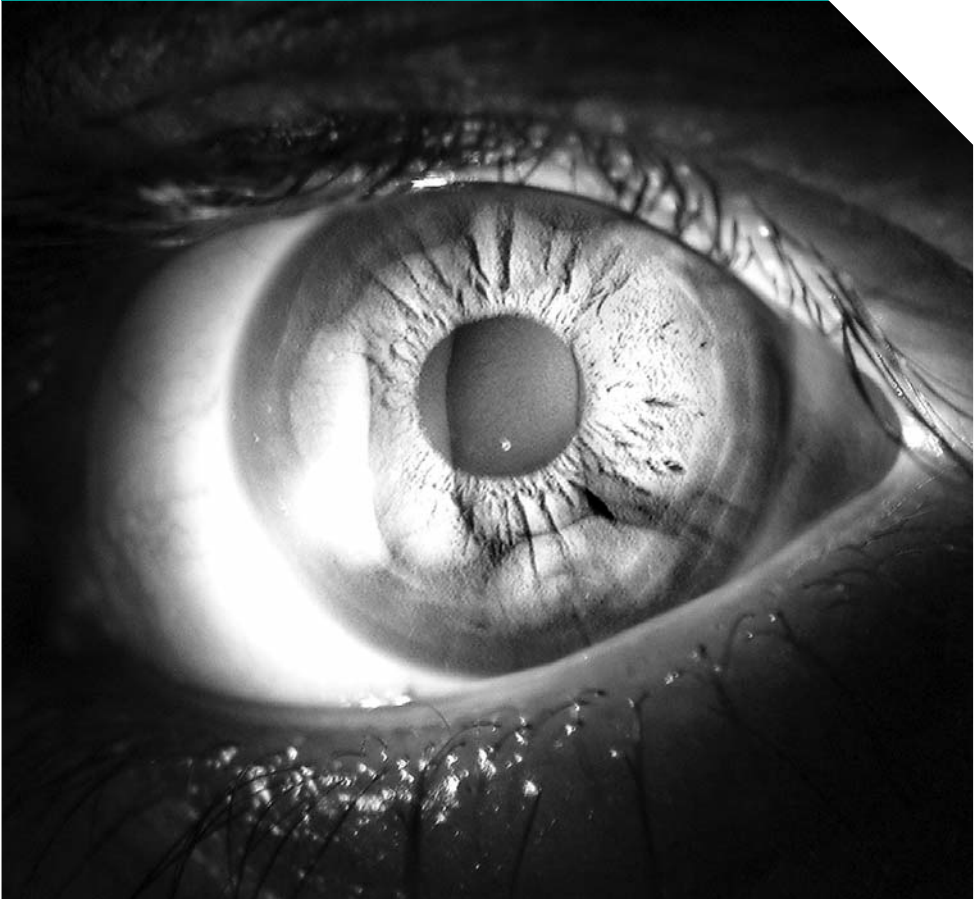


If you are not comfortable carrying this leaflet in public, you can turn it inside out and use the plain cover on the centre pages.



Suffering from Domestic Abuse?



Are you suffering Domestic Abuse?

Domestic abuse is an abuse of power, used by one person to control and dominate another with whom they have or have had an intimate or family type relationship.

Domestic abuse can affect all members of the community, irrespective of their age, gender, ethnicity or sexuality.



Domestic abuse can take the form of

Physical abuse: punching, slapping, pushing

Emotional abuse: verbally abused, blamed, isolated

Financial abuse: kept without money, no wages, have to account for all spending

Sexual violence: rape, indecent phone calls, pornographic acts

Threatening behaviour: stalking, threats

What can Whitefriars do?

Whitefriars takes all reports of domestic abuse very seriously. Every person has the right to live safe from fear and abuse within their own home.

All interviews will be confidential and dealt with sensitively. We will be lead by the victim on what action they want to take.

We will support the victim in their own home and can signpost to other agencies where appropriate. Whitefriars are a visual evidence for victims agency (vev) and have staff trained to take photographs of injuries when the victim does not want to report incidents to the police. (Leaflets are available in housing offices)

What can you do?

Remember that you are not to blame. There is no excuse for abuse. Talk to someone you can trust, don't suffer in silence. Come in and talk in confidence to a Whitefriars officer or contact an agency that specialises in domestic abuse. They can help you decide what to do next and support you to do it. Some local and national support agencies are listed in this leaflet.

In an emergency, always call 999.

How can you keep safe?

Only the perpetrator can stop their violence and abuse, but there are things you can do to minimise the risk of harm to you or your children. Making a safety plan can help protect yourself and your children by planning in advance for the possibility of future violence and abuse.

