

# Reporting domestic abuse and domestic violence



This leaflet explains:

- what domestic violence is
- how to report incidents
- who you can talk to
- how we tackle the problem
- how we can support you and other victims

If you would like an interpreter or translator to help you read this document, please contact your local LMH neighbourhood housing office on one of the numbers provided below.

**East: 0800 678 1891**

**North and North West: 0800 678 1892**

**West and South: 0800 678 1893**

**Out of hours (after 5pm): 0800 678 1894**

This leaflet is also available in other languages and other formats, such as Braille, large print or audio. See back cover for details.



## **What is domestic violence?**

Domestic violence is any incident of threatening behaviour, violence or abuse between adults who have been in a relationship together, or between family members, regardless of gender or sexuality.

Anyone found responsible for domestic violence could be in breach of their tenancy agreement.

## **You're not to blame**

Domestic violence is one of the most common types of under reported or 'hidden' crimes. It is not easy to accept that a loved one can behave so aggressively. Because you cannot explain their behaviour, you may think you are to blame. You are not. No one deserves to be assaulted, abused or humiliated, least of all by a loved one. It is your abuser's behaviour that needs to change.

## How to get help

The most important thing you can do is to tell someone and protect yourself and your family. We will listen, without judging you and offer advice. Everything you tell us will be treated in complete confidence.

You can report domestic violence to any member of staff at your neighbourhood housing office. If it is more convenient, we can meet you at another location. Our staff are fully trained and you will be treated with complete discretion.

If you need the help of an interpreter we will arrange this for you. If we visit you, we will always show an identity card.

## What can we do to help?

We can help victims of domestic violence in a number of ways. We can:

- help to find a new permanent home
- improve the security of your home
- talk to the Police on your behalf
- supply contact numbers for other support agencies
- provide support if court action is needed

You can contact us by telephone using the numbers below:

**East Area Housing Office: 0800 678 1891**

**North Area and North West Area Housing Offices: 0800 678 1892**

**West Area and South Area Housing Offices: 0800 678 1893**

**Out of hours (after 5pm): 0800 678 1894**

Full contact details for all our neighbourhood housing offices can be found on the back page.

**Remember in a genuine emergency always dial 999 first.**

## Other organisations that can help

You can also report domestic violence to the police, or other support agencies. Please keep this leaflet as a useful reminder of some of the people that can help.

### Useful contact numbers

- Merseyside Police Domestic Violence Advocates: 0151 709 6010
- National Domestic Violence Helpline (24 hours): 0808 2000 247\*
- Victim Supportline: 0845 3030900
- Shelterline: 0808 8004444
- The Samaritans: 0845 7909090
- NSPCC Child Protection: 0808 8005000
- Broken Rainbow: 0845 2604460
- Worst Kept Secret: 0800 0283398\*
- Male Domestic Violence Helpline: 01744 621119
- LMH: 0800 678 1890

\* Phone calls to these numbers will not show up on phone bills.

## Translation, braille, audio tape and large print available on request. Call LMH on 0151 235 2328.

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کئے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন  
अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

### Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

### North West Area Housing Office:

3 Mark St, Liverpool L5 0RF

Tel: 0800 678 1892

### North Area Housing Office:

3 Falklands Approach, Off Parthenon Drive, Liverpool L1 1 5BS

Tel: 0800 678 1892

### East Area Housing Office:

Unit One, Montrose Business Park, Edge Lane, Liverpool L7 9PX

Tel: 0800 678 1891

### West Area Housing Office:

172 Park Road, Liverpool L8 6SJ

Tel: 0800 678 1893

### South Area Housing Office:

4 Smithdown Place, Liverpool L15 9EH

Tel: 0800 678 1893

### Out of hours (after 5pm):

Tel: 0800 678 1894

Email: [info@liverpoolmh.co.uk](mailto:info@liverpoolmh.co.uk)

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)



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