

## How can I find out more information?

You can contact us by phone, email, letter, in person or through our website [www.circleanglia.org/customers](http://www.circleanglia.org/customers)

## Some other useful contacts:

**Emergency Services 999**

**Women's Aid and Refuge** run a Freephone 24 hour Domestic Abuse Helpline

0808 2000 247

The Women's Aid website provides a lot of information and advice [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Men's Aid** provide support, practical information, advice on solicitors and local domestic abuse projects, to male sufferers of domestic violence. You can call their helpline 0871 223 9986 or go to their website at [www.mensaid.com](http://www.mensaid.com)

**This leaflet is available in a variety of formats including large print, braille and audio.**

**This is a Circle Anglia policy which applies to:**

**Circle 33 Housing Trust**

**EPIC Trust**

**Mole Valley Housing Association**

**Old Ford Housing Association**

**Roddons Housing Association**

**Russet Homes**

**South Anglia Housing Association**

**and Wherry Housing Association.**

**Circle 33 Housing Trust**

**Tel: 0845 769 7695**

**EPIC Trust**

**Tel: 0845 769 7695**

**Mole Valley Housing Association**

**Tel: 01306 505 555**

**Old Ford Housing Association**

**Tel: 020 7204 1550**

**Roddons Housing Association**

**Tel: 01354 660 789**

**Russet Homes**

**Tel: 01732 780 999**

**South Anglia Housing**

**Tel: 01279 714 714**

**Wherry Housing Association**

**Tel: 0845 600 1518**

## Bengali

এই দস্তাবেজটি, যদি আপনি পারিবারিক সমস্যায় জড়িত, তবে কি করতে হবে সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

## Portuguese

Este documento proporciona-lhe informações sobre atitudes a tomar se for vítima de violência doméstica. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

## Chinese

此文件含有關於家暴受害者應如何自處的說明。若您想要將此文件列印為大型字體、製作成點字版、燒錄為光碟、錄製成錄音帶或翻譯為您的母語，請撥打以下電話號碼與我們聯繫。

## Spanish

Este documento proporciona información sobre qué hacer si sufre violencia doméstica. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## French

Ce document contient des informations sur l'attitude à adopter si vous êtes victime de violences domestiques. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## Turkish

Bu belge aile içi şiddetle karşılaşma durumu konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

## Greek

Αυτό το έγγραφο σας δίνει πληροφορίες σχετικά με το τι πρέπει να κάνετε αν βιώνετε βία στο σπίτι. Αν χρειάζεστε οποιοσδήποτε από αυτές τις πληροφορίες σε εκτύπωση, Μπράιγ, σε CD, κασέτα ή να σας επεξηγηθεί στη γλώσσα σας παρακαλούμε επικοινωνήστε μαζί μας στο παρακάτω τηλέφωνο.

## Urdu

یہ دستاویز ان چیزوں کے بارے میں معلومات فراہم کرتا ہے کہ اگر آپ گھریلو تشدد کے شکار ہیں تو کیا کریں۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

## Kurdish Sorani

ئەم دوکیۆمی نەتە زانیاریت ئێدی دێبەخەش یەت دۆبارە یۆهەت ئۆ مەنێ بەگەت یەتڵۆ تۆوشێ زەبۆ زەنطی خێ زانی دێبەتۆ. یەتڵۆ ئێدی و یەتت بەتەر بەتشی لێ یەم زانیاریانیەت بەتشی وێدی مەنێ طۆرە یان بەرایل یەیان لەسەر CD، یەیان بەتۆ لێسەتێ دێنطی وەیان. وونگەرۆ بەتەم زەمانەتێ لێتۆ ئۆسەتێ دێتۆت، یۆ تێکدایەت بەتەم ئۆرە تەتڵەتۆنەتێ خۆرۆتۆ تەتۆنەتێم ئێدی وە بەگەت.

## Vietnamese

Tài liệu này cung cấp thông tin về việc bạn làm gì khi bị hành hung trong gia đình. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.



[www.circleanglia.org](http://www.circleanglia.org)

# Domestic Abuse

## What is domestic abuse?

Domestic abuse is an actual or threatened act of harassment, assault or abuse against any person living in the same premises. Some examples are:

- physical abuse, such as slapping, pushing, kicking, punching and stabbing
- sexual abuse, such as rape and non-consensual sexual acts
- emotional or psychological abuse, such as intimidation, isolation, verbal abuse, humiliation, not allowing friends or relatives to visit or phone, destroying belongings
- ‘honour’ violence, forced marriage, dowry abuse, female genital mutilation
- financial abuse, denial of rights or restricting your personal freedom, such as withholding money or medical help.

Domestic abuse is often carried out by a person’s husband, wife or partner, but can also be carried out by other family members (for example, extended family). In some cases, older children - teenagers or young adults - are violent or abusive towards their mothers or other family members.

Domestic abuse is rarely a one off incident.

Domestic abuse can occur within any household and against men or women.

There is no excuse for domestic abuse and the victim is never responsible for the abuser’s behaviour.

## How do we deal with domestic abuse?

We believe that every person has the right to be safe from abuse and fear. You can contact us by phone, email, in person or on our website. We will offer you advice when you first contact us on how to keep yourself and your family safe and arrange for an officer to contact you to discuss options with you in confidence.

## What can I do to stop the abuse?

Report the abuse to the police. The police take domestic abuse very seriously and have specially trained officers to deal with this area of crime. You can report domestic abuse to the police without having to press charges.

**Always dial 999 in an emergency.**

## I need a safe place to stay. Where can I go?

If you cannot stay in your home there are several options:

- Local Authority Homelessness Department – the local authority has a legal duty to find you temporary accommodation if you are experiencing domestic abuse.
- A refuge will provide accommodation and support to you (and your children) if you are escaping abuse. They can give you benefits and legal advice and give you space to think clearly about your situation.

## What about legal action?

Legal action can be taken by you or by Circle Anglia, depending on the circumstances. Possible actions include:

- injunctions
- possession action (if the perpetrator is a tenant).

You can apply to court under the Family Law Act 1998 to get:

- a non-molestation order, or
- an occupation order.

These orders can grant permission for the victim to remain in the property and prevent the abuser from coming to the property.

We can provide you with more information about these options. If you decide to take your own legal action you should seek advice from a Law Centre or Citizens Advice Bureau. You may be able to get Legal Aid.

## I want to move permanently to get away from the abuser. What can I do?

We will work within our local lettings arrangements to see if we can help you to move.

Options may also include:

- transfer – where your landlord has a transfer scheme in operation.
- mutual exchange
- it may be possible for a housing manager to make a decision to arrange a move for you, this is known as a management move.

Arranging a permanent move may take some time, however, our main focus is on helping you to remain safely in your own home.

## What are Circle Anglia’s standards for dealing with domestic abuse?

- We will arrange for you to speak to staff in a private and safe environment.
- Where possible we will provide staff of the same sex if you ask for this.
- We will work with you to agree an action plan for managing your case. This will include agreeing how we will keep in touch.
- We will review all open cases after 3 months. If we feel a case should be closed, we will discuss this with you and give you an opportunity to appeal.
- After your case is closed we will ask for your opinion on how we dealt with the case.
- We will treat you in a sympathetic and supportive manner and follow our confidentiality guidelines.
- We will take legal action where appropriate, advising you of your rights.
- We will work with other agencies to find effective and quick solutions.