

# HOUSING SERVICES

Housing Options

## Domestic Violence

Information and practical  
advice for a brighter future

*Putting residents first*

**THURROCK**  **COUNCIL**  
[www.thurrock.gov.uk](http://www.thurrock.gov.uk)

# What is domestic violence?

Domestic Violence takes many forms ranging from physical or sexual violence to emotional abuse. The violence is usually used as an act of power to control another person. This type of abuse from a partner, ex-partner or family member is called domestic violence.

Victims of domestic violence suffer in many ways. It could affect your health, housing, education, friends and family.

Many men and women experience domestic violence without even realising it. Domestic violence can be any of the following:

**kicking, slapping, spitting, punching, burning, telling you that you are ugly or stupid, stalking you, mocking you, sexual abuse, rape, not allowing you to work or socialise, telling you that you are a failure, telling lies about you, telling you what to wear and do, shouting at you**

Anyone can experience domestic violence regardless of race, gender, sexuality, disability, wealth or lifestyle.

Everyone has the right to live their life free from fear, threats and abuse.

## **If you are experiencing domestic violence. . .**

Try to accept that domestic violence is not your fault. The person carrying out the violence will often say sorry for their actions and promise that it won't happen again. However, the domestic violence will probably continue until you leave, are seriously injured or killed. In some cases the person carrying out the violence blames the victim. If this is happening to you it will make it more difficult for you to leave. Please remember that you are not to blame, no-one deserves to be treated in this way.

If you do not feel ready to leave, you could contact one of the organisations on page 8 for support and advice. Some people try to leave and find help a few times before they actually find the help that suits them. The time that a victim decides to leave is often the most dangerous, so always ask for help or let someone know what you are doing.

**Every minute in the U.K., the Police receive a call from the public for assistance for domestic violence.**

(Stanko, 2000)

## How the council can help

If you have decided to leave your family home you can come into any of the Council's local offices (contact details are on page 9) for help. You can choose to be seen by a housing officer of the same sex and if your first language is not English you can have an interpreter. Correspondence will be sent to another address rather than your own home, if you prefer.

The council will give you advice on;

- emergency accommodation, food and clothing
- council & housing association accommodation
- support groups
- refuges
- staying in your family home
- moving out of the area

Your situation will be dealt with in the strictest confidence.

A drop-in service is held every week, where you can get advice and support on practical matters, such as contacting a solicitor, claiming benefits, etc. You can have a cup of coffee and an informal chat, or we can arrange to meet with you on a one-to-one basis at a location of your choice. For more information contact Women's Aid on 01375 845 899.

# If I leave, what will happen to my family?

The person carrying out the domestic violence might tell you that if you leave or tell anyone, Social Services will take your children away. This is not true. Social Services will not take children away for this reason.

Children are victims of domestic violence, even if they are not being physically harmed. The effects of hearing and or seeing the violence or abuse can have a severe effect on a child's behaviour, health and performance at school. Children are more aware of the abuse than most parents think. The domestic violence service can give you advice on how to protect your child(ren). Contact details for the domestic violence service and other agencies offering advice and support can be found on pages 8, 9, 10 and 11.

**1 in 4 women experience domestic violence over their lifetimes.**

(Council of Europe, 2002)

# Will I be protected from the violence if I leave?

The Police can investigate a case of domestic violence and arrest and charge the person who has committed the crime.

There are different laws and orders that are designed to protect you and any children involved. Below is a brief explanation of the orders that can protect you under the Family Law Act 1996.

**Non – molestation order** - can stop a person from using or threatening you with violence, harassing, pestering or intimidating you.

**Occupational order** – will increase the chances of you staying in your own home if you have a legal right to.

**Restraining order** – If the person has been convicted of a criminal offence against you, such as harassment or violence. This should stop the person from committing the same offence again.

If the perpetrator breaks an order, which has power of arrest attached, they can be arrested. For your protection you can be placed into a refuge. A refuge is

a temporary, safe place that houses women and children who are escaping domestic violence. The person you are escaping from will not be told which refuge you are staying in. There are refuges for men and women in all situations. We can offer alternative, safe accommodation within the borough if necessary.

If you decide you wish to return to your family home, or stay in your family home we can assist you in making this property safe and secure. We can assist you in identifying ways which prevent the perpetrator harassing you further. ie injunction, non-molestation orders etc.

The 2001/02 British Crime Survey (BCS) found that. . .81% of the victims were women.

(Home Office, July 2002)

## When you leave, leave safely

When you leave, try to organise the following things to bring with you:

- **Money:** in case you need to use public transport, buy some food or use a public phone.
- **Important Documents:** such as your Passport, Marriage Certificate, Birth Certificate, Court Orders, National Insurance Number, Bank books Health Records and Proof of Benefits/Income.
- **Clothes:** for you and your children with a spare set of keys for the house and car.
- **Medication:** all medication needed for you and your children.

**If you cannot organise these items or forget something, do not go back for it.** Try to leave at the safest possible time. If you need support and more information before you leave your family home, contact one of the following (during 8:45 - 5:15 Monday to Thursday and 8:45 - 4:45 on Friday):

### **A Homeless Families Officer**

01375 652 820

### **The Domestic Violence Liaison Officer**

01375 391 212

If you are calling **outside of office hours** (above), please call 01375 372 468

## **Local Contacts**

### **Thurrock Homelessness Team**

01375 652 820

### **Initial Response Team**

01375 652 657

### **Thurrock Housing Advice Service (Citizens Advice Bureau)**

Free specialist advice for all housing issues that could result in you losing your home.

