

Housing@21

# Keeping You Safe



**Support against  
domestic abuse**



## **At Housing 21, we believe our residents should live free from fear of violence or abuse from anyone, including relatives, a partner or any other member of their household.**

If someone is experiencing domestic abuse, we will treat them in a sympathetic, supportive and non-judgemental way. From the point of disclosure, we will prioritise advice and assistance to support them in their decisions.

### **We want to help. So if you are experiencing domestic abuse or are concerned about someone else, you can:**

- Talk to your manager
- Talk to a Care Worker, domestic employee or anyone else from Housing 21
- Get advice from the domestic abuse page of our website at [www.housing21.org.uk/resident-information/domestic-abuse/](http://www.housing21.org.uk/resident-information/domestic-abuse/)
- Contact a Domestic Abuse Champion; we have a list of contacts available via our website or you can just ask an employee to access these details for you

### **In cases of immediate danger always dial 999**

#### **If you can't speak:**

- Leave the line active and listen to any questions
- Cough or tap your phone
- If prompted and on a mobile, press 55 when prompted (not straight after dialling 999). Police cannot track your location but will recognise the call

**We know it's not always easy to leave an abusive relationship and understand that you might not want to leave your home. We will support you however you want to be supported and if you decide to, we can help with re-locations.**

Anyone who confides in colleagues about abuse will be supported in a non-judgemental way. We take the stance of 'Nothing About Me, Without Me' which promises open discussions before any advice or action is taking; nothing will happen without your knowledge.

### **We will:**

- Believe you
- Act on any concerns, suspicions or doubts
- Try to ensure your immediate safety
- Remain calm and listen carefully
- Take the matter seriously
- Explain the process for reporting
- Seek consent to report and share information
- Arrange additional support
- Complete risk assessments

### **We won't:**

- Rush you
- Jump to conclusions
- Approach the abuser
- Be judgemental
- Contact you unless you ask us to do so



# Important contact details

There are many local and national specialist support agencies; you can speak to your manager for advice or visit the website at [www.housing21.org.uk/resident-information/domestic-abuse/](http://www.housing21.org.uk/resident-information/domestic-abuse/) for links to some national organisations, such as the ones below:

## National Centre for Domestic Violence

Call 0800 970 2070  
(24 Hours a day)

Text "NCDV" to 60777  
[www.ncdv.org.uk](http://www.ncdv.org.uk)

## Women's Aid

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

## Respect – Men's Advice Line

Call 0808 801 0327

(Tuesday, Thursday and Friday, 9am to 5pm; Mondays and Wednesdays, 9am to 8pm)

[www.respect.uk.net](http://www.respect.uk.net)  
[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

## National Domestic Abuse Helpline

Call 0808 2000 247  
(24 hours a day)

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

## Deafhope from Signhealth

Text 07970 350 366

[www.signhealth.org.uk/our-projects/deafhope-projects/](http://www.signhealth.org.uk/our-projects/deafhope-projects/)

## Galop LGBT+ Anti-Violence Charity

Call 0800 999 5428

(Monday, Tuesday and Friday, 10am to 5pm; Wednesdays and Thursdays, 10am to 8pm)

[www.galop.org.uk/domesticabuse](http://www.galop.org.uk/domesticabuse)

## Rape Crisis

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