

# SUPPORT FOR PEOPLE SUFFERING FROM DOMESTIC ABUSE



## We can help you

If you are experiencing domestic violence, the most important thing you can do is tell someone. Domestic abuse is a crime. It takes many forms and may be actual or threatened physical violence, emotional abuse and destruction of property or Isolation from friends, family or sources of support, control over decision making, money, transport or telephone including the impact of witnessing of violence.

It is important you tell someone if you are experiencing domestic abuse. If you let Arhag know, we can offer you support and practical advice. We may also be able to take action against the person perpetrating the violence or abuse. Remember, domestic abuse is not your fault.

Where there is an immediate risk or threat to health or safety, always call 999

This leaflet gives you practical details of the type of support you can expect from us. It includes points of contact, telephone numbers and addresses for use if you feel you are experiencing domestic abuse. We are here to help

## What is domestic abuse?

Domestic abuse can take place inside or outside the home and in various forms and;

- includes behaviour that is meant to hurt or frighten you ranging from physical violence to cruel words and threats that are meant to scare you
- is rarely a one-off event and tends to increase with severity over time
- is usually perpetrated by men against women but can also be by women against men
- can occur in lesbian and gay relationships and abuse may be from any family member, lodger or ex-partner

Domestic abuse also includes culturally specific forms of harm, which includes amongst others;

- forced marriage – marriage contracted without the valid and free consent of one or both parties involving physical and/or mental duress;
- dowry related abuse – violence, abuse or harassment perpetrated in order to obtain money, property or goods upon marriage
- female genital mutilation – female circumcision comprising procedures involving partial or total removal of the external female genitalia or other injury to the female genital organ whether for cultural, religious or other non-therapeutic reasons;
- honour based or related violence – domestic violence or other forms of violence against women perpetrated in the name of religious and cultural notion of so called ‘family honour’.

Abuse can take many forms and includes;

- Hitting or threatening
- Humiliating or forcing sex
- Threatening your children
- Destroying your possessions
- Controlling your finances
- Emotional abuse
- Isolation you from friends and family

You do not have to tolerate this kind of behaviour. There are laws to protect you and any children living with you. Arhag, the police, social services, support agencies and medical services can also help to keep you safe.

### The first steps

If you are experiencing violence or abuse, the first thing you must do is to make sure you and any children are safe. If you need protection during a violent incident, call the police on 999. If you are using a mobile phone, tell the operator where you are immediately, because they cannot find you by tracing your call. The police have a duty to protect you and any children and make sure you are safe. Police officer will come to help and if necessary arrest the violent person. They may go with you to a safe place if you need to leave the home or advise you about emergency accommodation. If you need help from the police at some point after you were abused, call your local police station (their number is in the phone book) and ask to speak to the community safety officer who will advise you on what to do.

### Is it my fault?

However you think or problem started, you do not have to suffer or experience violence abuse. Do not assume you are to blame for the behaviour of others, you are not.

### What can Arhag do?

Arhag takes report of domestic abuse very seriously. We recognise the many forms abuse may take and realise each case is individual in its circumstances. Contact us and report the incident. We will visit you or arrange a meeting to record the details, discuss the support you need and see if action can be taken against the person responsible. Arhag will not take action without your consent (unless the abuse involves children) and will treat all information regarding your case as strictly confidential.

Where the person perpetrating the violence is a joint tenant, Arhag may take action to remove them from the home. In cases where you are the sole tenant, Arhag will give you advice on where to get help e.g. Women's Aid,

Refuge or explain what your legal rights are, including exclusion orders and injunctions against the perpetrator.

In some cases, if you decide to stay in your home, we may be able to arrange for you to have extra security installed. If you decide to leave your home, we may be able to arrange a priority transfer to alternative accommodation.

We can also help you contact other agencies that can provide help and support. Anything you discuss with us will be treated in strictest confidence.

Do you know someone who is experience domestic abuse?

If you know of someone who is experiencing domestic abuse, there are a range of organisations that can help. Any information you give about someone experiencing or perpetrating domestic violence will be treated in the strictest confidence

## Useful contact details

There are a range of agencies and support services. Some of them are listed below. We can provide you with other contacts.

### Womens Aid

National 24 hour Domestic Violence helpline

0808 2000 247

[www.womensaid.org.uk](http://www.womensaid.org.uk)

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### Refuge

24 Hour National Crisis Line:

08705 995 443

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

### Victim Support

0845 30 30 900

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

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### Careline

Confidential telephone counselling for children, young people and adults:

0845 122 8622

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### Shelterline

0808 800 4444

Sipas kërkesës, ky dokument gjithashtu gjendet edhe në gjuhë të tjera, me shkrim të madh dhe në formë dëgjimore.

Albanian

**ይህ ጽቡፍ በሌሎች ቋንቋዎች ይገኛል፡ እንዲሁም በታላቅ ቀለሞች፣ በብረይል (ፊደል ዓይነት ፅውራን)፣ እና በሬዲዮ ካሴት ቅርጽ ለመስማት ይቻላል።**

Amharic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও ট্রিপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Ce document est également disponible dans d'autres langues, en gros caractères, en Braille et en cassette audio sur simple demande.

French

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

**እዙ ጽቡፍ እዚ ብካልእ ቋንቋታት እዎን ይርከብ እዩ፡ ወይ ብዓቢ ዝተጻሕፈ ማሕተማ ወይ ብ ብረይል (ፊደል ፅውራን) ወይ ደማ ብምስማዕ (ድምጺ) መንገዲ እንተድኡ ኣቲትኩም።**

Tigrinya

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish

Tài liệu này cũng có sẵn bằng các ngôn ngữ khác, bản in chữ to, và băng ghi âm khi được yêu cầu.

Vietnamese

Contact details:

Arhag Housing Association,  
The Peoples Place  
88-90 High Street  
Stratford London E15 2NE

Telephone: 020 7424 7370  
Email: [contact@arhag.co.uk](mailto:contact@arhag.co.uk)  
Website: [www.arhag.co.uk](http://www.arhag.co.uk)