

## Domestic Abuse

### Advice and information for residents

Domestic abuse means any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, partners or family members, regardless of gender or sexuality.

Children are affected by domestic abuse in the home, either by witnessing it or by being abused themselves (child abuse). If this happens it becomes a child protection issue.

There are different types of domestic abuse including, but not limited to:

- physical
- psychological
- sexual
- financial
- emotional

#### What to do if you need help

In an emergency always call the police on 999. For example, if a crime is happening, someone suspected of a crime is nearby, someone is injured, you are being threatened or you are in danger. If it is not an emergency, please call 101 at any time.

You can also contact One Housing for help and advice by calling 03001239966 or emailing ask@onehousing.co.uk.

#### What we can do to help

We know that every case is different so we will advise you of what options you have, based on your individual circumstances.

We will give you information about other agencies that can offer further advice and support, for example on tenancy issues, injunctions, and other

legal services; with your permission we can refer you for help.

We can also refer you to the local authority's Homeless Persons Unit if you need emergency temporary accommodation (for example, refuges). This can also involve you being referred to a refuge through the free phone National Domestic Violence helpline on 0808 2000 247.

#### Action plan

We will agree a clear action plan with you which sets out what steps we will take to investigate your case and how we will support you. We will provide you with a copy of this action plan if it is safe to do so. We will act quickly and keep you informed as the case progresses.

#### Safe place to meet and safe communication

You can meet our staff in private at our offices or at an agreed safe place. We will also agree how we can stay in contact with you in a safe way

#### Keeping your information private

We will not share your information with anyone without your permission unless there are serious concerns for your safety, or the safety of any children or vulnerable adults. In cases where there are safeguarding concerns, we have a legal responsibility to share information.

#### Sensitivity

We understand if you are more comfortable talking about your case to someone who is the same sex as you. You should let us know if you want to speak to someone of the same sex and we will arrange this for you if we can.

#### Safety check

We will carry out a risk assessment for all domestic abuse cases. We will go through your options with you, which may include increasing the security in

# Advice and information for residents (2)

## Safety check (continued)

your home. If it isn't safe for you to stay in your home, we will give you advice, information and support to help you get alternative accommodation (such as emergency temporary housing).

## Report incidents

With your permission, we can support you when you report an incident to the police, or even do it for you. If the latter, the police will deal with the issue as if you had reported the incident to them directly. This is known as 'third party reporting'.

## Legal Action

If we become aware that one of our tenants is perpetrating domestic abuse, we will take appropriate action. This could include taking legal action, including seeking an injunction against the person causing the abuse.

An injunction is a legal document issued by the court that compels a person or organisation to do, or not to do, a specific action. We could also go to court to seek possession of the property of the person causing the abuse.

## What actions can you take?

You can help us tackle domestic abuse and make your community safer by reporting domestic abuse to us, the police and your local council.

## Speak to us

Don't suffer in silence – we're here to help you. We will speak to you in a sensitive way and will be non-judgemental. We will agree with you what action we are going to take.

## Contact the police

You can contact the police if you experience domestic abuse. The police can advise you on police action and other options that can be taken to protect and support you.

## Get legal advice

We recommend that you get your own legal advice. This is particularly important for housing advice if you have a joint tenancy, are a joint leaseholder or joint homeowner with the person who is abusing you.

## Contact your local authority

Most local authorities have a dedicated service for domestic abuse. You can visit your local authority's website for more information.

## Working with partners

We will work closely with local authorities, the police and support agencies to manage domestic abuse cases and ensure victims and their families are safe.

In high-risk cases, we will take part in Multi-Agency Risk Assessment Conferences (MARACs). These are meetings where information about a victim is shared, their needs assessed and appropriate services identified for all the parties involved, including victim, children and perpetrator.

## Where to get more help or information

**National Domestic Violence Helpline:** For people experiencing domestic abuse, or their family, friends, colleagues and others calling on their behalf.  
Telephone: 0808 2000 247  
Web: [nationaldomesticviolencehelpline.org.uk](http://nationaldomesticviolencehelpline.org.uk)

**Victim Support:** Support and advice for victims of crime, including people experiencing domestic abuse. You can use the Victim Support line if you require an interpreter.  
Telephone: 0845 303 0900  
Web: [victimsupport.org.uk](http://victimsupport.org.uk)

**Men's Advice Line:** A confidential helpline for men experiencing domestic abuse by a current or ex-partner. Caters for all men, whether in heterosexual or same sex relationships.  
Telephone: 0808 801 0327  
Web: [mensadviceline.org.uk](http://mensadviceline.org.uk)

**Galop LGBT+ anti-violence charity:** They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence.  
Telephone: 0300 999 5428  
Web: [galop.org.uk](http://galop.org.uk)

# Advice and information for residents

## (3)

### Where to get more help or information (continued)

**Karma Nirvana:** Supports victims and survivors of forced marriage and 'honour'-based abuse.

Telephone: 0800 599 9247

Web: [karmanirvana.org.uk](http://karmanirvana.org.uk)

**Southall Black Sisters:** Primarily for Asian, African and African Caribbean women. Provides advice and information on domestic abuse, racial harassment, welfare and immigration.

Telephone: 020 8571 9595

Web: [southallblacksisters.org.uk](http://southallblacksisters.org.uk)

**Stay Safe East:** supports deaf and disabled people experiencing domestic abuse and hate crime (London only).

Telephone: 0208 519 7241

SMS/Text: 0758 7134 122

Web: [staysafe-east.org.uk](http://staysafe-east.org.uk)

Email: [enquiries@staysafe-east.org.uk](mailto:enquiries@staysafe-east.org.uk)

**Respond:** Support for people with learning disabilities and/or autism who have experienced trauma and abuse

Telephone: 020 7383 0700

Web: [respond.org.uk](http://respond.org.uk)

Email: [admin@respond.org.uk](mailto:admin@respond.org.uk)

**ChildLine:** Information and advice for children and young people affected by domestic abuse

Telephone: 0800 11 11

Web: [childline.org.uk](http://childline.org.uk)

**Respect:** A confidential helpline for people who are concerned about their own behaviour. Offers information and advice to support perpetrators to stop their abuse.

Telephone: 0808 802 4040

Web: [respectphoneline.org.uk](http://respectphoneline.org.uk)

**Paws Protect:** Paws Protect is Cats Protection's free, confidential cat fostering service for people fleeing domestic abuse, covering London and the home counties.

Telephone: 0345 260 1280

Web: [www.cats.org.uk/what-we-do/paws-protect](http://www.cats.org.uk/what-we-do/paws-protect)

**Dogs Trust:**

domestic abuse fostering service,

The Freedom Project

Telephone: 0800 298 9199

Web: [www.freedomproject@dogstrust.org.uk](http://www.freedomproject@dogstrust.org.uk)

### Other useful websites

Women's Aid: [womensaid.org.uk](http://womensaid.org.uk)

Refuge: [refuge.org.uk](http://refuge.org.uk)

National Stalking Advocacy Service:  
[paladinservice.co.uk](http://paladinservice.co.uk)

Surviving Economic Abuse:  
[survivingeconomicabuse.org](http://survivingeconomicabuse.org)