

Domestic Violence and Abuse



Information
Advice
Support



**Our city**
making a difference



www.bristol.gov.uk

This leaflet gives information on what domestic violence and abuse is, and what we can do to support people who are experiencing it.



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Introduction

Domestic violence and abuse may take many forms. The Bristol Domestic Abuse Forum gives the following definition of domestic abuse:

The misuse of physical, emotional, sexual or financial control by one person over another who is or has been in a relationship. This includes family members.

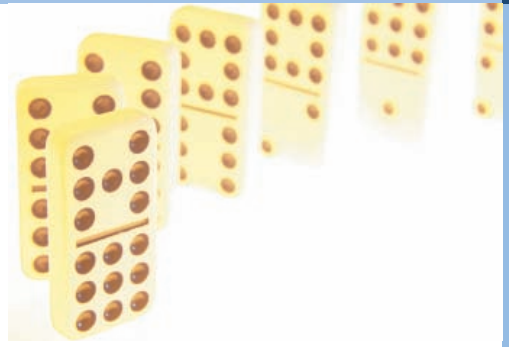
Domestic abuse covers a wide range of behaviours and may be actual or threatened.

Domestic abuse is usually perpetrated by men against women, but not exclusively.

Domestic abuse occurs in all groups and sections of society and may be experienced differently due to, and compounded by, race, sexuality, disability, age, religion, culture, class or mental health.

Violence can take place inside or outside of the home. It can occur in lesbian and gay relationships or be from a woman to a man. The abuse may also be from a brother, father, son, female family member, lodger or ex-partner. Bristol City Council's services are available to anyone experiencing domestic abuse.

If you are being abused, these are some of the things that someone close to you could be doing to you:



- Hitting
- Threatening
- Humiliating
- Forcing sex
- Threatening your children
- Abusing your children
- Destroying possessions
- Keeping you financially insecure
- Abusing you emotionally
- Accusing you of being unfaithful
- Ridiculing your beliefs
- Isolating you from friends and family
- Using contact with the children to abuse you or them
- Not meeting your physical needs (if you are disabled or incapacitated)

Any of the above could lead you to feel;

- frightened
- isolated
- insecure
- degraded
- unable to make even basic decisions
- trapped

Domestic abuse is rarely a one-off event and tends to increase in frequency and severity over time.

There is no need to continue to live in fear or feel that the abuse is your fault. The most important thing is to take the first step and recognise that you are experiencing domestic abuse and that you want to do something about it.

We recognise the many forms domestic abuse takes and realise that each case is individual in its circumstances.

The service provided by Bristol City Council, is sympathetic and completely confidential, ensuring that anyone suffering domestic violence gets advice and support to enable them to make informed decisions. These services are available to anyone experiencing domestic abuse.

A list of support agencies is included at the back of this booklet.

What we can do to help

If you report domestic violence in person or on the telephone, we will give immediate advice. Where you write to us, where appropriate, we will respond within three days. Where there is an immediate risk or threat to health or safety, always call 999.

We can offer;

- advice and help with security for council tenants
- housing and tenancy advice
- advice and help if you need to move home
- information on other agencies and help with making contact
- benefits and money advice
- support in taking legal action where appropriate.

If you are a tenant you can ask to be referred to the Tenants Support Service for extra support. Please ask for the Tenants Support fact sheet for further information on this service.

The services provided are confidential - except where a child is at risk.

You;

- do not have to show proof of violence or abuse
- can ask to be interviewed by someone of the same sex
- can ask for someone to translate for you
- will not have to give your name or address if you don't want to.

We;

- will not give any of your details out or contact any other agency without your consent (except where children are involved)
- will offer advice and support, but you must decide what is best for you.

In an emergency

If you need help from the police dial 999. Police officers will come to help and if necessary arrest the violent person.

Legal protection

You can use the civil law to get protection to allow you to live safely. You can do this regardless of any help you may have requested from the police.

If you are suffering domestic abuse or are threatened with violence you can apply for a court order called an injunction. You can take this action against someone who lives or lived with you, whether or not you are or have been married.

An injunction can place certain conditions on a persons actions or movements. For instance it can stop a person coming within a certain distance of your home, or can stop them telephoning you. A person can be sent to prison if they break the terms of an injunction. If you receive benefits or have a low income you may

be able to get Legal Aid to help pay for a solicitor's advice.

