it has been highly rated by the participants.

Early in 2003, the Government created a 'Virtual Domestic Violence Unit' in the Home Office. This is a welcome move to ensure co-ordination of Government efforts and to provide support to the Domestic Violence Inter-Ministerial Group. However, this initiative was not sufficient to ensure that issues relating to children and domestic violence, omitted from *Safety and Justice*, were addressed

in *Every Child Matters*. Domestic violence is mentioned only once in the latter document and even then, only in relation to information sharing. The London Domestic Violence Forum will be lobbying on these issues over the coming year; without this gap being fully addressed, many of the proposals in *Safety and Justice* will be severely limited in their effectiveness.

Increasing Safe Choices For Women And Children Experiencing Domestic Violence

The i-plus street based internet kiosk network continue to be heavily used to access domestic violence safety plans and the network has expanded still further over the past year so that there are now over 100 across the capital.

In March, Women's Aid, in partnership with Opportunity Now, launched '*Domestic Violence and the Workplace*', their good practice guide for employers. The guide raises awareness of the impact of domestic violence and includes guidance on how employers should react, legal responsibilities and also offers recommendations for good practice and how this can be implemented into existing human resource policies. It should also be noted that the number of member agencies of the London Domestic Violence Forum with a domestic violence personnel policy continues to expand.

Following lobbying by London Domestic Violence Forum members, there has also been progress on the National Day-Care standards with reference to their application in Refuge Projects. Some flexibility has now been allowed and the Government has made a clear statement that the implementation of the standards is not intended to lead to the closure of children's services in Refuge Projects.

'I used to feel like I was bleeding inside'
Sharon (15)

In December 2002, the Stella Project was launched to address the needs of both survivors and perpetrators who also have substance misuse problems. It was developed as a response to the current gaps and lack of co-ordination in service provision and the aim is to develop positive and creative ways to work towards more inclusive service provision. Work has begun on mapping current practice with the aim of producing a toolkit and providing more training opportunities for both sectors.

The Domestic Violence Intervention Project has developed an Arabic Speaking Communities Outreach Project called Al Aman. This project provides direct work with Arabic speaking clients within the areas of London where their communities are most prevalent. This includes safety planning, advice and support, offered by Arabic speaking workers to women who have experienced domestic violence, as well as the provision of a perpetrator programme delivered on a one-to-one basis in Arabic. In January 2003, Al Aman held a groundbreaking conference on domestic violence in Arabic. This was attended by 100 delegates and opened up the debate within the Arabic speaking communities of the UK. Al Aman recognises

the diverse ways that people from different communities access help, and many of Al Aman's target population are more likely to approach community or religious leaders than state bodies. In response to this, Al Aman has delivered training to community leaders from a wide range of Arabic speaking groups, including Imams. It will be extending this training in the coming year.

'They need someone to talk to. Because, if they were like me, sometimes I'm really sad and I need someone to talk to... [They may not be able to] speak to the mum because maybe their mum won't want to talk about it. I think they should have someone to talk to.'

Peta (9)

Imkaan hosted a round-table event in early 2003 to launch *A Place To Stay*, a research study into women experiencing domestic violence whose immigration status is insecure. One key finding was that of 251 abused women seeking accommodation who had no recourse to public funds, only 9 were successful in finding accommodation. We were disappointed that this issue was not properly addressed in the Government consultation paper, *Safety and Justice*, and will continue to lobby for adequate provision to be made.

In March, the Greater London Domestic Violence Project held a seminar, *Sane Responses*, which brought together domestic violence and mental health professionals to develop minimum standards in this area. This was followed by a round-table event in June involving many members of the London Domestic Violence Forum and the minimum standards and best practice guidance is currently undergoing a consultation phase.

Risk assessment tools have been the focus of several London Domestic Violence Forum members this year with progress being made by the Metropolitan Police Service, the London Probation Area, the Crown Prosecution Service, CAF/CASS, Victim Support and some Social Services Departments. These will continue to be developed, expanded and implemented over the coming year.

Another project this year has been the collection of unwanted mobile phones. These are then recycled and donated to vulnerable people, including women experiencing domestic violence as an additional security measure.

Holding Abusers Accountable

This year, Respect was able to appoint a Director and Finance and Information Officer. Respect is currently working towards establishing accredited training for working with domestic violence offenders and is already established as the quality assurance standard for such work. Over the coming year, we will continue to lobby for the National Probation Directorate to follow the example set by the London Probation Area, to commit themselves to the Respect minimum standards and principles.⁴

London Probation Area (LPA) has continued to develop its work with perpetrators and in October achieved provisional accreditation for the Pathfinder pilot, the Integrated Domestic Abuse Programme. Following consultation with members of the London Domestic Violence Forum, LPA has significantly

improved its service to the partners of men on the perpetrator programme. Again, we will continue to lobby over the coming year to ensure that this welcome improvement is also adopted by the National Probation Directorate.

Over the past year, the Metropolitan Police Service have continued to shift their focus towards holding abusers accountable. New standard operating procedures have been issued for all police officers, whatever their role, and several police divisions have vastly exceeded their target for judicial disposals (currently 17%). Over the next year, we will be aiming to ensure that the achievements of these divisions are consistent throughout the capital.

Members of the London Domestic Violence Forum have also been actively involved in the ACPO domestic violence working groups which amongst others, have developed guidance on information sharing, risk-assessment and a national policy on police officers who perpetrate domestic violence.

Members of the London Domestic Violence Forum have also been involved in the joint HMIC and HMCPSP⁵ thematic review on domestic violence which will be published shortly.

Reducing Social Tolerance Of Domestic Violence

Last year, a series of art therapy workshops were held in refuges and with survivor groups across London. As well as being an opportunity to publicise the work of the London Domestic Violence Forum, participants, which included children, were invited to decorate T-shirts with their feelings about domestic violence. The results have been displayed in various settings, including in Trafalgar Square last November 25th, to help raise awareness of the issue and to give survivors a 'voice' in domestic violence work without requiring them to identify themselves publicly.

Last Christmas, London Domestic Violence Forum members collected toys for children who would be spending Christmas in a refuge (approximately 1500 children). This activity also provided an opportunity to raise awareness of the extent of domestic violence and its effect on the lives of children and young people. We will be repeating the collection this coming Christmas and have built on the increased awareness by involving a wider range of organisations in the effort, including businesses in the private sector.

Building on the success of their festival on Streatham Common in the Summer of 2002 which attracted 10,000 people, *Stop The Hiding*, a small group of volunteers, organised another fundraising and awareness event in Brixton in October 2003.

'The police took a long time coming and we were getting worried'
Salim (9)

In February 2003, the BBC broadcast its *Hitting Home* season on domestic violence; the largest campaign ever undertaken by the BBC. Evaluation showed that 41% of the UK population (23.8 million people) watched *Hitting Home* related programming for at least 15 consecutive minutes. Members of the London Domestic Violence Forum were part of the Advisory Group, providing information and guidance during the planning stages, appearing on some of the programmes and providing content for the BBC website (www.bbc.co.uk/health/hh) developed to support the campaign. This was accessed by 250,000 people in the first week. A poll, commissioned by the BBC, as part of the campaign showed just how far we have to go in terms of reducing social tolerance. 49% of people questioned agreed with the statement: 'Domestic violence is behind closed doors and should be for the partners to sort out themselves' and 30% agreed that domestic violence was acceptable if the person had been unfaithful.

The Metropolitan Police Service launched its new domestic violence campaign in September which targeted abusers with the message 'Your partner's silence no longer protects you' as a way of publicising the increasing approach within the criminal justice system of prosecuting without the involvement of the victim. Several Borough Domestic Violence Fora have also run awareness raising campaigns this year, including Brent, Hounslow, Kensington and Chelsea and Bexley. The existence of the London Domestic Violence Forum has provided channels whereby such initiatives can be maximised. For example, through the London Domestic Violence Forum, local Fora have been able to obtain free or subsidised advertising space for their campaigns.

Educating Children And Young People

Newham Domestic Violence Forum hosted an innovative conference *Time To Speak* at the end of 2002. It was the first ever conference to be organised with the help of children who had witnessed or experienced domestic violence. Attended by over 200 children and young people, the event promoted awareness of the many children who experience or witness domestic violence, encouraged children and young people to speak out and provided information on the agencies that can help them.

