



**DARLINGTON**  
Borough Council

# Domestic Abuse Support



Housing Services recognise the harm domestic abuse can cause within our homes and communities and we play an important role in tackling domestic abuse. It is often a hidden problem, but we want all our tenants and household members to be safe from the impact of domestic abuse.

We are well placed to recognise the signs of domestic abuse, and to support victims and survivors. We work closely with partner agencies, such as local domestic abuse services, Police and Social Services, to help tackle and further prevent it.

## What is Domestic Abuse?

Domestic abuse is not always physical violence, it can include control and using violence or threats to scare victims.

Domestic abuse is still a largely hidden crime and happens in all communities. It can include:

- Taking money.
- Online abuse.
- Threats and bullying.
- Emotional Abuse.
- Sexual Abuse.
- Physical abuse.
- Stalking and harassment.

Anyone can be a victim of domestic abuse and it does not have to be an ongoing pattern of behaviour. It can happen at any point in a relationship, including after a relationship has ended.

All domestic abuse is wrong. Domestic abuse is a crime.



# What support can Housing Services offer me?

We recognise that each case and incident should be dealt with on a case-by-case basis as each situation is different. We will:

- Act on all reports of domestic abuse that we receive and work closely with the tenant(s) affected in decision making.
- Provide all victims who are experiencing or have experienced domestic abuse, access to accurate and appropriate advice about their housing options and signposting around their legal rights and responsibilities.
- Award victims of domestic abuse priority banding on Darlington HomeSearch, if they wish to move, to assist them in finding alternative accommodation.
- Provide reasonable increased security measures through the Sanctuary Scheme within Council owned homes in conjunction with partner agencies.
- Where emergency accommodation is required, we will offer advice and assistance and work with colleagues in the Housing Options team, to help try to arrange this. For more information see: [www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/chapter21-domestic-abuse](http://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/chapter21-domestic-abuse)
- Ensure tenants can report domestic abuse to us through a variety of methods, including face to face, social media, through our website or email, the Darlington Home Online digital portal, or by telephone.
- Respond to reports as soon as we can, but if someone feels there is an imminent danger, we will always recommend contacting the Police immediately.
- Work in partnership with internal and external departments and agencies, where we receive a report of domestic abuse.
- Engage with the MARAC (Multi-Agency Risk Assessment Conference) process and other specialist agencies. We will share information between agencies, as required, whilst ensuring all data protection protocols are maintained.
- Use the Domestic Abuse, Stalking and Harassment (DASH) Risk Checklist to plan actions and support victims, if this has not been completed by other agencies.
- Recognise that English may not be the first language for some tenants and commit to using translation services, where required.
- Offer to meet victims in an agreed safe location, using the tenant's preferred method of communication and give them an opportunity to choose a colleague of a specific gender, where possible.
- Agree and review an action plan with the tenant, that's considers any members of the household with vulnerabilities.
- Support and empower individuals to report events to the Police.
- Signpost survivors of domestic abuse to local domestic abuse services for additional support and help.
- Meet our statutory and safeguarding requirements in line with Council policies and procedures.
- Ensure that, if any tenant is unhappy about anything related to the policy, or how they have been treated in accordance with our policies, they may complain in line with the Housing Complaints, Compliments and Comments Procedure.

## Where can I find support and advice?

If you or someone you know is at immediate risk or feel that you are in danger, please call the Police on 999.

If it is not an emergency but you need help from the Police, please call 101. You can also report a crime online at [www.police.uk/pu/contact-us](http://www.police.uk/pu/contact-us)

You can contact Housing Services:

