

# What is domestic violence?

Domestic violence is where one person harms another person with whom they have, or have had, an intimate relationship. It can be where one person physically attacks the other or it may be another form of abuse such as emotional, sexual or financial abuse. Both women and men can experience domestic violence.

**Don't suffer  
in silence  
– we can help**

## Domestic violence can take many forms, including:

**Physical** such as pushing, shoving, slapping or punching

**Sexual** 'no' means 'no', even to a husband, wife or civil partner

**Economic** such as withholding money, rights or medical help, not being allowed to work

**Emotional** such as intimidation, degrading behaviour, not allowing friends or family to visit or phone, destroying belongings

### How can Victory Housing Trust help?

#### We aim to:

- support victims
- take appropriate action against perpetrators
- promote zero tolerance
- help victims to access support and make informed choices over housing

#### Can I see staff away from my home?

Yes, we can meet you at the office, at a friend or relative's house where possible.

You don't need to suffer in silence. Talk to us and we can help.

#### Can I talk to Victory staff confidentially?

Yes, the only time information would be passed on without consent would be if it was thought you or your children were at serious risk by not doing so. In any case, information would only ever be passed to the Police or Social Services, never anyone else.

## **My partner checks my phone and I don't have access to a computer - how can I get in touch?**

We can help you access a telephone or computer free of charge.

## **How quickly can I see someone?**

The first time you get in touch, we aim to see you within 24 hours, and where possible, this will be where and when you choose, by either male or female staff, as you request.

## **Can Victory help me get legal advice?**

Yes, if the staff member you meet cannot answer your queries, they will either find out for you or signpost you to someone who can.

## **Can Victory help me get re-housed or get temporary refuge?**

These responsibilities are held by the District Council. We will contact them, help you get an appointment and provide any supporting evidence. We can also help with transport if you have no way of getting to the Council.

### **Can Victory help me feel secure if I want to stay in my home?**

We can help by installing security lighting or changing the locks. If more security is required, this would be carried out by the Sanctuary Scheme, where the Police and District Council work with a support agency such as Leeway to carry out appropriate work.

### **I am not sure I can afford to leave my partner. Can Victory help me get advice on money and benefits?**

Yes.

### **Will I be believed?**

Yes. The only time that Victory will need proof or evidence is when considering taking any legal action against an alleged perpetrator.

## **National Domestic Violence Helpline 0808 2000 247**

Free domestic violence helpline 24 hours a day, run by charity Women's Aid, which also has an extensive website  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

**In an emergency, call 999. Domestic violence is treated very seriously by the police, and they will take action to protect you.**

If you're suffering from domestic violence, there are a number of other organisations which can help. They can also give you advice if you're worried about someone else.

## **Action on Elder Abuse 0808 8088141**

Free helpline to help prevent the abuse of vulnerable older adults

## **Broken Rainbow 0300 999 5428 [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)**

National free helpline for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence

## **Childline 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)**

Free, 24 hour helpline for children and young people

## **Mancroft Advice Project 01603 766994**

Advice and counselling for 11 to 25 year olds

## **M Power 0808 8084321**

Free helpline offering advice and support for male rape and abuse victims

## **NHS Direct 0845 4647**

Health advice and information

## **Norwich Rape Crisis 01603 667687**

Advice and support for female rape and abuse victims

## **Relate 01603 625333**

Relationship counselling and advice

## **Samaritans 08457 909090**

Helpline for people experiencing feelings of distress or despair, runs 24 hours a day

## **Victim Support 0845 389 9521**

**District Council housing department** phone numbers >>

## Victory Housing Trust

Call **0845 300 6648** and ask for Neighbourhood Officer  
email [personalsafety@victoryhousing.co.uk](mailto:personalsafety@victoryhousing.co.uk)

Victory Housing Trust  
Tom Moore House  
Cromer Road  
North Walsham  
Norfolk NR28 0NB

## District Council housing departments in Norfolk

<b>Breckland</b>	01362 695333
<b>Broadland</b>	01603 431133
<b>Great Yarmouth</b>	01493 856100
<b>Kings Lynn &amp; West Norfolk</b>	01553 692722
<b>North Norfolk</b>	01263 516375
<b>Norwich City</b>	01603 212212
<b>South Norfolk</b>	01508 533633

Please note you have the right to present as homeless in fear of domestic violence to any council in the country.



If you would like this leaflet in large print, audio, Braille, another language or an alternative format, please contact us and we will do our best to help.

