



**Co Durham and Darlington
Multi-Agency Risk Assessment
Conference (MARAC) Standard
Operating Procedures**

1.0 POLICY IDENTIFICATION PAGE

THIS POLICY HAS BEEN DRAFTED IN ACCORDANCE WITH THE PRINCIPLES OF HUMAN RIGHTS LEGISLATION, RACE RELATIONS ACT LEGISLATION AND THE RACE EQUALITY SCHEME. PUBLIC DISCLOSURE IS APPROVED UNLESS OTHERWISE INDICATED AND JUSTIFIED.

| | |
|-------------------------------|-------------------------------------|
| <u>POLICY TITLE:</u> | MARAC Standard Operating Procedures |
| <u>REGISTRY REFERENCE NO:</u> | |

| | |
|-------------------------------------|---|
| <u>DEPARTMENT/AREA RESPONSIBLE:</u> | Vulnerability Unit Police HQ |
| <u>POLICY OWNER:</u> | Durham Constabulary |
| <u>AUTHOR OF POLICY:</u> | Rachel Green, Force Strategic Coordinator Domestic Violence |
| <u>CORPORATE PLAN THEME(S):</u> | |

| | |
|------------------------------------|---------------|
| <u>POLICY IMPLEMENTATION DATE:</u> | November 2008 |
| <u>POLICY REVIEW DATE:</u> | April 2010 |
| <u>2nd REVIEW DATE:</u> | April 2012 |

2.0 Introduction

The purpose of this policy and standard operating procedures is to describe the multi-agency position in relation to implementing the Multi Agency Risk Assessment Conference (MARAC) process across County Durham and Darlington. MARAC provides a consistent approach to risk assessment which identifies those victims who are at most risk of serious harm. Once a victim has been assessed at this level of risk a multi agency meeting is held and agencies will work together to find a way of reducing that risk using available interventions.

The aim of MARAC is:

- To share information to increase the safety, health and well being of victims – adults and their children
- To determine whether the perpetrator poses a significant risk to any particular individual or to the general community
- To construct jointly and implement a risk management plan that provides professional support to all those at risk and which reduces the risk of harm
- To reduce repeat victimisation
- To improve agency coordination and accountability
- To improve support for staff involved in high risk domestic abuse cases.

The responsibility to take appropriate actions rests with individual agencies; it is not transferred to the MARAC, which is a conferencing and coordination medium.

The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety.

2.1 Purpose and Scope

The procedures set out below are intended to offer guidance to all staff operating across agencies within Co Durham and Darlington who are dealing with domestic abuse by outlining the MARAC assessment process, the interventions required and the individual roles and responsibilities throughout the process.

2.2 Motivation or Driving Forces

Nationally Domestic Abuse has been the focus of much police, public and media attention in recent years, with the Home Office and Association of Chief Police Officers (ACPO) driving this area of business. The past few years has seen significant national developments including the Domestic Violence, Crime and Victims Act 2004, the publication of the National Domestic Violence Action Plan and Sexual Abuse Action Plan, the rollout of the Specialist Domestic Violence Courts which ultimately promoted MARAC.

Historically across Co Durham and Darlington there have been a number of domestic abuse related murders and this provided further focus on our need to fully address and review where we were as a Constabulary in responding to domestic abuse but also where our partners were in their response to it.

Homicide Reviews also commenced in 2007 and these clearly highlighted the need for MARAC with links to Multi Agency Public Protection Arrangements (MAPPA) and

the need for effective risk assessments and the sharing of information between all partner agencies both statutory and voluntary.

2.3 The Legal Basis and Legitimate Aims

The legal basis for this policy is the Human Rights Act 1984 and the common law duty to protect life.

The legitimate aim of this policy is to identify when a serious risk to life exists, but taking into account Article 2 'The right to a private life and Article 8 the right to respect for private and family life'.

2.4 Brief Description of the Attached Appendix

Appendix A Useful Contact Details/Telephone Numbers

2.5 Protective Marking

This policy has been reviewed under the protective marking scheme and is to be classed as unrestricted and suitable for public view.

3.0 POLICY STATEMENT

The preservation of life and the protection of the vulnerable will always be a priority within Co Durham and Darlington and will be at the forefront of operational decision making. In consideration of the risk to the victim(s) all agencies will be pro-active to minimise that risk.

