

Domestic Abuse Policy

June 2024

Date	June 2024
Planned Review Date	June 2027
Reactive Review Date & Reason	
Revised Review Date	
Author (Job Title)	Head of Care and Support
Service Director (Job Title)	Director of Operations
Directorate	Customer Service

Policy Review History

Version number	Changes to Document	Changes Authorised By	Date Approved
1	Three Year fundamental review, alongside moving policy into a new format.	KG	May 2024

Governance Information

Equality and Diversity	This policy supports and considers our customer's needs, treating them with fairness and respect. This policy is clear in its intent to cover all genders and protected characteristics. The requirements of Thirteen and those of statutory agencies working in domestic abuse is clearly defined.
Customer Involvement and Consultation	Customer consultation was completed, and the policy was well received by customers.
Environmental Sustainability	None identified.
Monitoring and Review	The head of care and support and team leaders of domestic abuse within Thirteen will review the policy every three years or sooner if there are any legislative or regulatory changes.

Responsibility	<p>Head of Care and Support – Overall implementation of the policy.</p> <p>Care and Support Manager - Operational delivery of the policy and associated procedures.</p>
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Relevant Regulations

Regulation / Consumer Standard	Code of Practice	Policy reference
Regulator of Social Housing Neighbourhood and Community Standard	Registered providers should make tenants aware of appropriate support and advice available regarding domestic abuse, including from third party organisations.	Section 3 & Section 5
	Registered providers raise awareness and understanding among relevant staff so they are able to recognise the signs of domestic abuse, particularly those linked to a tenant's housing circumstances and provide staff supporting tenants experiencing domestic abuse with appropriate specialist training and offer appropriate staff members to support tenants experiencing domestic abuse.	Section 3
	Registered providers should offer tenants affected by domestic abuse referrals to specialist domestic abuse agencies.	Section 3
	Registered providers should have a victim-centred approach to assisting tenants who experience domestic abuse. To be able to identify and respond appropriately to reports of domestic abuse.	Section 2 & Section 3
	Registered providers should ensure they have an appreciation of the different specific needs of tenants who experience it, including those arising from the tenant's protected characteristics, such as disability, sex and race.	Section 5
	Registered providers must handle sensitive information relating to cases of domestic abuse in compliance with relevant legislation.	Section 3 & Section 6
	Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.	Section 3
Regulator of Social Housing Transparency, Influence and Accountability Standard	All tenants deserve to be treated with fairness and respect and this principle should underpin how registered providers deliver all landlord services.	Section 3
	Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Section 3
	Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord.	Section 2 & Section 3
	Where registered providers are delivering a service directly to a tenant, they should communicate with them from the start through to the completion of that service	Section 3
	Registered providers are expected to consider the diverse needs of their tenants across all landlord services and housing. It should be integral to the culture of the organisation	Section 2 & Section 3
	Registered providers are expected to have robust information about their tenants and keep this information up to date. This	Section 5

	should include, but not be limited to, in relation to the protected characteristics, and their support and communication needs. It is for registered providers to work with tenants to decide the most effective approach to gathering this information and keeping it up to date, and to share with tenants how they make use of the data to improve and tailor service	
	Registered providers should also use relevant information about their tenant base as a whole, in addition to information about individual tenants, to inform the design and delivery of their strategies, policies and landlord services	Section 5
	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Section 5
	Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.	Section 5
	Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Section 5 & Section 6
Regulator of Social Housing safety and quality standard	Registered providers are expected to have in place and comply with effective policies, procedures, and processes in relation to repairs, maintenance and planned improvements that take into account tenants' views and diverse needs in order to safeguard them.	Section 3

