



DOMESTIC ABUSE



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Are you afraid of someone who is, or was, close to you?

There is help available for you and your family. You are not alone and you are not to blame.

We can help, from making your home more secure to helping you get lots of advice and support and finding a new place to live.

The Association is committed to the rights of every person to live without fear of violence and abuse. Domestic abuse is a serious crime and has a devastating effect on the people who suffer from it.

The Association will take a victim centred approach and respect the wishes of the victim at all stages. Their safety is paramount and they will be treated sensitively, courteously and respectfully.

What is domestic abuse?

Domestic abuse is controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been intimate partners or family members, regardless of gender or sexuality. The abuse can include, but is not limited to, psychological, physical, sexual, financial and emotional.

Domestic abuse is about one person having power and control over another person. It can be actual, attempted or threatened and typically involves a pattern of abuse and intimidation which escalates in frequency and severity over time.

Domestic abuse may include: -

- Physical violence - slapping, pushing, kicking, stabbing
- Sexual violence - rape and non consensual sex acts
- Emotional or psychological violence - intimidation, isolation from friends and relatives, verbal abuse, humiliation, threat of violence, destruction of belongings, threat of legal sanctions such as custody of children or deportation, systematic criticism and belittling.
- Financial abuse - withholding money

It also includes 'honour' based violence, female mutilation and forced marriage.

Domestic abuse is a criminal offence.

Although the majority of domestic abuse victims are women, it can also affect men and occurs in a range of relationships including heterosexual, same sex, bi-sexual, transgender, and also within extended families.

Domestic abuse can happen to anyone regardless of age, gender, race, sexuality, culture, religion, wealth or geography.

What can the association do to help?

We will: -

- Provide advice and support to anyone, including members of staff, experiencing domestic abuse regardless of their age, gender, race or sexuality
- Try to ensure that victims of domestic abuse are interviewed by members of staff of the same sex and in a safe place
- Arrange an interpreter and translator, on request
- Act promptly to investigate all complaints of domestic abuse, agree an appropriate course of action with the victim and work with other agencies to fully investigate and deal with each case.
- Encourage victims to accept help from appropriate agencies that can provide dedicated support, assistance and advice
- Not ask victims to prove that they have experienced abuse
- Make an immediate referral to the local Council's homelessness service if the victim feels unable to return to their home and does not have suitable alternative accommodation.
- Provide practical support such as additional safety and security improvements (for example, door locks, spy holes and alarms) to Association properties to protect victims from further abuse.
- If it is appropriate, the Association will offer a victim a priority transfer to alternative accommodation; or help them to secure alternative accommodation with another social housing landlord
- Encourage victims to report incidents of domestic abuse to the Police
- Take firm action against perpetrators of domestic abuse or support the victim and/or other agencies to take appropriate action. This may include protection notices, injunctions, prosecution for criminal offences, re-possession of tenancy and removal of illegal occupants. However, when deciding on appropriate action, consideration will be given to the wishes and safety of the victim.
- Have awareness of local agencies, services and multi agency forums so that there is a source of information, advice and support for the victim and/or to investigate the domestic abuse.
- Support victims who are members of staff, for example, changing or screening work telephone numbers, calls or emails, providing a security alarm at work, time off and counselling.

All complaints and information will be treated as confidential. This will not be shared with other parties, or a victim's identity made known to another party, without their consent. However, information may be shared with a statutory agency such as the Police if this may help to prevent or detect a crime or serious incident or if there is a child protection issue.

We understand that leaving an abusive partner is very difficult and can take a long time and victims may leave and return several times before leaving permanently. We will be non-judgmental if a victim decides to return to an abusive partner.

Other sources of help

In emergencies telephone the Police

- 999 (you can report domestic abuse without having to press charges)

NATIONAL DOMESTIC ABUSE HELPLINE (24HRS)

Freephone: 0808 2000 247

SAMARITANS (24HRS)

Freephone: 116 123

NATIONAL CHILD PROTECTION HELPLINE NSPCC (24hrs)

Freephone: 0808 800 5000

CHILDLINE (24HRS)

Freephone: 0800 1111

WOMEN'S AID

www.womensaid.org.uk

Live chat &/or find your local services

MENS' ADVICE LINE

Freephone: 0808 801 1327

MANKIND

Tel: 01823 334244

VICTIM SUPPORT LINE (24HRS)

Freephone: 0808 16 89 111

RESPECT (support for anyone who wants to stop being abusive to their loved ones)

Freephone: 0808 802 4040





ACTION ON ELDER ABUSE

Freephone: 0800 0699 784

GALOP (LGBT anti-violence charity)

Freephone: 0800 999 5428

MUSLIM WOMEN'S HELPLINE

Freephone: 0800 999 5786

JEWISH WOMEN'S AID HELPLINE

Freephone: 0808 801 0656

**CHINESE INFORMATION
AND ADVICE CENTRE**

Tel: 0300 2011 868

**BLACK ASSOCIATION OF
WOMEN STEP OUT** (24HR)

Freephone: 0800 731 8147

IDAS YORKSHIRE (24HR)

Tel: 0300 0110 110

HARBOUR (24HRS) - County Durham,
Darlington, Hartlepool, Middlesbough,
North Tyneside & Stockton

Tel: 0300 020 25 25

DONCASTER DOMESTIC ABUSE HUB

Tel: 01302 737080

HULL DAP

Tel: 01482 318759

WEST MERCIA WOMEN'S AID (24HRS)

Freephone: 0800 783 1359

WEST MERCIA MEN'S ADVICE LINE

Freephone: 0800 014 9082

HALO PROJECT (honour based violence
and forced marriage in the North east)

Tel: 01642 683045

KARMA NIRVANA HONOUR NETWORK
(honour based abuse and forced marriage)

Freephone: 0800 599 9247

TRUE HONOUR (honour based
abuse, forced marriage and female
genital mutilation)

Tel: 07480 621711

**NATIONAL CENTRE FOR DOMESTIC
VIOLENCE** (free, fast emergency
injunctions and legal support)

Freephone: 0800 970 2070


DOGS TRUST FREEDOM PROJECT

(free foster care for dogs belonging
to families fleeing domestic abuse)

Freephone: 0800 298 9199

Yorkshire: 0800 083 4322

North East: 0300 303 3497



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفقادي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده کہ ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگ. نہ گہ ر بیویستت بہ ز انباری زورتر، یارمہ تی و یا ناموزنگاری ہہ یہ، تکایہ پرسیار بکہ لہ بہ کیک لہ کارمہ ندہ کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گذارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (اُبھری ہوئی کھائی، ہینڈاؤٹھاس کے پڑنے کی کھائی) یا ڈی او آر پیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: info@railwayha.co.uk

www.railwayha.co.uk

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Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service