4.0 GUIDANCE and PROCEDURE: MARAC

The definition of domestic abuse is:

Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 and over, who are or have been intimate partners or family members, regardless of gender and sexuality.

(Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step family)

5.0 Aims of these Standard Operating Procedures

- 5.1 To ensure that members of staff within relevant agencies in Co Durham and Darlington who come into contact with a victim of domestic abuse have sufficient understanding of what is required of them regarding MARAC to ensure the safety of that person and others who may be at risk.
- 5.2 To ensure that any member of the community who is a victim of domestic abuse has the trust and confidence to seek our help.
- 5.3 To ensure that agencies within Co Durham and Darlington provide an effective response to reports of domestic abuse to safeguard victims and children.
- 5.4 That agencies continue to work in partnership with other statutory and non-statutory organisations in appropriately identifying and assessing any victim of domestic abuse to ensure that they are afforded all the available interventions that each agency and ultimately MARAC can provide.

6.0 The Role of all Staff

All staff must remember that disclosing that domestic abuse is occurring is a brave step and an inappropriate response could put victims at further risk. Victims often have no experience of the statutory agencies and are unsure as to what help, assistance or support is available to them. The simple act of contacting any agency may in fact be a huge undertaking for the victim and the consequences of which the victim may not have considered.

The responsibility for advice and co-ordination of the MARAC policy rests within each agency's own Governance and Accountability Department. The identification and the subsequent completion for the MARAC Referral Form rest's with the individual member of staff and the department in which they are responsible to. This procedural document should be read in conjunction with the agencies existing Policy and Procedures surrounding issues such as Safeguarding and Policies on Domestic Abuse. (The overall Policy will remain the property of Durham Constabulary and any amendments or comments from partner agencies should be fed back to the author of the Policy as outlined in the initial pages)

However, all staff have a duty to take all reasonable steps to:

- 6.1 Appropriately respond once a disclosure of domestic abuse has been made.

- 6.2 To complete all relevant documentation to facilitate risk assessments in relation to all victims.
- 6.3 To fully record information as appropriate and in line with agency procedures.
- 6.4 To assess the immediate and obvious safety considerations of the victim. In this regard to ensure provision of support including safety-planning for victims.

It is important that all staff appreciate the difficult and unique position of victims of domestic abuse regarding their relationship with their abusive partner. Many victims do not wish to criminalise their partner or family member and may not have considered what would be expected of them once they have made contact with an agency. Nevertheless victims still face the possibility of violence which often presents a threat to life, and all agencies are under a duty to protect the victim or potential victim, notwithstanding the lack of support from that victim.

UNDER NO CIRCUMSTANCES SHOULD A VICTIM OR POTENTIAL VICTIM EVER BE TURNED AWAY AND TOLD THAT THERE IS NOTHING THAT ANYONE CAN DO

7.0 Initial Considerations

When dealing with potential victims it is important to recognise the seriousness/immediacy of the risk.

- 7.1 If it is obvious that domestic abuse is a factor the use of a private room or private space should be considered when speaking to the victim in order to afford them the ability to speak in confidence in a safe environment where they cannot be overheard.
- 7.2 In all circumstances if the abusive partner is present with the victim every opportunity should be taken in order to see the victim on their own otherwise they will not be able to speak freely.
- 7.3 If language difficulties frustrate communication then consideration should be given to the use of Language Line or an Interpreter to ensure accuracy of information.

8.0 The Completion of the MARAC Referral Form

The member of staff will;

- 8.1 Fully explain to the victim what MARAC is and the reason for completing the MARAC referral form.
- 8.2 Where possible always try and gain the victims consent for their information to be shared. If this is not possible explain the circumstances when due to, for example, "significant harm" (an explanation of which is below) to the victim, that information may be shared without their consent. Again explain why this would be the case and document your reasons for sharing the information.