1. REFERENCE MATERIAL

- Housing Act 1996
- Family Law Act 1996
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Data Protection Act 1998 & 2018
- Domestic Violence, Crime & Victims Act 2004
- Police & Justice Act 2006
- Equality Act 2010
- Protection of Freedoms Act 2012
- Anti-Social Behaviour, Crime & Policing Act 2014
- Serious Crime Act 2015
- Care Act 2014
- Homeless Reduction Act 2017
- Domestic Abuse Offender Disclosure Scheme (Claire's Law).
- Female Genital Mutilation Act 2003
- Domestic Abuse Act 2021
- Criminal Justice Bill 2023

2. WHY WE NEED THIS POLICY

- 2.1 This policy has been written for the benefit of our customers and colleagues and to help us set out our approach to recognising and responding to domestic abuse:
- 2.2 To provide advice and information to any person experiencing or threatened with domestic abuse.

- 2.3 To take an evidence-based approach to ensure we identify and effectively support customers with diverse needs who are experiencing domestic abuse.
- 2.4 To ensure colleagues can identify and respond appropriately to a report of domestic abuse.
- 2.5 To ensure we consider the barriers of reporting domestic abuse, making it difficult to have a true reflection of domestic abuse affecting our colleagues and customers.
- 2.6 To encourage those experiencing domestic abuse, to report it and be confident that disclosure will be treated seriously, sympathetically and in confidence.
- 2.7 To support our own colleagues that may also be experiencing domestic abuse.
- 2.8 To help support customers to sustain their tenancy providing safe homes.
- 2.9 To take into account the diverse needs of customers to try to eliminate barriers to reporting domestic abuse or access to services.

3. HOW WE ACHIEVE THIS

- 3.1 We take all reports of domestic abuse seriously and work positively and proactively with the victim to offer individual tailored support.
- 3.2 A victim's disclosure alone is sufficient for them to be given advice and assistance where appropriate as a matter of priority by staff.
- 3.3 We ensure that all Thirteen colleagues undertake mandatory training to understand domestic abuse and enable them to respond appropriately according to their role.
- 3.4 Our services are delivered in line with the requirements for DAHA (Domestic Abuse Housing Alliance) accreditation to ensure best practice.
- 3.5 We have a clear process to quickly review housing issues our customers face in relation to domestic abuse. Further information can also be found in the lettings policy ([Lettings Policy](#)). But where appropriate we support victims wanting to remain in their homes.
- 3.6 We assist victims to find alternative accommodation, if it is not possible for them, to stay safe at home. We discuss all housing options available and where possible we will liaise with other housing providers to ensure the victim moves as quickly as possible to a safe property.
- 3.7 We have a victim centered approach which encourages those experiencing domestic abuse to report it. When responding to customers experiencing domestic abuse, they will be assured that disclosures are treated seriously, sympathetically and in confidence.
- 3.8 We support those individuals' experiencing violence against women and girls (VAWG) or domestic abuse irrespective of any protected characteristics and with fairness and respect.

- 3.9 We are flexible in our approach in responding to incidents of domestic abuse, considering everyone has their own unique experiences and in taking a victim centered approach, we are respectful of the appropriate action that the person may wish to take to end the abuse.
- 3.10 We assist and guide victims to obtain support, providing advice, including taking appropriate legal measures to protect themselves and their families.
- 3.11 We proactively refer (alleged) perpetrators to appropriate support services to minimise the risk of reoccurrence.
- 3.12 We promote campaigns and awareness raising in line with DAHA accreditation.
- 3.13 We respond to referrals as set out within the supporting documentation (see [section 2](#) of the supporting documentation).
- 3.14 We carry out a risk assessment using the Domestic Abuse, Stalking and Honour Based Violence (DASH) Risk Identification Checklist ([see section 7 of the supporting documentation for a copy](#)) and safety plan to provide support for the person experiencing domestic abuse or VAWG and their children.
- 3.15 All appeals and complaints will be dealt with through our complaint's procedure.
- 3.16 By handling all customer information sensitively and in compliance with all relevant legislation, understanding the importance of data specifically in relation to domestic abuse.
- 3.17 Service users of our externally commissioned contracts are able to access targeted support and help with housing, additionally, customers living as our tenants and shared owners are able to access further, tailored help through tenancy support.
- 3.18 Advice and information about support available from specialist external services will be provided to leasehold customers as well as customers living as our tenants and shared owners .
- 3.19 We are committed to supporting our colleagues experiencing domestic abuse and colleagues can find further guidance in [section 7](#) of the supporting documentation.