'They have no right to hit women and they should know it hurts children a lot just to think about it'
Melanie (12)

LB Richmond Domestic Violence Forum has produced domestic violence leaflets aimed specifically at teenagers, LB Kensington and Chelsea Domestic Violence Forum has issued postcards aimed at young women and LB Harrow Domestic Violence Forum has developed an education pack in partnership with young people.

Individual recommendations for 2003

- *Ensure that existing provision and the needs of women fleeing violence are assessed as part of the work of the London Supporting People Forum. This to include exploring the potential for specialist refuge projects.*

Domestic violence has been included within the pan-London Supporting People Strategy published by the Association of London Government (ALG). During its review of funding for the women's voluntary sector, bids were particularly encouraged from groups wishing to provide specialist domestic violence services and several such groups have been funded. The ALG has also commissioned a two-part research project to review the need for cross authority services for women at risk of domestic violence. This will also provide a detailed picture of incidence of domestic violence and the services provided by refuges for women in London. The research and report will be used to support the London Supporting People 5-year strategy and provide the framework for future priorities.

'...it was my birthday... he threw the table and bashed her head on the unit'
Shamsun (10)

- *In its role under the Supporting People framework, give due consideration to the development of further specialist refuge provision to meet the needs of women experiencing domestic violence currently excluded from accessing refuges.*

In the coming year we will be exploring still further the potential for extending specialist refuge provision, in particular a refuge which can accommodate women with substance misuse problems. We will also be assessing the pipeline bids to ensure domestic violence is fully included within Supporting People expansion plans not just for supported accommodation, but across the range of Supporting People provision including Floating Support and Resettlement services.

- *Through its pilot project 'Getting London Moving' explore the potential of the pilot to support inter-borough housing transfers for women fleeing domestic violence.*

Women escaping domestic violence are not a targeted group for this scheme, but the scheme is available to them if they have a tenancy with a participating landlord. However, it appears that the potential for this client group has not been fully realised within this project.

However, a new scheme launched in October will be of use to some women experiencing domestic violence. The Witness Mobility Scheme aims to swiftly move any intimidated or vulnerable witness so that they are more able to give evidence in court. It applies irrespective of whether the person is currently in social housing or private accommodation and operates nationally. The scheme is funded by the Home Office and the Housing Corporation. Further details can be found at www.bankofgoodpractice.org

- *Ensure that children living in temporary accommodation, including refuges, as a result of domestic violence are able to join a new school quickly.*

The Notify Project, developed by the Greater London Authority and the Association of London Government, is a system through which London boroughs record details of all the statutorily homeless households they have moved into, between and out of temporary accommodation within and outside of their own borough each week. The information is available to education authorities, Social Services and Primary Care Trusts and, in the case of out-of-borough placements, the housing department of the 'receiving' borough. It is a good example of a specialist multi-agency support tool that can be used to ensure that appropriate support services continue to be offered to women experiencing domestic violence who may have been re-housed away from the area in which they were living. Via this mechanism, education departments receive timely notification of children needing placements in local schools.

(Children) need support and, like, care. People will have to be friendly to them because they'd most probably be scared'

Tasha (12)

- *Whilst reviewing casework monitoring, consider ways in which domestic violence casework can be dealt with more effectively to increase women's safety. This to include an evaluation of reasons for discontinuance.*

The Crown Prosecution Service (CPS) has reviewed its monitoring systems and has undergone an extensive consultation process both internally and externally. A new framework has been introduced to ensure domestic violence cases are properly 'flagged' to ensure the Code of Guidance is effectively applied.

A series of domestic violence projects have also begun within the CPS to pilot different ways of dealing with domestic violence cases with the aim of identifying effective practices. One of these pilots is addressing monitoring systems incorporating issues highlighted within the recent thematic review by Her Majesty's CPS Inspectorate.

- *Investigate ways of monitoring of domestic violence cases beginning with a pilot in the lone parent section initial claim for income support.*
- *Investigate ways of fast-tracking benefit procedures for women fleeing domestic violence, including those benefits claimed by disabled women.*
- *Display information for women fleeing violence in benefit offices.*

Although some action has been taken at a local level, we have yet to ensure that this is achieved across all of London and will be prioritising this in the coming year. It is noteworthy that the Benefits Agency is rarely involved at a local, regional or national level in domestic violence work despite the fact that financial issues are critical in enabling abused women to make changes in their lives.

- *Explore the potential of printing details of domestic violence help-lines/websites in child benefit books.*

Discussions on this issue have been held with Baroness Cathy Ashton. Many *Safety and Justice* responses have recommended this be undertaken by Government and we await their response.

- *Explore increasing the availability of the current pilot model called the Safe Contact Project*

The Safe Contact Project has been allocated funding for a member of staff whose role is co-ordinate provision, to gather information on types of contact taking place and to encourage service providers to meet minimum standards.

Funding is still required for an independent evaluation of the Safe Contact Project which we believe has enormous potential to effectively reduce the dangerousness of contact visits when domestic violence is a factor. The Children Act amendment last November means that this will become an increasing area of work and we are keen that it should develop as safely as possible. Data collected by the Understanding Race and Hate Crime Project clearly shows that along with separation, child contact visits are a common situation in which serious assaults, including murder, occur.

Meanwhile, however, CAFCASS have embarked upon a co-ordinated contact initiative, initially piloted in three 'cluster' areas: Manchester, Birmingham and London and an evaluation will be published next year. CAFCASS are also developing a national policy on domestic violence which we hope will introduce domestic violence as an issue in their training to strengthen the current policy of providing only reading and guidance. However, there has already been a welcome move as part of their Partnership Strategy, where it has been agreed that they will cease funding mediation projects and divert funds towards contact centres. This should make any new contact centres set up as a result of extra Government funding more sustainable. At present, CAFCASS only fund Thomas Coram contact centres in London.

A new contact centre is also planned to open in LB Croydon next year to support the new integrated domestic violence court.

- *Develop 'injunctions-online' to reduce the currently unacceptably high cost of civil orders for women who do not qualify for, or who are refused, Community Legal Service funds.*

Last year we reported that great interest had been expressed from both the Court Service and the Community Legal Partnerships to take this idea forward.

'There used to be bloodstains on the wall but we've painted over it now'
Dawn (13)

However, despite the keen interest, it has not proved possible to identify sufficient capacity to develop this further.

- *Convene a working group to consider how pan-London advocacy services might be developed which are reflective of the needs of London's diverse communities.*

A working group has been formed and has been meeting regularly for some months to develop a strategy for significantly increasing advocacy provision in London. Initially, the aim is to establish a minimum of three advocates per Borough, with a longer-term aim of five. Although the provision is expanding all the time, most of the funding for such services is short term and insecure despite the fact that a body of evidence shows that this is the single most cost-effective measure which could be provided.

Initial mapping of current provision, along with an exploratory study of potential funding sources has been completed and a formal feasibility study to support funding bids is currently being prepared.

- *Explore the provision of outreach/advocacy services in primary health care settings.*

The Health Service continues to lag behind its statutory partners in developing effective responses to domestic violence. Despite keen interest from front line health professionals, most notably Health Visitors, domestic violence is rarely taken up at a policy and strategic level and health staff are frequently absent from partnership initiatives. This is a matter of considerable concern, especially since we know that the Health Service is second only to the police in terms of where women experiencing domestic violence approach for help. Even where small scale local initiatives have taken place, it is usually only with the result that health staff become more effective referral routes to voluntary sector agencies rather than developing internal services.

Nevertheless, some initiatives have taken place such as extensive training in Waltham Forest, the development of guidelines and protocols for A&E in Lewisham and the on-going work in both Camden to develop domestic violence training and guidance for health professionals and in Harrow with the Snapshot initiative which involves health staff making written and photographic records of injuries which can be used later, if desired, as evidence in court. This initiative has also been piloted in Southwark and in Hounslow, the local midwifery department at the hospital has introduced routine screening for domestic violence.