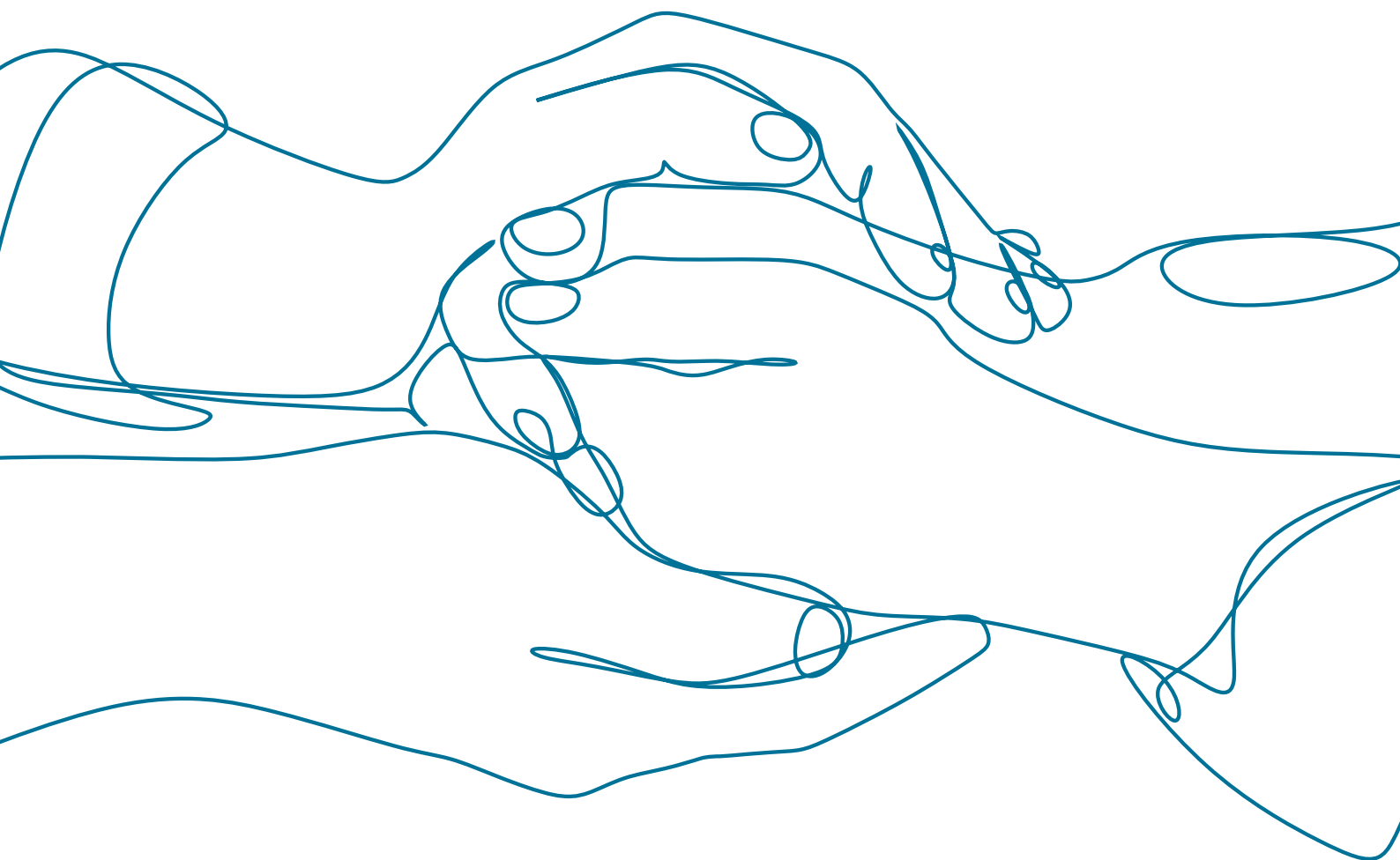
- By email: [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)
- By telephone: 01325 405333.
- In person at the Town Hall.
- Via your digital tenancy Darlington Home Online at [www.darlington.gov.uk/housing/darlington-home-online](http://www.darlington.gov.uk/housing/darlington-home-online)

You can find further information at:

[www.darlington.gov.uk/health-and-social-care/domestic-abuse](http://www.darlington.gov.uk/health-and-social-care/domestic-abuse)

You can also find details of local and national support services, helplines, and charities below and at:

[www.darlington.gov.uk/health-and-social-care/domestic-abuse/domestic-and-sexual-abuse-directory/](http://www.darlington.gov.uk/health-and-social-care/domestic-abuse/domestic-and-sexual-abuse-directory/)



