

If domestic violence is a problem affecting you or one of our residents, please contact us. We will do all we can to offer support and get you the specialised help you need. We will always keep the details confidential.

To report domestic violence in confidence, contact the Service Centre on:

0300 303 1771 or
email servicecentre@shgroup.org.uk

Southern Housing Group, working to keep you safe and secure.

DOMESTIC VIOLENCE
PUNCHING SHOUTING
TAKING ALL OF YOUR MONEY
MOCKING SLAPPING
FORCING YOU TO HAVE SEX
STALKING ISOLATING

**You don't have
to live in fear.
We can help**

Every person has the right to be safe from abuse and fear. We will not tolerate any residents who harass, attack, or abuse other members of their household.

If you are experiencing domestic violence, you do not have to live in fear.

Contact us on [0300 303 1771](tel:03003031771) or email service.centre@shgroup.org.uk

You can also get support and advice from any of the agencies listed at the back of this leaflet.

In an emergency always call the police on 999.

What is domestic violence?

Domestic violence is not just about actual physical violence, such as slapping, hitting or punching.

Other forms of domestic violence can include:

- sexual abuse, such as rape
- emotional abuse, such as making you feel small, stopping you from leaving your home, threatening or verbally abusing you
- financial abuse, such as keeping you short of money or taking control of your money.

Domestic violence can happen to anyone, regardless of age, disability, gender, race, religion, or sexuality. It can take place in all types of relationships, including heterosexual, lesbian, gay, bisexual and transgender relationships. It can also involve abuse by family members or even ex-partners.

Domestic violence is never your fault and nothing excuses it.

MOCKING

STALKING

PUNCHING

What can you do?

Tell someone about it:

- report it to the police – they take domestic violence very seriously and have officers who are specially trained to deal with this type of crime
- report it to a third party reporting centre – these centres are independent and can pass information on to the police for you. The police have to act on this as if they had received the report directly
- report it to us by calling the Service Centre – we can advise you on the range of options open to you or take action on your behalf where appropriate
- tell someone about what is happening to you – a doctor, a social worker or even a friend may be able to help you or give you advice
- seek advice – there are lots of organisations who can give you information, practical support and financial advice. Any discussion you have with them will be treated in confidence.

There are contact details for advice agencies in this leaflet

You may need a safe place to stay or somewhere to go for some 'breathing space'. Consider:

- staying with friends or family
- contacting your local authority's Homeless Persons Unit – they have a legal duty to help you find temporary accommodation. You can find their number in the phone book or by contacting the Service Centre
- staying in a women's refuge – they offer emergency and temporary accommodation, and support to women escaping abuse. You can get information on local refuges by contacting the freephone 24-hour National Domestic Violence Helpline 0808 2000 247 or by contacting the Service Centre.

Practical Steps

There are a number of steps you can take that will make you feel more confident if you need to leave your home in a hurry:

- have a small bag already packed with an extra set of keys for the house and car, money and a set of clothes for you and your children. You should keep it in a safe place or leave it with a friend
- keep aside some money for transport
- keep a note of emergency telephone numbers (see back page) and numbers for close family or friends with you at all times
- find somewhere you can quickly and safely use the phone should you need to
- take important documents such as your marriage and birth certificate, any court orders, passport, benefit and bank books, and health records
- take essential medicines that you and your children may need
- if you choose to leave, try to take your children with you
- leave when it is safe to do so and try not to leave any clues about where you are going
- if you later discover that you have left something essential behind, you can always arrange for a police escort so that you can return for it.

Legal action

Whether or not the police use the criminal law against a perpetrator, you can use the civil law to get protection and to allow you to live in safety. This includes applying for 'non-molestation' orders or 'occupation' orders. However, if you are planning on taking your own legal action, you should get independent legal advice by contacting your local Citizens Advice Bureau or The Law Centre.

What can Southern Housing Group do?

Our approach

We treat all reports of domestic violence seriously, sympathetically and in confidence. We will:

- deal with reports of domestic violence as high risk and contact you within 24 hours
- interview you in a safe environment, offering same sex interviews where possible
- provide you with a range of options to deal with domestic violence
- give you advice and information on other agencies that can help you
- take action against perpetrators where appropriate
- work with other agencies, such as the police, local authorities, the National Health Service, where we are unable to help
- agree an action plan with you, keeping you regularly updated.

Taking legal action

Depending on the circumstances of the case, we may take legal action against the perpetrator. Options include possession orders and injunctions.

Carrying out emergency repairs

You may need repairs carried out to your property because damage has occurred as the result of violence. Emergency repairs will be completed within 24 hours.

Reporting an emergency repair

If you rent your home, please contact our Service Centre between the hours of 8am-8pm, Monday to Friday, by calling:

0300 303 1771 if you are a mainland resident

0300 303 1772 if you live on the Isle of Wight

To report an out-of-hours emergency, please call:

08457 573 764 if you rent your home from Southern Housing Group

08456 013 225 if you rent your home from James Butcher Housing Association

0300 303 1772 if you live on the Isle of Wight

08456 000 453 if you are a homeowner

SHOUTING

Providing additional security

If you would like to stay in your home, we may be able to provide additional security measures, such as extra locks for your windows or doors, to help make you feel safer.