Following the successful health conference, *A Stitch In Time*, last year, a National Health Practitioners Forum on domestic violence was established and has been meeting regularly over the year. The Forum aims to influence and promote

'There was lots of arguing between my parents but I didn't understand why this was happening'

Kismat (12)

sustainable development in good practice within the NHS through sharing, collating and evaluation of current initiatives, developing policies, training, guidance, protocols and research and liaising and lobbying at national and regional level.

- *Develop a domestic violence policy, including an effective transfer policy within existing stock.*

The London region of the Housing Corporation are currently evaluating current practice in this area. Given the housing shortages in London, this is a critical area of work to ensure that women experiencing domestic violence can make safe choices about their future without compromising their quality of life. Housing Associations also need to develop domestic violence policies that go beyond referring to local authority homelessness units and which do not set unreasonable standards of proof for transfers within existing stock.

- *Provide information on domestic violence of relevance to service users on council websites.*
- *Provide materials designed to assist friends and family members of survivors to provide helpful support.*

'They used to pretend it wasn't happening but we knew'
Heather (10)

Domestic violence information of relevance to survivors is now available on 24 out of 32 local authority websites. We have developed minimum standards for information provision and have encouraged local authorities to include a link to the BBC *Hitting Home* site (www.bbc.co.uk/health/hh) which provides a comprehensive overview, including information for family, friends and neighbours. This means that local authorities would only then have to develop local information for their site. In the coming year, we would also like to see an increase in the number of local authority websites offering information in community languages.

- *Ensure that policy and practice enable women experiencing domestic violence, including women without children, to make choices about their housing.*

Domestic violence featured in most of the Homelessness Prevention strategies published this year by the 33 London local authorities. However, work still remains to be done to ensure that policy and practice flow from these strategies and that they are implemented with comprehensive training packages such as have been developed by Newham Domestic Violence Forum. This is a critical area of work

especially since evidence suggests that as many as a third of repeat homelessness applications are from women experiencing domestic violence.

■ *Local authorities to co-ordinate responses to domestic violence.*

We are delighted that once again this year, the number of Domestic Violence Co-ordinator's has increased with the creation of new posts in Brent, Hounslow, Hammersmith and Fulham, Islington and Lewisham.

■ *Ensure that a range of measures are available to support women who choose to stay in their own home without the abuser including:*

- *evicting the perpetrator for breach of the tenancy agreement*
- *increasing security measures such as free lock changes, internal intercom systems, community alarms*
- *including within the tenancy agreement an explicit statement that perpetrating domestic violence is a breach of the tenancy and perpetrators are liable to eviction.*

*'I remember him
throwing a chair
at her...'*

Kosta (15)

Homelessness legislation continues to be inconsistently applied across local authorities, including significant differences even within the same local authority area. Some local authorities continue to require substantial proof that domestic violence has occurred, refusing the woman's statement as evidence. Others argue, without taking into account the risks involved, that victims should return to their local authority of origin if, in the view of the housing officer, this is geographically large enough. Others actively discourage women from applying for local authority accommodation, insisting victims try friends and family first.

Some local authorities only offer space in refuges without exploring other options, even if it is unsafe to stay locally or the nearest bed space is of a considerable distance. Victims often experience difficulty in accessing financial resources to travel to refuges out of the area as well as problems trying to safeguard pets and possessions.

The time it takes to be rehoused from a refuge also appears to have increased significantly. Some refuges report that their residents are waiting between 12 - 18 months, sometimes longer, before being rehoused. This is, in part, a consequence of the requirement for local authorities to reduce the numbers of families in Bed and Breakfast. Women with 'no recourse to public funds' find it exceptionally difficult to access safe temporary accommodation due to the rule, and almost impossible to access move-on accommodation.

Worthy of particular mention is the Sanctuary Project developed by Harrow Domestic Violence Forum. This is a multi-agency partnership providing support and security for women experiencing domestic violence, but who wish to remain

in their home. In addition to external security improvements, the Sanctuary Project provides for additional security to a one chosen room within the home. To date this initiative has led to a 50% reduction in homelessness caused by domestic violence. This scheme also operates in LB Bromley and is in the process of being implemented in a number of other Boroughs.

- *Seek to improve the quality of temporary accommodation to include play provision for children, outreach services and adequate security measures.*

The government has set a target of 2004 to end the use of bed and breakfast facilities for families with children, except in emergencies and even then for no longer than six weeks. Additional monies have been provided to local authorities to help them meet this new duty. This means that in future, hotels housing these families will need to meet new standards on room size and occupancy levels, location of cooking and bathing facilities and management standards.

Whilst welcome, the severe shortage of housing in London means that some homeless families are offered accommodation outside of London, causing further disruption to already traumatised women and children. We will continue to monitor the situation over the coming year.

- *Display leaflets and posters about available services in all council buildings open to the public including schools, libraries and leisure centres.*

As mentioned at the start of this section, several Boroughs have increased their publicity this year although consistency remains elusive.

- *Local authorities to adopt a corporate domestic violence policy based on the principles of believing the women, ensuring her safety, confidentiality and anti-discriminatory practice.*

The Domestic Violence Co-ordinators Network, facilitated by the Association of London Government, are developing a standard corporate policy which could be used by all 32 boroughs. This draws on the existing corporate policies already in place in nine Boroughs. In the coming year, the ALG will be conducting a survey to assess progress on the implementation of the London Domestic Violence Strategy recommendations in each of the 33 local authorities, such as was completed by the London Borough of Bexley this year⁶.

'My mum used to cry a lot'
Dawn (13)

- *Develop closer working mechanisms between Police Community Safety Units and Child Protection Teams including routinely screening for the presence of domestic violence in all child abuse cases and vice versa. The possibility of linked IT systems should be explored.*

'It was the worst part of my life – constantly being shouted at, frightened, living in fear'

Yasmin (16)

Following the death and subsequent inquiry into the death of Victoria Climbié, major restructuring of child protection systems have taken place within the Metropolitan Police Service. In many instances, this has led to improved communication between police offices investigating domestic violence and those investigating child abuse. Officers are now required when attending domestic violence incidents to make specific enquiries about any children in the household even if they were not physically present during the incident.

- *Develop systems to keep women informed of all progress following her initial call to the police. These should explicitly address informing women when their abuser has been released from the police station, irrespective of whether any action was taken.*

Whilst every effort is made to ensure victims are kept informed, this is not always possible due to understaffing in Community Safety Unit's. We are recommending a series of steps to address this including minimum staffing ratios and greater clarity over CSU roles and functions to avoid these specialist staff being tied up in routine administrative work.

- *Monitor and evaluate the reasons why an arrest has not been made when the power to do so.*

Each Community Safety Unit is expected to maintain records on the reasons as to why the power of arrest was not exercised. However, these are not yet collated centrally nor are they subject to monitoring or evaluation.

- *Include/expand domestic violence as an issue on the Metropolitan Police Service intranet and website.*

The information on the intranet and public website is currently being updated to include more comprehensive information and will include reporting facilities, links to Borough Community Safety Units and links to other relevant organisations.

- *With the London Voluntary Service Council participate in the development of a more integrated, pan London approach to risk assessment procedures in collaboration with other family support services.*

Work in this area is continuing to develop. The Domestic Violence Intervention Project in Hammersmith has developed a protocol with Social Services for a risk assessment of the offender to be done when Social Services are alerted to domestic violence incidents involving children. Over the next year we will be exploring ways in which this can be expanded to include other Family Support services, building on the momentum created by a recent seminar hosted by the

Joint Risk Assessment Group, a multi-agency forum convened by the Department of Constitutional Affairs.

- *Explore the potential for increasing the range of parenting classes to support mothers to assist their children with any negative effects of having experienced/witness domestic violence. Such classes should be provided in conjunction with an increase of support services to children who are or who have suffered through domestic violence. Where parenting classes are to be provided to violent and abusive fathers, their abuse should be addressed first and separately.*

The Government recently issued a consultation paper on a new Parenting Fund which will be made available although it was disappointing to see that parenting classes where domestic violence is an issue was not included in the suggested priorities. Nevertheless, as this funding becomes available, we are hopeful that specialist provision might be made available.

- *Develop routine domestic violence screening procedures for all couple based therapeutic services.*

Relate is taking the lead on this and is developing a domestic violence policy, reviewing its training package and improving its involvement in inter-agency work. Several pilots are planned for the introduction of domestic violence questions in initial interviews with a view to developing routine screening in the longer term.