It is also best to plan ahead if you are thinking of leaving your partner.

Some things to consider are:

- A safe place to stay
- Money
- Documents e.g. passport, bank books, birth certificates etc.
- Useful contact numbers e.g. school, doctors etc.
- Keys and medicines
- Essential items for children
- Keep an 'emergency bag' at a separate place e.g. friends/family

All the local domestic abuse agencies offer help with safety planning.

Do you need somewhere safe to stay?

You and your children can stay in a refuge or supported accommodation if you don't feel safe at home or if you need to leave very quickly.

- You can stay for one night in a crisis situation
- You can stay a few nights if you need to get away and need space to think
- You can stay while you are taking legal proceedings
- You can stay until you are rehoused or find accommodation that is more appropriate.

A refuge is also known as a 'safe house' - the address is kept confidential and visitors are not allowed, this provides additional protection for you and your children.



You are not alone - Stories of Survival

Jane had been suffering physical abuse from her partner for 5 years, she had never told anyone for fear of the violence increasing if her partner found out. One day after a very bad attack, which Jane's children had witnessed, she got the courage to call a local support agency. An advocate was able to provide a "listening ear" and Jane began to drop in for regular "chats". In addition to listening to her when Jane was ready, her advocate helped her make a homeless application and apply for income support.

Jane was so fearful for her and her children's safety during this time her advocate helped her get a personal alarm, and drew up a safety plan. After Jane was re-housed the advocate continued to support her with help to complete forms, budget and enroll on a college course. Alongside the practical support, the advocate provided Jane with general emotional support and helped her to make decisions and take steps that led to a violence free life.

Yolande's husband abused her for 11 years. The violence began when she was pregnant with her first child. She was emotionally abused, badly beaten and felt suicidal. She felt she had no option but to stay in the relationship because of the stigma of being a single mother, which is considered incredibly shameful within the African culture. She was worried about going into a refuge, not so much for herself but for her children.

The refuge was predominantly white english speaking women and children and she didn't want her children to be picked on. There were comments made from other children at first, but the refuge staff dealt with the situation efficiently, they sat with everyone and discussed why the behaviour was not acceptable. They did not have any problems after this and were really happy. Yolande says " I believe that going into the refuge was the best decision that I have ever made. Although I was worried about the children, the services were fantastic. They organised trips to the park and the beach as well as dealing with everything from schools to contact issues. I cannot thank them enough for everything they did for us."

Local Support

The Police

Domestic Violence and Abuse is a crime. The Police are a Domestic Violence and Abuse 24 hour agency. They can support and help you in various ways.

- Protecting you and your children from further injury or harm.
- Arresting and removing the perpetrator
- Arranging first aid or medical help (such as an ambulance)
- Investigating what has happened and gathering evidence
- Giving you a chance to speak away from the abuser
- Helping you to access other support agencies, such as finding a safe place to stay.

A police officer will attend a reported incident of domestic violence.

You can report any incident of domestic violence and abuse to the Police.

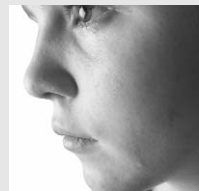
In Coventry there are specially trained police called Domestic Abuse Officers. They will:

- Respond sensitively
- Give you guidance
- Advise you during an investigation
- Advise you during prosecution processes
- Signpost you to specialist agencies

Police Domestic Abuse Officers:

Little Park Street ☎ 024 7653 9445
Chace Avenue ☎ 024 7653 9446
Stoney Stanton Road ☎ 024 7653 9447

(continued on following pages)



Local Support

Age Concern

Age Concern, Coventry's Advocacy service, has been in operation for 11 years. In that time, we have worked with over 2200 clients.



In addition to general advocacy, we can offer Appointeeship, a cash collection service, a financial advocate and a hospital advocate.

Recently we were successful in securing 3 year funding from Comic Relief for a specific elder abuse worker to work with older people who either have been abused or are at risk of being abused.

All of these services are free, confidential, and available to people aged 50+.

For more information, please contact:

- Sandra Williams ☎ 024 7663 4600 (general advocacy/appointeeship)
- Vicki French ☎ 0247643 3963 (elder abuse)
- Linda Godley ☎ 0247643 3968 (hospital advocacy)
- Pat Hunter ☎ 0247643 3974 (financial advocacy/cash collection)

Coventry Cyrenians

Advice service, support and accommodation for Women and children, fleeing domestic abuse.

Helpline ☎ 024 7622 8099 (Monday - Friday: 9am - 5pm)

Council of Disabled People

Information, advice and advocacy service for disabled people.

