

Southside – specialist domestic violence advisors (B&NES): 01225 331243.

Useful websites

Women's Aid – www.womensaid.org.uk
0808 2000 247

Refuge – www.refuge.org.uk
0808 2000 247

Victim support – www.victimsupport.org.uk
0845 3030 900

ChildLine – information for children witnessing domestic abuse –
www.childline.org.uk
0800 1111

Men's advice line – advice and support for men in abusive relationships –
www.mensadvice.org.uk
0808 801 0327

Bath and North East Somerset Council advice on domestic violence and local services – www.bathnes.gov.uk/BathNES/communityandliving/crimeprevention/domesticviolenceabuse/default.htm

South Gloucestershire Council advice on domestic abuse and local services –
www.southglos.gov.uk (and search for domestic violence)

Wiltshire Council advice on domestic abuse and local services –
www.wiltshire.gov.uk/communityandliving/communitysafety/saferwiltshiredomesticabuse

If English is not your first language and you need a translation, we can get one for you.

Arabic
إذا كانت لغتك الأصلية ليست الإنجليزية وكنت بحاجة إلى ترجمة فإنه بإمكاننا أن نوفرها لك.

Bengali
ইংরেজী যদি আপনার মাতৃভাষা না হয় এবং আপনার একটি অনুবাদের প্রয়োজন হয় তবে আমরা আপনার জন্য তা সরবরাহ করতে পারবো।

Chinese
如果你主要说用的语言不是英语而需要翻译服务，我们能够给你安排。

Hindi
यदि अंग्रेज़ी आपकी प्रथम भाषा नहीं है और आपको अनुवाद चाहिये, तो हम आपके लिए ला सकते हैं।

Italian
Se l'inglese non è la vostra lingua e avete bisogno di una traduzione, possiamo procurarvene una.

Polish
Osobom nie znającym języka angielskiego możemy zapewnić tłumaczenie.

Somali
Haddii aanu af Ingiriisigu ahayn luqad-daada kowaad oo aad u baahan-tahay turjumid, anaga ayaa mid kuu heli karayna.

Spanish
Si el Ingles no es tu lengua materna y necesitas una traducccion, nosotros te lo podemos traducir.

Thai
หากภาษาอังกฤษไม่ใช่ภาษาแรกที่ท่านพูดและท่านต้องการให้แปล เป็นภาษาอื่น เราสามารถจัดบริการให้ท่านได้

Urdu
اگر انگریزی آپ کی زبان نہیں ہے اور آپ کو ترجمہ کار ہے تو ہم آپ کے لیے اس کا بندوبست کریں گے۔

Please ask us if you would like this leaflet in large print, audio or Braille.

Somer Community Housing Trust, The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP.

Phone: 01225 366000
Fax: 01225 366100
Website: www.somer.org.uk



Dealing with domestic abuse



This leaflet gives advice if anyone living in your home is abusive towards you, and what we will do to support you.

Dealing with domestic abuse

Domestic abuse is any incident of threatening behaviour, violence or abuse (including sexual, emotional, financial or psychological) between people who are or have been partners or family members. It can affect everyone: married and unmarried people, people who live together or in different homes, young and old, straight and gay, women and men. It can also affect different generations of people, for example grown-up children abusing their parents.

You do not have to be physically assaulted to be suffering domestic abuse.

It can happen occasionally or regularly. It is rarely a one-off, and a pattern tends to build up over a period of time.

It is never the fault of the person being abused. It is unacceptable, whatever the circumstances, and we will work hard to help you.

You can tell us about domestic abuse in confidence.

What will happen:

- We will put you at the centre of what we do. Our first concern is the safety of you and any children, and we will discuss ways of keeping you safe.
- We will aim to see you within 24 hours of you contacting us, at a location of your choice. You can see a person of the same sex if you wish. If you need it, we can arrange for an interpreter.

- What you tell us will remain confidential, unless you give us permission to talk to anyone else. There may be times when we have to talk to other people, such as if we need to protect a child or vulnerable person from harm, or to prevent a crime taking place. We will tell you about this.
- We work closely with other agencies to keep you safe and support you. If you agree to it, we will contact them for you. We will keep you informed about this and they may contact you themselves.
- We can provide extra security to your home if you need it.

We will agree a plan with you about how we will help you.

This could be:

- Supporting you to stay in your home safely.
- Advice if you want to leave and need emergency housing.
- Help and support with moving house.
- Advice about your tenancy rights.
- Finding you specialist support.
- Advice about your rent, bills and benefits if this is a problem for you.
- Looking at legal interventions, such as injunctions and occupation and non-molestation orders, to protect you.

We won't:

- Ask you to prove you are suffering domestic abuse.
- Make you do anything that you don't want to.

If you need to leave in an emergency:

- Dial 999.
- Move to a safe place, avoid the kitchen if you can, and try and get near a door.

Think ahead

Try and keep the following items in a safe place where you can easily get to them:

- Mobile phone with important phone numbers saved.
- Spare keys for the house and car.
- Some money.
- A change of clothes.
- Important documents, such as passport and driving licence, your bank cards, benefit letters etc.
- Essential medicines.
- A favourite children's toy.

- Leave when it is safe.
- If you forget anything, arrange a police escort back so you can get things safely.
- Have a plan in your mind about where you will go and how you will get there.

Further support and advice

Useful contact numbers

National Domestic Violence 24-hour freephone helpline: 0808 2000 247.

Respect – a phoneline for perpetrators of domestic violence and abuse: 0845 122 8609.