



Domestic Violence



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north
west
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • አማርኛ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

العربية / Arabic

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

中文 / Cantonese

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

فارسی / Farsi

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

Français / French

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

کوردی / Kurdish

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەرەیی ناوچەکتەووە (نێیبەرھووود ھاوژین ئۆفیس) بکە و ئەوان بە خۆراییی ئەو کارەت بۆ دەکەن.

Polski / Polish

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Português / Portuguese

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

ትግርኛ / Tigrinya

ከዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ከዚ ብነጻ ክገብሩልኻ ኢዮም።

اردو / Urdu

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر پڑھاؤسنگ آفیسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کرا سکتا ہے۔

What is domestic violence?

West North West Homes defines “domestic violence” as: 'any incident of threatening behaviour, violence and abuse (psychological, physical, sexual, financial or emotional) between people who are or have been intimate partners or family members, regardless of gender or sexuality’.

Domestic violence is a pattern of controlling and aggressive behaviours used by perpetrators to maintain power and exert control on victims. Domestic Violence is an action that can be carried out by both males and females, young and old.

Some common acts of domestic violence are:

Physical: punches, slaps, kicks, shaking and spitting.

Psychological and emotional: harassment, threats, humiliation and isolation.

Sexual: rape and coerced sex, refusal to practice safe sex or use contraception.

Verbal abuse: shouting, name calling, swearing, any inappropriate comments about a person or persons.

Who does domestic violence happen to?

Domestic violence is experienced by people regardless of their class, social group, race, age, disability, sexuality or lifestyle. Also, incidents of honour based violence among black and minority ethnic communities are a form of domestic violence. Most incidents of domestic violence are by men against women, although some occur in same sex relationships and by women against men. Domestic violence is rarely a one-off incident and can happen at any time during a relationship or even when a relationship has ended. Violence usually forms a pattern as the perpetrator seeks to hold power over the victim by using violence and controlling behaviour.

Effects of domestic violence on children

Children can be caught up in domestic violence situations in a number of ways:

- Children may witness violence, be forced to take part in the violence, or be directly abused themselves.
- Contact with children can be used by perpetrators after parental separation to coerce women into reconciliation or to cause further distress.
- Living with violence and fear can create stress for children that can manifest itself in a variety of ways such as poor health, slow development, loss of concentration, withdrawal, and disruptive behaviour. Long term effects may include self blame, low confidence and self-esteem, vulnerability and social isolation. To witness domestic abuse a child does not have to be in the same room as where the abuse is taking place. Many children who experience abuse do so from a different part of the house.

How do you report it to us?

- Approach your local Neighbourhood Management Office.
- Come directly to Independent Living Team on 2141069.
- Report it to any of the Support Agencies.
- Go direct to the Police Safeguard Unit.
- Call West North West Homes on 0800 915 1113 or report to any of the support providers listed at the bottom of this booklet

What will West North West Homes do to help you?

West North West Homes, believes that domestic violence is never acceptable and are responsible for dealing with any reported incident in a way which makes customers feel comfortable.

We are committed to supporting victims of domestic violence or abuse.

We will help you to report any instances of domestic violence to the Police or other organisations if you so wish.

We will only report instances of abuse with your consent.

We can also make referrals for emergency temporary accommodation if you feel you are unable to return to your own home.

Once we receive a report, as part of our commitment to reducing domestic violence we will:

- We will act upon any domestic violence report within 24 hours of receiving it.
- Involve other agencies, with your agreement.
- Pass on information regarding the report to the Police, with your agreement.
- Provide advice and assistance on what we can do and also what support is available to victims of domestic violence.
- Provide interpreting and translation facilities as required.
- Enforce the tenancy agreement where the perpetrator is a West North West Homes tenant.

The Sanctuary Scheme

We may be able to refer you to The Sanctuary Scheme, which supports victims of domestic violence to remain safely in their home, if they choose. A domestic violence co-ordinator will assess the property to see if it is feasible for you to remain in your home with the provision of additional security measures.

Repairs

Once you have reported an incident to the Police and have a crime number, we will repair any damage caused to your home within our standard time targets.

We will change your locks as a priority or emergency repair depending on the level of threat you feel. You will not be charged for the service if you have a crime number. We will also seek to recharge the perpetrator. We understand that you may be worried about the safety of your home, and we will do our best to help you feel secure again.

Financial advice

Your financial situation may change as a result of separation from a partner or leaving your family home. If you wish, we will put a time limited electronic flag on your housing record so that our staff will understand that you have been a victim of domestic violence. This information will not be provided to a third party without your consent. You can also contact West North West Homes for advice. Do not forget to have your income and outgoings details when you contact us so a full and fair assessment can be made.