We were disappointed at the recent Government consultation paper on Restorative Justice which showed that it is still not accepted that such interventions are inappropriate and potentially dangerous for domestic violence cases. Furthermore, any intervention which attempts to refocus responses to domestic violence away from the state, and towards the victim's role in the offender's rehabilitation are unacceptable and perhaps more importantly, ineffective.

- *Work with local nurseries and registered child-minders to raise awareness and understanding of domestic violence.*

This will be a priority for the coming year.

- *Explore the potential for providing specialist support groups for children affected by domestic violence.*
- *Develop support systems for those children and young people identified as currently living in a violent home and/or teenagers involved in violent relationships of their own.*

'When he punched her and hurt her jaw – that's when we went down the police station'
Tasha (12)

Some Boroughs have started to develop these services, often with funding from the Children's Fund. In Hounslow, for example, the Asian Women's Refuge has been allocated funding to develop a domestic violence service for children living in the community. In Newham, Newham Action Against Domestic Violence goes into local schools and holds surgeries for children and in Tower Hamlets, a women and children's group has been run jointly with Women's Aid.

Relate is also running services in schools for children/young adults over the age of eleven. These services focus mainly on parental break-up, but this can often lead to discussions relating to domestic violence.

- *Conduct an annual service user satisfaction survey of Community Safety Units with the data to be divisible by homophobic, racist and domestic violence crime.*

No service user satisfaction survey is being carried out by the Metropolitan Police Service at the current time.

- *Create a specific recording category for domestic violence that allows for assaults to be differentiated between stranger and familial.*

'It was over little things such as, if my mum talked to other men, my dad would get jealous'

Ali (13)

London Probation Area is already using SARA (Spousal Assault Risk Assessment) and is in the process of implementing an additional generic system. These tools, along with other mechanisms, allow LPA to distinguish between stranger and familial assaults.

- *Develop a specific monitoring system to determine what happens to abusers if they have fled the scene prior to police arrival.*

The Crime Recording Information System (CRIS) does not currently allow for this to be recorded and centrally collated. Domestic violence statistics are only recorded when the perpetrator is arrested or under investigation. Officers can do a search on CRIS to see if the case shows up as a domestic violence situation but this search will not tell the officer whether the offender is still at the scene of the incident. Further work is therefore necessary to record this vital risk information since research has shown that offenders who flee the scene prior to police arrival are over-represented in offenders who later commit domestic violence murders.

- *Magistrates Courts Committees to include domestic violence awareness training in their training programmes and this should include court clerks.*

A national training pack has now been developed for Magistrates and is currently being rolled out. It is of some concern, however, that the materials were not

widely consulted nor does it seem that sufficient time has been allocated to ensure maximum effectiveness.

- *With the victim's consent, routine referral of domestic violence cases to the Court Witness Support Scheme (CWSS) should be implemented and a mechanism developed to ensure that domestic violence cases are 'flagged' to the CWSS.*

Where such services exist, this has been adopted. However, the service is not available in all courts across the capital despite evidence from two specialist domestic violence courts, clearly showing that the provision of support or advocacy services greatly reduces the number of cracked trials and increases the percentage of guilty pleas. It was additionally disappointing that *Safety and Justice* did not support the automatic extension of special measures in court to domestic violence victims.

'He also stole some of our money'
Naresh (10)

- *Explore the potential for utilising reverse electronic tagging for repeat offenders.*

This issue has been raised with the Home Office as a potential sentence for abusers who persistently breach injunctions or bail conditions. In consultations with survivors, it has received unanimous support and we will continue to lobby for its introduction.

- *Developed, monitor and evaluate systems to track allegations from initial phone call to clear up to ensure all reported cases are being recorded on CRIS.*

Quality assurance systems have been put in place to track calls to the police to see if they have resulted in a crime report. A recent evaluation of this data revealed that the rate of under-recording of domestic violence cases is approximately 20%. This represents around 20,000 additional cases of domestic violence each year than is currently recorded by the Metropolitan Police Service.

Whilst this may seem a disappointing performance, it should be seen within the context of an agency that is at least recording *some* data on domestic violence and which is making efforts to improve. There are several other key statutory domestic violence service providers whose data collection is at best exceptionally poor and at worse, non-existent.

- *Further develop perpetrator programmes which include the provision of equitably resourced Women's Services. Where Probation is unable to provide this service in-house, it should enter into partnerships to ensure that its work with offenders does not compromise women and children's safety.*

'He was lashing out at everyone for no reason. He's hit me before... He was using his fists on me'

David (12)

Following consultation both internally and externally, the London Probation Area (LPA) has restructured its approach to working with the partners of the men on perpetrator programmes. The number of Women's Safety Workers (formerly Victim Contact Workers) has been increased and their role redefined to place a greater emphasis on women's safety. In recognition of the importance of the issue, domestic violence was featured as a key issue in the LPA's Business Plan.

- *Police domestic violence training to include all police officers, but especially new recruits, front line officers, custody sergeants and station office staff.*

The Centrex training modules have been revised, amended and up-dated this year following their first year of use. These modules contain tailored training packages for all the above police roles but are not yet fully implemented within the Metropolitan Police Service. Training for front-line officers in particular remains an urgent priority and is scheduled to be addressed in the coming year alongside training on using the newly developed risk assessment procedure and ensuring that the commitments in the protocol with the Crown Prosecution Service, such as taking photographic evidence and Victim Impact Statements, are fully integrated into police responses.

- *Domestic violence to also be included as an issue in hostage training.*

This has not yet been included within the Metropolitan Police Service hostage negotiation training.

- *Develop a London Probation Area domestic violence policy.*

Throughout 2003, London Probation Area has been convening an inter-agency group to develop such a policy which has now been achieved. As a consequence of this work, the need for an operational strategy on domestic violence for the London Area has also been identified.

The National Probation Directorate has also been developing a national domestic violence policy which will shortly be published for public consultation although members of the London Domestic Violence Forum have already contributed to draft versions.

- *Within legal limitations, develop a system whereby the same judge can hear a case all the way through as this has been shown to impact positively on recidivism.*

This is currently considered to be best practice amongst Magistrates who usually ensure that at least one member of the bench remains on a case from start to finish, including the sentencing stage. We are still lobbying for this to be applied

to all judges and are hopeful that the results of the new integrated court in LB Croydon will help to demonstrate the value of this.

- *Publicise the value of pre-sentence reports and the option of perpetrator programmes to the courts to encourage their greater use in sentencing.*

This recommendation has been taken up at both a regional and national level and is reflected in the work of the Probation Service. The London Domestic Violence Forum will continue to support this work and will lobby for it to be made a mandatory requirement that a pre-sentence report is requested for all domestic violence cases. This gives the court the opportunity to take into account the full range and impact of the domestic violence perpetrated and not just the index offence.

- *Develop domestic violence policies and protocols including:*
 - *Seeking to prevent domestic violence through curriculum approaches*
 - *ensuring access to education for children fleeing domestic violence*
 - *recognising domestic violence as a potential child protection issue.*
- *Develop domestic violence training modules for teachers.*
- *Explore ways in which domestic violence can be included in subjects additional to PHSE.*
- *Integrate domestic violence into existing initiatives for example on bullying, truancy, school exclusion.*
- *Introduce prevention programmes in schools and youth settings including 'special' schools, primary schools and nurseries.*
- *Train teachers, especially those with designated child protection responsibilities, on their responsibilities with regard to council policy on domestic violence.*
- *Integrate domestic violence into the work of teachers with responsibility for child protection.*
- *Ensure that schools have procedures in place to deal with perpetrators attempting to use the school to track down their former partner.*
- *Ensure that all work is evaluated to increase the body of knowledge in this area.*

'He threw hot coffee on my sister, he used to bang her head on the floor and on the wall'

Mona (8)

We have grouped these recommendations together as they are all being addressed under an exciting new scheme being funded by the Association of

London Government (ALG). Last year we reported that in Westminster, the Domestic Violence Forum had launched a schools pack which included curriculum materials and supporting information for teachers. This year, the ALG has provided funding for a copy of this pack, along with two supporting videos; one from Westminster Domestic Violence Forum and the other produced by a young Asian women's group, teens@nawp, to be provided for every London school. The implementation of this project will take place in four main stages:

1. Each borough will identify the officers to be trained;
2. Training will be provided to the borough Domestic Violence Prevention Trainers;
3. Trainers, through INSET days, will introduce all staff in schools to the issue of domestic violence;
4. Each participating school will select teachers who receive more in depth training to assist with incorporating prevention work into existing school curriculum activities.

