

# YOUR GUIDE TO

## Domestic Abuse

**Our Tenancy Services Team can offer confidential, compassionate advice and support if you're experiencing domestic abuse.**

### What is meant by domestic abuse?

Domestic abuse is when someone behaves in an abusive or violent way towards another person.

Domestic abuse can be physical, psychological, sexual, financial, emotional, or a combination of these. It also includes coercive control, when someone makes you feel entirely dependent on them through humiliation or intimidation.

It's an issue that happens to people whatever their gender, sexuality, culture or religion. It can take place during relationships, after they have ended and between family members.

If you're experiencing domestic abuse, it's not your fault. The other person is responsible, and alcohol or drugs are not an excuse. No one deserves to be abused. Everyone has the right to live free from fear, intimidation and abuse, especially in their own home.

### What can you expect from us?

If you approach us for support, we will:

- Treat you with compassion and discretion.
- Respect your confidentiality and privacy.
- Agree actions with you, and only do things with your clear consent.

This could include:

- Advice and support.
- Referrals to specialist agencies.
- Discussing your housing options.
- Providing extra security.

In some cases, and with your consent, we can take enforcement action against the person responsible for the abuse. For example, applying for an injunction, or taking possession proceedings.

If you're at risk of immediate or significant harm, please contact the Police. In an emergency dial 999 or in a non-emergency contact Preston Police station by dialling 101.

Anything you share with us is confidential. Nothing is done without your consent and knowledge. However, there are occasions when we feel tenants or other members of their household are at risk of serious harm, and we have a duty to call the police.

### Other local sources of help

Preston Domestic Violence Service (PDVS)

**Helpline:** 01772 201601

**Email:** [enquiries@pdvs.org.uk](mailto:enquiries@pdvs.org.uk)

**Website:** [www.pdvs.org.uk](http://www.pdvs.org.uk)

Safenet Refuge Preston

Secure accommodation for women and children fleeing domestic abuse in Preston.

**Helpline:** 0300 3033 581

**Email:** [contact@safenet.org.uk](mailto:contact@safenet.org.uk)

**Website:** [www.safenet.org.uk](http://www.safenet.org.uk)

Lancashire Victim Support

LVS provide support for victims of domestic abuse and sexual violence, whether you have been affected recently or in the past. All services are free and confidential.

**Helpline:** 0300 323 0085

**Email:** [info@lancashirevictimservices.org](mailto:info@lancashirevictimservices.org)

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

  
community  
gateway

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)

## National sources of help

Freephone 24-hour National Domestic Abuse Helpline

**Helpline:** 0808 200 0247

**Website:** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

Galop (for lesbian, gay, bisexual and transgender people)

**Helpline:** 0800 999 5428

**Website:** [www.galop.org.uk](http://www.galop.org.uk)

Men's Advice Line

**Helpline:** 0808 801 0327

**Website:** [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

Rape Crisis (England and Wales)

**Helpline:** 0808 500 2222

**Website:** [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

Respect phonenumber

**Helpline:** 0808 802 4040

**Website:** [www.respectphonenumber.org.uk](http://www.respectphonenumber.org.uk)

Women's Aid

Live Chat online 8am to 6pm Monday to Friday, 10am to 6pm on weekends.

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

For more information about CGA's Domestic Abuse help service,  
please contact:

**Tenancy Management Team** - Harbour House, Port Way, Preston, PR2 2DW

Phone: **0800 953 0213**

Email: [tenancy.management@communitygateway.co.uk](mailto:tenancy.management@communitygateway.co.uk)

The logo for Community Gateway features the word 'community' in a lowercase, sans-serif font. The 'i' in 'community' is replaced by a stylized human figure icon with a blue head and a yellow body. The word 'gateway' is positioned below 'community' in a larger, bold, lowercase, sans-serif font. The background of the logo is a light purple color.

community  
gateway

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)