- 8.3 Gather all available and relevant information as per agency requirements including the completion of the MARAC referral form and the assessment of risk.
- 8.4 When asking questions within the assessment be clear and fully explain what the questions mean and why they are being asked.
- 8.5 Take your time with the victim and remember this may be the first time they have been asked this type of question and it could also be the first time they have disclosed that they are suffering domestic abuse.
- 8.6 Offer support to the victim by way of making sure they know what other support services are available to them by giving them contact details and literature (see Appendix A) for them to take away if safe to do so or that they know is available on the premises so they can read them there without taking them home.
- 8.7 If any issues regarding Child Protection or Risk to Life/Serious Harm etc are disclosed members of staff must follow their existing agency procedures. If members of staff have any concerns they should inform their line manager.
- 8.8 If the victim refuses to provide any information on the MARAC referral and does not give their consent for information to be shared and if there are no concerns that fall within the “significant concern” category, then the referral cannot be passed onto the MARAC Coordinator.
- 8.9 If the victim refuses to provide any information on the MARAC referral form and does not give their consent for information to be shared but the member of staff has concerns regarding the victim which lead her to have “significant concern” then the member of staff will inform the victim that information will still be passed onto the MARAC Coordinator due to the perceived level of risk and if that level of risk is graded as High Risk by the MARAC Coordinator then a MARAC meeting will be held regarding the victim. Again staff should document their reasons for sharing the information. (Staff can refer to the MARAC Information Sharing Protocol if required)
- 8.10 At this point it is helpful to say that the wishes of the victim can be put forward at the meeting via a designated Advocate for that area and that the member of staff can supply the details of that person to the victim.
- 8.11 Under no circumstances if “significant concern” is a factor will no action be taken by a member of staff.
- 8.12 If the member of staff is unsure of what constitutes “significant harm” or is unsure of what action to take they must consult with their Line Manager or Supervisor.
- 8.13 Once the MARAC referral form has been completed whether with consent or as described above, it should be faxed to the MARAC Coordinator within 24 hours, who will conduct further relevant information sharing regarding the victim, any children and the perpetrator.
- 8.14 If no details re the children or the perpetrator have been supplied by the victim the form can still go to the MARAC Coordinator who can

utilise other agency information and in doing so, if recorded, will be able to identify the children and the perpetrator.

8.15 The member of staff will not:

- Send the victim away believing that it is not a matter for them to deal with or attempt any form of mediation.

The MARAC Process does not override pre-existing procedures within organisations for an example where issues of Child Protection are concerned. Staff must still be alert and aware of what actions are required in emergency situations in addition to the MARAC Process.

Significant Harm:

For the purposes of this procedural document Significant Harm is described as the imminent risk of serious harm which could happen quickly and without warning, and the effect of which could be fatal.

An example would be someone attends A&E and has a stab wound on their arm, although this injury is not life threatening the fact that a knife has been used in the first place is significant and it also means that a knife could be used again and the result of which could potentially be fatal. A referral would be made in these circumstances even if consent is not given.

9.0 The Role of Line Manager/Supervisor

The Line Manager/Supervisor will:

- 9.1 Ensure the victim has been spoken to in a safe environment, not in the presence of their abusive partner.
- 9.2 Ensure that a MARAC referral form including risk assessment and consent letter from the victim has been signed and completed.
- 9.3 **Review the risk level to ensure appropriate action has been taken i.e. that a form has still been completed and a referral made to MARAC even where no consent is given but significant concern is raised, also any action that is required to be taken via each agencies relevant existing procedures.**
- 9.4 Ensure that all victims and potential victims are identified and that all immediate reasonable steps that are required to ensure their safety have been taken and are documented on the MARAC referral form. This would include if a Child Protection referral has been made.
- 9.5 That support information has been given to the victim either for them to take away or view on the premises.

10.0 The Role of the MARAC Coordinator

On receipt of the referral the Coordinator will:

- 10.1 Instigate information sharing with relevant agencies and collate the responses.
- 10.2 On receipt of the further information the Coordinator will grade the level of risk whether Standard, Medium or High.
- 10.3 If graded High a MARAC meeting will be called and the referrer will be notified.
- 10.4 If graded Standard or Medium the referring agency will be informed of this decision.
- 10.5 The Coordinator will aim to send out an agenda to the identified agencies single points of contact (SPOC) 5 working days prior to the MARAC meeting. (The MARAC meetings are held fortnightly in the North and fortnightly in the South)
- 10.6 The minutes from the meeting and the typed actions will be distributed within 3 working days of the MARAC meeting.

