

DOMESTIC ABUSE

Monmouthshire Housing Association believes that residents should not live with Domestic Abuse or Domestic Violence.

Anyone can be a victim of Domestic Abuse. It is stated that nationally at least 1 in 4 women will be a victim of Domestic Abuse in their lifetime. Some women suffer repeated incidents of Domestic Abuse or Violence.

Monmouthshire Housing Association uses the following definition of domestic abuse which is:-

“The actual or threatened physical, emotional, psychological, sexual or financial abuse by a partner, family member or someone with whom there is, or has been, a close relationship. This abuse also relates to the perpetrator allowing or causing a child to witness, or be at risk of witnessing, domestic abuse.”

This can take many forms, only some of which are listed here:

- Physical attack
- Threats, bullying
- Controlling behaviour
- Not being allowed to make own decisions
- A person continually having to account for their actions
- Regularly timing someone when they are out
- Enforced isolation from family and or friends

If a person reports domestic abuse or domestic violence to Monmouthshire Housing Association we will treat this with urgency but also with sensitivity. We will act quickly with a view to safety planning and support. We will advise on tenancy matters.

REPORTING FEAR OF, OR ACTUAL, DOMESTIC ABUSE OR VIOLENCE

- To **MONMOUTHSHIRE HOUSING ASSOCIATION**: Please call 0845 677 2277 or 01495 761100
Alternatively, you can report this directly to a **MEMBER OF MHA STAFF** in person or can log your report via the **MHA Website** (www.monmouthshirehousing.co.uk).
- Domestic abuse may also be reported to **HEDDLU GWENT POLICE** via the Police's **NON EMERGENCY NUMBER 101**

If however the situation is life threatening or where violence is being used or threatened; there is a crime in progress or someone suspected is nearby then you should **DIAL 999**.

REPORTING FEAR OF, OR ACTUAL, DOMESTIC ABUSE OR VIOLENCE

You can report this directly to a member of MHA staff in person or by telephone.

MHA will advise, support and assist anybody who is associated with one of our tenancies or leaseholders and who is in fear of, or is actually suffering, from this. There is also help and advice available to people who are not associated with an MHA tenancy from other organisations some of which are listed below.

- **Domestic Abuse** may also be reported to **Heddlu Gwent Police** via the Police's non emergency number **101**.
- **If however the situation is life threatening or where violence is being used or threatened; there is a crime in progress or someone suspected is nearby then you should dial 999.**

The following helplines are run in partnership by Refuge and Women's Aid. These helplines are confidential. They provide support and information and, if appropriate, can refer callers on to refuges and other sources of help and information.

- **24-HOUR DOMESTIC ABUSE HELPLINE: 0808 200 0247**
- **24-HOUR DOMESTIC VIOLENCE HELPLINE: 0808 801 0800**
- The **MONMOUTHSHIRE MULTI AGENCY CENTRE (MAC)** in Abergavenny provides a safe environment offering **FREE & CONFIDENTIAL SUPPORT & ADVICE** for those suffering from domestic abuse/violence.

You can drop in the centre anytime at: **26a MONK STREET, ABERGAVENNY, NP7 5NP** or telephone: **01873 733590**. Alternatively, you can also email them at enquiries@monmouthshiremac.org.uk.

Organisations that operate from the MAC and can advise or support people suffering Domestic Abuse are:

- **LLAMAU:** MODAS project providing outreach support for victims of Domestic Abuse and other tenancy issues.
- **WOMEN'S AID:** Can organise refuge also have projects which support women and children subject to domestic abuse (www.womensaid.org.uk).
- **DYN PROJECT:** Advice available to men who are subject to domestic abuse.
- **VICTIM SUPPORT:** Support available to victims of crime.
- You can also contact **THE HOUSING OPTIONS TEAM AT MONMOUTHSHIRE COUNTY COUNCIL**. They can offer housing advice for anybody in fear of, or suffering from, domestic abuse or domestic violence. Their telephone number is: **01633 644 644**.