Ending the violence

While the risk of staying may be very high, simply leaving the relationship, does not guarantee that the violence will stop. The period during which a victim is planning or making their exit is often the most dangerous time for them and their children. Many victims are frightened of the abuser, and with good reason, as it is not uncommon for perpetrators to threaten to harm or even kill their partners or children if they leave.

The resources and support you may need to leave a violent relationship safely include: money, housing, help with moving, transport, ongoing protection from the Police, legal support to protect you and your children and emotional support.



Items you may wish to take with you when fleeing a violent or abusive situation:

- Keep birth certificates, marriage certificates, passports and medical cards together.
- Keep bank and building society books, benefit books together and accessible.
- Carry driving licence, motor insurance and vehicle registration documents.
- Take rent or mortgage account detail, as well as other important telephone / type talk numbers.
- Plan to take all the children with you (the longer children are left 'at home' the harder it is to get them later).
- Take money, credit cards, spare keys for the house and car.
- Put aside necessary prescription medication.
- Have a bag with clothes, toiletries and toys hidden or at someone else's house.
- Arrange to store personal possessions and valuables.
- Try and have a statement written out and a photograph of the perpetrator (this will help serving court papers etc).

People & organisations you may wish to speak to:

- your GP
- your bank
- your neighbourhood housing office
- the benefits agency
- a solicitor
- Arrange pet care (The Dogs Trust offer a fostering service for dogs until their owner can take them back).

Help is out there!

If you are in immediate danger, you should call 999. The Police will respond to all reported incidents of domestic violence.

The National Domestic Violence Helpline
Tel: **0808 2 000 247** (free 24hr service)

If you want to talk to someone in confidence about your situation, agencies that can help are:

HALT (Help, Advice and the Law Team)
Tel: **0113 2432 632**
Email: halt.helpline@ukgateway.net

Behind Closed Doors
Tel: **08003 282 430** (free)
Tel: **0845 673 0008**
Email: info@behind-closed-doors.org.uk

Sahara Black Women's Outreach
0113 2305 087
Email: info@leedshc.org.uk

Leeds Women's Aid
Tel: **0113 2460 401**
Textphone **0113 3804 800**

Leeds Victim Support
Tel: **0113 2452 662**
Tel: **0845 3030 900**
Email: enquiries@wsleeds.org.uk

Dosti-Asians Women's Support

Tel: **0113 2038 893**

Email: dostiawss@btconnect.com

Jewish Women's Aid

Tel: **0800 591 203**

info@jwa.org.uk

Leeds Crisis Centre

Tel: **0113 275 5898**

Textphone **0113 274 8880**

MALE

Tel: **0808 801 0327**

Broken Rainbow

(Lesbian, Gay, Bisexual & Transgender)

Tel: **0845 260 44 60**

www.broken-rainbow.org.uk

The Hideout (Children witnessing domestic violence)

www.thehideout.org.uk

Debt advice

Citizens Advice Bureau

National Debt Line

St Vincent's Support Centre

Consumer Credit

Counselling Services

Telephone

0870 120 2450

0808 808 4000

0113 248 4126

0800 138 1111

Remember telephone calls and emails can be traced. It may be safer to use computers and telephones at work or a friend or family member's house. Local libraries offer free internet access.

Are you a perpetrator of domestic violence? Are you worried about your behaviour towards your partner?

The Respect phonenumber specialise in providing advice and services to male perpetrators of domestic violence although the service is also available to female perpetrators.

The Respect phonenumber will encourage and motivate perpetrators to get help. Staff will signpost perpetrators to programmes within the local area and calm down any angry, aggressive or upset callers.

The Respect phonenumber: **08451 228 609**

Textphone: **02087 489 093**

Email: info@respect.uk.net

If English is not your first language, interpreters can be provided.

(Literature is available in Arabic, Mandarin, Polish, Punjabi, Somali, Turkish, Urdu, Welsh).

The STOP Project works with perpetrators of domestic violence. They work to re-educate perpetrators with regards their violent and abusive behaviour.

STOP Project tel: **0113 244 6007**

If you wish to contact us, please do so by visiting us at:

One Stop Centres

Aireborough, Micklefield House, New Road Side, Rawdon
LS19 6DF

Armley, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Otley, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey, Town Hall, Robin Lane, Leeds LS28 7BL

Neighbourhood Housing Offices

Bramley, 202 Town Street, Bramley, Leeds LS13 2EP

Horsforth, The Green, Town Street, Leeds LS18 5JB

Kirkstall, 45 Kirkstall Lane, Kirkstall, Leeds LS5 3BE

Little London, Oatland Drive, Little London, Leeds LS7 1SH

Wortley, 36 Heights Drive, Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX

