

Domestic Abuse and Homelessness

What is domestic abuse?

Domestic abuse includes any incident of threatening behaviour, violence or abuse. The abuse can be psychological, physical, social, financial, or emotional. Domestic abuse can happen between two people who are or were intimate partners or family members, regardless of their gender or sexuality. If you are in fear of a partner, ex-partner or member of your family, you might be experiencing domestic abuse. Do they often...

- Call you names and make you feel bad about yourself?
- Make you afraid by threatening you or your children?
- Behave violently towards you?
- Stop you seeing your friends or family?
- Keep you without money?
- Harm you or make you feel you could be seriously harmed?

If the answer to some of these questions is yes you might be experiencing domestic abuse.

Get help now

You can contact the local domestic abuse specialist service, **Newham One Stop Shop**. Call the Newham One Stop Shop on 0845 451 2547. The line is available 24 hours a day, seven days a week.

Other services available to victims aged 16 and over include:

- counselling
- empowerment group work
- one to one casework and advocacy for victims of domestic violence.

They offer a wide range of services such as advocacy, safety planning, peer support, safety measures in the home, children's therapeutic interventions and more. For more information visit our website at:

<https://www.newham.gov.uk/Pages/Services/Domestic-violence.aspx>

If you are a woman experiencing domestic abuse. You can contact the [National Domestic Violence Helpline](#) on **0808 2000 247** 24 hours a day, 7 days a week. You can talk confidentially to someone about your situation and to find out what your options are.

If you are a man experiencing domestic abuse you can contact the [Men's Advice Line](#) on **0808 801 0327** for advice and support.

If you are in a same-sex relationship you can call the [National LGBT Domestic Violence Helpline](#) on **0800 999 5428** for advice and support.

Call the [Samaritans](#) on **08457 90 90 90** if you feel in despair and want someone to listen to you and provide emotional support.

Call the police on **999** if:

- your personal safety is threatened
- you are at risk of assault or injury
- in an emergency

Leaving home immediately

If you feel you are at risk of harm. If however you think you need leave your home, try to arrange temporary housing from the council before you leave. Not everyone leaving home due to violence is entitled to emergency accommodation. Alternatively you could stay with friends or relatives while you think about what to do next.

If you're a woman leaving domestic abuse, try to find a place in a women's refuge. SASS can help you with this. Take some essentials with you such as a change of clothes, toiletries and any medication you need to take regularly. Try to bring important items such as your passport, bank and credit cards and mobile phone. Don't make a decision to give up your home permanently until you have spoken to an adviser and considered all your options.

Use [Shelter's directory](#) to find a Shelter advice centre or Citizens Advice in your area.

You can also get confidential advice and support from:

- [Newham Asian Women's Project](#)
- [East London Rape Crisis Service](#)
- [National Domestic Violence Helpline](#)
- [Rape Crisis London](#)
- Newham Police Community Safety Unit on 101

Get homelessness help from the council

You can apply to the Newham homelessness Prevention and Advice Service as a homeless person if you can't stay in your home. The Council must give you advice about finding somewhere to live. Some people are entitled to emergency accommodation.

If the Council has a duty to find you somewhere to live you will be asked to provide details of your situation. You may be asked for supporting evidence, which could include details and dates of incidents. You can take a friend or an adviser with you for support.

Get advice immediately if the Council says it will not help you because it believes it was reasonable for you to stay in your home. You could challenge its decision.

Contact [Civil Legal Advice](#) on **0345 345 4 345** if you are entitled to legal aid.

Use [Shelter's directory](#) to find an adviser in your area.

Help from Adults Social Care or Children and Young People Services

Some people may be entitled to help from the Council's social care services department.

Social care services might be able to help if you:

- are elderly
- have children living with you
- are under the age of 18
- have left care (or are about to do so)
- are in poor health
- have a physical or learning disability

Adult social care or Children and Young People Services may be able to help by finding accommodation for you, paying for a deposit or providing financial support. They will carry out an assessment and

Refuges for women

Women experiencing domestic abuse may be able to stay in a [women's refuge](#).

Some refuges are specifically for women from certain backgrounds, such as Irish or Asian women. Staff at refuges can give you advice about your situation.

Contact the [National Domestic Violence Helpline](#) on **0808 2000 247** for more information about refuges.

Refuges for men

If you are a man who has to leave home because of domestic abuse, you can make a homeless application to the Council. There is limited specialist housing for men experiencing domestic abuse.

Contact a Shelter advice centre or Citizens Advice to check what help is available.

Use [Shelter's directory](#) to find help in your area.

Help for children and young people

If you or someone else in your family is being hurt at home, you may not be sure what you can do about it. Domestic abuse is not your fault and you won't get into trouble for telling someone about it. The first thing is to tell someone else about what is happening to you. You can tell a teacher, a neighbour, a friend or a friend's parent.

You can call [Childline](#) on **0800 1111** for free. They won't tell anyone else you are calling unless you are in immediate danger. They can tell you about places where you can get help.

Find out more from [The Hideout](#) about children and young people and domestic abuse and violence.

Get more help

If you need more help call the Shelter advice line on **0808 800 4444**.

Confidentiality

The Newham Homelessness prevention and Advice Service confirms whatever you discuss with the service will always remain completely confidential.

For more information on the Council's work in this area please access information on the Newham Council web site at www.newham.gov.uk

Managing your money

Sit down and make a list of all your income and all your outgoings and any debts you may have. Complete a budgeting form to see how and where you can make savings so that you can pay all of your rent and council tax. If you do not pay your rent, your landlord may seek repossession of your home.

If you have money problems and cannot afford to pay the rent you can do the following:

- maximise your income through claiming all the welfare benefits you are entitled to
- change your spending /budget to allow you to pay your rent and bills
- manage your debts so that you can pay your rent first
- get an affordable loan to consolidate your debts leaving you money for rent
- seek extra help from the Council to help with any rent arrears you already have

Money Advice

You can contact local organisations for welfare benefits and debt advice. They will assist you to sort out any money issues and help you manage your money better.

For affordable loans, debt and benefits advice call **Moneyworks** on 0208 430 2041 or visit webpage at: <https://www.newhammoneyworks.co.uk/>

To get a job or increase your work hours contact **Workplace** on 020 3373 1101 or register at:

<https://www.newham.gov.uk/Pages/Services/About-Newham-Workplace.aspx>

For free debt advice **StepChange** call free on 0800 138 1111 or visit :

<https://www.stepchange.org/>

For independent advice and services contact **Community Links** on 020 7473 2270 or visit

<http://www.community-links.org/>

For generalist advice and information contact **Citizens Advice Bureau** on 0208 252 6377 or visit:

<http://www.eastendcab.org.uk/>

For advice and information contact **Age Concern** on 020 8503 4800 at

<https://www.ageuk.org.uk/eastlondon/get-involved/contact-us/>

For support and counselling contact **Newham Talking Therapies** at :

www.newhamtalkingtherapies.nhs.uk