

## Useful Numbers

### Family Law Association

Provides help with finding a solicitor

**01689 850227**

### National Domestic Violence Helpline (24 hour freephone)

Information available in a range of languages

**0808 2000 247**

### Women's Domestic Violence Helpline

**0161 636 7525**

### Asian Women's Outreach Project

**0161 226 6812**

Supports and assists women who want to leave home by referrals to refuges and safe houses. They also provide an outreach service for people who wish to remain in their own home and receive support.

### Relate

Confidential counselling

**0161 872 0303**

### Rape Crisis

**0161 273 4500**

### Samaritans

**0845 790 9090**

### Broken Rainbow

National domestic violence helpline for lesbian, gay, bisexual and transgender communities

**0845 260 5560**

### Websites:

[www.wdvh.org.uk](http://www.wdvh.org.uk)  
[www.womensaid.org.uk](http://www.womensaid.org.uk)  
[www.endthefear.co.uk](http://www.endthefear.co.uk)



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

#### Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલિફોન કરો અથવા આ સરનામે લખો "The Mosscares Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

#### Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

#### Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Mosscares Housing Head Office  
101 Great Western Street  
Moss Side  
Manchester M14 4AA  
Tel: 0161 226 4211  
Fax: 0161 226 8752

[information@mosscares.org.uk](mailto:information@mosscares.org.uk)  
[www.mosscares.org.uk](http://www.mosscares.org.uk)

Mosscares Housing  
Neighbourhood and Community  
Liaison Team East  
New Roundhouse  
1328-1330 Ashton Old Road  
Openshaw  
Manchester M11 1JG  
Tel: 0161 371 6570  
Fax: 0161 370 9170

Carrbrook Housing Co-operative  
1 Broadbent Close  
Carrbrook  
Stalybridge SK15 3LJ  
Tel: 01457 832195  
Fax: 01457 838943

**Textphone for all offices: 0161 226 2222**

Registered Charitable Housing Association No. 18877R.  
Registered with the Tenant Services Authority.



# How we help residents who experience domestic violence



# Domestic violence

## What is domestic violence?

Domestic violence is defined as 'any incident of threatening behaviour, violence or abuse between people who are or who have been intimate partners or family members, regardless of gender'. The abuse could be psychological, physical, sexual, financial or emotional. It might include any of the following:

- Physical attacks
- Being locked in your home
- Being denied access to money
- Being prevented from seeing family and friends
- Threats of physical and/or sexual abuse
- Threats to children
- Rape

Most frequently it is women who are abused by men. But it can equally apply to men abused by women. Abuse can occur in heterosexual and same sex relationships.

## What will we do for anyone experiencing domestic violence?

We are committed to treating domestic violence seriously. We will treat all enquiries confidentially and sensitively.



For Mosscares Housing tenants we will:

- Offer a private interview conducted by a person of the same gender
- Not expect a person or family to remain in or return to accommodation in a property which is considered a risk to a person or their child's safety
- Ensure that priority for re-housing is given to people who have suffered domestic violence
- Advise what legal remedies can be taken to help people who have suffered domestic violence

## What about the perpetrators of domestic violence?

If any Mosscares Housing tenant is convicted of causing abuse then we will investigate and use the appropriate powers available to take action against the tenant for breach of their tenancy conditions and/or anti social behaviour.

## What to do in an emergency situation

### In an emergency dial 999

For emergency accommodation contact:

Women's Direct Access: **0161 219 6050**  
(Single women without children)

Homeless Families: **0161 234 4847**  
**224 6452 / 4743**  
(Out of office hours)

Men's Aid: **0871 223 9986**

## Are there any other options?

There are a number of refuges within Manchester and UK wide. A refuge is a house where women, who have experienced violence, can live with or without their children. Support and advice is given on benefits, your legal rights and re-housing. They are also able to provide counselling and practical support and an aftercare service once a person has moved on.

## What if a person doesn't want to go into a refuge?

No-one has to go into a refuge if they don't want to. Refuges have Outreach Workers who are able to offer support and practical help for people to stay in their own home if that is what they prefer. Contact Manchester Domestic Violence helpline on: **0161 636 7525** for further information

