

# Domestic Violence

Report it - you don't have to take it!



### Translations

If you require a copy of this booklet in your own language, large print or Braille, please contact us on 020 8583 2299 or minicom 020 8583 3122.

Haddii aanad fahmayn dokomantigan, waxaa kuu diyaar ah kaalmo lacag la'aan ah oo aad ka heli kartid Waaxda Turjumida. Telafoonku waa: 020 8583 2290

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਤੋਂ ਮੁਫਤ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ। ਫੋਨ ਨੰਬਰ ਹੈ: 020 8583 2297

यदि आपको यह दस्तावेज़ समझने में मुशकल आती है तो ट्रांसलेशन यूनिट से मुफ्त मदद मिल सकती है। फ़ोन नंबर है: 020 8583 2520

اگر قادر به فهمیدن این سند نیستید، کمک به نحو مجانی از طرف بخش ترجمه فراهم می باشد. شماره تلفن 020 8583 2299 است.

જો તમને આ દસ્તાવેજ વાંચવામાં કે સમજવામાં મુશ્કેલી પડતી હોય તો, ટ્રાન્સલેશન યૂનિટમાંથી મફત મદદ મળી શકે છે. ટેલિફોન નંબર છે: 020 8583 2294

020 8583 2299 اگر آپ کو یہ دستاویز سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر یہ ہے

### Domestic violence is a pattern of abusive behaviour which includes:

- hitting, slapping, pushing
- swearing, calling names, putting you down
- forcing you to have sex
- threatening to hurt you, the children, pets or someone you care about
- damaging your home, car or property you may have
- using your immigration status to control you
- forcing you to marry someone you don't want to
- stalking
- intimidation
- not giving you enough money or taking all your money

### Safety

In an emergency call the Police on **999**  
They will:

- arrest the abuser where there is sufficient evidence and will take positive action against the abuser if that is what you want
- assist you and your children to a refuge or other safe place
- meet you at your home to make sure you are safe while you collect your belongings
- obtain medical treatment if you need it
- provide advice and information
- refer you to the Community Safety Unit

**Remember you can report domestic violence without having to press charges.**

### Money

If you have no money or are on a low income, the Department of Social Security may be able to help with benefits. In an emergency you may be able to receive money from Social Services.

### Housing

All local councils have a duty under current legislation to assist persons fleeing domestic violence whether you are:-

- a home owner
- renting in the private sector
- living with relatives or friends
- a council tenant

In an emergency you can seek shelter in a refuge or the housing department of a local council can arrange temporary accommodation while they get more information. This may be followed by permanent accommodation.

Hounslow Homes has a person-centred approach which means that you will be believed and we will follow your wishes in helping you overcome the domestic violence after all the options have been explained to you. We will ensure confidentially and offer same sex interviewer and/or interpreter.

Hounslow Homes will:-

- advise on the action you can take
- advise on the action the council can take
- advise on the action other organisations, such as the Police, voluntary organisations, Social Services, and solicitors can take

Hounslow Homes' Linkline provides emergency out of office hours service to people experiencing domestic violence and can arrange temporary accommodation.

### Legal Advice

Solicitors can advise you on and assist with injunctions. There are two main injunctions available. A Non Molestation order prevents the abuser from using violence, threatening violence, harassing, pestering or intimidating the applicant. The Occupation order can tell an abuser to leave your home and provide an exclusion zone. Solicitors will also help you with other issues such as separation, divorce and child contact. If you have no money, are on a low income or claiming certain benefits, you may be entitled to public funding to assist with legal costs.

### Health

Your physical, mental, and emotional health can be affected, so you may wish to speak in confidence to your doctor and/or health visitor.

### Support

Hounslow Homes' Estate Manager can support and advise you on your housing options. This includes repairs to your home following damage caused by the abuser and additional security measures to make it safer. If you would like additional support, you can be given contact details of voluntary organisations, including a Hounslow Homes Tenant Advisor who will provide support to vulnerable residents.

### Safety Planning

1. Work out an emergency plan - make up a special code with a friend or neighbour to alert the police
2. Keep emergency money aside for a taxi, bus, train or other means of travel
3. Give a copies of your house and/or car keys to someone you trust
4. You may want to leave some personal belongings with a friend or family member or have a bag ready in case you have to leave in an emergency
5. If you can, take your original birth or marriage certificates and any immigration papers you have. You could also make photocopies of these documents and leave them with someone you trust before you leave
6. Take your benefit books and other documents you think you may need
7. Be careful not to leave any clues to where you may be

**Remember you are not alone, pick up the phone.**

### Emergency Numbers:

#### Hounslow Homes Area Offices

##### Hounslow Homes Central Area

(Hounslow, Isleworth, Heston and Cranford)

**020 8583 4382**

##### Hounslow Homes East Area

(Brentford and Chiswick)

**020 8583 4220**

##### Hounslow Homes West Area

(Feltham, Hanworth and Bedfont)

**020 8583 4383**

##### Refuge 24 Hr National Domestic Violence Helpline

0808 2000 247

##### Hounslow Police Community Safety Unit

020 8247 6374

##### Domestic Violence outreach worker

020 8890 6764

##### Broken Rainbow for lesbian, gay, bisexual & transgender victims

07812 644914

##### Hounslow Victim Support

020 8568 3279

##### National Child Protection Helpline (NSPCC)

0808 800 5000

##### Hounslow Homeless Persons Unit Out of office hours:

020 8583 3842 or 020 8583 2000

##### Hounslow Social Services & Health Partnerships

Out of office hours:

020 8583 3300 or 020 8583 2222

##### Citizen's Advice Bureau Hounslow

Tel: 020 8570 2983

**In emergency call 999**