Safeguarding

- 3.20 We use safeguarding referrals to prevent and reduce the risk of harm to adults, young people and children who are experiencing or are at risk from abuse or neglect by completing safeguarding referrals that have recognised links to domestic abuse, acting in line with our safeguarding policies and procedures.
- 3.21 We work in partnership with local authorities and multi-disciplinary agencies to collectively support victims of domestic abuse or violence against women and girls (VAWG).
- 3.22 We will agree the best method of communication with victims to meet their diverse needs and keep them safe.

4. HOW WE MEASURE THE EXPECTATIONS AND OUTCOMES OF THIS POLICY

- 4.1 Our success helping customers will be measured in terms of the action we take, and how safe victims of domestic abuse feel as a result including:
- 4.2 We monitor the number of referrals received and uptake of support and use this information to inform our future domestic abuse approach.
- 4.3 We monitor complaints received in relation to domestic abuse support provided by Thirteen.
- 4.4 Use customer feedback to inform change.
- 4.5 Work in line with our service standards where appropriate.
- 4.6 Monitor that victims are receiving support within the allocated timeframe.
- 4.7 Work collaboratively with partners to shape services and adopt best practices.

5. CONSIDERATIONS OF OUR CUSTOMERS

- 5.1 To provide safe homes for all our customers. People experiencing domestic abuse are treated in a sympathetic, supportive, and non-judgmental way.
- 5.2 We take into account our customers' diverse needs and the risk of domestic abuse when considering banding for customers and housing allocation.
- 5.3 Where a customer is at high risk of serious harm, we act quickly to offer choices to try to ensure their safety.
- 5.4 We reach out to victims who experience barriers to reporting or accessing services.
- 5.5 We empower victims to fulfil their aspirations by supporting them accessing services. This could include counselling, therapeutic and group programmes, access to training and employment advice.
- 5.6 We ensure that Specialist Services referrals are completed to ensure:
 - LGBT+ individuals can speak to a support officer of the same sexual orientation.
 - Victims of all ages, especially adolescents and older survivors, can access support.
 - People with disabilities receive specialist support.
- 5.7 We ensure that we support victims to receive the appropriate support that meets their needs and best interests.
- 5.8 We use our involved customers to consider this policy from a customer's perspective to judge if our policies are fair, reasonable, transparent, and understandable and use their constructive feedback to inform us.

- 5.9 We have also shared this policy with the customer committee to see if this meets our requirements and service standards whilst demonstrating effective management.

6. TRANSPARENCY ARRANGEMENTS ASSOCIATED WITH THIS POLICY

- 6.1 We will ensure transparency in relation to this policy by:
- 6.2 We keep consistent, accurate and relevant records, to ensure that we support the victim to the best of our ability and do not have to constantly repeat the same information.
- 6.3 Publishing and promote a clear message through our website and social media, that we will not tolerate domestic abuse.
- 6.4 All information that we gather when managing cases of domestic abuse will be stored on our systems securely and in line with all relevant regulations.
- 6.5 We may have to share information with agencies including the police or social services when a child or the adult is at potential risk of harm.
- 6.6 We treat any disclosure of domestic abuse in the strictest of confidence unless there is a duty to disclose information to protect the victim, prevent harm to someone else or prevent or detect a crime.
- 6.7 By responding to any enquiries in an appropriate and timely fashion.
- 6.8 Publishing this policy and supporting documentation in all relevant forums and accessible formats.
- 6.9 For a copy of this policy in an alternative format, such as large print or a translation, please [contact us](#).