Repeat Victim:

If a victim who has been through the MARAC Process and then comes back to either the Police or another agencies attention the agency should still complete a further MARAC Risk Assessment Form and send this to the MARAC Coordinator however this will not automatically result in a further MARAC Meeting taking place. The MARAC Coordinator will conduct further information sharing and make an informed decision looking at all the risks for the victim and any children and then decide whether it is appropriate to conduct a further MARAC Meeting. A meeting would not be conducted if the risk did not dictate this or that it was felt that even though the risk was still “High” that all possible avenues of intervention had already been taken and another meeting would not achieve anything further. If a further MARAC Meeting is held then the MARAC Coordinator would record that victim as a “Repeat”.

Definition of a Repeat Victim:

A victim is still classed as a repeat even if they are in a relationship with a different partner who is not the partner that they were originally in a relationship with when they were first referred to the MARAC.

A repeat is someone who comes to the Police or any other agencies attention and discloses another incidence of domestic abuse within a 12 month rolling period.

11.0 The Role of the Single Point of Contact (SPOC)

On receipt of the Summary which outlines the incident and individuals for the next MARAC the SPOC will:

- 11.1 Research their agency records regarding the individuals involved in the case
- 11.2 Attend the MARAC meeting and share all relevant information
- 11.3 If actions are set for the new cases each SPOC is responsible for the dissemination of those actions within their agency within 3 working days following the MARAC meeting

- 11.4 Any additional or new information that could or does indicate a significant change in circumstances or risk must be discussed with the MARAC Coordinator via the telephone as soon as possible
- 11.5 All MARAC paperwork received is to be stored confidentially and should not be shared without the prior approval of the MARAC Chair or the MARAC Coordinator
- 11.6 All MARAC information is to be stored for 12 months in order to assist in the identification and monitoring of repeat victims
- 11.7 Flag file with a "MARAC" marker
- 11.8 Nominate a deputy to act on behalf of the identified SPOC adhering to the above actions
- 11.9 If no deputy is identified the SPOC is to provide the research updates to the MARAC Coordinator in advance of the MARAC meeting notifying them that a deputy cannot attend on the SPOCs behalf
- 11.10 SPOCs are to raise awareness of the MARAC Process within their own organisation which includes regular updates re any changes in procedures or practice
- 11.12 Any agency SPOC intending to deliver specific MARAC training sessions/events must ensure that they follow the existing MARAC training package devised by the MARAC Coordinator and Domestic Violence Coordinator for Easington

12.0 Role of MARAC Chair

The role of the MARAC Chair will be undertaken by an Officer at Detective Inspector (DI) level. If the identified DI is not available the role will be undertaken firstly by an Acting DI, secondly by a Area Detective Chief Inspector (DCI) and thirdly by the HQ Vulnerability DCI

The role of the MARAC Chair is to ensure that the MARAC meetings are professional, appropriate, confidential and structured. The Chair will introduce the Confidentiality Declaration to members and lead the members through the New MARAC Cases. The Chair will oversee the information sharing regarding each case and keep control to ensure that information is shared and received in a logical and understandable way. The Chair will have the assistance of a MARAC Administrator and as part of the role of Chair will ensure that the administrator is able to accurately record all information shared and accurately record all actions. The Chair will ask the administrator to confirm the required agency actions after each new case confirming that the correct actions have been recorded by both the administrator and the agency representatives/SPOCs.

Decisions made within the MARAC meetings are the final decisions and must be agreed by all members. No deviation from these decisions should be made outside of the meeting unless new information comes to light which changes the original circumstances discussed.

Regarding arrests and in particular where an agency brings to a MARAC meeting a case that is not known to the Police the decision to arrest the perpetrator will be made in that meeting. Whether the decision is to arrest or not to arrest an agency who believes the decision to be fundamentally flawed in that it puts the victim in serious danger of immediate harm they should inform the Chair that they disagree with the meetings decision and the Chair should offer arbitration which will take place

via the Area Superintendent or in their absence the DCI who will attend the meeting and will arbitrate and make the final decision.