For more information on tackling domestic abuse and where you can obtain independent legal advice contact any Customer Service Point, the police, Citizens Advice Bureau or advice centres which are all listed at the back of this booklet.

Improving security and getting emergency repairs done (for council tenants only)

Any repairs required as a result of domestic violence or abuse, will be dealt with as a priority and you will not be charged for the work. To report a repair, contact the Customer Services Centre on 0117 922 2200 or visit any Customer Service Point.

Telephone 0117 922 2050 outside office hours.

We can arrange for additional security to your home, for example a change of locks or provision of window locks. However if you are a joint tenant, we can only change the door locks if you have obtained a court order preventing the other person from gaining access to the property. For legal advice please see the "legal advice/information" section at the end of this booklet.

Emergency re-housing

If you have been attacked, threatened or are in fear for your own or your children's safety and feel that you cannot stay at or return home, then you can take the following action:

During office hours – you can contact the Estate Management Service or visit

any Customer Service Point (Details are at the back of this leaflet).

We can arrange for emergency temporary accommodation. In the longer term you may be re-housed permanently if that is what you want. In both instances it is best to fill out a Housing Application Form at any Customer Service Point as soon as possible.

Outside office hours – Contact the police, telephone 0845 456 7000 and ask to be put through to your local Police Station. The police will contact Social Services who will arrange emergency accommodation.

In an emergency phone the police on 999.

Safe Houses

Some organisations provide safe houses as an alternative to bed and breakfast accommodation. These can be local but can also be provided away from where you live. Please see the contact list at the end of this booklet.

Housing Benefit

Normally you can only claim Housing Benefit for one address and that address must be your normal place of residence.

However, if you claim Housing Benefit and have to move out temporarily because of actual or threatened violence and nobody remains at your property who is liable to pay rent, Housing Benefit can be paid on your temporary accommodation as well as your normal home.

To enable your claim to be paid you must complete a Housing Benefit application form for the property you are living in and sign a statement to confirm that the fear of violence is causing you to stay away from your normal home.

If you need further advice please contact any Customer Service Point as soon as possible.

Useful organisations

Police Domestic Abuse Unit

0845 456 7000

In an emergency 999

Housing advice

The Hub – Advice for single people or couples without children in housing need.

0117 914 1188

CHAS (housing advice service)

0117 935 1260

Safe houses

Next Link (domestic abuse services)

Provide accommodation in Bristol and offer a resettlement and Crisis Service. Promotes supporting victims to stay put in the family home, rather than the abusers.

0117 925 0680

Email: enquiries

@nextlinkhousing.co.uk

www.nextlinkhousing.co.uk

The National Domestic Violence Helpline

Can provide accommodation in and out of Bristol

0808 2000 247

Gemini Project (North Somerset)

Safe houses for men and women including those with teenage children.

0870 0664 233

Survive (South Gloucestershire)

Run three safe houses with family accommodation

0117 9612 999

Email: info@survivedv.org.uk

North Somerset Against Domestic Abuse (NADA)

Provide hostel accommodation

01934 627 841

Children/the young

Bristol Children and Young People's Services

Duty desks 8.30am-5pm
(all areas out of hours)

01454 615165

North Children's Services
0117 903 8700

East/Central Children's
Services

0117 903 6500

South Children's Services
0117 353 2200

Off the Record

Offers counselling to
young people aged
between 11 and 25 and
also a drop in centre.

0808 808 9120

Website:

www.otrbristol.org.uk

NSPCC

Child Protection helpline

0800 800 5000

Website: www.nspcc.org.uk

Black and other Minority Ethnic Groups

Awaz Utaoh

Offers support, advice
and a translation service for
people from the South Asian
Community.

0117 935 4528

Bristol and Avon Chinese Womans Group

0117 935 1462

Website: www.bacwg.co.uk

Next link

Provide a service to women
and children from Black and
Minority Ethnic Groups

0117 925 0680

Older People

Action on Elder Abuse

0808 808 8141

Website:

www.elderabuse.org.uk

Disabled people

DIAL (disability information and advice line)

01934 419426

Website:

www.westondial.bravehost.com

Mental Health

Missing Link

Mental health and housing support for women

0117 9251811

Website:

www.missinglinkhousing.co.uk

Womankind

A service for women experiencing mental health problems and domestic violence. Aimed at people not planning to leave home who need someone to talk to, but can also help with access to refuges.

