



Domestic Abuse

We are committed to supporting any person who is experiencing domestic abuse. We will work closely with our partner agencies to make sure that appropriate safety measures are put in place, and their rights and wishes are respected at all times.

We've developed a set of standards that clearly explains what can be expected from us when a disclosure is made or we become aware that a person may be at risk due to domestic abuse:

Our Commitment – we will:

- Make sure all reports of domestic abuse are taken seriously and the right help is offered as a priority
- Identify the signals of domestic abuse and respond quickly, making sure our colleagues are fully trained and supported to evaluate, risk assess and respond
- Listen and offer options that empower the individual to make informed choices about what they would like to happen next
- Signpost and support individuals to access the use of legal remedies, which will offer protection against further abuse
- Support and help make decisions around housing needs, whether they wish to remain in their home or to move
- Consider all options where the need for a temporary or permanent move is required, and work with the local authority/Cumbria Choice Partners if accommodation cannot be secured straight away within EHA's own stock
- Provide additional security where possible and appropriate, so the individual feels safe in their home
- Make sure that the staff member offering support is of the same gender if requested

- Work with statutory and voluntary organisations to support those experiencing domestic abuse and take action against the perpetrators (where this is safe and appropriate)
- Signpost perpetrators of domestic abuse to agencies that can offer support to try and prevent a recurrence of abuse
- Recognise the need for confidentiality and only declare information to a third party with consent of the person suffering abuse (with the exception of issues covered by legislation or information exchange protocols)
- Make sure that all reports of (or where a colleague suspects/witnesses) domestic abuse taking place are formally logged via our Safeguarding Policy
- Deliver our responsibilities in line with the Domestic Abuse Act

How can we help?

If you are an Eden Housing Association tenant you can contact us for support or for us to signpost you for advice. You can report Domestic abuse in a variety of ways at a time and place that suits you.

- **Call:** 01768 861400
- **My Account (Online Portal):** <https://myaccount.edenha.org.uk>
- **Email:** enquiry@edenha.org.uk
- **In person:** by our offices our offices at Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU or speaking to one of our visiting officers whilst we are out and about.

Our customer service team are open for telephone enquiries Monday to Friday 9am-5pm, and on a Wednesday 9.30am-5pm. We are closed on bank holidays. Outside of these hours your call will be answered by our out of hours service.

You can view our Domestic Abuse Policy on our website [HERE](#).

If you are at risk or experiencing abuse help and support is available:

If you're in danger, call **999** and try to speak to the operator if you can, even by whispering. You may be asked to cough or tap the keys on your phone to answer questions.

Cumbria police non-emergency call **101** or online www.cumbria.police.uk/report-it.
In an emergency always call **999**

Calling 999 from a landline:

If you don't speak or answer questions and the operator can only hear background noise, they'll transfer your call to the police.

If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again. Calling 999 from a landline automatically gives the police information about your location.

How to make a silent 999 from your mobile:

If you don't speak or answer questions, press 55 when prompted and your call will be transferred to the Police. **Pressing 55 only works on mobiles** and doesn't allow the police to track your location. If you don't press 55 your call will be ended.

Don't Suffer in Silence - Useful Contacts

Bright Sky:

Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.

For more information, please see details and advice about using the app in your app store:

- Bright Sky in Apple Store
- Bright Sky in Google Play

Cumbria Victim Support: 0300 3030 157 and 24/7 Support Line 0808 1689 111

cumbria.admin@victimsupport.org.uk

Safety Net: 01228 515859, www.safetynetuk.org/make-a-referral

National LGBT Domestic Abuse Victims: 0800 9995428

Mankind Initiative: 01823 334244 and Men's Advice Line 0808 8010327

24 Hour National Domestic Abuse Freephone helpline: 01942 262 270

Refuge: 0808 2000 247, www.refuge.org.uk

Respect Men's Advice Line: 0808 801 0327, www.mensadviceline.org.uk

Women's Aid: 0808 200 0247, www.womensaid.org.uk/information-support/

Crimestoppers UK: 0800 555 111

Domestic Abuse Alliance: 0800 101 7110, <https://domestic-abuse.co.uk>

Domestic Abuse Alliance brings together organisations working on the frontline of domestic abuse across the UK with the legal sector to deliver joined-up instant legal assistance and protection.

The Domestic Abuse Alliance run the "We Protect app". Via this app, victims of Domestic Abuse can get free, legal advice. Referrals can be made online via a one-page form or via telephone

Support for Perpetrators Programmes

Turning the Spotlight (TTS): provides a holistic whole family approach to working with those causing harm and abuse, and situations where conflict within relationships is becoming or has the potential to become abusive. This is based on a 12-week healthy relationships group programme.

They Matter: works with perpetrators of Domestic Abuse who have been assessed as a high risk of harm. The programme combines group and 1:1 work.

The services above are provided by Victim Support Cumbria are free and you do not need to have reported to the police, meaning Perpetrators of Domestic Abuse can access programmes without conviction

www.victimsupport.org.uk/cumbria/turning-the-spotlight/

Step Up: a group programme for families experiencing youth violence in the home. The overall aim of the programme is to support young people to stop violent and abusive behaviour, restore safety, trust and respect and to promote accountability to young people for their own behaviour in the home.

restorativesolutions.org.uk