13.0 Role of MARAC Administrator

The role of the MARAC Administrator is as follows:

- 13.1 To print out and take to the MARAC meetings the Summary Sheet, Confidentiality Declaration and spare copies of the new cases
- 13.2 To attend and accurately record the minutes of all the new cases discussed at the MARAC meeting (MARAC meetings are held every Tuesday alternating between the North and the South)
- 13.3 The minutes from the MARAC meetings are to be accurately typed onto specific MARAC minute templates and ready to be sent out on the following Monday morning by the end of tour of duty on Friday
- 13.4 Updates from SPOCs regarding actions are to be completed and accurately recorded on the corresponding minutes for each MARAC case
- 13.5 Updated minutes are to be sent out by 1pm on Friday
- 13.6 Updates received after 1pm on Friday are to be added to the corresponding minutes and sent out asap
- 13.7 New Cases should be received by the MARAC Coordinator by the Wednesday before the following Tuesday MARAC meeting, the administrator will then, using the new case template outline the relevant and accurate details of the incident using the statement provided following the 5WH technique for collating information
- 13.8 If the new case information is received after this point the administrator will do the information sharing instead of the MARAC Coordinator and contact all the SPOCs
- 13.9 If the research information is received from the SPOCs by Thursday the New Cases will be posted or secure emailed that day, if received after the details of the information sharing will be taken and distributed at the MARAC Meeting
- 13.10 New cases should be received by the Wednesday before the Tuesday MARAC meeting

Additional MARAC Administrator duties:

MARAC Training Materials: All MARAC Training materials to be printed out and stored prior to MARAC Training (24 copies of each)

SPOCs: An accurate and up to date SPOC list to be recorded for all MARAC areas including SPOC labels

Filing System: All cases to be stored in date order and binded together, only cases relating to the last 12 months to be stored, any cases past this date to be removed and stored securely

Fax: To be checked to ensure it has plenty of paper

Telephone: Messages to be recorded on behalf of the MARAC Coordinator and general enquires and questions to be dealt with as appropriate by the administrator

MARAC Database: The database to be kept up to date with details of Review Date and Discharged details

Information Gathering Sheets: To be kept up to date and printed off for the MARAC Coordinator

14.0 IDVA Role

All IDVA's are based within the Police Domestic Abuse (DA) Units within four areas across Durham Constabulary. The IDVA's receive their referrals i.e. which cases they will be involved with directly from the DA Sergeant within the unit where they are based.

The criteria for a referral to an IDVA is as follows:

Any victim who is involved in a criminal investigation, the offender for which has either been charged with the offence or bailed, this includes any offence, and the risk to that victim is High.

Discretion is afforded to the DA Sergeants if for example they feel that a victim who is involved in the criminal justice process as stated above but is deemed to be at medium risk but for whom they have concerns and they want the IDVA to make contact due to these concerns

If the perpetrator is bailed the IDVA:

- Will make contact with the victim, (the IDVA will establish if the victim is able to talk and has time to talk)
- Will provide a full explanation of their role as an IDVA explaining they are not a Police Officer however are based within a Police Domestic Abuse Unit
- Will explain the bail conditions including what a breach of bail means
- Will explain when the perpetrator is answering bail and the judicial process
- Will find out what support the victim currently has i.e. family/friends and if they would like a referral to be made to an Outreach Worker (explaining what an Outreach Worker is)
- Will discuss issues surrounding their safety and that of any children this includes security of their home i.e. target hardening, basically asking if there is anything the IDVA or Police can do to make them safer
- Find out if neighbours are aware and if they know to contact the Police in an emergency situation
- Will discuss what Non Molestation Orders are and if they would be appropriate, also explaining about the perpetrator getting someone else to contact them etc

- Will discuss if there are any issues re Child Contact
- Will find out what other agencies are involved with the victim and ascertain if any other agency involvement would be helpful
- Will answer any questions that the victim may have and if necessary getting in touch with the Officer who granted bail
- Will discuss any queries with regards to the Risk Assessment Form that the Officer will have completed with them, finding out if the victim has anything else to add or it is necessary to complete another form
- Will introduce and fully explain the MARAC Process explaining that the victim may potentially end up in MARAC depending on risk, then discuss any issues or concerns that the victim may have re MARAC

If the perpetrator is charged with an offence the IDVA will provide the above, as appropriate, and in addition will provide the following:

- Arrange a face to face meeting with the victim where necessary
- Explain when the perpetrator is appearing at court and fully explain the judicial process
- Consider the use of Special Measures – are they needed? if so has an application been completed by the police?
- Consider if a visit to the court would be useful

In addition to the above the IDVA will liaise with other agencies and on occasion act as a 'go between' including

