

# Domestic Abuse and Violence

Information and advice for residents



**This leaflet explains what you can do if you are experiencing domestic abuse or violence. We know that domestic abuse and violence can ruin lives and we are committed to supporting anyone suffering from domestic violence and abuse to provide you with a safe and secure place to live.**

**We will support and advise you if you are suffering from domestic violence, and we will help you to find the best solution.**

## Our promise to you

We are fully committed to dealing with any issues relating to domestic abuse or domestic violence and we will:

- not tolerate domestic abuse or domestic violence;
- provide a safe and secure place for you to live, and we will support you if you are suffering from domestic abuse or violence;
- work with you, and with other agencies, to deal with the problem; and
- promote equal opportunities and value diversity (people's differences) to make sure that you get the right services.

## What is domestic abuse or domestic violence?

Domestic abuse and domestic violence means threatening behaviour, violence or abuse between adults who are partners or family members. It affects straight, gay, lesbian, bisexual, transgender and transexual relationships. We are committed to supporting all victims of domestic abuse.

There are different types of domestic violence and domestic abuse, including physical, psychological, sexual, financial or emotional abuse, and being cut off from your family and friends.

Domestic abuse is one person taking control of another and using power over them. Children are affected by domestic abuse in the home, either by seeing abuse or violence, or by being abused themselves (child abuse). If this happens it becomes a child protection issue.

We take all domestic abuse and domestic violence reports seriously and we are committed to providing a sensitive and private service to anyone who asks us for help.

## What can you do?

You can help us tackle domestic violence and make your community safer by reporting domestic abuse or violence 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 agree what action we are going to take. You can find our contact details on page 3.

### Help us to help you

We are committed to tackling domestic violence and abuse. If you are a victim, we have a better chance of helping you if you give us the information we need to take action. If it is safe for you to do so, you should keep a written account of all incidents so we have a record of everything that has happened.

### Phone the police

You can contact the police if you are a victim of domestic violence or abuse. Domestic violence is a criminal offence so the police will investigate and offer you advice and support.

### Get legal advice

We recommend that you get your own legal advice (see the 'more help and advice' section on page 3). 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 or being violent to you.

## Contact your local authority

Most local authorities have a service for domestic abuse and violence. You can contact your local authority for more information.

## What will we do to help you?

### 24-hour response (one working day)

If you report domestic violence or domestic abuse, we will respond within one working day (Monday to Friday).

If something happens to you over the weekend, you should contact the Police. You can report this to us via email or our website.

### Advice and information

We know every case is different so we will tell you what options you have. We will work with you to help stop the domestic violence and keep you and your children (if you have any) safe.

We will give you information about other agencies that offer further advice and support (on tenancy issues, legal advice and so on), and refer you for help, with your permission. These agencies could include the Legal Services Commission or Citizens Advice Bureau.

We will offer advice and help through the Homeless Persons Unit where you need emergency temporary accommodation (for example, refuges). This can also involve you being referred to a refuge through the 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 take action quickly and try to let you know how long it will take.

### Safe place to meet and safe communication

You can meet 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 give your details, or the information you provide, to anyone without your permission unless there are serious concerns for your or your children's safety. In cases where there could be child protection

issues or vulnerable adults involved, we have a legal responsibility to share information and to protect vulnerable people.

We will treat your reports sensitively and we will respect your decision if you want your information to be treated anonymously.

### 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 if we can 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 also carry out a safety planning assessment, which may mean providing better security to your home, panic alarms and mobile phones. 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).

### Support

Our Community Safety Team will work with all victims involved in domestic abuse and violence. We will work with you and make sure our services, action plan and support match your needs.

We value how diverse our community is and we know that everyone has different needs, so we will make sure we take your individual circumstances, support needs and concerns into account.

We may also put you in touch with a tenant or family support worker. Our Tenant and Family Support Team has access to specialist advice services. We can also refer you to our Welfare Benefit Advice Team if you need support with your finances.

We can encourage you to take part in support programmes to help you deal with the situation. We can refer you to organisations that offer advocacy services. (Advocacy is speaking and/or acting on your behalf to make sure you get the services you need and looks after your rights. Advocacy makes sure that your opinions, wishes or needs are expressed and listened to).

### Regular updates

We will keep you up to date and provide you with someone who will investigate the situation and support you. This person will look after your case,

keep in touch with you and be the first person you talk to in an emergency. We will make sure the person has had specialist training on domestic violence issues.

### **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 be frightened or that you might not trust the police. You can make a report to us and we can pass the information to the police for you. The police will then deal with this as if you had reported the incident to them directly. This is known as 'third party reporting'.

### **We are stronger working together**

We will work with our partners to support you and to deal with anyone causing domestic violence or abuse. We know that domestic abuse cases involve many organisations and we will work closely with your local authority, the police and support agencies to investigate your case and tackle the issue. We will make sure you get the services you need to make sure you and your family are safe. We take part in Multi-Agency Risk Assessment Conferences (MARACs). We share information with other agencies that are involved in domestic violence cases, and they produce action plans in response to high risk cases.

If your case is not referred to MARAC, we will organise multi-agency meetings with relevant support agencies, such as the police and Victim Support.

