

Housing Services

Support for
people suffering
domestic violence

We can help you

If you are experiencing domestic violence, the most important thing you can do is tell someone. Domestic violence is a crime. It takes many forms and may be actual, or threatened. It can include misuse of physical, emotional, sexual or financial control over another who is or has been in a relationship. This includes family members.

It is important that you tell someone if you are experiencing domestic violence. If you let Family Mosaic know, we can offer you support and practical advice. We may also be able to take action against the person perpetrating the violence or abuse. Remember, domestic violence is not your fault.

Where there is an immediate risk or threat to health or safety, always call 999

This leaflet gives you practical details of the type of support that you can expect from us. It includes points of contact, telephone numbers and addresses for use if you feel you are experiencing domestic violence.

We are here to help.

Customer care line

 0845 600 4436

www.familymosaic.co.uk

What is domestic violence?

Domestic violence can take place inside or outside of the home and can take many forms. Domestic violence:

- includes any behaviour that is meant to hurt or frighten you ranging from physical violence to cruel words and threats that are meant to scare you
- is rarely a one-off event and tends to increase in frequency and severity over time
- is usually perpetrated by men against women, but can also be by women against men
- can occur in lesbian and gay relationships
- abuse may be from any family member, lodger or ex-partner.

Abuse can take many forms and includes:

- hitting or threatening
- humiliating or forcing sex
- threatening your children
- destroying your possessions
- controlling your finances
- emotional abuse
- isolating you from friends and family.

You do not have to tolerate this kind of behaviour. There are laws to protect you and any children living with you. Family Mosaic, the police, social services and medical services can also help to keep you safe.

The first steps

The first thing to do if you are experiencing violence or abuse is to make sure that 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 find you by tracing your call. The police have a duty to protect you and any children and make sure you are safe. Police officers will come to help and if necessary arrest the violent person. They may go with you to a safe place if you need to leave the home or advise you about emergency accommodation. If you need help from the police at some point after you were abused, call your local police station (their number is in the phone book) and ask to speak to the community safety officer who will advise you what to do.

Is it my fault?

However you think the problem started, you still have a right not to experience violence or abuse. Domestic violence is wrong, whatever the circumstances. It is not easy to accept that a loved one can behave so aggressively. Because you can't explain your partner's behaviour, you may assume that you are to blame. You are not.

What can Family Mosaic do?

Family Mosaic takes reports of domestic violence very seriously. We recognise the many forms abuse may take and realise that each case is individual in its circumstances.

Contact your local office and report the incident. We will visit you or arrange a meeting to record the details, discuss the support you need and see if action can be taken against the person responsible. Family Mosaic will not take action without your consent (unless the abuse involves children) and will treat all information regarding your case as strictly confidential.

Where the person perpetrating the violence is a joint tenant, Family Mosaic may take action to remove them from the home.

In cases where you are the sole tenant, Family Mosaic will give you advice on where to get help e.g. Womens' Aid, Refuge, or explain what your legal rights are, including exclusion orders and injunctions against the perpetrator. If you request it, we can also make a referral to the Homeless Persons Unit to arrange alternative accommodation.

In some cases, if you decide to stay in your home, we may be able to arrange for you to have extra security installed. If you decide to leave your home, we may be able to arrange a priority transfer to alternative accommodation.

We can also help you contact other agencies that can provide help and support. Anything you discuss with us will be treated in the strictest confidence.

Do you know someone who is experiencing domestic violence?

If you know of someone who is experiencing domestic violence, there are a range of organisations that can help. Any information you give about someone experiencing or perpetrating domestic violence will be treated in the strictest confidence.

listen. We understand. We deliver.

Useful contact details

There are a range of agencies and support services. Some of them are listed below. We can provide you with other contacts.

Women's Aid

National 24 hour Domestic Violence helpline: 0808 2000 247,
www.refuge.org.uk; www.womensaid.org.uk

Victim Support

0845 30 30 900, www.victimsupport.org.uk

Shelterline

0808 800 4444, www.shelter.org.uk

www.familymosaic.co.uk

- Report a repair on line
- Pay your rent on line

We offer a wide range of information and advice including:

- Anti Social behaviour
- Noise nuisance
- Ending your tenancy
- Making a complaint
- Mediation
- Racial harassment
- Guide to choice based lettings
- Witness charter
- Resident involvement

Talking your language

Arabic

بنا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بالحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مترجماً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Farsi

لگرمائیل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خواننده هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfabeya koran, li ser CDyê, li ser kasetê an jî bi zimanê we bi xwe hebin; jî kerema xwe digel jimara jêr va têkîlî û munasebetê bi me ra daynin.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার বিচেষ্টা ভাষাতে গেল, সিডি, অডিও টেপ-এ সেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numaralarından bize ulaşınız.

Chinese

本文档提供关于公共场所方面的信息。如果您需要将这些信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજાય તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about your Domestic Violence. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

Family Mosaic

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Printed on FC paper
from mixed sources
including recycled.

Version 2
First published: Sept 2007
Last revised: Dec 2008

www.familymosaic.co.uk