- Police Domestic Abuse Unit
- Criminal Justice Unit (CJU) – i.e. supplying updates with regards to victim's contact details, any questions that the unit may have, maps re where victim lives etc
- Prison does the IDVA need to contact re issues to do with the prisoner sending letters to the victim or to let the Prison know that a Non Molestation is in place?
- Update Witness Care Unit (WCU) with details of which victims they are involved with and continue to provide updates to WCU as and when necessary, this will include any change of details, address, telephone number and also if the victim will not be attending court

The WCU will inform the Witness Service (WS) of IDVA involvement via the LWAC (List of Witness Attending Court) this is to reduce duplication and number of different agencies contacting the victim. The IDVA will then become the main contact for the victim.

If there is to be a Hearing the WCU will still send out an "Introduction Letter" providing details of the Hearing Date and also include a leaflet re "What Happened and What Happens Next"

The IDVA will have completed a Needs Assessment where possible with the victim and will provide these details to the WCU, where this has not been done WCU will complete the assessment.

If a Court visit is required the IDVA can liaise with the WCU to facilitate this.

The WS will also still send out their letter of Introduction but will not contact the victim.

The WS will email the IDVA 2 weeks before the Hearing to ascertain how the victim is doing and if there are any issues

- Crown Prosecution Service – i.e. have the perpetrator and victim reunited, what are the victim’s thoughts about the prosecution. Liaising with the victim and prosecutors at court including barristers
- Social Care Direct – including child protection concerns, possible child protection conferences
- Vulnerability Unit – liaise with regards to vulnerable adults and child protection
- Post Court Departments/Crown Court Liaison (results of court appearances)
- National Probation Service
- Police Crime Prevention Unit – discussing target hardening including Tunstall alarms
- Refuges – supplying and gathering information and making referrals
- Victim Support – re applications for victim’s transport issues, supermarket vouchers etc.
- Housing Agencies
- CJU/Police – any information which is given to an IDVA which should be kept confidential with regards to the defence but is pertinent to the case and victim the IDVA should put on an MG6 form
- Liaison with the MARAC Coordinator
- Liaison with other IDVA’s

15.0 Tactical Options Available through MARAC

| | |
|--------------------------|--|
| R emove the risk: | By arresting the suspect and obtaining a remand in custody. |
| A void the risk: | By re-housing victim/significant witnesses or placement in refuge/shelter in location unknown to suspect. |
| R educe the risk: | By joint intervention/victim safety planning, target hardening, enforcing breaches of bail conditions, use of protective legislation and referring high risk cases to Multi-Agency groups such as MARAC, Child Protection strategy and conference.. |
| A ccept the risk: | By continued reference to the Risk Assessment Model, continual multi-agency intervention planning, support and consent of the victim and offender targeting within Pro-active Assessment and Tasking pro forma (PATP), or Risk Management Panel format (such as Multi-Agency Risk Assessment Conference (MARAC) or Multi-agency Public Protection Panel (MAPPP). |

APPENDIX A

Useful Contacts and Organisations:

| | |
|---|--|
| Wear Valley Woman's Aid | Tel: 01388 600094 24 hrs: 07946 190203 |
| Derwentside Women's Refuge | Tel: 01207 582797 (24hrs) |
| Durham Woman's Refuge | Tel: 0191 3865951 (office hrs) |
| Peterlee Woman's Refuge | Tel: 0191 5868890 (24hrs) |
| Darlington Woman's Refuge | Tel: 01325 364486 (office hours plus) |
| Karma Nirvana HBV and Forced Marriage (Women & Men) | Tel: 01332 604098 Fax: 01332 369881 |
| Panah Black Women's Refuge | Tel: 0191 2846998 (office hours) Fax: 0191 2847627 Emergency: 07709 455688 E-mail: panahrefuge@hotmail.com |
| Samaritans | Tel: 08457 909090 (24hrs) |
| Men's Helpline | Tel: 0845 064 6800 |
| National Domestic Violence Help Line | Tel: 0808 2000 247 |
| Forced Marriage Unit, Foreign & Commonwealth Office (FCO) Fmu@fco.co.uk | Tel: 0207 008 0151 |
| Useful web: | www.womansaid.org.uk www.thehideout.org.uk www.refuge.org.uk |