Useful local and national organisations, helplines & support agencies		
Arcus LGBTQ+ support service	<b>Support line telephone:</b> 01325 978 007 <b>Office Telephone:</b> 01325 978 810 <b>Email:</b> <a href="mailto:contact@arcuslgbt.com">contact@arcuslgbt.com</a> <b>Website:</b> <a href="http://arcuslgbt.com">arcuslgbt.com</a>	Open to anyone - LGBTQ+ or not
ChildLine	<b>Telephone:</b> 0800 11 11 <b>Website:</b> <a href="http://www.childline.org.uk">www.childline.org.uk</a>	ChildLine offers children and young people help and advice for problems from bullying and sexual abuse to emotional abuse, substance misuse or self-harming.
Citizens Advice	<b>Address:</b> Bennet House, Horsemarket, Darlington <b>Telephone:</b> 01325 256999 (10am-4pm) <b>Website:</b> <a href="http://www.darlingtoncab.co.uk">www.darlingtoncab.co.uk</a>	Darlington Citizen's Advice provides free, independent, confidential, and impartial advice on people's rights and responsibilities.
Darlington Association on Disability (DAD)	<b>Address:</b> 22-22 Horsemarket, Darlington, DL1 5PT <b>Telephone:</b> 01325 489999 <b>Text:</b> 07624 818 780 <b>Minicom:</b> 01325 254061 <b>Fax:</b> 01325 488188 <b>Website:</b> <a href="http://www.darlingtondisability.org">www.darlingtondisability.org</a>	DAD is a voluntary and charitable organisation led by disabled people. It promotes independence, choice, and supports disabled people and carers.
Adult Social Care (DBC)	<b>Telephone:</b> 01325 406111 (office hours) 01642 524552 (OOH's) <b>Website:</b> <a href="http://www.darlington.gov.uk/health-and-social-care/adult-services">www.darlington.gov.uk/health-and-social-care/adult-services</a>	Adult services help people live as independently as possible by providing assistance for older people, carers and people with impairments.
Childrens Social Care (DBC)	<b>Telephone:</b> 01325 406222 <b>Website:</b> <a href="http://www.darlington.gov.uk/education-and-learning/childrens-social-care/">www.darlington.gov.uk/education-and-learning/childrens-social-care/</a> <b>Email:</b> <a href="mailto:childrensfrontdoor@darlington.gov.uk">childrensfrontdoor@darlington.gov.uk</a>	Social Care services ensure that children and young people live in a secure, stable, and safe environment.
Family Help Darlington CIO	<b>Telephone:</b> 01325 364486 <b>Email:</b> <a href="mailto:contactus@familyhelp.org.uk">contactus@familyhelp.org.uk</a> <b>Website:</b> <a href="http://www.familyhelp.org.uk">www.familyhelp.org.uk</a>	Family Help is home to Darlington's only women's refuge. Offering safe, temporary accommodation to women and children fleeing domestic abuse as well as a confidential helpline for anyone affected by domestic abuse, directly or indirectly.

Useful local and national organisations, helplines & support agencies		
Harbour	<p><b>Telephone:</b> 03000 202525</p> <p><b>Email:</b> <a href="mailto:referrals@myharbour.org.uk">referrals@myharbour.org.uk</a></p> <p><b>Website:</b> <a href="http://www.myharbour.org.uk">www.myharbour.org.uk</a></p>	Harbour works to achieve positive outcomes for all those affected by domestic abuse across County Durham, Darlington, Tees Valley and North Tyneside.
Hourglass Charity	<p><b>Website:</b> <a href="http://www.wearehourglass.org">www.wearehourglass.org</a></p>	The UK's only charity focused on the abuse and neglect of older people.
Mankind	<p><b>Telephone:</b> 01823 334244</p> <p><b>Website:</b> <a href="http://www.mankind.org.uk">www.mankind.org.uk</a></p>	Offers a confidential helpline available for male victims of domestic abuse and domestic violence.
Mind	<p><b>Address:</b> St Hilda's House, 11 Borough Road, Darlington</p> <p><b>Telephone:</b> 01325 283169</p> <p><b>Website:</b> <a href="http://www.darlingtonmind.com">www.darlingtonmind.com</a></p>	<p>Services provided include:</p> <ul style="list-style-type: none"> <li>• counselling</li> <li>• therapeutic activities</li> <li>• housing support services</li> <li>• help with education and employment</li> </ul>
National Domestic Abuse freephone helpline	<p><b>Telephone:</b> 0800 2000 247</p> <p><b>Website:</b> <a href="http://www.nationaldahelpline.org.uk">www.nationaldahelpline.org.uk</a></p>	<p>Offers a 24-hour, freephone helpline for women and children is run in partnership between Women's Aid and Refuge.</p> <p>There are services for callers whose first language is not English or are deaf/hard of hearing.</p>
Rape and Sexual Abuse Counselling Centre (RSACC)	<p><b>Helpline:</b> 0300 222 5730</p> <p><b>Website:</b> <a href="http://www.rsacc-thecentre.org.uk">www.rsacc-thecentre.org.uk</a></p>	RSACC provides free and confidential counselling to survivors (over the age of 13) who have been raped or sexually abused, as well as those who have or are experiencing domestic abuse.
Respect	<p><b>Telephone:</b> 0808 802 4040</p> <p><b>Website:</b> <a href="http://www.respect.uk.net">www.respect.uk.net</a></p>	For victims and perpetrators of domestic abuse.