Tel, fax or text ☎ 024 7671 2984 (9am- 5pm)

Email justice@cpd.org.uk

Coventry Haven

Coventry Haven supports women and their children experiencing Domestic violence. All staff are female and can help women in making choices without fear of being judged and without pressure.



We can offer:

- Emergency response to women when they are in crisis or immediate danger.
- Advocacy, advice and support, to help women stay safe at any stage of their relationship - whether they decide to leave or seek to remain in their own home safely.
- Free counselling service,
- Access to Safe accommodation, in Coventry or anywhere across the country.
- Access to Free legal and benefits advice, including urgent access to solicitors for things such as emergency injunctions and child residency applications.
- Specialist Support for women going through the court system.
- VEV - we can take photographs of injuries for women who may not choose to involve the police, but would like evidence of incidents recording for possible future use.



Our services are free and confidential; we aim to offer understanding and reassurance to women.

Safe accommodation can be accessed 24 hours a day, 365 days a year.

Telephone 📞 024 7644 4077

Panaghar

Panaghar is a confidential women only organisation for Asian women and their children. Workers speak various Asian languages. Services include providing refuge, outreach into the community and a telephone helpline.



Information and access to all services can be obtained on:
Helpline ☎ 024 7622 8952.

Terrance Higgins Trust

HIV and sexual health charity with services for people infected or affected by HIV/STI's. Information, advice and support with specific services for gay communities, African communities and sex workers.
Helpline ☎ 024 7622 9292

Valley House

Valley House are able to offer support and accommodation to adults and children who have experienced and are suffering from the impact of domestic abuse. Our services include:

Supported Housing: a range of shared and single family accommodation with 13 units dedicated to families escaping domestic abuse.

Direct Access Emergency accommodation: For vulnerable women and children

Floating Support Service for African & African/Caribbean Women: Support for women suffering domestic abuse - offering 10 case capacity.

Staying Put: the DVA Sanctuary Scheme for Coventry offering 24 case capacity

Children's Outreach Worker: working specifically with the children of families who have experienced domestic abuse.

Counselling Service: access to our in-house counselling service

For information and access for all services call ☎ 024 7626 6280

National Support for Women

Refuge

The helpline is there 24 hours a day, seven days a week for women experiencing domestic violence. Refuge's fully trained female workers provide support and information. All calls are confidential. Website www.refuge.org.uk

Women's Aid

Women's Aid is the national domestic violence charity that helps over 320,000 women and children every year. The Helpline is run in partnership between **Women's Aid and Refuge** ☎ 0808 2000 247 (24hr) Website www.womensaid.org.uk

Rights of Women

Rights of Women is a women's voluntary organisation committed to informing, educating and empowering women concerning their legal rights.

Helpline ☎ 020 7251 6577 Website www.rightsofwomen.org.uk

Jewish Women's Aid

Jewish Women's Aid (JWA) is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.

Helpline ☎ 0800 59 12 03 (9.30am - 9.30pm - Mon to Thurs)
Website www.jwa.org.uk

National Support for Men

Men's Advice Line

The Men's Advice Line helpline provides a range of services aimed primarily at men experiencing domestic abuse from their partner.

Helpline ☎ 0808 801 032
Website www.mensadvice.org.uk



The Mankind Initiative

The ManKind Initiative is a charity providing help and information to male victims of domestic abuse or domestic violence.

Helpline ☎ **01823 334 244** Email admin@mankind.org.uk

Website www.mankind.org.uk

Mankind UK

Mankind UK is a support and resource service for men who have been sexually abused, sexually assaulted and/or raped.

Helpline ☎ **01273 510447**

Website www.mankinduk.co.uk



Survivors UK

For over twenty years, we have been providing information, support and counselling for men who have been raped or sexually abused. Thousands of men contact us each year.

Helpline ☎ **0845 122 1201** (7pm - 10pm Monday, Tuesday and Thursday)

Website www.survivorsuk.org

The Everyman Project

The Everyman Project aims to help men to change their violent or abusive behaviour with respect and dignity for every man woman and child. Helpline ☎ **0207 263 8884**

Website www.everymanproject.co.uk

National Support for Gay, Lesbian, Bisexual and Transgender

Broken Rainbow

Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence. Helpline ☎ **08452 60 44 60** Mondays to Fridays 9am to 1pm and 2pm to 5pm. (Staffed by LGBT people.) Website www.broken-rainbow.org.uk

Sola

A helpline to support women who have experienced domestic violence within a lesbian relationship Helpline ☎ **020 7328 7389**

National Support for Young People

Child Line

Set up by the NSPCC, Child Line is the free helpline for children and young people in the UK. Children and young people can call to talk about any problem - our counsellors are always here to help you sort it out.

