

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Bromford Living
Tel 0845 60 50 603
Minicom 0800 916 0548
Email nwm@bromford.co.uk

Fosseway Living
Cotswolds & Wiltshire
Tel 0845 050 4034
Minicom 01285 641253
Email info@fosseway.com

Fosseway Living
Gloucestershire & Worcestershire
Tel 0845 60 50 609
Minicom 01285 641253
Email sw@fosseway.com

HomeZone Living
Tel 01543 420800
Minicom 01543 420878
Email customerservices@homezonehousing.org.uk

Group Home Ownership Services
Tel 0845 60 50 610
Email ghos@bromford.co.uk

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



www.bromfordgroup.co.uk

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Domestic violence



This leaflet gives practical help on coping with domestic violence and explains where you can get more support.

Domestic Violence

At Bromford Group, we know how domestic violence affects individuals, families and communities. We use the definition of domestic violence provided by the Women's Aid Federation:

'Domestic violence is physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour.'

Examples of domestic violence include:

- physical abuse – eg slapping, punching, kicking, pushing or stabbing
- sexual abuse – eg rape, and sex acts that the other person doesn't consent to
- emotional or psychological abuse – such as isolating, verbally abusing, humiliating or intimidating someone, destroying their belongings, or threatening them with legal sanctions like getting them deported or claiming custody of their children
- financial abuse, denying rights or restricting personal freedom – such as withholding money or medical help.

What should I do if I am experiencing domestic violence?

First, 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 trace your call to find out. The police have a duty to protect you and any children, and to make sure you are safe.

If you wish, we will report any incidents to the police. **We will also work with the police and other agencies to prevent further incidents. We will fit extra security to your home if you feel unsafe.**

What if I want to leave home?

If you are planning to leave, before you do so please contact one of the agencies listed on this leaflet for help and advice on how to stay safe. Take these items with you if you can:

- ID
- birth certificates for you and your children
- money, cheque books, building society passbooks and credit cards
- keys for your house, car and office
- driver's licence and vehicle registration documents
- change of clothes
- passports, visas and work permits
- lease or rental agreements, house deeds and mortgage payment receipts
- address book
- a favourite toy for each child
- toiletries.

If you leave one of our homes, please let us know.

How do I take legal steps?

You can get help under criminal law or civil law or both. You have various choices, depending on what has happened and what you want to do. If you want to consider legal action, speak to a solicitor as soon as possible. You can ask the Citizens Advice Bureau to put you in touch with a solicitor.

A solicitor will guide you through the legal process and advise you on what to do and which court order you can get to protect you. Court orders generally have two parts:

- non-molestation order – an order about the way your partner must behave in future
- occupation order – an order saying who has the right to live in the home.

If you need any more help or information, please contact us. We will direct you to the right agency.

Who can I ask for help?

Don't live with domestic violence – talk to someone about it. There are lots of agencies that can help and guide you through surviving domestic violence.

Useful contact numbers

Women's Aid 0808 2000 247

(open 24 hours a day; they can put you in touch with your nearest refuge)

Victim Support 0845 30 30 900

NSPCC 0800 800 5000

Men's Aid 0871 223 9986

(for men suffering abuse)

MALE 0808 801 0327

(Men's Advice Line and Enquiries)

Elder Abuse Response Line 080 8808 8141

(for older people suffering abuse)

Kiran Asian Women's Aid 0208 558 1986

Southall Black Sister 0208 571 9595

Lesbian and Gay Switchboard 0207 837 7324

NHS Direct 0845 4647

In an emergency, always dial 999.

If you need any more help please contact us. We will help and advise you.