

# RHA



Railway Housing Association



## Domestic Violence

[www.railwayha.co.uk](http://www.railwayha.co.uk)

The Association is committed to the rights of every person to live without fear of violence and abuse. Domestic violence 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 VIOLENCE?**

Domestic violence and abuse is 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 intimate partners or family members, regardless of gender or sexuality. The abuse can encompass, but is not limited to, psychological, physical, sexual, financial and emotional.

Domestic violence 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 violence 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 issues of concern to black and minority ethnic communities such as 'honour' based violence, female mutilation and forced marriage.

Domestic violence is a criminal offence.

Although the majority of domestic violence and 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.

### **WHAT CAN THE ASSOCIATION DO TO HELP?**

The Association will take all reports of domestic violence very seriously.

We will: -

- Provide advice and support to anyone experiencing domestic violence regardless of their age, gender, race or sexuality
- Try to ensure that victims of domestic violence are interviewed by officers of the same sex
- Arrange an interpreter and translator, on request
- Act promptly to investigate all

complaints of domestic violence, 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 violence
- 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 violence or 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 violence to the Police
- Take firm action against perpetrators of domestic violence 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 violence.

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.

Association staff will receive appropriate training to equip them to respond to complaints of domestic violence. However, the Association may also utilise the expertise of specialists from the local Council, another locally based social landlord or domestic violence agency in order to respond effectively.

The Association's tenancy agreement clearly states in Clause 3 (6) that tenants must not cause or permit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability, in their home or within the locality of their home.

If a resident commits domestic violence then legal action can be taken that will result in the loss of their home.

#### **OTHER SOURCES OF HELP:**

In emergencies telephone the Police - 999 (you can report domestic violence and receive assistance without having to press charges)

**NATIONAL DOMESTIC VIOLENCE HELPLINE (24HRS)**  
Freephone 0808 2000 247

**SAMARITANS (24HRS)**  
Freephone 116 123

**NATIONAL CHILD PROTECTION HELPLINE NSPCC (24hrs)**  
0808 800 5000

**CHILDLINE (24HRS)**  
0800 1111

**VICTIM SUPPORT LINE**  
Freephone 0808 16 89 111

**VICTIM SUPPORT MALE HELPLINE**  
0800 328 3623

**RESPECT**  
(support for men who want to stop being violent)  
Freephone 0808 802 4040

**ACTION ON ELDER ABUSE**  
0808 808 8141

**BROKEN RAINBOW**  
(for lesbian, gay, bi-sexual or transgender)  
Freephone 0800 999 5428

**MUSLIM WOMEN'S HELPLINE**  
0800 999 5786

**JEWISH WOMEN'S AID HELPLINE**  
0808 801 0500

**CHINESE INFORMATION AND ADVICE CENTRE**  
020 751 9684

**BLACK ASSOCIATION OF WOMEN STEP OUT (24HR)**  
0800 731 8147

**IDAS (24HR)**  
03000 110 110

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 özürllülerin 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 (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (نستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم 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。请咨询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 صدای جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سؤال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

زانیاریانہ بہ زمانی خوتان دہ ست دہ کہ ویت، و یا بہ شیوہ کاتی دیکہ، لہ و انہ بہ خہ تی گہ ورہ و یا یہ دہ نگ۔ نہ گہر بیویستت بہ زانیاری زورتر، یارمہ تی و یا نامو زگاری ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیبک لہ کارمہ ندہ کان۔ (نہ وان کاریکی وادہ کہن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨੜੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ 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 ਕਿਰਪਾ 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 گنوارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (آنہری ہونی لکھائی، ہائیڈرائٹیشن کے پڑھنے کی لکھائی) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مددگار شخص کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

## Railway Housing Association

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Registered Social Landlord: A1855 Registered Charity: 216825

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