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Domestic violence



Where to get help and support if you are a
victim of domestic violence →



What is domestic violence?

Domestic violence is defined by the Government as 'any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial, or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.'

In 2005/06 it was estimated that across England and Wales there were 72,000 incidents of domestic violence against men and 285,000 incidents against women. Domestic Violence happens regardless of age, sexuality, background or race. You may feel humiliated, frightened, ashamed, alone and confused – but you are not to blame.

What is the Trust's approach towards tackling domestic violence?

The Trust believes that none of its customers should live in fear of violence from a spouse or partner, former spouse or partner or other members of their household and will take steps to assist and support any person who is suffering from or has been threatened with violence.

If you are a Trust customer and are affected by domestic violence we will aim to offer you support and assistance.

Wherever possible, the Trust will ensure that you are provided with secure accommodation, free from the threat or fear of violence.

Where this is not possible, the Trust will advise victims on how to find an alternative source of accommodation. We will also offer our support, including assistance from relevant voluntary organisations such as the Police Domestic Violence Unit, Womens Refuge and Halton Borough Council.

The Trust works with the Sanctuary Scheme which provides security to victims to remain in their home, such as extra locks, security lights. The types of security provided depends on each individual case. Find out more information by contacting **0151 907 8300**

What happens when domestic violence is reported?

- All victims of domestic violence will be interviewed within 24 hours of making a report to the local housing office. The interviews will be carried out by a Trust officer or a representative from another organisation. Referrals can also be made by the Police or other agencies.
- Victims will be offered an interview with an officer of the same sex and/or cultural background upon request, wherever possible.
- Interpreters should also be of the same sex as the victim if requested.
- All interviews will be carried out in a sympathetic and supportive manner.
- The victim's identity will be kept confidential.
- The victim will be given advice on possible courses of action when responding to the immediate situation and dealing with the longer term implications.
- Where appropriate, the officer conducting the interview will contact external agencies such as Halton Borough Council, the Police or a local advice agency.

This will include possible legal solutions such as court injunctions, re-housing options and other sources of advice and assistance including Women's Aid and the Police Domestic Violence Unit.

The officer will only do any of this with the victim's prior permission.

What help can victims expect when getting re-housed?

If you are unable to return home, the officer dealing with your case will liaise with Halton Borough Council or the Women's Aid Refuge regarding the provision of temporary accommodation, subject to the victim's wishes.

If the victim has left the accommodation, the Trust will consider taking action to evict or re-house the perpetrator of the violence.

However, if the victim is able to remain in his or her home on a temporary basis the Trust will explore the option of providing alternative accommodation. This will normally be on a 'like for like' basis, and, wherever possible, away from the victim's local area.

Any move away from the local area would be a joint decision made by the victim and the Trust.

If a transfer away from the local area cannot be achieved within the Trust's own housing, then efforts will be made to seek a reciprocal arrangement with another housing agency.

If a victim wishes to remain in his or her home either temporarily or permanently but requests additional security measures, the Trust will always try to arrange for these to be installed on an emergency basis.

All domestic violence cases will be kept under constant review until it is deemed that the problem has been satisfactorily resolved.

The Trust will maintain an up-to-date list of local agencies which might be in a position to offer advice or support to victims of domestic violence.

Who to contact for help and advice

- **IN AN EMERGENCY DIAL POLICE 999**
- Freephone National Domestic Violence Helpline:
0808 2000 247
This runs in partnership with Refuge and Women's Aid:
Email – helpline@womensaid.org.uk
- www.womensaid.org.uk (offers support, advice and information on all aspects of domestic violence)
- Halton & District Women's Aid Association:
0151 495 2778 – 24 hour helpline
- Women's Aid Helpline Regional: **0161 839 8574**
Freephone: **0808 2000 247** www.refuge.org.uk
- Broken Rainbow (gay, lesbian and transgender advice line): **0161 839 8574**
- Mankind (support to male victims of domestic abuse):
01823 334244 Email – admin@mankind.org.uk



Other services include:

- Outreach Services: **0151 420 1230**
- Children's Service (refuge): **0151 495 2778**
- Children's Outreach: **0151 420 1230**
- Wales Domestic Abuse Helpline: **0800 80 10 800**
- Scotland Domestic Abuse Helpline: **0800 027 1234**
- Northern Ireland 24-hour Domestic Violence Helpline: **0800 917 1414**
- Republic of Ireland Domestic Abuse Helpline: **0800 341 900**

Rights of Women Sexual Violence legal

Advice: 020 7251 8887

Rights of Women runs a sexual violence advice line and also provides free legal advice for women and produces free leaflets which you can download from their site (including ones on sexual violence and sexual harassment) Monday 11am–1pm; Tuesday 10am–12noon. Text phone: 020 7490 2562

M.A.L.E (Men's Advice Line and Enquiries): 0845 064 6800

If you are a male victim of domestic violence, in a heterosexual, gay, bi-sexual or transgender relationship and need confidential help, contact the M.A.L.E helpline.

Jewish Women's Aid: 0800 591203

Jewish Women's Aid runs a freephone national confidential helpline, available from 9am to 9pm, Monday to Thursday. The organisation provides refuge and/or support to Jewish women and their children affected by domestic violence.

Apna Ghar: 0845 451 2547

Helpline offering telephone support, emotional counselling and group work, specifically for Asian women. Help and advice is available in languages including Bengali, Gujarati, Hindi, Punjabi, Sylheti, Tamil, Urdu.

Turkish Cypriot Women's Project: 02085 340 3300

The advice service is for Turkish Cypriot, Turkish and Kurdish women on all matters relating to domestic violence.

Respect Phonenumber: 0845 122 8609

The phone-line is for domestic violence perpetrators and is open Mondays, Tuesdays, Wednesdays and Fridays between 10am and 1pm and 2pm and 5pm.

If you require any further assistance, please speak to one of our officers. All interviews will be carried out in confidence in a private interview room.

This document can be provided in large print, audio, electronic and Braille formats.
We are also RNID Typetalk compatible.
If you require this information in another language, please ring 0151 510 5000.

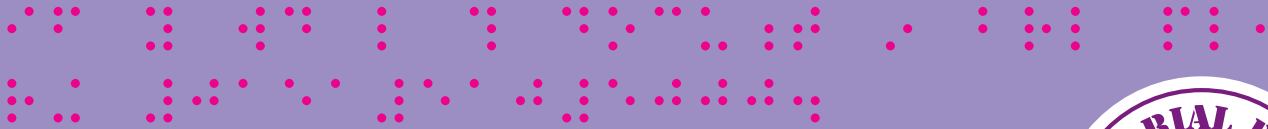
যদি আপনি এই তথ্য অন্য ভাষায় পেতে চান, তাহলে দয়া করে 0151 510 5000 নম্বরে ফোন করুন।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو براۓ مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG
Telephone: 0151 510 5000 Fax: 0151 510 5100
email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172