Of the 33 London Boroughs, 28 are participating and it is planned for each Borough to have three trainers able to deliver further training in their Borough.

For some Boroughs, this will be a completely new area of work whereas for others, it will build upon existing initiatives. For example, Tower Hamlets has an Education Domestic Violence Co-ordinator and LB Bexley has allocated a Support and Prevention Worker to schools. It is hoped that the ALG project will achieve some much needed consistency across the education sector using examples like these as the standard.

Some Boroughs such as Southwark, Hounslow and Newham, have begun the preparatory work of providing training to teachers with designated child protection responsibilities although it is not yet as widespread or as consistent in all boroughs as is required. However, this area of work is also being developed by the NSPCC as part of a wider training programme to address the new duty on schools to play a more active role in child protection. This issue is also under review by the Department of Education and Skills who we are also lobbying to introduce mandatory domestic violence and child protection training into the curriculum for all teacher training courses.

- *Provide schools with information about available support services to which children/adults affected by domestic violence can be referred.*

'It's like a nightmare and it goes on and on'
Lisa (15)

We have circulated information to schools across London and have begun engaging with the new structures announced by Government this year for an increased role for Education in providing community services (Extended Schools). We will ensure that this is further developed as the new structures are implemented.

- *Recognise the potential impact of domestic violence on educational attainment and behaviour and seek to support children in order to reduce any such problems.*

Domestic violence within schools is finally starting to gather some momentum but there is still a very long way to go. To obtain data on the extent to which domestic violence can affect educational attainment, a research project will begin in the new year which will complement some existing research on the effects of disrupted learning on final educational achievements.

- *Produce and widely disseminate an annual report detailing progress and plans for the coming year.*

Report completed.

- *Develop an annual award scheme to recognise and publicise innovation and good practice in domestic violence work.*

A scheme has been developed and the first awards will be announced this year, at the launch of this report.

- *Monitor the implementation of the minimum standards for all agencies.*
- *Monitor the implementation of the London Domestic Violence Strategy recommendations by agency.*

*'I used to wet the bed... I think this was to do with their fighting'
Sopna (9)*

These two recommendations are the responsibility of the London Domestic Violence Forum and mapping work continues to centrally collate this information which is circulated at each meeting of the London Domestic Violence Forum. In the coming year we will publish this information on the internet to allow for accessible comparisons.

- *Develop domestic violence training standards.*

This recommendation has been postponed until next year when a number of separate initiatives will be drawn together in the hope of establishing these standards. These initiatives include the accreditation of perpetrator work, the training needs analysis conducted by some Boroughs Domestic Violence Fora such as Greenwich, Bexley and Newham, the further development of advocacy services, the development of specialist domestic violence training such as substance misuse and domestic violence, the development of a national training package for the Crown Prosecution Service, the on-going work by the National Health Practitioners Forum on training matters, the training programme in Hounslow for the Refugee Arrivals Project, and several cascade training projects in operation.

Areas of work for 2004 on which there is some progress

- *Participate in a working group to develop a pilot domestic violence court which can deal jointly with civil and criminal cases.*

Following the delegation to New York in April 2003, the agreement of the Department of Constitutional Affairs was sought and granted to run a pilot integrated domestic violence court in LB Croydon. This is a court which can hear both civil and criminal matters relating to domestic violence. A high level conference was held in LB Croydon this November to develop a draft plan of action to implement co-ordination within the respective agencies. It is hoped that the pilot will be ready to begin in early 2004.

'I've really missed out on my childhood. People say that this is the most carefree part of your life. This was not true for me.'

Yasmin (16)

- *Encourage voluntary sector agencies working with perpetrators to adopt the recommended minimum standards of Respect.*

One new voluntary sector perpetrator project has opened in London this year. Tryangle, based in Greenwich, is fully committed to Respect minimum standards.

- *Develop minimum standards for refuge projects which will include standards of provision for disabled women.*

Refuge standards have been developed by Women's Aid and Refuge in consultation with refuge providers. These have been incorporated into Supporting People guidance to inform purchasers as to the quality of service provision expected from accommodation providers, and thus levels of funding required to meet the needs of abused women and children. The needs of disabled women are integrated throughout the standards. These standards are voluntary although in an effort to avoid the quality of service provision being undermined, the Mayor and the Association of London Government have been promoting them as good practice.

Through the review processes required by Supporting People, we will be able to gather more detailed information as to the quality of service offered by refuge projects and a research study is planned next year to assess the impact of Supporting People on refuge projects.

- *Explore the potential of developing a standardised framework for assessing Domestic Violence Best Value reviews, including the possibility of using case studies for use in the compare function.*

Two London Boroughs, Lewisham and Newham, have embarked upon domestic violence Best Value Reviews this year although neither have yet concluded. Although a standardised framework has not been agreed, in both cases, as in

earlier London reviews, it has been agreed that the process will involve an external challenger, the Greater London Domestic Violence Project.

- *Adopt and monitor the effect of the effect of the guidance from the Advisory Board on Family Law, Children Act sub-committee regarding domestic violence and contact.*

At the end of last year, the Government accepted an amendment to the Children and Adoption Bill to extend the definition of significant harm under the Children Act to include harm that a child may suffer due to witnessing domestic violence. This was necessary since despite earlier guidance to courts that contact arrangement must consider the safety of the child and the resident parent before, during and after contact (as recommended by the Good Practice Guidelines), the increase in the number of contact orders granted and a decrease in cases where contact was refused suggested the guidelines were not being followed.

Contact orders granted in 1999 - 41,862, refused - 1,752
 Contact orders granted in 2000 - 46,070, refused - 1,276
 Contact orders granted in 2001 - 55,030, refused - 713
 Contact orders granted in 2002 - 61,356, refused - 518

At the time of publication, we are still awaiting implementation of this welcome amendment.

- *Develop formal links between the Area Child Protection Committee (ACPC) and the local Domestic Violence Forum. Integrate domestic violence into the work of the ACPC including inter-agency training.*

London's Social Service's Directors have worked together to produce the All London Child Protection Procedures. This is a welcome move towards consistency across London and the guidance includes recognition of the close relationship between domestic violence and child abuse although not to the extent members of the London Domestic Violence Forum would have wished to see. The close links have also been acknowledged by the Department of Health who in a recent publication stated: 'At least 750,000 children a year witness domestic violence. Nearly three quarters of children on the 'at risk' register live in households where domestic violence occurs.' With this in mind, it is regrettable that domestic violence has not been given a higher profile in the existing Child Protection Procedures as this means domestic violence training is unlikely to receive the priority it deserves in subsequent training provision.

'Children are frightened and sad because they are different and not like other children who have happy homes. Children are suffering because of what you are doing. Violence is no way to solve problems. Don't give this example to your children.'
 Shazad (14)

Appendix A: Excerpts from The Mayor's Response to *Safety and Justice*

Please note that this section contains excerpts from the Mayor of London's response. The full text can be obtained by contacting the GLA or alternatively downloaded from here:

http://www.london.gov.uk/mayor/strategies/dom_violence/index.jsp

I warmly welcome the Government's plans to address domestic violence by both policy and legislative changes. There has been a pressing need to address this issue for some time and I support many of the proposals contained within the '*Safety and Justice*' Consultation Paper as a significant contribution towards reducing and preventing domestic violence. Despite any criticisms may have, I do want to fully acknowledge that this has been the most active Government ever on this issue and positive progress is being made. I was delighted at the mention of domestic violence in the most recent Budget speech and am pleased to see the inclusion within '*Safety and Justice*' of some of the economic costs of domestic violence. Whilst there are clear moral and legal reasons to address this issue, the financial case adds a further compelling reason for instituting a change in approach.

However, I cannot unreservedly endorse the document in its entirety. Domestic violence is a very complex issue and in some instances, the proposals do not contain sufficient detail for me to be wholly assured of a positive outcome from the planned changes. Additionally, some key issues have either been poorly addressed or omitted. I would be much reassured if the document had contained a commitment to developing and implementing a comprehensive national strategy.

