

Domestic Abuse Information

At The Calico Group, our values are at the centre of everything we do. We all commit to, and care about, going one step further with our customers to achieve our purpose of making a real difference to people's lives.

That's why we will support and advise any of our tenants who may be experiencing domestic abuse, regardless of age, gender, sexual orientation, ethnicity, disability or financial status.

Domestic abuse is defined by the Government as an incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality.

The abuse can encompass but is not limited to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Survivors rarely suffer just one type of abuse but a combination which systematically strips victims/survivors of their independence, confidence and self-direction.

Although every situation is unique, there are common factors that link the experience of an abusive relationship.

- Destructive criticism
- Verbal abuse
- Pressure tactics
- Disrespect
- Breaking trust
- Being jealous
- Isolation
- Harassment
- Threats
- Sexual violence
- Physical violence
- Denial

Experiencing domestic abuse?

We offer support — including referrals to other agencies who can arrange emergency accommodation — and general advice and guidance.

To report domestic abuse, or if you have any concerns or questions, please contact us on 01282 686300. Lines are open 8am to 6pm Mon-Fri.

Emergency

In an emergency please call the police (999).

National Domestic Violence helpline

A national helpline which is available every day of the year.

Freephone: 0808 2000 247

What happens next?

If you contact Calico, one of our Complex Case Officers will be in touch with you within one working day.

We'll assess your current situation. To make sure you get the right support we may work with other agencies such as SafeNet, Victim Support, Women's Aid, the police and local authorities.

In high risk cases, we may make a Multi-Agency Risk Assessment Conference (MARAC) referral.

We may take legal action, which can result in the offender losing their home, in order to protect you, our residents and the local community.

SafeNet Domestic Abuse Services

Tel: 0300 3033 581 (7 days per week, 24 hours a day)

E-mail: helpline@safenet.org.uk

Website: <https://safenet.org.uk/>

SafeNet can provide:

Support for all domestic abuse victims/survivors

Risk management and prevention of further harm through various initiatives

Support available in Lancashire districts

The link below will open the Safer Lancashire website, providing contact details for domestic abuse support services available across Lancashire.

<https://lancashirevictimservices.org/>

Support available in other areas of the UK;

- Web link for Victim Support - <http://www.victimsupport.org.uk/>
- Web link for female victims – Women’s Aid <http://www.womensaid.org.uk/>
- Web link for male domestic violence victims – MALE <http://www.mensadviceline.org.uk/> or telephone 0808 801 0327
- For information and advice for children and young people, please visit the Childline website or telephone Childline free on 0800 11 11.
- Web link for Galop – anti-LGBT hate crime charity <http://www.galop.org.uk>
- If you are worried you might be forced into marriage or are worried about a friend or relative contact the Forced Marriage Unit on 0207 008 0151.
- If you are a man either experiencing abuse, or are concerned about your abusive behaviour, or for professionals and victim/survivors looking for help for an abuser, or

male victim, contact the Respect Phone line on 0845 122 8609 or visit www.respectphoneline.org.uk.

- National Domestic Violence Helpline – 0800 247 2000. This helpline is run in partnership by Refuge and Women’s Aid and is available 24 hours a day, 365 days a year.
- SafeLives (SafeLives) - Web link for victims of domestic abuse - www.safelives.org.uk
- Web link for female victims and legal advice - www.rightsofwomen.org.uk
- Broken Rainbow (LGBT project) - 08452 604460 www.broken-rainbow.org.uk