



herefordshire housing

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Domestic Abuse

It can happen to anyone



Creating quality choices for communities

Introduction

Domestic Abuse

If you are a victim of domestic abuse you don't need to suffer in silence. You can get help and support. This leaflet tells you how.

What is Domestic Abuse?

Domestic abuse is behaviour that is violent, threatening or controlling and that happens to a person who is over the age of 16 years and is a family member or a partner or former partner of the abuser. It can take many forms including abuse that is physical, sexual, psychological, financial or emotional.

Domestic abuse happens across all communities. Most often, it is committed by men against women, but it also happens in gay and lesbian relationships and sometimes women abuse their male partners.

Herefordshire Housing believes that none of their residents should live in fear of domestic abuse.

What support can Herefordshire Housing provide?

We fully understand that reporting domestic abuse can be a very stressful experience and we will do all that we can to help and support you.

- We will arrange to meet with you at the location of your choice.
- We will listen and not make judgements
- We will make sure that you have access to appropriate specialist advice about your rights and housing options
- We will treat what you have told us in confidence
- We will only contact you if you have agreed to be contacted, and then only by the method agreed
- We will always respect your right to make your own choices

Is there anywhere else I can get support?

You will also find the contact details for all the agencies listed below at the end of this leaflet.

1. Women's Aid

West Mercia Women's Aid (covers Herefordshire, Shropshire, Telford & Wrekin and Worcestershire) provides advice, advocacy, support and assistance for women and their children experiencing domestic abuse.

Services include:

- Safe refuges for women and their children
- Outreach services, including the provision of family support
- A freephone 24 hour Helpline 0800 783 1359 (Herefordshire, Shropshire, Telford & Wrekin) and 0800 980 3331 (Worcestershire)

Further information on the work of Women's Aid is available on the national website www.westmercia womensaid.org



2. Help and support for male victims of domestic abuse

- Men's Advice Line – Help and advice for Heterosexual, Gay and Bi men who are experiencing domestic abuse from a partner or ex-partner, or from family members. Contact number - 0808 801 0327
- Survivors UK – Helpline for men who have experienced childhood sexual or adult abuse as well as their partners and carers. Contact number - 0845 122 1201

3. LGBT (Lesbian, Gay, Bisexual, Transgender)

- Broken Rainbow – Helpline providing advice information and support for LGBT people experiencing domestic abuse. Contact number - 0300 999 5428

4. Abuse of older people

- Action on Elder Abuse – Freephone helpline providing information, advice and support to victims and others who are concerned about or have witnessed abuse. Contact number - 0808 808 8141

5. Black and Minority Ethnic (BAME)

- The national Women's Aid website gives details of support and advice services for women from BAME communities who are experiencing domestic abuse. Website address - www.womensaid.org.uk

6. UK Disability Forum

- Information, support and advice for disabled women about getting help to tackle violence and abuse. Website address - www.edfwomen.org.uk



7. Organisations for children and young people witnessing / experiencing domestic abuse

- Childline - Free 24 hour national helpline for children and young people up to the age of 19 years. Contact can be through 1-2-1 instant messenger chat, email or by phone. Calls are free and confidential and don't appear on telephone bills. Contact number - 0800 1111

I am abusive towards my partner can I get help to stop?

The Respect Phoneline – Confidential help providing advice, information and support to help a person stop being abusive or violent towards their partner.

Help through the Phoneline is available to men who abuse their female partners, men who abuse their male partners and to women who abuse their male or female partners.

Contact number - 0808 802 4040



Useful telephone numbers and websites

Herefordshire Council Housing Solutions Team

Office Hours: (01432) 261600

Out of hours emergency:
(01432) 260000

www.herefordshire.gov.uk

West Mercia Women's Aid

24 hour Domestic Abuse Helpline:
0800 783 1359
(Herefordshire, Shropshire, Telford & Wrekin)

24 hour Domestic Abuse Helpline:
0800 980 3331 (Worcestershire)
www.westmerciawomensaid.org

National Women's Aid

24 hour Domestic Abuse Helpline:
0808 2000 247
www.womensaid.org.uk

Men's Advice Helpline

Telephone: 0808 801 0327
www.mensadvice.org.uk

Survivors UK

Telephone: 0845 122 1201
www.survivorsuk.org

Broken Rainbow

Telephone: 0300 999 5428
www.brokenrainbow.org.uk

Action on Elder Abuse

Freephone: 0808 808 8141
www.elderabuse.org.uk

UK Disability Forum

www.edfwomen.org.uk

Childline

Freephone: 0800 1111
www.childline.org.uk

Respect Phonenumber

Telephone: 0808 802 4040
www.respectphonenumber.org.uk

In the event of imminent threat to your own safety and that of your family phone the Police on 999.



If you require this information leaflet in Braille,
large print or audio format please call
0300 777 4321

Minicom users please call: **(01432) 378 487**

Versions in other languages 

Polish

Это важная информация по вопросам домашнего насилия. Если вы желаете получить её перевод, пожалуйста, звоните: 0300 7774321

Russian

Są to ważne informacje dotyczące złego traktowania i przemocy w rodzinie. Tłumaczenie tych informacji zamówić można pod numerem tel. 0300 7774321

Portuguese

Estas são importantes informações sobre abuso doméstico. Se desejar que as informações sejam traduzidas para você, ligue para: 0300 7774321

Lithuanian

Šis lankstinukas yra apie smurtą šeimoje. Jei norėtumėte šios informacijos pateiktos kitu formatu, skambinkite mums telefonu 0300 7774321

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- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
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- > Email info@hhl.org.uk > Website www.hhl.org.uk