All GLA surveys indicate that safety is a key concern for women, and making London a safer city is one of my priorities. This has been addressed through increasing police numbers year on year and through a number of new initiatives such as ensuring the funding of two rape havens in London with two more to be established this year. The Transport Policing Unit addresses safety on buses as well as tackling the problem of illegal minicab drivers, which is a particularly important development for women's safety.

However, the crime of violence women are most likely to experience is domestic violence and it is for this reason that my initiatives on women's safety began with the creation, publication and implementation of the first London Domestic Violence Strategy. To date, this is the biggest domestic violence strategy in the UK, involving over 300 agencies working together in partnership. I am happy to share with you the benefit of our experience to assist you in making effective changes.

Strategies, policies and guidance are all cosmetic if not implemented and robustly monitored. Thus the creation of the London Domestic Violence Forum to oversee the process of enacting the London Domestic Violence Strategy has been crucial

to our success. I have enclosed a copy of the first Annual Report from the London Domestic Violence Forum and I will ensure that the next, due in November, is also sent to you.

Also enclosed is a response to each of the questions in the Consultation Paper but I would like to highlight three issues in particular where I feel the Government's plans could be considerably strengthened.

Advocacy Services

I am deeply concerned at the exclusion from the Consultation Paper of any detailed plans for developing a comprehensive network of independent, holistic advocacy services.

Domestic Violence Advocates have been crucial in reducing domestic violence in the USA, Australia and other countries and in ensuring more offenders are held accountable for their behaviour. Moreover, holistic advocacy services encompass all the elements of service provision that victims of domestic violence rate as most helpful and effective and could help the Government in achieving its aims within the Consultation Paper as well as the targets contained within the National Policing Plan and 'Narrowing the Justice Gap'.

For women experiencing multiple barriers to seeking help (e.g. women whose first language is not English, women with substance abuse issues and disabled women amongst others), advocacy services are an especially important service in supporting them to negotiate a safe path through the rules and regulations involved in utilising services from a range of agencies. The introduction of *Supporting People* has provided some limited funding towards advocacy services but the scope of essential activities is severely hampered by funding restrictions which only allow for housing related support to be provided.

Damagingly restricted advocacy is also planned for the Probation Victim Contact Workers as part of their programmes for domestic violence offenders. Bizarrely, it appears as if the victim is expected to provide a service to the Probation Service rather than the other way around. The focus of the Victim Contact Workers should be on increasing victim safety and not on completing risk assessments to inform Probation Officers' work with the offender.

Holistic advocacy services are possibly **the single most efficient, effective and economic intervention** that the Government could provide, so its omission from the Consultation Paper is a serious flaw.

'No recourse to public funds'

I am particularly disappointed at the decision to not allow domestic violence victims who qualify for the immigration waiver access to benefits. Recent research⁷ suggests

that of 251 abused women per year with no recourse to public funds, only 9 were able to be accommodated in refuges. Continued denial of benefits is indefensible especially in light of the low figures of abused women affected by this regulation.

The proposal to change the regulations pertaining to *Supporting People* so as to allow refuges to legally provide accommodation to women with insecure immigration status is welcomed. However, this change only ensures the maintenance of the status quo prior to the introduction of *Supporting People* and does not actually address the crucial issue of an unacceptable financial burden being imposed on the refuge sector. This is not only due to the loss of rental income but also because any woman accepted requires daily living expenses for herself and any children. It should be noted that ethnic specific refuges, already under-funded in comparison to mainstream refuges, are far more likely to accommodate women with no recourse to public funds.

I am also surprised to see no proposals at all for addressing the needs of asylum-seeking women, for 'over-stayers' or refugee women. These groups are negatively affected by immigration controls which create significant if not absolute barriers in both seeking and obtaining safety and justice.

Children: Support and Protection

A major gap in '*Safety and Justice*' is the failure to meaningfully address the needs of two thirds of domestic violence victims, namely children and young people.

The connections and overlap between domestic violence and child abuse are not acknowledged and the Consultation Paper does not even recognise the direct risk of harm to children from perpetrators of domestic violence, especially post separation during contact visits. Although there have been some improvements in this area, Court Guidance on contact has been overtaken by damaging case law, which places an uncritical emphasis on the importance of parental contact. Not only does this minimise the dangers associated with domestic violence but it has also set an unreasonably high standard of evidence for cases involving allegations of child abuse. The recent debate in Westminster Hall (17th July) offered little reassurance that this issue may be more effectively addressed in the future.

Nor is there any acknowledgement of the paucity of specialist support services for children across the UK nor any recognition of the outstanding efforts made by Women's Aid to both develop and provide support services for children despite the woefully inadequate levels of support from statutory services. The exclusion of funding for support services for children from *Supporting People* means that many such services are now facing a financial crisis. A national funding framework is urgently needed for children's support services, both in refuges and in the community. I am also concerned that no mention is made of the impact of the new National Standards for Under Eight's Day Care that have

set staffing ratios and minimum space standards with which many refuges are unable to comply without additional funding.

I do not believe that the support services currently available (pages 47-49 of *'Safety and Justice'*) are sufficient to ensure the safety and protection of children. These services are not specifically intended for children who have experienced domestic violence and are thus unlikely to meet their needs without specialist training, screening, protocols and guidance being issued. Domestic violence should also be integrated into the new Children's Trusts being currently developed.

General comments

The section below covers those issues on which we wish to comment but for which a specific consultation question was not provided.

- National strategy

We support the call from Women's Aid and others to develop a coherent, consistent and co-ordinated national domestic violence strategy. At a minimum, a national strategy should cover a five year period with time-scales, targets and monitoring. The lack of consistent and committed national leadership means there are few 'quick wins' left so a long-term sustained effort to reduce and prevent domestic violence is much needed.

A national strategy needs to include:

- an explicit commitment to ensuring that all domestic violence work prioritises increasing victim safety and further requires regular safety audits of policy and practice to ensure this principle is adhered to consistently by all agencies
- minimum standards of provision, including interventions with perpetrators, and good practice guidelines based on human rights principles for all relevant agencies, including Government departments. This should include ensuring that policies and procedures address institutional racism so that practices that result in non-intervention or dangerous mediatory practices are prohibited
- a review of all legislation and policies to establish shortfalls in both gender and race equality
- a commitment to addressing the complex nature of domestic violence
- full consultation with and participation of domestic violence survivors and their advocates
- a funding framework to ensure the continued existence of current voluntary sector provision
- a strategic mechanism for co-ordinating, implementing and reviewing legislative and policy change involving government working alongside key agencies from the women's voluntary sector
- mandatory domestic violence training programmes across statutory and

voluntary agencies within a national standards framework to ensure consistency of messages

- a national framework for perpetrator re-education programmes which meet *Respect* minimum standards
- national data collection and reporting systems across a range of agencies
- targets, responsibilities, timescales and review mechanisms.

We are disappointed that '*Safety and Justice*' does not make connections between domestic violence and other forms of violence against women, and contains no reference to government responsibilities to address violence against women and children under international law, particularly within United Nations conventions and the Convention for the Elimination of Discrimination Against Women (CEDAW).

- Acknowledgement

It is regrettable that the document does not once recognise the work of voluntary and community women's groups, feminists and survivors of domestic violence. At the very least, tribute could have been paid to the women's voluntary sector for succeeding where the state has failed. Its provision of safety and support to thousands of women and children over the past three decades deserves at least a mention.

- Timing

The document gives little information on the timing of any proposed changes. This is of concern because of the probable consequences that will flow from some of the proposals. Initiatives are more likely to gain support from the sector if workers can be confident that careful consideration has been given as to the order of implementation.

'*Safety and Justice*' also seems to have an undue focus on crisis intervention. There is little focus on long term support and protection despite there being clear evidence of need long after the crisis has passed. Conversely, we are also disappointed that such large sums have been prioritised to activities such as Domestic Violence Fatality Reviews ahead of funding for early interventions.

- Funding

Domestic violence is a high volume crime but this is not reflected in Government funding. Small amounts of time-limited funding (such as the Crime Reduction Programme) are not sufficient to implement the necessary changes. Moreover, short-term funding initiatives invariably require new approaches which does not take into account how existing effective services can be sustained.