7. SUPPORTING DOCUMENTATION FOR THE DOMESTIC ABUSE POLICY

Contents of supporting documentation	
1.	Glossary of Terms
2.	How we respond to referrals of Domestic Abuse
3.	Supporting a (alleged) perpetrator
4.	How we will support victims to remain in their homes
5.	Partnership working
6.	Specialist Domestic Abuse Services Contact
7.	Useful Links
8.	How to contact us
9.	Other policies that support this document

1. Glossary of terms

Domestic abuse is defined as:

The behaviour by a person (“A”) towards another person (“B” or their child) is considered domestic abuse if:

- (a) A and B are each aged 16 or over and are personally connected, and
- (b) the behaviour is abusive.

What is abusive behaviour?

Abusive behaviour may consist of any of the following:

- (a) physical or sexual abuse.
- (b) violent or threatening behaviour;
- (c) controlling or coercive behaviour;
- (d) economic abuse; (Economic abuse means, any behaviour that has a substantial adverse effect on B’s ability to acquire, use or maintain money or other property, or obtain goods or services)
- (e) psychological, emotional, or other abuse.

What does personally connected mean?

Two people are considered personally connected if any of the following apply:

- (a) they are, or have been, married to each other.
- (b) they are, or have been, civil partners of each other.
- (c) they have agreed to marry one another (whether or not the agreement has been terminated);
- (d) they have entered into a civil partnership agreement (whether or not the agreement has been terminated);
- (e) they are, or have been, in an intimate personal relationship with each other.
- (f) there is a child in relation to whom they each have a parental relationship.
- (g) they are relatives.

The term **Violence Against Women and Girls (VAWG)** refers to the following range of serious crime types which are predominately, but not exclusively, experienced by women and girls; domestic abuse, sexual offences, stalking, female genital mutilation (FGM), crimes said to be committed in the name of ‘honour’, forced marriage, sex working and trafficking for sexual exploitation.

Economic abuse involves behaviours that interfere with an individual’s ability to acquire, use and maintain economic resources such as money, transportation and utilities. It can be

controlling or coercive. It can make the individual economically dependent on the abuser, thereby limiting their ability to escape and access safety.

Examples of economic abuse include:

- having sole control of the family income
- preventing a victim from claiming welfare benefits
- interfering with a victim's education, training, or employment
- not allowing or controlling a victim's access to mobile phone/transport/utilities/food
- damage to a victim's property

Controlling behaviour: A range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour: An act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

A child who sees or hears, or experiences the effects of, domestic abuse and is related to the person being abused or the perpetrator is also to be regarded as a victim of domestic abuse.

For this policy's purpose, the definition of tenant and leaseholders is called a customer of Thirteen that has signed a legal tenancy or lease agreement to occupy a home. Where the service offer is different, we explain the difference within this policy, for example direct support for tenants or shared ownership and signposting for leaseholders.

2. How we respond to referrals of Domestic Abuse

We respond to referrals within 1 working day. A support coordinator contacts victims and provides advice and guidance on specialist services and where required explores emergency accommodation. An appointment is also offered with a Tenancy Support Coordinator (TSC) which will take place within 7 working days of the offer being made and the customer accepting the support. The TSC can offer support with housing needs and complete referrals to specialist services.

If a customer is in immediate danger, we would contact the police and social services if required for immediate intervention.

All domestic abuse cases are recorded on our systems and victims are flagged as vulnerable, and (alleged) perpetrators for any potential risk.

3. Supporting a (alleged) perpetrator

To support we:

- Work with (alleged) perpetrators of domestic abuse who recognise and seek to change their behaviour.
- Hold (alleged) perpetrators accountable for their abusive behaviour.
- If necessary, take action to stop (alleged) perpetrators continuing the abuse and that they are held accountable through the courts, including asking police to prosecute for criminal damage and taking action to evict the (alleged) perpetrator of domestic abuse using the powers available under the Housing Act, whilst taking into consideration the wishes of the victim and their future housing needs.
- Colleagues that are (alleged) perpetrators of domestic abuse can find further guidance within the Domestic Abuse Guidelines found on our intranet (section 7 of the supporting documentation).

