

## What is domestic abuse?

Domestic abuse means 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, partners or family members, regardless of gender or sexuality.

There are different types of 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 by being abused themselves (child abuse). If this happens it becomes a child protection issue.

The latest figures from the Crime Survey for England and Wales\* show little change in the prevalence of domestic abuse in recent years. In the year ending March 2018, an estimated 2 million people in the UK experienced some form of domestic abuse (1.3 million female victims; 695,000 male victims) \* <https://www.ons.gov.uk/>

## How can we help?

We believe everyone has the right to live without fear or abuse in their own homes and communities. We want to make sure that our customers can gain the best support and guidance when needed most. Our aim is to support you and your family in the right way that suits your personal needs but our main priority is to keep you safe.

If you report something to us, we will make sure the information remains confidential and any conversations we have with you will be carried out in private. We can even meet face to face at a time and safe location that is convenient to you. Through our specialist services we may be able to:

- Refer you to the best and most suitable organisations for greater support and counselling services within our network.
- Arrange for safer improvements to your home (this may be a change of locks or a direct phone line to the police).
- Work with our partners such as the police to investigate if any crime has been committed.
- Look to evict the perpetrator from the property through court action.
- If you are at immediate risk, provide assistance to access the relevant local authority homeless department to access temporary accommodation, and assist you in finding somewhere new to live that is safe, self-contained and fully furnished.
- Support you with criminal justice and court processes when taking legal action against perpetrators of abuse.

We also have a number of specialist refuges for Domestic Abuse, where we are able to offer support for children involved with domestic abuse including awareness

training, after school clubs and organised activities as well as support for perpetrators to change their abusive behaviours.

### More help and advice

We can also signpost you to other specialist organisations for additional support and guidance. The below list highlights other organisations offering a range of information and support.

**National Domestic Violence Helpline** - national helpline available to anyone, every day of the year.

Phone: 0808 2000 247

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

**Victim Support** –support available to anyone affected by crime

Phone: 0845 30 30 900

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

Directory of services: [www.victimsupport.org.uk/help-and-support/get-help/support-near-you](http://www.victimsupport.org.uk/help-and-support/get-help/support-near-you)

**Women's aid** - national charity working to end domestic abuse against women and children.

Phone: 0808 2000 247

Website: <https://www.womensaid.org.uk/>

Directory of services: <https://www.womensaid.org.uk/domestic-abuse-directory/>

**Men's Advice Line** – help and support for male victims of domestic abuse

Phone: 0808 801 0327

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

Mankind: <https://mankind.org.uk/>

**ChildLine** - information and advice for children and young people affected by domestic abuse

Freephone: 0800 11 11

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

**Galop** – LGBT+ anti-violence charity

Phone: 0800 999 5428

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

**Refuge** – national charity for women and children experiencing domestic abuse.

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

**Muslim Women's Network** – specialist faith and culturally sensitive service Phone: 0800 999 5786

Website: [www.mwnhelpline.co.uk](http://www.mwnhelpline.co.uk)

Directory of services: [www.mwnhelpline.co.uk/issuesstep2.php?id=14](http://www.mwnhelpline.co.uk/issuesstep2.php?id=14)

**Safer Places** – independent charity providing a range of services to anyone affected by domestic abuse

Phone: 03301 025 811

Website: [www.saferplaces.co.uk](http://www.saferplaces.co.uk)

Directory of services: <https://www.saferplaces.co.uk/about-domestic-abuse/useful-links/>

<http://www.saferplaces.co.uk/links-category/ethnic-minorities/>

**Action on Elder Abuse** – a range of services for older people affected by domestic abuse

Phone: 0808 808 8141

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

**Respect** – support available for anyone concerned about their violence and/or abuse towards a partner or ex-partner.

Phone: 0808 802 4040

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

**Citizens Advice Bureau**

Website: <https://www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse/>

**Support for pet owners**

Freedom by Dogs Trust: <https://www.dogstrustfreedom.org.uk/refer-a-client/pets-and-domestic-abuse->

Lifeline by Cats Protection: <https://www.cats.org.uk/what-we-do/cp-lifeline>

**Police**

In a non-emergency you should call the Police Services on **101**. This is available 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**.