- Partnership working

Whilst we support the concept of partnership working, there is no acknowledgement that this is often a difficult and problematic style of working with the very real potential to result in replication of the very same power differentials and dynamics that domestic violence initiatives seek to address. The net effect of this can be seen in any number of Domestic Violence Fora across the UK which all too often degenerate into costly 'talking shops'.

Co-ordination is of little use if key agencies are routinely absent from domestic violence partnership arrangements. We recommend that Government require agencies to actively participate, in particular magistrates, judges, education staff and health professionals. Moreover, the document does not mention that co-ordinated services are only of any use if the individual component parts are of sufficient quality to warrant co-ordination. Partnership and co-ordination should not be pursued at the expense of improvements in single agency provision.

- Consultation

Domestic violence strategic plans and improvements to service provision are most likely to be effective when survivors are engaged in meaningful consultation. *'Safety and Justice'* overlooks this important process; a position shared by many CDRP's and Domestic Violence Fora. Even when survivor consultation is attempted, it is often a cosmetic exercise.⁸ We recommend that consultation with survivors be given a higher priority, especially in monitoring mechanisms. For example, it should not be considered adequate for CDRP's to produce local domestic violence strategies without providing clear evidence of having consulted with survivors.

- Lack of attention to perpetrators

We are concerned that *'Safety and Justice'* contains no proposals related to interventions with perpetrators and very little focus on them throughout the Consultation Paper. Whilst we support efforts to increase safe choices for victims, we are uncomfortable with the implied aim in places of changing victim behaviour (e.g. 'encourage victims to leave and prosecute' p68); it is the perpetrator that needs to change.

The Consultation Paper only refers to the work being done by the National Probation Service and Prison Service in piloting 'pathfinder' programmes and even here, *'Safety and Justice'* does not recognise issues of critical importance leaving us with significant concerns. For example, the National Probation Directorate has not yet accepted that domestic violence perpetrator programmes require separate, equitably resourced support services for women to ensure accountability, effectiveness and most importantly, safety. Without this measure

being included as an essential component part of perpetrator programmes **we strongly oppose the extension of such provision**. We further recommend that all domestic violence perpetrator programmes should actively pursue non-compliance (either non-attendance, non-participation or evidence of ongoing abuse), with robust sanctions imposed by courts, including routine use of prison if found to be in breach of a court order to attend.

- Social Services

There is a worrying lack of attention paid to the role of Social Services and even where they are referenced in passing, it is only in relation to their child protection function. We recommend that the Government revisit this issue and take into account that Social Services are also the key providers of services to those groups (e.g. substance abusers, disabled victims of domestic violence, women with mental health problem) whose needs are most neglected in current provision.

We are also concerned that *'Safety and Justice'* does not address the need for long term support for women, in particular the need for adults to overcome the impact of their childhood experiences of living with domestic violence. We recommend appropriate resources be allocated to effectively implement the recommendations of the Women's Mental Health Strategy.

- Disabled victims of domestic violence

The needs of disabled victims are inadequately addressed throughout the document and the issue is not even mentioned in the question regarding unmet need. Appropriate information and service provision for disabled women experiencing domestic violence is very poor and requires urgent attention. We recommend that all CDRP's be required to address this issue in local domestic violence strategies and reminded that disability includes not just those with mobility problems but also includes sensory impairment and learning difficulties.

- Black and minority ethnic victims of domestic violence

We are concerned by the absence of any reference to racism and to the needs of particular communities who face specific pressure to keep silent about the violence they experience. For example there is a particular reluctance on the part of some black and minority ethnic women experiencing domestic violence to seek help from the police due to a fear of racist or discriminatory treatment. We therefore support the recommendation from Southall Black Sisters and Imkaan that all legislation and policies be audited for compliance with race and gender equality with the aim of eradicating laws and practice which currently have a differential approach on domestic violence between minority and majority communities.

We are also concerned that *'Safety and Justice'* seems to group all black and minority ethnic women together. Some issues (e.g. reluctance to report, language barriers and cultural concepts of 'honour' are specific to certain groups of black and minority ethnic women and are not universal.⁹ Care needs to be taken to ensure that the needs of *all* black and minority ethnic women are addressed.

- Women who stay

The proposals are all focused on victims who leave their abusers. For a range of reasons, some women will choose to stay in their relationships both in the short and the long term. This is especially true for women with insecure immigration status, disabled women and women whose partners are on a perpetrator programme, all of whom have no specific proposals relating to them within the Consultation Paper.

- Domestic violence as a workplace issue

Although mentioned in passing (page 23), no specific proposals are outlined. We recommend that the Government provide leadership in this area by requiring all statutory agencies, including Government departments, to develop a specific domestic violence personnel policy covering both victims and perpetrators.

- Improving the way the law on homicide works in domestic violence cases

We would have liked to have seen as part of the Government's proposals, consideration of a new partial defence of self-preservation as proposed by Rights Of Women. Such a defence more accurately reflects women's experiences than the current options of self-defence or temporary insanity.

We would like to be involved in future discussions on reviewing existing defences and are broadly supportive of the defence of provocation being more tightly defined.

- Other legal issues

We strongly support the demand from Women's Aid that it should be made an offence for a violent partner or ex-partner approaching a women's refuge to harass and intimidate a resident or staff. We also recommend the introduction of a new offence for any agency or individual (for example bounty hunters) to track down, for financial gain, someone who is fleeing from domestic violence.

We are alarmed at the recently published Government paper on Restorative Justice that includes the possibility of it being used in domestic violence cases.

We are implacably opposed to the use of Restorative Justice in all domestic violence cases and strongly recommend that the Government issue an

explicit statement to this effect. Any intervention which attempts to refocus responses to domestic violence away from the state, and towards the victim's role in the offender's rehabilitation are unacceptable and perhaps more importantly, ineffective. The use of Restorative Justice creates unrealistic expectations about the perpetrator's capacity to change his behaviour thereby placing abused women and children in further danger. Moreover, it is extremely unlikely that abused women would feel able to speak freely during the process and would undermine other efforts to encourage greater reporting of domestic violence. Even if women are able to speak freely, learning of the full impact of his behaviour on the victim only serves to reinforce to the abuser that his use of violence is an effective tool to maintain power and control. The use of Restorative Justice in domestic violence cases in other countries has been and remains deeply controversial. We are aware of only one location where it is used with some success and believe this can be attributed to specific factors that are not replicable in the UK.

We support the need for mandatory domestic violence training for the CPS. We recommend that specialist domestic violence agencies be involved in its development and that care be taken to ensure it is compatible with the key messages included with the Centrex domestic violence training modules. Early findings from the joint HMCPSI and HMIC thematic review on domestic violence suggest that the CPS policy is not yet being fully or consistently applied. As such, we also recommend the introduction of systems to enforce, monitor and review the CPS domestic violence policy.

We also recommend that the national domestic violence training programme for magistrates currently being developed be made mandatory and that more extensive training be provided to judges than is currently available. We would be interested in being involved in establishing a national framework for all domestic violence training to ensure consistency within and between agencies.

There is also a need for much wider use of the Protection from Harassment Act. Its current use is patchy and inconsistent, forcing victims in some areas to pay in the civil courts for protection that should be being provided by the state. We recommend that Government introduce publicly available monitoring of its use by both police and courts.

We would also recommend that the Government consider ways of encapsulating within legislation the cumulative effect of domestic violence. Whilst offences before the court may not be individually serious, the cumulative effects can be very severe and long term. The law needs to be able to take account of this if justice is to be achieved.