National Helpline ☎ **0800 1111**

NSPCC Asian Child Protection Helpline

☎ **0800 096 7719** (11am to 7pm, Monday to Friday)

Website www.childline.org.uk



Get Connected UK

Offers confidential help and support for young people. It's free, they won't judge and they won't tell.

Helpline ☎ **0800 1111** Website www.getconnected.org

The National Youth Advocacy Service (NYAS)

UK charity providing children's rights and socio-legal services. We offer information, advice, advocacy and legal representation to children and young people up to the age of 25, through a network of advocates throughout England and Wales. NYAS is also a community Legal Service.

Helpline ☎ **0800 61 61 01** Website www.nyas.net

The Muslim Youth Helpline

The Muslim Youth Helpline (MYH) is a registered charity, which provides pioneering faith and culturally sensitive services to Muslim youth in the UK. Our core service is a free and confidential counselling service available nationally via the telephone, email, and internet.

Helpline ☎ **0808 808 2008** (Mon - Fri 6pm - 12am and Sat - Sun 12pm - 12am) Website www.myh.org.uk

Internet Counselling Hours: Sat - Sun 12pm - 6pm

The Hideout

This website provides help, information and support for children and young people - whether you're currently living with violence, you've experienced violence in the past or if you know someone else going through it and you're looking for help and information.
Website www.thehideout.org.uk

There4Me

There4me is a website that provides help for you if you're between 12-16 years old, are worried about something, and need some help. They can help with loads of issues like abuse, bullying, exams, drugs and self-harm.
Website www.there4me.com

Worried? Need 2 talk?

If you've got a problem or are worried about someone you know, it can be hard to know what to do to make the situation better. You don't have to manage on your own. This website is designed for you and gives you information about services and people that are there to help.
Website www.worriedneed2talk.org.uk

Other National Support

Support Line

We offer confidential emotional support to children, young adults and adults by telephone, email and post.
Helpline ☎ **020 8554 9004** (Hours vary so please ring for details)
Website www.supportline.org.uk

Hidden Hurt

A UK based abuse information and support site for people experiencing domestic violence
Website www.hiddenhurt.co.uk



Action on Elder Abuse

Action on Elder Abuse (AEA) works to protect, and prevent the abuse of, vulnerable older adults. We were the first charity to address these problems and are the only charity in the UK and in Ireland working exclusively on the issue today.

Helpline ☎ **0808 808 8141**

Website www.elderabuse.org.uk



The Tulip Project

Supports parents who have experienced violence at the hands of their children.

Helpline ☎ **0151 637 6363**



Respect

The Respect Advice line offers information and advice to domestic violence perpetrators, their (ex) partners, friends and family and to frontline workers who come into contact with perpetrators in their work.

Helpline ☎ **0845 122 8609** (Monday, Tuesday, Wednesday and Friday 10-1 and 2-5)

The Respect Men's Advice Line is for men experiencing domestic violence who need to 'Talk it over'. The new number is free from landlines and most mobiles.

Helpline ☎ **0808 801 0327** (Monday, Tuesday and Wednesday 10am -1pm and 2pm-5pm)

The Alternatives to Violence Project

The Alternatives to Violence Project is a network of volunteers running workshops for anyone who wants to find ways of resolving conflict without resorting to violence. We work in the community and in prisons.

Website www.avpbritain.org.uk

Our Housing Offices

9 Little Park Street,
City Centre, Coventry
☎ 024 7676 7111

29-31 Riley Square,
Bell Green, Coventry
☎ 024 7670 8400

192 Torrington Avenue,
Coventry
☎ 024 7649 6700

St James Lane,
Willenhall, Coventry
☎ 024 7651 6700

Need help in your own language?

French

Pour vous assister en votre
propre langue

Portuguese

Assistencia na sura
propria lingua

Somali

Luqadaadoo
lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Punjabi

ਪੰਜਾਬੀ – ਵਟਾਰੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ

Urdu

اردو – آپ کی اپنی زبان میں

Gujarati

ગુજરાતી – તપાસી શોધાવી શકાય તેવું સહાય.

Bengali

বাংলা – আপনার নিজস্ব ভাষায় সাহায্য

Hindi

हिंदी – आपकी अपनी भाषा में सहायता

Kurdish

بۆیارمه تیدان به زمانی خوۆت

☎ 024 7676 7000

Whitefriars Housing Group Limited

9 Little Park Street, Coventry, CV1 2UR

Web www.whitefriarshousing.co.uk Email info@whitefriarshousing.co.uk

a charitable, industrial and provident society