

YOUR GUIDE TO

Domestic Abuse

Our Tenancy Services Team can offer confidential, compassionate advice and support if you're experiencing domestic abuse.

What is meant by domestic abuse?

Domestic abuse is when someone behaves in an abusive or violent way towards another person.

Domestic abuse can be physical, psychological, sexual, financial, emotional or a combination of these. It also includes coercive control, when someone makes you feel entirely dependent on them through humiliation or intimidation.

It is an issue that happens to people whatever their gender, sexuality, culture or religion. It can take place during relationships, after they have ended and between family members.

If you are experiencing domestic abuse, it is not your fault. The other person is responsible, and alcohol or drugs are not an excuse. No one deserves to be abused. Everyone has the right to live free from fear, intimidation and abuse, especially in their own home.

What can you expect from us?

If you approach us for support, we will:

- Treat you with compassion and discretion
- Respect your confidentiality and privacy
- Agree actions with you, and only do things with your clear consent

This could include:

- Advice and support
- Referrals to specialist agencies
- Discussing your housing options
- Providing extra security

In some cases, and with your consent, we can take enforcement action against the person responsible for the abuse. For example, applying for an injunction, or taking possession proceedings.

If you are at risk of immediate or significant harm, please contact the police. In an emergency, dial 999 or in a non-emergency contact Preston Police station by dialling 101.

Anything you share with us is confidential. Nothing is done without your consent and knowledge. However, there are occasions when we feel tenants or other members of their household are at risk of serious harm, and we have a duty to call the police.

Other local sources of help

Hope Prevails Preston

Helpline: 01772 201601

Email: enquiries@hopeprevails.org.uk

Website: www.hopeprevails.org.uk

Safenet Refuge Preston

Secure accommodation for women and children fleeing domestic abuse in Preston.

Helpline: 0300 3033 581

Email: contact@safenet.org.uk

Website: www.safenet.org.uk

Victim Support Lancashire

Support for victims of domestic abuse and sexual violence, whether you have been affected recently or in the past. All services are free and confidential.

Helpline: 0808 168 9111

Website: www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse/

National sources of help

Freephone 24-hour National Domestic Abuse Helpline

Helpline: 0808 2000 247

Website: www.nationaldahelpline.org.uk

Galop (for lesbian, gay, bisexual and transgender people)

Helpline: 0800 999 5428

Website: www.galop.org.uk

Men's Advice Line

Helpline: 0808 801 0327

Website: www.mensadviceline.org.uk

Rape Crisis (England and Wales)

Helpline: 0808 500 2222

Website: www.rapecrisis.org.uk

Respect phonline

Helpline: 0808 802 4040

Website: www.respectphonline.org.uk

Women's Aid

Live Chat: online 8am to 6pm Monday to Friday, 10am to 6pm on weekends.

Website: www.womensaid.org.uk

How to contact us

For more information about CGA's Domestic Abuse help service, please contact us using any of the following options:

- Email: tenancy.management@communitygateway.co.uk
- Phone: **0800 953 0213 (option 5)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**

Give Us Your Feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: complete the form at www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Phone: **0800 953 0213 (option 6, and ask for Service Improvement Team)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**



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