Appendix B

Member Agencies of the London Domestic Violence Forum

LB Barking and Dagenham Domestic Violence Forum
LB Barnet Domestic Violence Forum
LB Bexley Domestic Violence Forum
LB Brent Domestic Violence Forum
LB Bromley Domestic Violence Forum
LB Camden Domestic Violence Forum
LB Croydon Domestic Violence Forum
LB Ealing Domestic Violence Forum
LB Enfield Domestic Violence Forum
LB Greenwich Domestic Violence Forum
LB Hackney Domestic Violence Forum
LB Hammersmith & Fulham Domestic Violence Forum
LB Haringey Domestic Violence Forum
LB Harrow Domestic Violence Forum
LB Havering Domestic Violence Forum
LB Hillingdon Domestic Violence Forum
LB Hounslow Domestic Violence Forum
LB Islington Domestic Violence Forum
LB Kensington & Chelsea Domestic Violence Forum
LB Kingston Domestic Violence Forum
LB Lambeth Domestic Violence Forum
LB Lewisham Domestic Violence Forum
LB Merton Domestic Violence Forum
LB Newham Domestic Violence Forum
LB Redbridge Domestic Violence Forum
LB Richmond Domestic Violence Forum
LB Southwark Domestic Violence Forum
LB Sutton Domestic Violence Forum
LB Tower Hamlets Domestic Violence Forum
LB Waltham Forest Domestic Violence Forum
LB Wandsworth Domestic Forum
LB Westminster Domestic Violence Forum
Association of London Government
Apna Ghar
Audit Commission
Broken Rainbow Forum
CAFCASS
Child and Woman Abuse Studies Unit (London Metropolitan University)
Crown Prosecution Service
Domestic Violence Intervention Project
Department of Constitutional Affairs
Greater London Authority
Greater London Association of Disabled People

Greater London Domestic Violence Project
Government Office for London
Home Office
Housing Corporation (London Region)
Housing for Women
Imkaan
Judiciary
King's Fund
Legal Services Commission
Lilith Project
London Civic Forum
London Probation Area
London Voluntary Services Council
Magistrates Association
Metropolitan Police Authority
Metropolitan Police Service
National Housing Federation (London Office)
Newham Action Against Domestic Violence
Newham Asian Women.s Project
NHS Regional Executive
NSPCC
Refuge
Refugee Women's Resource Project
Relate Central Office
Respect
SERTUC
Solas Anois
Southall Black Sisters
Victim Support, London
Womankind Worldwide
Women's Aid

Appendix C: Membership protocol

Members of the London Domestic Violence Forum sign a membership protocol which commits their agency to:

- working in partnership to ensure a co-ordinated response to promote joint working, co-operation and mutual support
- the representative having sufficient authority to promote and seek changes in policy and practices to the decision making body (subject to internal decision making processes)
- taking the lead for progressing the London Domestic Violence Strategy recommendations pertaining to their agency and to incorporate within their own agency the minimum standards for all agencies. In the case of Domestic Violence Forum representatives, their role is to take the lead for progressing recommendations pertaining to Domestic Violence Fora rather than for each agency represented on their Forum
- active participation in the work of the London Domestic Violence Forum including its sub-groups where relevant. Members must attend at least one in every three meetings
- developing mechanisms for feedback progress/issues to their respective agencies and to pass on their agencies views to the Forum
- sharing relevant information at meetings and to contribute to the agenda as appropriate.

Appendix D: recommendations for completion in 2004

Explore the possibility of developing information sharing protocols regarding housing of abusers.

Encourage voluntary sector agencies to adopt the recommended minimum standards for all agencies.

Develop standards, assessment protocols, procedures and training to promote safe supervised contact for children in line with standards being developed by the Safe Contact Project. and explore the potential for expanding provision in London.

Conduct an annual service user satisfaction survey of Community Safety Units with the data to be divisible by homophobic, racist and domestic violence crime.

Adopt and monitor the effect of the effect of the guidance from the Advisory Board on Family Law, Children Act sub-committee regarding domestic violence and contact.

Participate in a working group to develop a pilot domestic violence court which can deal jointly with civil and criminal cases.

Encourage voluntary sector agencies working with perpetrators to adopt the recommended minimum standards of Respect.

Develop domestic violence information in a variety of formats, including on websites for children and young people.

Produce and widely disseminate an annual report detailing progress and plans for the coming year.

Develop an annual award scheme to recognise and publicise innovation and good practice in domestic violence work.

Monitor the implementation of the minimum standards for all agencies.

Monitor the implementation of the London Domestic Violence Strategy recommendations by agency.

Develop online domestic violence training modules.

Develop minimum standards for refuge projects which will include standards of provision for disabled women.

Explore the potential of developing a standardised framework for assessing Domestic Violence Best Value reviews, including the possibility of using case studies for use in the compare function.

As work has progressed, additional recommendations have been created and added to the work programme. These are:

All CPS Prosecutors in London to receive basic domestic violence training.

CPS to develop a leaflet on child care and transport costs in different community languages.

CPS to create an internal domestic violence policy and keep statistics on how often it is used.

CAFCASS to ensure all practitioners have an understanding of and are equipped to recognise domestic violence and have the capacity to respond appropriately.

Explore ways of increasing manager accountability for good practice in relation to domestic violence cases.

For CAFASS to ensure consistent practice, policies and procedures on domestic violence in line with national standards.

To ensure training of practitioners has an abuser focus to ensure that it recognises abuse issues and the perpetrator perspective in contact cases.

To ensure that CAFCASS only funds centres signed up to the recommendations / guidelines from the Safe Contact Project in London and nationally.

For CAFCASSS to only fund perpetrator programmes which meet Respect's minimum standards.

References

- 1 Both of these publications can be obtained from the Greater London Authority or can be accessed via the website:
http://www.london.gov.uk/mayor/strategies/dom_violence/index.jsp
- 2 To both reflect the overwhelming majority and for ease of reading, this document refers to victims / survivors of domestic violence as female and perpetrators as male. However, as clearly stated in the London Domestic Violence Strategy, this is not meant to imply that domestic violence does not occur in same sex relationships or, in some cases, by women to men. All statutory members and most of the voluntary sector members of the London Domestic Violence Forum provide their services on an equal basis to both men and women.
- 3 This is now the Department of Constitutional Affairs
- 4 Respect standards can be obtained via <http://www.respect.uk.net/index.htm> or by phoning 020 8563 8423
- 5 These are the respective inspection bodies for the Police (Her Majesty's Inspectorate of Constabulary) and the Crown Prosecution Service (Her Majesty's Crown Prosecution Service Inspectorate).
- 6 'Domestic Violence Provisions in Bexley', London Borough of Bexley 2003.
- 7 'A place to stay?' Imkaan 2003
- 8 'Is Anyone Listening?: Accountability and Women Survivors of Domestic Violence' G. Hague, A. Mullender and R. Aris (2002)
- 9 Several research studies show, for example, that African-Caribbean women report domestic violence at a far higher rate than any other group of women.

Other formats and languages

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Chinese

中文

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Vietnamese

Tiếng Việt

Nếu bạn muốn bản sao của tài liệu này bằng
ngôn ngữ của bạn, hãy gọi điện theo số hoặc
liên lạc với địa chỉ dưới đây.

Greek

Αν θα θέλατε ένα αντίγραφο του
παρόντος εγγράφου στη γλώσσα
σας, παρακαλώ να τηλεφωνήσετε
στον αριθμό ή να επικοινωνήσετε
στην παρακάτω διεύθυνση.

Turkish

Bu broşürü Türkçe olarak edinmek
için lütfen aşağıdaki numaraya
telefon edin ya da adrese başvurun.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਆਪਣੀ ਮਾਂਝੀ ਭਾਸ਼ਾ ਵਿੱਚ
ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਫੋਨ ਨੰਬਰ
ਪਰ ਕਾਲ ਕਰੋ ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ
ਪਤਾ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Hindi

यदि आप इस दस्तावेज़ की प्रति अपनी भाषा में चाहते हैं,
तो कृपया निम्नलिखित नम्बर पर फोन करें अथवा दिये
गये पता पर सम्पर्क करें।

Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি
(কপি) চান, তা হলে নীচের ফোন নম্বরে
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں چاہتے
ہیں، تو براہ کرم نیچے دیئے گئے نمبر پر فون کریں
یا دیئے گئے پتے پر رابطہ قائم کریں۔

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، الرجاء
الاتصال برقم الهاتف أو الكتابة الى العنوان
أدناه:

Gujarati

જો તમારા આ દસ્તાવેજની તમારા તમારી માતાની
ਭਾਸ਼ਾ ਵਿੱਚ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਫੋਨ ਨੰਬਰ
ਪਰ ਕਾਲ ਕਰੋ ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ
ਪਤਾ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

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