

## If you need housing advice or are homeless: Help for victims of Domestic Abuse

### What is Domestic Abuse?

Domestic Abuse can refer to a range of behaviours such as (but not limited to):

- **Domestic violence** - a pattern of controlling and aggressive behaviours from one adult towards another, within an intimate or family-type relationship. It can take the form of physical, sexual, psychological, financial or emotional abuse. The violence and abuse can be actual or threatened and can happen once or on a regular basis.
- **Honour based violence (HBV)** - can be described as a collection of practices, which are used to control behavior within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. It is a violation of human rights and may be accept as a form of domestic and/or sexual violence.
- **Forced Marriage (FM)**. FM is a marriage conducted without the valid consent of one or both parties and where duress is a factor.
- **Female Genital Mutilation (FGM)**. FGM is a grave violation of the rights of females.

If you are experiencing Domestic Violence, Honour Based Violence, Forced Marriage, Female Genital Mutilation or any behaviour from a partner, family member or person whom you live with which is concerning to you and you want help please arrange to speak to an officer from the Homelessness and Housing Solutions team. Depending on your situation we will tailor our response to you and work with you to form a plan to address your safety, support needs and any accommodation issues that need resolving.

### Who can the Homelessness and Housing Solutions Service help?

We can provide advice to **anybody** who approaches the service. In some cases, we will refer you to specialist agencies that may be better able to help in your circumstances.

### What we will do when you contact us?

Our main aim is to help you to stay in your current accommodation, but if this is not possible because of the domestic violence you are experiencing we will give you appropriate advice and help to find you somewhere else to live. We will ask you questions about your situation and will consider your safety and needs at all times.

### What will the Homelessness and Housing Solutions Service do?

Refer you to specialist support from agencies best suited to help you.	Try to assist you to keep your existing accommodation
Help you explore your housing options	Give advice on the council's statutory duties
Provide temporary/emergency accommodation	

## **What if I am in danger tonight and need somewhere safe to stay?**

Some customers will qualify for emergency accommodation. It may be possible to arrange either emergency hostel/refuge accommodation or alternative temporary accommodation for you and your family to keep you safe.

If you are worried about becoming homeless you should contact us as soon as possible.

**You can visit us at:** Stockton Central Library & Customer Service Centre  
Church Road, Stockton-on-Tees, TS18 1TX

**Email us:** [Housing.options@stockton.gov.uk](mailto:Housing.options@stockton.gov.uk)

**Telephone:** 01642 528389

**Or write to us:** Homelessness and Housing Solutions, 16 Church Road,  
Stockton-on-Tees, TS18 1TX

### **Service opening times:**

Monday, Tuesday, and Thursday: 9am to 4pm

Wednesday: 12.30pm to 4pm

Friday: 9am to 3.30pm

If you are homeless in an emergency outside these times you can telephone the **Emergency Duty Team**: 01642 524552, 5pm - 8.30am weekdays and all-day weekends (including bank holidays).

## **WHO ARE THE LOCAL SUPPORT AGENCIES?**

You may, of course, wish to contact the local support agencies yourself, here you will find their contact details.

### **Accommodation**

Locally there is refuge provision for customers experiencing domestic abuse.

**If you need a refuge tonight and would prefer to approach the agencies yourself, their contact details are as follows:**

<b>Harbour Support services</b> Phone: 01642 553323 (Stockton office) Telephone: <b>03000 202525</b> (24 hours) Email: <a href="mailto:info@myharbour.org.uk">info@myharbour.org.uk</a>	<b>EVA Women's Aid Redcar:</b> <b>Phone:</b> 01642 490677 <b>Fax:</b> 01642507099 <b>Email:</b> <a href="mailto:info@eva.org.uk">info@eva.org.uk</a>
<b>FOUNDATION Redcar</b> Phone: 0113 3030150 Fax: 0113 3030151 Email: <a href="mailto:Redcar@foundationuk.org">Redcar@foundationuk.org</a>	<b>HALO project</b> Phone: 01642 683 045 Emergency: <b>08081 788 424</b> (24 hr./free) Email: <a href="mailto:info@haloproject.org.uk">info@haloproject.org.uk</a>

The above information is to assist you with contacting local support agencies with the intention of making enquiries regarding emergency refuge availability. Please note ideally, we would recommend that you consider approaching the Homelessness and Housing Solutions service and working with us to address your situation and to assist you with this process.

The decision to accept your referral for placement is down to the individual provider, each provider will have qualifying criteria and will most likely need to make enquiries regarding your circumstances.

### **SUPPORT AVAILABLE**

In the service contact details above for EVA Women's Aid, Harbour Support Service, HALO project and FOUNDATION Redcar please refer to each individual services website for the most up to date service information available.

### **My Sisters Place**

My Sister's Place (MSP) is an independent 'one stop shop' for women who are, or who have suffered from domestic violence. The service is based in central Middlesbrough and provides services to women aged 16 years and over.

As a one stop shop the service aims to meet the varied needs of women suffering domestic violence and works in partnership to ensure access to the relevant support and protection for women.

Telephone : 01642 **241864 01642 224812**

E-mail:[reception@mysistersplace.co.uk](mailto:reception@mysistersplace.co.uk)

Website:[My Sister's Place website](#)

Each support provider offers an advice and outreach services for victims of Domestic Abuse. For victims of Forced Marriage (FM). **Female Genital** Mutilation (FGM) Honour based violence (HBV) who wish to contact a service provider direct please direct your contact to the HALO project for specialist support.

Outreach support can be in the form of 1 to 1 sessions with a member of the team, in a group with other people or a combination of both.

Services can possibly offer:

- Safety planning, to enable you to reduce the risks of harm to you and your children
- Advice about housing, including the security of your home
- Access to advice about your civil and criminal legal options
- Support with attending court
- Access to financial/budgeting advice
- Programmes to enable you to rebuild your confidence
- Help to rebuild your involvement in the community
- Access to support for your children
- Support to rebuild your relationship with your children
- Signposting to other specialist services which may benefit you

### **National information and support**

**National Centre for Domestic Violence**

Telephone 0844 8044 999 or visit [www.ncdv.org.uk](http://www.ncdv.org.uk).

**Women's Aid**

Telephone 0808 2000 247 (free phone 24-hour helpline) or visit [www.womensaid.org.uk](http://www.womensaid.org.uk).

**The Men's Advice Line**

Telephone 0808 801 0327 or visit [www.mensadvice.org.uk](http://www.mensadvice.org.uk).

**Respect**

Information and advice for people who are abusive towards their partners. Telephone 0808 802 4040 or visit [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk).

**Broken Rainbow Helpline**

Information and signposting to services for lesbian, gay, bisexual and transgender people experiencing domestic violence. Telephone 0800 999 5428.

**Forced Marriage Unit**

Telephone 0207 008 0151 (Mon to Fri, 9am to 5pm) or 020 7008 1500 (Out of hours, ask for the Global Response Centre).

**The Hideout**

The charity Women's Aid created [www.thehideout.org.uk](http://www.thehideout.org.uk) because children and young people said they wanted more information about domestic violence that's easy to read and understand.