



Tackling Domestic Violence



HackneyHomes

In partnership with **Hackney Council**




Introduction

Domestic violence is one of the worst forms of abuse. Most people who suffer domestic violence are women and perpetrators (the person carrying out the violence) may be husbands, partners, same sex partners, lodgers, carers, ex-husbands/partners or other family members. However, victims are not always women; many men also suffer violence from their partners or other people.

Where children live or have lived with a parent who is experiencing domestic violence, the effect can be traumatic for children. The abuse towards the victim can extend to the children themselves and can have damaging emotional and psychological effects.

Forms of domestic violence may include:

- Physical assault - hitting, punching, kicking, slapping
 - Threats of violence
 - Sexual violence, abuse or rape
 - Bullying
 - Violence or threats to children
 - Humiliation and/or constant ridicule, undermining or criticism
 - Deprivation of money or food
 - Confinement in the home
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- Prevention of working
- Control over when you are able to go out, how long you can be out and who you are able to meet

This leaflet explains how you can get help and support if you are experiencing domestic violence.

We hope you find this leaflet informative and useful.

We are committed to improving our response to tackling domestic violence, by providing support, advice and assistance.

Our commitment

Hackney Homes will take all reasonable steps possible to promote and defend the rights of women, men and children to live free from violence, intimidation and abuse.

We will work with other agencies, and in partnership with the police and specialist refuge groups, to make sure that a range of services and support are available to people suffering from domestic violence.




Our service standards

We will...

- arrange emergency accommodation for a tenant or leaseholder who is a victim of domestic violence or hate crime, and is assessed as being in immediate danger, if this will reduce the risk
- respond to serious incidents of Anti-Social Behaviour, Hate Crime, Nuisance and Domestic Violence by offering an interview or personal visit within 24 hours
- ensure that an interview will take place within 5 working days of receiving the initial complaint, and an action plan will be agreed
- ensure that all complainants will be contacted to review cases at an agreed frequency (at least monthly)
- ensure that all complainants, witnesses and perpetrators will be informed in writing, within 5 days of a case being closed, giving the reasons for doing so

What Can You Do?

If you are suffering domestic violence there are many people you can go to for help or advice. You can contact a housing officer at your neighbourhood office (see Useful Contacts section).



If you do not wish to talk to a housing officer you can speak to someone from the Domestic Violence and Hate Crime Team. Call Freephone 0800 056 0905

Planning to leave your home

There may be a time when you have to leave your home in a hurry to get away from a particular assault either on a temporary basis or to leave permanently. If you think you might need to do this you can plan by doing the following:

1. Keep an extra set of keys for the house or car, money and a set of clothes for you and your children packed ready in a bag.
2. Keep a note of emergency telephone numbers (see back page) and numbers for close family or friends with you at all times.
3. Think of a safe place to use a phone.
4. Keep aside some money for transport.
5. Consider talking to your children about your plans if you think they can cope with this.



Useful Contacts

- Hackney Domestic Violence and Hate Crime Team
0800 056 0905
Monday – Friday 9.30am - 5pm
dvrhadvice@hackney.gov.uk
The Hackney Sanctuary Support Officer - 020 8356 5740
- National Domestic Violence Helpline
0808 2000 247 Available 24 hours
- Hackney Police Community Safety Unit - 020 7275 3087

In an emergency telephone 999

- Broken Rainbow Forum. The pan-London Lesbian, Gay, Bisexual and Transgender Domestic Violence Forum - 07812 644 914
 - NIA Project (Formerly known as Hackney Women's Aid)
Advice line: 020 7683 1210
Emergency Line: 08457 023 468
 - Shelterline
Emergency Housing support service (open 24 hours) 0808 800 4444
 - Hackney & City Victim Support
020 8533 5332
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- **Childline**
24 hour help for children and young people - 0800 111 111

Your local neighbourhood housing offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA
Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ
Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill,
London, N16 5LG
Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building,
Stoke Newington Church Street,
London, N16 OJR
Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Cropley Street, Bletchley Court,
London, N1 7PT
Tel: 020 8356 6705



Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South Estate TMO

13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London
N16 OQA
Tel: 020 8211 8363

Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London
N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information
through our website at

www.hackneyhomes.org.uk





This leaflet is about Domestic Violence and how we can help you. Why not get a friend to translate it for you? If you would like this leaflet in your own language please TICK the box and CLEARLY fill out the form below and send it to the Freepost address.

এই প্রচারপত্রটি গৃহ নিরাপত্তা এবং কিভাবে আমরা সাহায্য করতে পারি সে সম্পর্কে। এটিকে আপনার জন্য অনুবাদ করে দিতে কোন একজন বন্ধুকে বলছেন না? যদি আপনি আপনার নিজের ভাষায় এই প্রচারপত্রের কপি চান তাহলে অনুগ্রহ করে এই বাজে টিক দিন , স্পষ্ট করে নিজের ফর্মটি পূরণ করুন এবং এটি ফ্রীপোস্ট (ডাক টিকেট লাগবে না) ঠিকানায় পাঠিয়ে দিন। (Bengali)

本傳單內容涉及家庭暴力(Domestic Violence) 和我們能提供的幫助。不妨讓朋友幫您翻譯一下。如果您需要本宣傳單的母語版本，請在方框 內打勾，並清楚填寫下面表格，然後寄至免郵費地址。(Cantonese)