0845 458 2914

Website:

www.womankindbristol.org.uk

Mind (Bristol)

0808 808 0330

Men experiencing domestic abuse

Mankind

01823 334244

www.mankind.org.uk

General and emotional support

Samaritans National Helpline

08457 909090

www.samaritans.org.uk

Shelterline

0808 800 4444

Website:

www.england.shelter.org.uk

Novas (women only)

Hostel provision as well as advice.

0117 909 6310

Womens Aid

Helpline: 0808 2000 247

www.womensaid.org.uk

Next Link

0117 925 0680

Avon Sexual Abuse Centre

0117 935 1707

Email:

avonsacentre@lycos.com

Bristol Victim Support

0117 944 9870

Email: adminavon@

victimsupport.org.uk

**Legal
advice/information****Citizens Advice Bureau
(Bristol)**

0844 4994718

Rights of Women

Legal advice line

0207 251 6577

Further information**The Tenants' Charter**

This booklet contains all the service standards for the housing services we provide to tenants.

All Bristol City Council housing booklets and fact sheets are available from any Customer Service Point or on the council's website at;

www.bristol.gov.uk/housing

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its customers. We welcome feedback from customers and therefore, if you would like to submit a complaint, comment or compliment about the services you have received, you can do so at any of any Customer Service Point. The Customer Service Point will be able to provide you with a leaflet giving more details about how to submit feedback. Further information can also be obtained from the Council's website (www.bristol.gov.uk)



How to Contact Us

If you need to contact the **Estate Management Service** details are set out below.

Estates North: 0117 922 2200

(includes Ashley, Avonmouth, Bishopston, Cabot, Clifton, Clifton East, Cotham, Easton, Eastville, Frome Vale, Henleaze, Hillfields, Horfield, Kingsweston, Lawrence Hill, Lockleaze, Redland, St George East, St George West, Southmead, Stoke Bishop, Westbury-on-Trym)

Textphone: 0117 357 4444

Fax: 0117 903 8740

Post: Estates North, P O Box 595, Bristol BS99 2AW

E-Mail: estates.north@bristol.gov.uk

Internet: www.bristol.gov.uk/estates

Estates South: 0117 922 2200

(includes Bedminster, Bishopsworth, Brislington East, Brislington West, Filwood, Hartcliffe, Hengrove, Knowle, Southville, Stockwood, Whitchurch Park, Windmill Hill)

Textphone: 0117 357 4444

Fax: 0117 987 2026

Post: Estates South, P O Box 595, Bristol BS99 2AW

E-Mail: estates.south@bristol.gov.uk

Internet: www.bristol.gov.uk/estates

Customer Service Points

If you would like to see someone in person you can visit any Customer Service Point. Please note opening hours are Monday, Tuesday and Thursday from 8.30am to 5pm, Wednesday from 10.30am to 5pm and Friday from 8.30am to 4.30pm.

Bedminster

2-3 Waring House,
Redcliff Hill, Redcliffe,
Bristol BS1 6TB.

Fishponds

Robinson House, Hockeys
Lane, Fishponds,
Bristol BS16 3HL.

Hartcliffe

Symes House,
Peterson Square, Hartcliffe,
Bristol BS13 0BD.

Knowle

Salcombe House,
147 Salcombe Road,
Knowle,
Bristol BS4 1AB.

Lawrence Weston

Ridingleaze House,
Ridingleaze,
Lawrence Weston,
Bristol BS11 0QE.

Southmead

Southmead House,
Greystoke Avenue,
Southmead,
Bristol BS10 6BQ.

Central Bristol

Phoenix Court,
Bond Street South,
Bristol BS1 3PH.

The Hub

Tel: 0117 914 1188
Textphone:
0117 914 1191
Fax: 0117 9141189

The Hub is an advice service for people without dependent children. It aims to prevent homelessness by providing a multi agency housing advice service.

Out of hours emergencies

Tel: 0117 922 2050
Textphone: 0117 922 3892
Fax: 0117 922 2379

If you are unsure which team you need or you have a customers' services related enquiry you can email customer.servicepoints@bristol.gov.uk

TRANSLATIONS

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

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

KURDISH

Heke inglîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibînin.

KOSOVAN

Nëse anglishtja nuk është gjuha juaj amtare dhe kemi nevojë për një përkthim, ne mund t'ua sigurojmë atë.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਚੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪੂਰਬ ਝਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaas kuu samayn kara.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.