### **Provide translation and interpretation services**

If you need this, we will provide you with translation and interpretation services. If you want to arrange a translation service, please contact us on the number at the end of this leaflet.

### **Housing management and legal action**

We can take the following action against the person or group causing domestic abuse and violence.

- We may be able to rehouse you.
- We can take legal action, including getting an injunction against the person causing domestic violence or abuse. An injunction is a legal document issued by the court that asks a person or organisation to do, or not to do, a specific action.
- As a last resort, we could also go to court to repossess the property of the person causing the violence or abuse if their behaviour is serious.

We will work with the victim to make sure they have access to emergency housing and support if they share a home.

We will work with other organisations, such as the police, local community safety units and your local authority, to stop the domestic abuse and violence and offer you support. We will make sure the action we take is strong, effective and fair.

We will also provide support for those committing domestic abuse or violence, but we will take action against them if they fail to accept the support we offer.

Don't suffer in silence. Talk to us - we are here to help you. We will work with you to resolve your issues and show our commitment to making sure you are safe in your home.

### **More help and advice**

#### **Peabody Direct**

Phone: **020 7021 4444** or **0800 022 4040** (free from landlines). Lines are open Monday to Friday, 8am to 8pm.

Email: [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)

#### **Police**

Unless it is an emergency, you should call the Metropolitan Police Services on **0300 123 1212** at any time.

In an emergency (a crime is happening, someone suspected of a crime is nearby, someone is injured, you are being threatened or you are in danger) call **999**.

If it's not an emergency, you can also contact your local safer neighbourhood police team at [www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods).

You can also report a crime to the police on their website at <https://online.met.police.uk>

#### **Victim Support**

Phone: **0845 30 30 900**

Typetalk users: **18001 0845 30 30 900**

(To keep your number private, press **141** before you dial the number).

#### **Opening hours:**

Monday to Friday: 9am to 9pm

Saturdays and Sundays: 9am to 7pm

Bank holidays: 9am to 5pm

You can use the Victim Support line if you need an interpretation service.

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Email: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

### National Domestic Violence helpline

A national helpline which is available every day of the year.

Phone: **0800 2000 247**

### Refuge – women and children victims

The national charity for women and children experiencing domestic violence.

Website: [www.refuge.org.uk](http://www.refuge.org.uk)

### Women's Aid – female victims

Website: <http://womensaid.org.uk>

### Rights of women – female victims and legal advice

Website: [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

### MALE – male victims

Phone: **0808 801 0327**

Website: [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### Broken Rainbow National Helpline - LGBT

Provides services to lesbian, gay, bisexual and transgender (LGBT) people who are experiencing domestic abuse and violence.

Phone: **0300 999 5428** (Opening hours Monday and Thursday 2pm to 8pm, Wednesdays 10am to 1pm)

Website: [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

### London Lesbian and Gay Switchboard

Phone: **020 7837 7324** (10am to 11pm every day of the year).

Website: [www.llgs.org.uk](http://www.llgs.org.uk)

### ChildLine

Information and advice for children and young people affected by domestic abuse and violence.

Phone: **0800 11 11**

Website: [www.childline.org.uk](http://www.childline.org.uk)

### NSPCC

Information and advice if you are worried about a child or young person Phone: **0808 800 5000**

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

### Forced Marriage Unit

Information for if you are worried that you might be forced into marriage or are worried about a friend or relative.

Phone: **020 7008 0151**

Website: [http://www.direct.gov.uk/en/CrimeJusticeAndTheLaw/VictimsOfCrime/DG\\_4016878](http://www.direct.gov.uk/en/CrimeJusticeAndTheLaw/VictimsOfCrime/DG_4016878)

### Concerned about your own abusive behaviour?

RESPECT phone line: **0845 122 8609**

Website: [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

You can phone this number if you are worried about your own abusive behaviour, or you are a professional or victim looking for help for an abuser.

### Co-ordinated Action Against Domestic Abuse (CAADA)

Website: [www.caada.org.uk](http://www.caada.org.uk)

### More information

You can get other leaflets and policies (see below) from our website at [www.peabody.org.uk](http://www.peabody.org.uk). Or, you can contact us on **020 7021 4444** or **0800 022 4040** (free from landlines) and we can post you a copy.

- *Hate Crimes (booklet 7)*
- *Antisocial Behaviour (booklet 5)*
- *Single Equality Policy*

### Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনসাইট সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
  - ই-মেইল করুন [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ya da
  - İnternet üzerinden e-posta gönderin: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسية باللغة العربية. فيمكنك أن:

- تكتب رسالة إلى: Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB أو
  - تبعث برسالة عبر البريد الإلكتروني على العنوان: [translate@peabody.org.uk](mailto:translate@peabody.org.uk)
- وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à [translate@peabody.org.uk](mailto:translate@peabody.org.uk) en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Insight) na morada Peabody, 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para [translate@peabody.org.uk](mailto:translate@peabody.org.uk) apresentando o seu nome e a sua morada, e citando 'ARA Por'.

This document is also available in large print, braille or audio format



### Peabody

45 Westminster Bridge Road,  
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)

Email: [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)

[www.peabody.org.uk](http://www.peabody.org.uk)

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