Moving to another property

We will do everything we can to support you if you want to move out of your property, including the possibility of a transfer to another property. Depending on the circumstances of your case, we may award you a higher transfer priority. However, even with a higher priority, transfers usually take a long time due to the limited number of available properties. You should always consider other options, especially if you need to move immediately. If you are a leaseholder or homeowner, you are not able to apply for a transfer.

Please contact the Service Centre for more information

Useful contact details

Police

Telephone 999

In an emergency always call the police. The police have specialist officers at most stations specifically trained to help victims of domestic violence and to deal with the perpetrators.

Broken Rainbow

Telephone 08452 60 44 60
www.broken-rainbow.org.uk

Broken Rainbow offers a support service for lesbian, gay, bisexual and transgender people who are victims of domestic violence.

Citizens Advice Bureau

www.citizensadvice.org.uk
www.adviceguide.org.uk

Providing free, confidential and independent advice on many issues. You can find details of local offices on the website or in the local phone book.

Community Legal Service

Telephone 0845 345 4 345
www.communitylegaladvice.org.uk

This is a free and confidential service providing legal advice.

MALE

Telephone 0808 801 0327
www.mensadvice.org.uk

MALE offers an advice and a confidential inquiry line for men who may be suffering domestic violence.

National Centre for Domestic Violence

Telephone 08709 220704 (24 hours)
www.ncdv.org.uk

The National Centre for Domestic Violence specialises in helping victims of domestic violence to obtain 'non-molestation' and other court orders to protect them from further abuse. They offer a free service and are available 24-hours a day, all year round.

Newham Asian Women's Project

Telephone 020 8472 0528
www.nawp.org

Newham Asian Women's Project provides a variety of support and counselling services for Asian women who are the victims of domestic violence.

LOCKING
 YOU
 IN THE
 HOUSE

Refuge

Telephone 0808 2000 247 (24 hours)
www.refuge.org.uk
 Refuge offers emergency accommodation and support for women and children experiencing domestic violence.

Rights of Women

Telephone 020 7251 6577
www.rightsofwomen.org.uk
 Rights of Women offers free, confidential legal advice on harassment and domestic violence.

Samaritans

Telephone 08457 90 90 90 (24 hours)
www.samartians.org
 Samaritans offers a 24-hour confidential, emotional support for anyone in a crisis.

Solicitors-Online

Telephone 020 7242 1222
www.solicitors-online.com
 The Law Society provides a free service to help people find specialist solicitors. This will be a useful contact if you wish to take legal action through the civil courts regardless of whether the police are to take action through criminal law.

Southall Black Sisters

Telephone 020 8571 9595
www.southallblacksisters.org.uk
 Southall Black Sisters provide information, advice and support to Asian and Afro-Caribbean women who are victims of domestic violence.

Victim Support

Telephone 0845 30 30 900
www.victimsupport.org.uk
 Provides free and confidential support to the victims of crime, offering information, practical help and emotional support.

Women's Aid

Telephone 0808 2000 247 (24 hours)
www.womensaid.org.uk
 Women's Aid is a national charity which works to end domestic violence. It offers a 24 hour freephone domestic helpline for specialist help and advice.

This leaflet provides information about what to do if you are a victim of domestic violence. To get a copy in your own language, in Braille or on audio, or for advice call 0300 303 1771.

Arabic

تتضمن هذه النشرة معلومات حول ما ينبغي أن تفعله إذا وقت ضحية لجريمة عنف منزلي. للحصول على نسخة بلغك، أو بطريق بريد أو بطريقة صوتية أو للحصول على مشورة، اتصل برقم 0300 303 1771

Bengali

পারিবারিক সহিংসতার শিকার হলে আপনার করণীয় কি সে সম্পর্কে তথ্য এই লিফলেটে দেয়া আছে। আপনার নিজের ভাষায় একটি কপি ব্রেইলে বা অডিও কপি পেতে অথবা পরামর্শের জন্য 0300 303 1682 নম্বরে ফোন করুন।

French

Ce dépliant propose des renseignements sur ce qu'il faut faire si vous êtes victime de violence domestique. Pour obtenir un exemplaire dans votre langue, en Braille ou sur support audio ou pour des conseils, appelez le 0300 303 1771.

Somali

Macluumaad-sidahan wuxuu bixinayaa macluumaad ku saabsan waxa aad samaynayso haddii aad tahay dhibbane dhibaato guri. Si aad u hesho nuqul luuqaddaada ah, qaabka luuqadda Indhoolayaasha ama qaab maqal ah, ama wixii talo ah wac 0300 303 1771.

Spanish

Este folleto proporciona información sobre que hacer si usted es una víctima de violencia doméstica. Para conseguir una copia en su propio idioma, en Braille o en audio, o para asesoramiento llame al 0300 303 1771.

Turkish

Bu broşür, eğer aile içi şiddet mağduruysanız yapmanız gerekenler hakkında bilgi içermektedir. Broşürün kendi dilinizde, Braille alfabesi ile yazılmış, sesli kopyası ya da tavsiye için 0300 303 1683 numaralı telefonu arayınız.

STALKING