

Your guide

to dealing with domestic violence

This leaflet tells you about the protection and support that is available if you are a victim of domestic violence.

Am I a victim of domestic violence?

You are a victim of domestic violence if you are an adult who has been subject to an incident of threatening behaviour, violence or abuse (psychological, physical, financial or emotional) by another adult who is, or has been, an intimate partner or family member.

How do I report domestic violence?

You can report incidents of domestic violence by:

Phone: 0800 015 6536 (Weekdays 8am to 8pm and Saturdays 9am to 1pm)

Letter: PO Box 194, Sidcup DA15 0AJ,

Email: L&Qdirect@lqgroup.org.uk

In person: At your local L&Q office

If you need to report an incident of domestic violence outside of normal office hours you can contact our Violence & Hate Crime Reporting Service on 0800 056 3451.

You should also report incidents of domestic violence to the Police and make a note of the crime reference number. In an emergency you should dial 999.

What can I expect from L&Q?

It is L&Q's policy to support victims of domestic violence and help resolve issues affecting their housing situation. This means:

- Treating all complaints of domestic violence seriously
- Taking a victim centred approach to reports of domestic violence
- Giving priority to the safety of victims and their children
- Ensuring confidentiality at all times
- Taking legal action against known perpetrators, where appropriate

I don't feel safe at home?

If you feel threatened and don't feel safe at home we will give you extra advice and support. This may involve giving you advice on issues of personal safety or making improvements to the security of your home.

Can I move away?

If you are in serious danger and you want to move away from your home, we can help you apply for temporary accommodation with the Local Authority or a women's refuge. Once you have found your safe place to stay we can advise you on your housing options in the longer term.

How else can I protect myself?

There are a range of powers that can protect you from domestic violence. These include:

- A non molestation order, which prevents a person from carrying out violent, pestering, harassing or threatening behaviour towards another person
- An occupation order, which prevents a person from entering another person's home
- A restraining order, which forbids a person from certain actions

To find out more about these powers you should seek legal advice or contact one of the agencies listed at the end of this leaflet.

What about protection for my children?

Victims of domestic violence often worry that if they tell someone else about what happened their children will be taken away from them. Social services will not take your children away solely for this reason, so it is important to seek help to ensure they are not put at any further risk.

Where else can I get help and support?

National Domestic Violence Helpline - 0808 2000 247

Provide a freephone 24 hour national domestic violence helpline, run in partnership between Women's aid www.womensaid.org.uk and Refuge www.refuge.org.uk

Victim Support Line - 0845 30 30 900

Provide support to victims of all crime. 9am – 9pm Monday to Friday, 9am to 7pm Saturday and Sunday, 9am to 5pm on Bank Holidays www.victimsupport.org.uk

Southall Black Sisters - 020 8571 9595

Provide information, advice, advocacy, practical help, counselling and support to Asian, African and Caribbean women and children experiencing domestic and sexual violence. 9am – 5pm Monday to Friday www.southallblacksisters.org.uk

Newham Asian Women's Project - 020 8472 0528

Provide advice and support for Asian women and children experiencing domestic violence www.nawp.org

Male Advice & Enquiry Line - 0845 064 6800

Provide confidential advice and support for men in abusive relationships.

Broken Rainbow - 08452 60 44 60

Provide support for Lesbian, Gay, Bisexual and Transgender people experiencing domestic violence Mondays to Fridays 9am – 1pm and 2pm – 5pm www.broken-rainbow.org.uk

Contact us

L&Q Direct
PO Box 194
Sidcup
Kent
DA15 0AJ

Phone

0800 015 6536

E-mail

LQdirect@lqgroup.org.uk

L&Q is an exempt charity