



Domestic violence

Support and guidance for customers



INVESTOR IN PEOPLE

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Our policy

whg believes that it is the fundamental right of all our tenants and members of their families to be free from domestic violence and accepts the individual's right to quiet enjoyment of their home without fear. whg's policy is to provide a supportive and positive approach to anyone who asks for help or advice about domestic violence.

What is domestic violence?

whg policy defines domestic violence as any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 or over, who are or have been intimate partners or family members, regardless of gender and sexuality. Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly or indirectly related, in-laws or step-family.

This list is not exhaustive but examples of what domestic violence can include are:

- physical assault
- sexual abuse and/or rape
- threats and intimidation
- emotional/psychological/economic abuse.

It may be accompanied by other kinds of intimidation such as degradation, mental and verbal abuse, humiliation, depravation, systematic criticism and belittling.

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If you are suffering from domestic violence, you can contact whg safe in the knowledge that you will be treated equally and with sensitivity regardless of your age, gender, ethnicity or sexual orientation.

Reporting domestic violence

If you are suffering from domestic violence – do not do it in silence.

You can report incidents to whg, the police and/or the support agencies listed in the back of this leaflet. You can report domestic violence to whg in the following ways:

- direct contact – office or home visit
- telephone call
- letter
- e-mail
- report from a third party – for example a solicitor, councillor or support agency.

whg will acknowledge receipt of all complaints of domestic violence within two working days.

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How can whg help our customers?

whg can sometimes take legal action against the perpetrator of domestic violence. We can also offer support services to a customer suffering domestic violence by:

- providing advice and directing them to other support agencies
- assisting with a housing request or helping with access to temporary accommodation
- helping whg tenants if they choose to stay in their own home by providing additional security.

The perpetrator

The perpetrator is the person who carried out the domestic violence. Although the priority for whg is the welfare of the customer suffering from domestic violence, we recognise in some cases they may want to remain in a relationship with the perpetrator. In these instances we will offer to work with other agencies to support this.

The purpose of offering support to the perpetrator is to assist them in trying to control and moderate their behaviour by directing them to support agencies.

We can also arrange counselling for the parties involved.

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Your questions

Will you tell anyone about the incidents I report?

whg will at all times respect your confidentiality and will not divulge your details to other agencies without your consent.

Will I get rehoused straight away?

whg will take all complaints of domestic violence seriously and will work with other agencies to try and resolve the issue.

If you request an urgent move, where appropriate whg will make every effort to rehouse you in the interim. To do this we will check the availability of suitable whg accommodation. Where there are no appropriate properties, we will work with other agencies to secure temporary accommodation.

Once temporary accommodation has been obtained, we will continue working with you to secure a permanent solution to your rehousing needs.

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If I choose to stay in my home, what will whg do to help protect me?

If the perpetrator is absent and you choose to stay in your home, there are a number of services that whg will offer you to help you remain in your home free from domestic violence.

These include:

- ongoing support
- financial advice to maintain your home
- additional security measures such as door chains and window locks
- a full lock change of the property
- provision of a mobile telephone with a direct line to the police
- assistance with an application for an Occupation Order under the Family Law Act 1996
- if you are a joint tenant, whg will assist you with an application to transfer the tenancy to your sole name under the Family Law Act 1996.

whg could also assist and support you in obtaining an injunction against the perpetrator which prevents them from living in the property and/or being in the vicinity of the property.

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Independent sources of help

Walsall Domestic Violence Forum

01922 406767

(Mon-Fri, 9am-5pm)

www.wdvh.co.uk

Stepping Stones

Confidential advice and support for people experiencing or recovering from domestic violence.

0800 389 5790

(24 hour free phone)

SAYA

Multilingual helpline for non-English speaking people in need of support in relation to domestic violence.

0800 389 6990

(24 hour free phone)

Safe

Support for men who want to stop abusing their partners.

0779 667 2053

(24 hour)

National Domestic Violence Helpline

0808 200 247

(24 hour free phone)

www.womensaid.org.uk

Mens Advice Line

0808 801 0327

(24 hour free phone)

www.mensadviceline.org.uk

In an emergency call 999

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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk

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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেইল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বনুন।

Punjabi

ਵਿਅਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اتشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabetisiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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