4. How we will support victims to remain in their homes

- Use legal tools to remove the (alleged) perpetrator from the property.
- Explore and install additional security to the property.
- Signpost to the police for panic alarms.
- Liaise with the Local Authority around additional home security measures.
- Where our property has been damaged, and the safety of our customer(s) is at risk, we will carry out emergency repairs within 24 hours, where it is our legal responsibility to do so.

5. Partnership Working

We are proactive in our multi agency approach with all essential agencies, working together to try to ensure the safety of victims impacted by domestic abuse. These will include multi-agency risk assessment conferences (MARAC) and multi-agency tasking and coordination (MATAC), Domestic Abuse Strategic Partnership meetings.

MARAC Meetings are where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors to coordinate an action plan.

MATAC Meetings are where information is shared to identify and tackle serial perpetrators of domestic abuse and discuss interventions to disrupt and/ or support them to address their behaviour.

6. Specialist Domestic Abuse Services Contacts

The table below details local and national sources for where you can find help and support.

Locality	Agency name and contact details	What they offer
Middlesbrough	<p>My Sisters Place</p> <p>123 Borough Road, Middlesbrough, TS1 3AN</p> <p>01642 241 864</p> <p>Email: hello@mysistersplace.co.uk</p> <p>Website: http://www.mysistersplace.org.uk/</p>	Specialist support for women aged 16 and above, including counselling services, programmes, sanctuary and support with criminal and civil court processes
	<p>Please note, Harbour offers support to male victims in the Middlesbrough area, please use the main contact details as stated for all other areas</p>	
Stockton	<p>Harbour</p> <p>(Head Office) 8 Sydenham, Hartlepool, TS25 1QB</p> <p>03000 202 525 (24-hour number)</p> <p>Email: info@myharbour.org.uk</p> <p>Website: https://www.myharbour.org.uk/</p>	<p>Specialist support for men and women, including refuge, outreach support, support for children and young people and work with abusive partners, programmes, sanctuary and support with criminal and civil court processes.</p> <p>Harbour also delivers a 30-week Respect Accredited programme for perpetrators.</p>
Hartlepool	<p>Harbour</p> <p>(Head Office) 8 Sydenham, Hartlepool, TS25 1QB</p> <p>03000 202 525 (24-hour number)</p> <p>Email: info@myharbour.org.uk</p> <p>Website: https://www.myharbour.org.uk/</p>	<p>Specialist support for men and women, including refuge, outreach support, support for children and young people and work with abusive partners, programmes, sanctuary and support with criminal and civil court processes.</p> <p>Harbour also delivers a 30-week Respect Accredited programme for perpetrators</p>
Redcar	<p>Harbour</p> <p>(Head Office) 8 Sydenham, Hartlepool, TS25 1QB</p> <p>03000 202 525 (24-hour number)</p> <p>Email: info@myharbour.org.uk</p> <p>Website: https://www.myharbour.org.uk/</p>	Supporting both male and female victims, they offer outreach services, support with criminal and civil court processes, sanctuary and specialist programmes for those causing harm to others
	<p>EVA Women's Aid</p> <p>86 High Street, Redcar, TS10 3DL</p> <p>01642 490677 or 07525591971 (Mon – Fri 9am – 5pm)</p>	Specialist support, including outreach, refuge, practical issues, specialist accommodation for men and support with criminal and civil court processes