Useful local and national organisations, helplines & support agencies		
Samaritans	<p><b>Telephone:</b> 01325 465465</p> <p><b>National telephone:</b> 0845 790 9090</p> <p><b>Website:</b> <a href="http://www.samaritans.org">www.samaritans.org</a></p>	
Sanctuary Supported Living	<p><b>Address:</b> Ashfield Court East, Raby Street, Darlington</p> <p><b>Telephone:</b> 01325 463141</p> <p><b>Helpline:</b> 01325 283226</p> <p><b>Email:</b> <a href="mailto:darlingtondas@sanctuary-housing.co.uk">darlingtondas@sanctuary-housing.co.uk</a></p> <p><b>Website:</b> <a href="http://www.sanctuary-housing.co.uk">www.sanctuary-housing.co.uk</a></p>	This confidential service provides support to clients who have/are experiencing domestic abuse.
Sexual Assault Referral Centre	<p><b>Address:</b> Park Place, Darlington</p> <p><b>Telephone:</b> 0191 3018554</p>	The Sexual Assault Referral Centre (SARC) specialises in health care, police services and agency referrals for women and men who have experienced sexual assault.
Signhealth - the deaf charity	<p><b>Website:</b> <a href="http://www.signhealth.org.uk">www.signhealth.org.uk</a></p>	Signhealth work to improve the health and wellbeing of deaf people.
The Meadows - Sexual Assault Referral Centre	<p><b>Telephone:</b> 0191 3018554</p> <p><b>Opening times:</b> Monday to Friday 9am-3pm</p> <p><b>Website:</b> <a href="http://www.themeadowsdurham.org.uk">www.themeadowsdurham.org.uk</a></p>	The Meadows aims to provide support to anyone, male or female living in County Durham or Darlington who has suffered rape or sexual assault.
Victim Support	<p><b>Telephone:</b> 0191 2810491 (Monday - Friday, 8am-8pm, Sat 9am- 5pm)</p>	Darlington Victim Support is a charity offering free confidential support and information to anyone affected by crime.
Womens Aid	<p><b>Website:</b> <a href="http://www.womensaid.org.uk/">www.womensaid.org.uk/</a></p>	National Womens Domestic Violence Charity
Stop It Now	<p><b>Telephone:</b> 0808 1000 900</p> <p><b>Website:</b> <a href="http://www.stopitnow.org.uk">www.stopitnow.org.uk</a></p>	Prevention of Child Sex abuse
FORWARD	<p><b>Website:</b> <a href="http://www.forwarduk.org.uk/violence-against-women-and-girls/female-genital-mutilation">www.forwarduk.org.uk/violence-against-women-and-girls/female-genital-mutilation</a></p>	

# Housing Services contact details



01325 405333



[housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)



[www.darlington.gov.uk/housing](http://www.darlington.gov.uk/housing)



[darlingtonbc](https://twitter.com/darlingtonbc)



[facebook.com/DBCHousing](https://facebook.com/DBCHousing)