01375 389 532

### **Thurrock Women's Aid**

Provides safe temporary accommodation, plus an outreach service and drop-in service

01375 845 899

### **Age Concern (Thurrock)**

01708 864 834

### **South Essex Rape & Incest Crisis Centre (SERICC)**

01375 380 609

### **Open Door**

01375 413 740

## **Local Housing Offices**

Opening times for all offices:

9:00 a.m.- 4:30 p.m. Monday to Friday

### **Grays Central Local Office**

New Road, Grays, Essex, RM17 6SL

01375 652 880

### **Tilbury Local Office**

Civic Square, Tilbury, RM18 8AD

01375 413 820

### **South Ockendon Local Office**

2-4 Derwent Parade, South Ockendon, RM15 5EE

01375 413 800

### **Chadwell Local Office**

Linford Road, Chadwell St Mary, RM16 4JY

01375 413 810

### **Stanford-le-Hope Local Office**

Springfield Road, Corringham, SS17 7LE

01375 413 830

### **Purfleet Local Office**

53 River Court, Purfleet, RM19 1ZU

01708 864 898

## **National Contacts**

### **Women's Aid**

[www.womensaid.org.uk](http://www.womensaid.org.uk)

0808 2000 247 - 24 Hour Freephone

### **Refuge**

[www.refuge.org.uk](http://www.refuge.org.uk)

0808 2000 247 – Free 24 hour helpline – run in partnership with Women's Aid

### **Shelter**

Advice on housing and Homelessness issues

[www.shelter.org.uk](http://www.shelter.org.uk)

0808 800 4444

### **Broken Rainbow**

Lesbian, Gay, Bisexual and Transgender domestic violence forum

[www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

07812 644 914

### **Victim Support**

Free and confidential support for people affected by crime

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

0845 3030 900

### **The Samaritans**

[www.samaritans.org.uk](http://www.samaritans.org.uk)

08457 90 90 90

# National Contacts

## **NSPCC**

National child protection line  
0800 800 500

## **Child Line**

[www.childline.org.uk](http://www.childline.org.uk)  
0800 1111

## **Legal Aid Advisors**

[www.justask.org.uk](http://www.justask.org.uk)

## **Mens Advice and Enquiry Line**

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)  
08450 646 800

## **Reunite**

Advice, Information and support to parents and guardians who have had or who fear child abduction  
0116 2556 234

## **Women's Domestic Violence Helpline**

0161 636 7525

## **Respect**

Helpline for domestic violence perpetrators  
[www.respect.uk.net](http://www.respect.uk.net)  
0845 122 8609

# **What do you do if you have a complaint?**

If you have a complaint, compliment or suggestion about any of our services, please contact:

## **The Complaints Manager**

Thurrock Council  
Community Well-Being Directorate  
Civic Offices,  
P.O Box 140, New Road  
Grays, Thurrock  
RM17 6TJ

**Tel: 01375 652 612**

**E-mail: [customerservices.officer@thurrock.gov.uk](mailto:customerservices.officer@thurrock.gov.uk)**

**Monday - Thursday: 8:45 am - 5:15 pm**

**Friday: 8:45 am - 4:45 pm**

They will try to sort things out within 14 days. They will explain to you what they have done. If you are not happy with this, please tell us.

## **Have you found this leaflet useful?**

**If you think we can  
improve it please contact:**

The Communication Team  
Community Well-Being Directorate  
Civic Offices,  
P.O Box 140,  
New Road  
Grays, Thurrock  
RM17 6TJ

**Tel: 01375 652 438**

**E-mail: [CPI.Team@thurrock.gov.uk](mailto:CPI.Team@thurrock.gov.uk)**

**Monday - Thursday 8:45 am - 5:15 pm  
Friday 8:45 am - 4:45 pm**

## **Thurrock Council welcomes Typetalk calls.**

Typetalk is run by RNID in partnership with BT. If you would like more information on this facility, you can contact BT on:

0800 500 888      text  
0800 7311 888      voice

**KICKING SLAPPING  
SPITTING PUNCHING  
OR BURNING YOU**

**TELLING YOU THAT YOU ARE UGLY OR STUPID  
STALKING YOU MOCKING YOU**

**SEXUAL ABUSE RAPE**

**NOT ALLOWING YOU TO WORK OR SOCIALISE  
TELLING YOU THAT YOU ARE A FAILURE**

**TELLING LIES ABOUT YOU**

**TELLING YOU WHAT TO WEAR AND DO**

**HURTING YOUR CHILDREN**

**NOT GIVING YOU MONEY OR FOOD**

**SHOUTING AT YOU**

If you would like a translation of this leaflet, please ring the telephone number below.

Monday - Friday  
9.00am - 5.00pm



TCDV/06/75

**For free translation phone**

للترجمة المجانية الرجاء الاتصال هاتفياً.

欲索取免費譯本，請致電。

**Pour une traduction gratuite, téléphonez**

मुफ्त अनुवाद के लिए फोन कीजिए

സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക

Turjubaan lacag la'aan ah ka soo wac telefoonka.

**Para uma tradução grátis, telefone.**

বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

મફત ભાષાંતર માટે ફોન કરો.

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

مفت ترجمے کے لئے ٹیلیفون کیجئے۔

**Za besplatne prevode pozovite**

**Para obtener una traducción telefónica gratuita llame al:**

Перевод – бесплатно. Звоните.

**Për një përkthim falas telefononi.**

இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.

Για δωρεάν μετάφραση, τηλεφωνήστε.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

بۆ وەرگیران (تەرجومە کردن) بە خۆزایی، تەلەفۆن بکە.

**Del nemokamo vertimo skambinkinte**

**For large print or braille phone**

**020 8430 6291**

© Newham Language Shop

Version 6 - 3/2006

Produced by Thurrock Council  
Community Well-Being Directorate  
Ref:TC/HO/DV/MG-NM/11-06