	<p>Email info@eva.org.uk</p> <p>Visit www.eva.org.uk</p>	
	<p>Halo Project (Specialist BAME Provider)</p> <p>01642 683045</p> <p>Email: info@haloproject.org.uk</p> <p>Website: https://www.haloproject.org.uk/</p>	<p>Support for victims of Honour Based Violence (HBV), Forced Marriage (FM) and Female Genital Mutilation (FGM), specialist refuge, advocacy and empowerment programmes</p>
Durham	<p>Stone Meadow House</p> <p>Address details are not disclosed to keep residents safe.</p> <p>01207 282 193</p> <p>Email: Stone.MeadowHouse@thirteengroup.co.uk</p> <p>Please note, further support can also be obtained from Harbour, who operate a service in this area. Please use the contact details as stated for all other areas</p>	<p>The project is made up of nine self-contained furnished two/three-bedroom flats for women and children. Specialist workers conduct 1-2-1 work in relation to finances, health, tenancy management, employment and training as well as helping to access legal advice.</p>
Darlington	<p>Harbour</p> <p>(Head Office) 8 Sydenham, Hartlepool, TS25 1QB</p> <p>03000 202 525 (24-hour number)</p> <p>Email: info@myharbour.org.uk</p> <p>Website: https://www.myharbour.org.uk/</p>	<p>Specialist support for men and women, including refuge, outreach support, support for children and young people and work with abusive partners, programmes, sanctuary and support with criminal and civil court processes</p> <p>Harbour also delivers a 30 week Respect Accredited programme for perpetrators</p>
Newcastle	<p>NIDAS (Newcastle Integrated Domestic Abuse Service)</p> <p>0191 214 6501</p> <p>Email: Nidas.Team@thirteengroup.co.uk</p> <p>Website: www.newcastleidas.co.uk</p>	<p>Specialist support, including outreach, refuge, practical issues, specialist accommodation for men and support with criminal and civil court processes</p>
Hull	<p>Hull City Council:</p> <p>Website: https://www.hull.gov.uk/domestic-abuse/domestic-abuse-1/4</p>	<p>Specialist support, including outreach, refuge, practical issues, specialist accommodation for men and support with criminal and civil court processes</p>
East Riding of Yorkshire	<p>The DVAP adults' service</p> <p>Phone: 01482 396368</p>	<p>Specialist support, including outreach, refuge, practical issues, specialist accommodation for</p>

	<p>Website: https://www.eastriding.gov.uk/living/crime-and-community-safety/domestic-abuse/domestic-abuse-adults/supporting-adults/</p>	<p>men and support with criminal and civil court processes</p> <p>DVAP also deliver an 8 week survivors programme for female victims only</p> <p>DVAP also deliver a 12-week programme. That helps creates a safe space enabling participants to feel comfortable to share their experiences together and work towards recovery.</p>
North Yorkshire	<p>Supporting victims in North Yorkshire:</p> <p>Calls during office hours</p> <p>01609 643100</p> <p>Monday to Friday, 9am to 5pm. Calls charged at standard rate for landlines and mobiles.</p> <p>Outside of our office hours</p> <p>0808 168 9111</p> <p>Call the national victim support line, operating 24/7.</p> <p>Website: https://www.supportingvictims.org/support-services/domestic-abuse/</p>	<p>Support services to all those experiencing or affected by domestic abuse and sexual violence. Services include refuge accommodation, outreach support and access to a free, confidential helpline. Support is provided to male victims of abuse as well as women and in some areas children and young people who are living in the community.</p>
Yorkshire and Humber	<p>The Blue Door</p> <p>Helpline: 0800 197 47 87 Office: (01724) 841 947 Email: info@thebluedoor.org</p> <p>Website: https://www.thebluedoor.org/</p>	<p>Free support, advice and advocacy across the Humberside Police Force area to reduce the impact of domestic and sexual violence and abuse, with specialist Support Centres in Scunthorpe, Grimsby and Hull. Outreach and drop-in services are available across North, North East Lincolnshire, Hull and The East Riding of Yorkshire.</p>
West Yorkshire	<p>West Yorkshire Police</p> <p>Website: https://www.westyorkshire.police.uk/domesticabuse</p>	<p>Specially trained officers within the Safeguarding Unit who can provide support and practical assistance and work in partnership with other local organisations for Signposting and support.</p>
Teesside	<p>Route 2</p> <p>St. Mary's Centre, 82-90 Corporation Road, Middlesbrough, TS1 2RW</p> <p>01642 241 873</p> <p>Email: info@route2.org.uk</p>	<p>Specialist service for those who are concerned that they are behaving abusively to their partner, ex-partner or family members and are wanting to make positive change.</p>