Ce dépliant traite de la violence familiale et de la manière dont nous pouvons vous aider. Pourquoi quelqu'un ne le traduirait-il pas pour vous? Si vous désirez obtenir ce dépliant dans votre langue, veuillez COCHER la case et remplir le formulaire ci-dessous LISIBLEMENT et le renvoyer dans l'enveloppe affranchie. (French)

આ જોખાનિયું ઘરેલુ [Domestic Violence] અને અમે તમને કેવી રીતે મદદ કરી શકીએ તે અંગે છે. તમારા કોઈ મિત્રને તેની અનુવાદ કરવા માટે પૂછી તે જાઓ? જો તમારે આ માહિતીપરિચ્છની અંત્ર બહલ તમારી ભાષામાં ખેતી કીય તો આ ખાલામાં ટિક્કવું ચિટ્ક કરો અને નીચે આપેલ ફોર્મ સ્પષ્ટ રીતે ભરી અને ફ્રીપોસ્ટનાં સરનામે મોકલો. (Gujarati)

ਇਹ ਲੀਫਲੈਟ ਘਰੇਲੂ ਹਿੰਸਾ [Domestic Violence] ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਿਵੇਂ ਕਰ ਸਕਦੇ ਹਾਂ, ਬਾਰੇ ਹੈ। ਤੁਸੀਂ ਆਪਣੇ ਦੋਸਤ/ਸਹੇਲੀ ਤੋਂ ਇਸ ਨੂੰ ਆਪਣੇ ਲਈ ਅਨੁਵਾਦ ਕਿਉਂ ਨਹੀਂ ਕਰਾਉਂਦੇ? ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਦੀ ਆਪਣੀ ਖੁਦ ਦੀ ਭਾਸ਼ਾ ਵਿਚ ਲੋੜ ਹੈ, ਤਾਂ ਬਾਕਸ 'ਤੇ ਸਹੀ 'ਚ' ਨਿਸ਼ਾਨ ਲਾਓ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤਾ ਫਿਰਮਾ ਫ਼ਾਰਮ ਸਾਫ਼ ਸਾਫ਼ ਭਰੋ ਇਸ ਨੂੰ ਫ੍ਰੀਪੋਸਟ ਪਤੇ 'ਤੇ ਭੇਜੋ। (Punjabi)

Warqaddan waxay ku saabsan tahay Rabshadaha gudaha (Domestic Violence) iyo sidaan kuu caawin karno. Maad weydiiisatid saaxiib inuu kuu tarjamo? Haddaad ku jeclaan lahayd warqadaan luqaddaada fadlan CALAAMADI santuuqa una buuxi si WAADIXA foomka hoose una soo dir cinwaanka Boostada Lacag-a'aanta. (Somali)

Mijara vē belavokē: Tundkarīya Nav Malē ū ku em çawa dikanin alkariya we bikin. Çima hevavlekî nabinin ku wê ji bo we wergerîne? Heke hun vē belavokê bi zimane xwe dixwazin, ji kerema xwe vē qutikê İŞARET BIKIN, forma jêrîn BI ZELALÎ tije bikin ū wê jî navîpana Posta Bêpere re bipînin. (Kurdish)

Bu broşür ev içi şiddet konusunda olup bu konuda size nasıl yardımcı olabileceğimizi anlatmaktadır. Neden bir arkadaşınızdan onu sizin için tercüme etmesini istemiyorsunuz? Bu broşürü kendi dilinizde istiyorsanız, lütfen kutuyu İŞARETLEYİP, aşağıdaki formu ANLAŞILIR ŞEKİLDE doldurun ve Ücretsiz Posta adresine gönderiniz. (Turkish)

El presente folleto habla sobre la violencia doméstica y cómo le podemos ayudar. ¿Porqué no buscar a alguien para que se lo traduzca? Si desea obtener este folleto en su propio idioma, marque la casilla , rellene con LETRA CLARA el siguiente formulario y envíelo a nuestra dirección (franqueo pagado). (Spanish)

به اشتیاب خانگی تشدد [Domestic Violence] کے بارے میں، ضرور یہ کہ ہم کیسے آپ کی مدد کر سکتے ہیں۔ اپنے کسی دوست سے اس کا ترجمہ کیوں نہیں کرا لیتے؟ اگر آپ کو یہ اشتیاب خود اپنی زبان میں چاہئے تو براہ کرم اس خانے میں نشان لگائیں اور نیچے صاف صاف فارم پھریں اور اسے مفت ڈاک بٹے پر بھیجیں۔ (Urdu)

Tờ rơi này nói về Bạo lực Gia đình (Domestic Violence) và cách chúng tôi có thể giúp bạn. Tại sao không nhờ một người bạn dịch ra cho mình? Nếu bạn muốn tờ rơi này bằng thứ tiếng của mình, hãy ĐÁNH DẤU vào hộp này và điền RÕ RÀNG vào mẫu dưới đây và gửi lại cho địa chỉ Miễn phí sau. (Vietnamese)

Return to: Domestic Violence Leaflet, Freepost NAT21828 , 136-142 Lower Clapton Road, London E5 0QD LBH

Name:	
Address:	
Tel:	E-mail: