

### Understanding domestic abuse

Domestic abuse can affect people of any age, gender, culture or religion. It can happen whether or not you live with the abuser. It is not always physical - it can also be emotional, psychological, coercive or controlling. It often escalates over time.

If you feel at risk, or think someone you know may be experiencing abuse, we can offer advice, practical support, and help you access specialist support.

### What is domestic abuse?

Domestic abuse is defined as any incident of **controlling, coercive, threatening, violent or abusive behaviour**, between people aged 16 or over who are, or have been, intimate partners or family members, regardless of gender or sexuality.

It includes:

- Physical or sexual abuse.
- Threatening or violent behaviour.
- Emotional, psychological or verbal abuse.
- Coercive control.
- Economic or financial abuse.

### What is controlling behaviour?

Controlling behaviour is a pattern of threats, humiliation, or intimidation used to harm, punish or frighten you. It may include:

- Isolating you from friends and family.
- Depriving you of food, rest, or medical care.
- Monitoring your phone or online use.
- Making you feel worthless.
- Preventing you from seeking support.

### If you report abuse to us

We will:

- **Listen to you**, believe what you tell us, and respond safely, at a time that works for you.
- **Treat your concerns seriously and sensitively.**
- **Explain what we can do** and help you access support.
- **Work with specialist agencies** to help you stay safe.
- **Support you whether or not you want to involve the police.**

If there is a serious risk to you or someone else, we may need to share information – but we will tell you first, where possible.

### How we can help

- Keep in touch and record what you share with us.
- Help you find safe alternative housing, including temporary or permanent transfers.
- Support you to remain in your home, with added security measures.
- Refer you to specialist agencies.
- Help you apply for benefits and understand your housing options.
- Make sure you know how you can come back to us for help, at any time.

We take a **zero-tolerance approach** to domestic abuse. With your consent and safety in mind, we will act to hold perpetrators accountable where appropriate.

### Support and services.

#### In an emergency

Call **999**. If you cannot speak listen to the instructions and press **55** when prompted to be connected to the police.

#### Our team

Talk to our Housing and Support team - we can support you directly and refer you to trusted specialist services.

## National helplines and support:

- **The National Domestic Abuse Helpline** (Refuge): **0808 2000 247**, 24 hours a day.
- **Women's Aid**: (Live chat and Survivors' Handbook).
- **SafeLives**: a UK-wide charity dedicated to ending domestic abuse, for everyone and for good.
- **Mankind** specialises in supporting men: **01823 334244**
- **Men's advice Line**: **0808 8010327**
- **Galop** (LGBT + support): **0800 999 5428** or email [help@galop.org.uk](mailto:help@galop.org.uk).
- **Victim Support**: **0808 1689111** **My Support Space**

## The Bright Sky app

Free, secure mobile app with advice, journal features and tools that don't save content to your phone. Available via Google Play or the App Store.

## Respect phoneline (for perpetrators seeking help):

### Respect phone line

0808 8024040

Webchat and email available

## Ask for ANI

If you are in danger, you can ask for help by saying ANI (Action Needed Immediately) in participating pharmacies or Jobcentres. You'll be taken to a private space and supported to contact the police or support services.

Find your nearest ANI provider using the postcode checker at [enough.campaign.gov.uk](https://enough.campaign.gov.uk)

## Safe Spaces

Confidential rooms available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and others. A place to call for help or gather your thoughts.

Find your **nearest Safe Space**.

## Clare's Law (Right to Ask)

You can ask the police to check whether a current or former partner has a history of violence or abuse. You can also request this on behalf of someone else. This is your legal right under the **Domestic Violence Disclosure Scheme**.

## People, Places, Partnerships in practice

Supporting residents experiencing domestic abuse is part of our commitment to providing safe, secure homes.

For **people**, it means listening without judgement and offering practical, respectful support.

In the **places** we manage, it means ensuring your home can be a safe space – and taking action when it isn't.

Through **partnerships** with local and national agencies, we help you access the support, protection and housing options you need.

You are not alone – we are here to support you, and to work with others to help you stay safe and take control of your next steps, in your own time.