	Website: http://www.route2.org.uk/	
Teesside	<p>ARCH North East</p> <p>22 Hoylake Road, Middlesbrough, TS4 3JL</p> <p>01642 822 331</p> <p>Email: admin@archnortheast.org</p> <p>Website: https://www.archnortheast.org/</p>	Provides counselling and support for those who have been affected by rape, sexual abuse and childhood sexual abuse
Teesside/ National	<p>Halo Project</p> <p>Vanguard Suite, 307a Broadcasting House, Middlesbrough, TS1 5JA</p> <p>01642 683 054</p> <p>Email: info@haloproject.org.uk</p> <p>Website: https://www.haloproject.org.uk/</p>	Support for victims of Honour Based Violence (HBV), Forced Marriage (FM) and Female Genital Mutilation (FGM), specialist refuge, advocacy and empowerment programmes
National (female victims)	<p>National Domestic Abuse Helpline:</p> <p>0808 2000 247</p> <p>Website: http://www.nationaldomesticviolencehelpline.org.uk/</p>	This is a freephone 24-hour helpline. They can offer support to women experiencing violence or abuse, their family and friends
National (male victims, heterosexual, gay and bisexual)	<p>Men's Advice Line:</p> <p>0808 801 0327</p> <p>Email: info@mensadviceline.org.uk</p> <p>Website: http://www.mensadviceline.org.uk/</p>	This is a freephone support line (Monday to Friday, 9am to 5pm) for men experiencing domestic abuse from a current partner, ex-partner or family member.
National LGBT+	<p>Galop</p> <p>0800 999 5428</p> <p>Email: info@galop.org.uk</p> <p>Website: https://www.galop.org.uk/galop-to-run-national-lgbt-domestic-violence-helpline/</p>	Specialist service for lesbian, gay, bisexual and trans people who are experiencing abuse or violence. The freephone line is available Monday to Friday (please see website for times as these vary). The helpline operates a specific trans service on Tuesdays.
National Perpetrators	<p>Respect</p> <p>0808 8024040</p> <p>Email: info@respectphoneline.org.uk</p> <p>Website: https://respectphoneline.org.uk/</p>	<p>Respect is a pioneering UK domestic abuse organisation leading the development of safe, effective work with perpetrators, male victims and young people using violence in their close relationships.</p> <p>The Respect Phoneline is an anonymous and confidential helpline for men and women who are harming their partners and families. We provide specialist advice and guidance to help people change their behaviours and support for those working with domestic abuse perpetrators</p>

7. Useful Links

Service Standards

[Service standards - Thirteen \(thirteengroup.co.uk\)](https://www.thirteen.org.uk/service-standards)

DAHA (Domestic Abuse Housing Alliance) Website

[DAHA - Domestic Abuse Housing Alliance \(dahalliance.org.uk\)](https://dahalliance.org.uk)

DASH Check list

[Dash risk checklist with quick start guidance | Safelives](#)

Colleague Guidance

[Domestic Abuse Guidelines on Workplace](#)

8. How Customers can contact us

[Contact Us - Thirteen \(thirteengroup.co.uk\)](https://www.thirteen.org.uk/contact-us)

9. Other policies that support this document

[Safeguarding Children Young People and Adults Policy](#)

[Lettings Policy](#)

[Complaints, Compliments and Feedback Policy](#)

ASB & Hate Crime Policy

[Equality, Diversity and Inclusion Policy](#)