

DOMESTIC ABUSE

HOW TO GET HELP

WHAT IS DOMESTIC ABUSE? _____

Domestic abuse is usually one person taking control of another and using power over them. Children are affected by domestic abuse in the home, either by witnessing abuse or by being abused themselves (child abuse). Domestic abuse doesn't discriminate - it affects us all regardless of ethnicity, age, gender or social background.



DIFFERENT TYPES OF ABUSE

Domestic violence is not just about physical abuse - it can include other behaviours:

Physical

- hitting, slapping, biting, pushing
- scalding and burning

Sexual

- rape and sexual assault
- any form of non-consensual or coerced sexual activity

Psychological

- threats of abandonment
- humiliation

Financial/Material

- using money to control the individual
- withholding money or bank cards

Verbal

- isolation and withdrawal from services, support or social networks
- bullying

HOW WE CAN HELP

If you are a victim of domestic abuse, we want to help you.

ADVICE AND INFORMATION

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, and with your permission, we can refer you for help.

ACTION PLAN

We will agree on 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 take action quickly and keep you informed as the case progresses.

SAFE PLACE TO MEET AND SAFE COMMUNICATION

We can meet you 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.

CHECK THE RISK TO YOUR SAFETY AND THE SAFETY OF YOUR HOME



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 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).

REGULAR UPDATES



Your dedicated team member will look after your case and keep you up to date with any developments. Neighbourhood Managers are trained to recognise and respond to domestic abuse.

REPORT INCIDENTS FOR YOU

With your permission, we can support you when you report an incident to the police, or even do it for you.



We know that you may find it difficult to speak to the police directly. You can make a report to us and we can pass the information on to the police for you. The police will then deal with this as if you had reported the incident to them directly.

HOW TO REPORT DOMESTIC ABUSE

SPEAK TO US

Don't suffer in silence – we're here to help you.

Contact us on:

Telephone number - 0300 323 0325

Online form - fill the form [here](#)

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.

CONTACT YOUR LOCAL COUNCIL

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



999

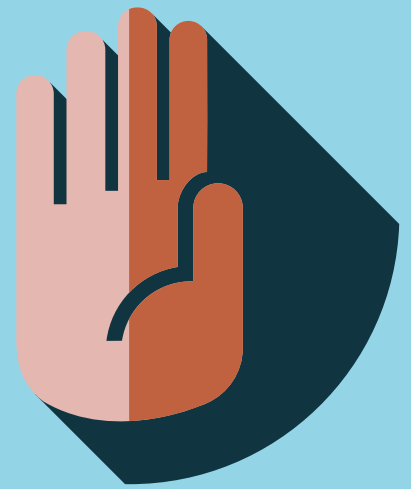


SAFETY PLANNING CHECKLIST

One of the most practical things you can do is put together a safety plan to deal with emergencies and threats. The checklist below can help put a plan in place.

IF YOU ARE STILL LIVING WITH AN ABUSIVE PARTNER/PERPETRATOR

Think about who you can contact in an emergency – this could be a friend or family member you trust. Discuss the situation with them and ask if you can call them in an emergency. Make sure you know their number. Consider having a code word you can use to let them know there is a problem without your partner knowing



Find somewhere you can safely use a phone in an emergency

Put away some money in case you need it for taxi or bus fares etc. Keep an escape bag in a safe place or give it to your trusted person for safekeeping until you need it. Put important documents such as your passport, immigration papers, birth certificate, benefit books, medical card, court orders, marriage certificate and driving licence in it, as well as a change of clothes for yourself and your children, toys, any medication and spare keys for the house and car

If you choose to leave always try to take your children with you. If your children are old enough, teach them how to call the police on 999

Leave when it is safe to do so

You can request police to escort you to return to the property if you have left behind anything essential

Call 999 in an emergency

IF YOU HAVE SEPARATED FROM YOUR ABUSIVE PARTNER

Change telephone numbers (landline and mobile). Make sure numbers are ex-directory, have 'number withheld' calls barred

Don't let in unexpected visitors without checking their ID

Keep copies of any injunctions with powers of arrest easily accessible

If possible, change your routines such as using different routes and shops and children's schools

Make sure your children understand that they should not let anyone into the house without your say so – even their father/mother if he or she is the abuser

Tell the school who can collect children from school – inform the school of any injunctions or bail conditions in place

Ask family members, friends and acquaintances not to pass on your new phone number who you trust not to pass it on

Continue to keep an incident diary listing all events concerning the perpetrator and any harassment with details of what happened, what was said, date, time, place and any witness

HOW TO HELP OTHERS

If you suspect or know that someone is affected by domestic abuse:

- be there for them and listen, no matter the decision they make
- respect their need to be secretive and don't judge them
- help them to find support and advice
- don't try to intervene or sort out the situation yourself as this can make things worse
- don't expect them to simply leave, as they may need help to leave safely, they may not want to leave or may want the abuser to leave

Whatever their circumstances, do not put yourself in a dangerous position and be careful not to further endanger them.

WHERE TO GO FOR HELP

There are a number of specialist support organisations that offer free, confidential advice and help to people domestic violence and abuse:

Domestic Violence Helpline

Free 24-hour national helpline run by

Women's Aid and Refuge

P: 0808 2000 247

W: www.womensaid.org.uk

For children

ChildLine: Information and advice for children and young people

P: 0800 11 11

W: www.childline.org.uk

Victim Support

Support and advice for victims of crime, including domestic abuse

P: 0845 303 0900

W: www.victimsupport.org.uk

Male victims

A confidential helpline for men experiencing domestic abuse

P: 0808 801 0327

W: www.mensadvice.org.uk

Victims with a learning disability

Support for people with learning disabilities and/or autism

P: 020 7383 0700

W: www.respond.org.uk

24-hour National Domestic Violence Helpline

For people experiencing domestic abuse, or others calling on their behalf

P: 0808 2000 247

W: www.nationaldomesticviolencehelpline.org.uk

For refugees

Provides accommodation and specialist support 24-hour

T: 0808 2000 247

W: www.refuge.org.uk

LGBT+ victims

UK's only specialist LGBT+ anti-violence charity

P: 0300 999 5428

W: www.galop.org.uk

For perpetrators

Helpline for people who are concerned about their own behaviour.

P: 0808 802 4040

W: www.respectphonenumber.org.uk