



DOMESTIC VIOLENCE

About...

Who are we?

fch help people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

We work hard with our partners to ensure that our tenants, their homes and their neighbourhoods are safe and secure, and to eradicate or deal with any forms of domestic violence.

This leaflet tells you about dealing with domestic violence.

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بہ ہر زمانگی تر بان ہر شیو لژیکی تر ، نکایہ بیو ہندییمان بیوہ بکہ

विसे सौ उर डारवा नां रूप सही विरथा वरवे माडे ठास संपरव वटे।

Haddii loo baahdo luqad kaleema qasab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأی لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے براۓ مہربانی ہم سے رابطہ کیجیے

Friendship Care & Housing

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dealing with domestic violence

About...

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What is domestic violence?

Domestic violence is defined as “any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”

How do we help people deal with domestic violence?

We know that domestic violence is a complex issue that often needs support and understanding from different agencies. We also recognise the challenges involved in addressing the particular circumstances surrounding domestic violence including housing, health, education and the right to live without fear.

We are committed to:

- ▲ offering effective assistance to those persons suffering from domestic violence;
- ▲ listening to and responding sensitively to requests for help from individuals experiencing domestic violence;
- ▲ ensuring confidentiality in our communications and record keeping;
- ▲ assuring those experiencing domestic violence that we take their situation seriously;
- ▲ respecting the wishes of individuals experiencing domestic violence;
- ▲ ensuring we develop and maintain links with specialist organisations;

What happens next?

Following an interview, further assistance will be offered in the most appropriate form, whether that is a follow up interview, or the exploration of other housing options. We will respect and respond to the level of intervention and support that you require, and will work to provide a successful resolution to the situation.

Proposed actions will be discussed with a senior manager to ensure that any decisions made are not unilateral.

We will regularly analyse our records to ensure our actions were reasonable, consistent and in line with our policy.

Satisfaction surveys will be undertaken with any victims of domestic violence at the resolution of a case in order to measure their opinion on how effectively their situation was dealt with. The outcomes of the surveys will then influence the development of future policies and procedures.

About... dealing with domestic violence

How can fch help?

We do not provide professional counselling or marriage guidance but we can direct you to the agencies that can offer more specialist help.

We can provide information and advice on the following:

- ▲ how to access any emergency and short term housing solutions that may be available e.g. refuge accommodation or provisions via the Local Authority;
- ▲ what your tenancy rights are, what legal solutions may be available and our policy on tenancy matters in cases of domestic violence, depending on how the tenancy is set up;
- ▲ if physical violence has taken place, we will suggest that you visit your doctor. Medical evidence will be helpful in the event of court action. You can also be transferred by the doctor for counselling, if appropriate;
- ▲ what our transfer policy can offer and other options such as HOMES;
- ▲ we will check to see if any additional security measures are required, and how we can help with this; and
- ▲ we will provide advice on the benefit implications of any household changes.

- ▲ advising those experiencing domestic violence where they can access professional help and advice;
- ▲ implementing current good practice in relation to domestic violence;
- ▲ ensuring that staff receive appropriate training and treat the individuals affected with sensitivity;
- ▲ assisting individuals to access specialist services where age, disability, cultural or racial issues may present particular difficulties; and
- ▲ raising awareness and creating an environment which encourages those experiencing domestic violence to approach us for help.

How do I report domestic violence?

We are committed to supporting victims and taking action to eliminate all forms of domestic violence.

You can speak to us face to face at our offices or during a visit to your home. You can talk to us on the telephone. You can write to us by sending us a letter, an e-mail or a message through our website. (Contact details are on the back of this leaflet.)

If you contact us, we will find somewhere private to talk where you will not be interrupted and the conversation will be confidential.

What happens when I report domestic violence?

We have trained staff available on request to speak to you. We will arrange for you to talk to someone of the same sex or from the same cultural background as yourself if you ask us.

We will listen to what you have to say and will not judge you. We will take your situation seriously.

We will discuss your situation with you and the options that are available to you. We will support any decisions that you make.

fch has a duty of care to inform the police and/or social services about any child protection issues.

What will we do?

Our priority is to ensure your immediate safety and that of any dependent children. We will help you to explore ways of maximising your safety, whether or not you are planning to leave the perpetrator at this stage.

We will provide you with comprehensive details of what fch can do as a landlord, depending on the nature of the tenancy that is held, and on what services other agencies and women's refuges can offer. We will also provide you with clear and accurate information, such as leaflets, telephone numbers and addresses.

The staff member who is assisting you will take personal responsibility for explaining what will happen next. They will also make clear arrangements for any further contact, and ensure your consent is obtained before approaching other agencies or agreeing any course of action.

We understand that confidentiality is crucial, including communication and record keeping, so we will always check whether it is safe to telephone you or send letters and will note this on any files and on our computer system.

We will arrange access to telephone and face to face interpreting for customers as required.