

## HOW WE DEAL WITH DOMESTIC ABUSE

### SUPPORTING YOU: WE WILL

**take you seriously** if you come to us for help, making **your safety** and **welfare** our priority

offer **sensitive, non-judgmental** and **confidential** guidance and support

respect your choice if you want to **deal with someone of the same sex** as you

work as a team with other organisations, including the police and specialist domestic abuse support services, to **support and protect you and your family**

arrange to meet you at a safe location to fill out a domestic abuse **risk assessment** form and review your **home security**.

### YOUR IMMEDIATE SAFETY: WE WILL

**assess the level of risk** to you and your family, from high risk (unsafe or unable to go home) or medium risk (safe or wanting to go home)

respect your choices unless in our professional judgment we believe the **risk to you is too high**

always carry out a **thorough safety plan** including increasing your home security.

### YOUR LONGER TERM SAFETY: WE WILL

after discussing this with you, and with your consent, refer your case for a **professional multi-agency support plan** (MARAC: multi-agency risk assessment conference)

if you have a joint tenancy with your alleged abuser then, after first discussing it with you, we may take **legal action**

keep you up to date with all activity and decisions relevant to **your safety** and **housing**.

#### SAFEST OPTION

If it is not safe for you to stay in your home, we will help find you a **safe alternative** offering, if we can, temporary emergency housing. We do not have a lot of homes and all are in Islington, so for your safety we will work closely with Islington Council's housing service.

**If you think we are not meeting our service standards please tell us.**

### DOMESTIC VIOLENCE

Domestic abuse can take many forms including:

- a partner or other family member threatening or being violent to you or others you care for
- making you frightened or afraid for your safety
- always belittling you
- controlling what you do, and when and where you go
- being unreasonably jealous or possessive, including reading or monitoring your phone calls, email and social media activity.

#### DO YOU NEED HELP TO READ OR SPEAK ENGLISH?



We can use a **translator** if English is not your first language.

### CLOSING CASES

We will send you a letter outlining the action taken to date, the support we have given you and what, to the best of our understanding, we can do for you now.