

## Contacting us

**Victim Support & Witness Service** 0151 645 8901  
**Merseyside Domestic Violence Helpline** 0800 028 3398  
**Freephone**  
**Free on-line advice (for 11-25 year olds)**  
**www.kooth.com**  
**Paws for Kids** 01204 698999  
**www.pawsforkids.org.uk**  
Fostering service for pets

### Leaving safely

- Leave only when it is safe to do so.
- Have some money saved in case you need a taxi or bus.
- If you don't have a mobile phone, find somewhere you can quickly and safely use the phone if you need to.
- Take with you any important documents such as your marriage and birth certificate, any court orders, your passport, benefit and bank books and health records.
- Have a small bag already packed with an extra set of keys for your home and car in case you need to leave suddenly.
- If you choose to leave, try to take your children with you.
- Take essential medicines that you and your children may need.
- If you later discover that you have left something essential behind, a police escort can always be arranged so that you can return for it.

**We believe our customers have a right to live safely and securely in their homes and neighbourhoods, free from harassment and prejudice and that this right must be respected.**

## Contacting us

Woodchurch Housing Office 0151 666 7001  
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002  
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003  
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596  
housingrepairs@wphomes.org.uk

Wirral Partnership Homes  
6 Europa Boulevard  
Birkenhead  
Wirral  
CH41 4PE  
Switchboard: 0151 606 3000  
Fax: 0151 606 3001  
www.wphomes.org.uk



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## Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتسويق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য পরবর্তীকালে হয় অথবা এটিকে আপনি অন্য কোনো ফরম্যাটে, বড় ফন্টের ছাপায়, অডিও বা ব্রইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

Haddii Ingiriska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

## Domestic abuse

WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

# Domestic abuse

## What is domestic abuse?

It is any threatening behaviour, violence or abuse between adults who are or have been in an intimate relationship, such as partners or former partners or between family members, whatever their age. This includes issues that concern black and racial minority (BRM) communities, such as so-called 'honour killings' and forced marriages. Your family members are your mother, father, son, daughter, brother, sister and grandparents, whether they are directly related to you, are in-laws, are step-family or carers.

As well as physical violence, domestic abuse can involve a wide range of abusive and controlling behaviour, including:

- threats
- harassment
- physical attacks on you and your home
- financial control
- emotional abuse.

## Who is affected?

Anyone can experience domestic abuse - it can happen in all kinds of relationships and for any reason, regardless of age, disability, gender, race, religion or belief, sexuality, wealth, locality and lifestyle.

It is rarely a one-off event. Physical and sexual abuse tends to get worse and happen more often over time, sometimes only ending when one person kills the other.

Evidence shows that domestic abuse often starts or worsens during pregnancy.

Children's health and overall wellbeing can be badly affected by living in a household where there is domestic abuse.

## What will WPH do for anyone experiencing domestic abuse?

WPH is committed to treating domestic abuse seriously. We will treat all enquiries confidentially and sensitively.

For WPH tenants we will:

- offer a private interview with a person of the same sex if requested.
- investigate all alleged cases promptly and thoroughly
- consider re-housing the victim, if appropriate (eg the victim is in danger or the alleged abuser cannot easily be moved).

## What about the people who cause domestic abuse?

If any WPH tenant is convicted of causing domestic abuse, we will investigate and use the appropriate powers available to take action against them for breaking their tenancy agreement or anti-social behaviour (or both).

## Getting help

If you are suffering domestic abuse, it is vital that you realise what is happening, and take steps to get out.

Here are three steps to take to get out of a domestic abuse situation:

1. Realise what is happening to you.
2. Accept **you** are **not** to blame.
3. Get help and support.

Many organisations can help people who are suffering or have suffered domestic abuse – these are listed below.

## In a crisis

- In emergencies phone the police 999
- Minicom text phone emergency number 18000

## Emergency accommodation

<b>Wirral Women's &amp; Children's Aid</b>	<b>0151 643 9766</b>
<b>National Domestic Violence Helpline Freephone 24 hours</b>	<b>0808 2000 247</b>
<b>Shelterline</b>	<b>0808 8004 444</b>

## Useful numbers

<b>Wirral Family Safety Unit</b>	<b>0151 606 5440</b>
<b>Police Central Control</b>	<b>0151 709 6010</b>
<b>Police Family Crime Investigation Unit Not a 24-hour service</b>	<b>0151 777 2689</b>
<b>National Child Protection Helpline (freephone)</b>	<b>0808 800 5000</b>
<b>Childline Freephone</b>	<b>0800 1111</b>
<b>Social Services</b>	
<b>Emergency Duty Team</b>	<b>0151 652 4991</b>
<b>Central Advice &amp; Duty Team</b>	<b>0151 666 5262</b>
<b>The Samaritans</b>	<b>08457 90 90 90</b>
<b>Elderly Abuse Response Line</b>	<b>0808 808 8141</b>
<b>Broken Rainbow</b>	<b>08452 60 44 60</b>
For lesbian, gay, bi-sexual or transgender people experiencing domestic abuse.	
<b>Men's Advice Line</b>	<b>0808 801 0327</b>
Helpline for men experiencing domestic abuse Website: <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a>	
<b>Respect</b>	<b>0845 122 8609</b>
For men who want to stop the violence.	
<b>Zero Centre</b>	<b>0151 670 1528</b>
Wirral's only domestic abuse centre for women and children, open 9am-4pm Mon-Fri, 169-171 Laird Street, Birkenhead CH41 0AA.	