

## Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, dđiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书，如果您需要汉语版，请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

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[www.bgvpha.org.uk](http://www.bgvpha.org.uk)

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



# Domestic Violence



## WHAT IS DOMESTIC VIOLENCE?

**Domestic Violence is unacceptable, criminal violence against (in most cases) women by a partner. 1 in 4 women experience domestic violence in their lifetime\*.**

All backgrounds, ages and cultures can be affected. Domestic violence can be physical, sexual, psychological, financial, or a combination of these.

## DOMESTIC VIOLENCE IS A CRIME

It is not your fault if you suffer domestic violence. You can't make someone hit you – it's their choice and only they are responsible.

BGVPHA will work with the police and other agencies to offer you protection and to either make your own home safe, or find you safe accommodation.

## IF YOU ARE SUFFERING DOMESTIC VIOLENCE

If you, or someone you know, are suffering domestic violence and is a BGVPHA resident, please get in contact with us – we can help you.

## WHAT HAPPENS IF YOU CONTACT BGVPHA ABOUT DOMESTIC VIOLENCE?

**If you contact us about a case of domestic violence, we will:**

- Offer you a private interview with a housing officer. No appointment is necessary at our offices, although you may have to wait until an interview room is available so that you can speak to someone in private;
- Meet you within 24 hours, at our offices or your home, to advise you on:
  - housing options
  - security measures
  - police involvement and
  - provide you with further help and support.

## HOW CAN WE HELP YOU?

**We will:**

- Provide you with advice and direct you to specialist organisations who can help (including providing you with telephone numbers or email addresses).
- Give you advice on emergency accommodation;
- Liaise with the local authority to award extra priority to applicants on the Common Housing register who suffer domestic violence;

## INFORMATION, EQUALITY AND CONFIDENTIALITY

**BGVPHA will:**

- Keep you involved and informed of any action we take;
- Offer fair treatment to all in accordance with our Equality and Diversity Policy;
- Keep all reported cases of domestic violence confidential.

**BGVPHA is committed to treating all reported cases of domestic violence quickly and sensitively.**



## MORE INFORMATION

**You can get further advice and information from:**

- The **24 hour National Domestic Violence helpline on freephone 0808 2000 247**. They give confidential advice and support. They also provide culturally specific aid and interpretation services.
- **Women's Trust East on 020 8522 7856**. They provide free, confidential counselling and support to women in East London.
- [www.refuge.org.uk](http://www.refuge.org.uk) or [www.womensaid.org.uk](http://www.womensaid.org.uk)

Domestic violence can also be committed by women against male partners and can take place in gay and lesbian relationships.

**Remember, Domestic Violence is a crime.  
Always phone 999 in an emergency.**

\* information from [www.refuge.org.uk](http://www.refuge.org.uk)

**If you want to talk to someone at BGVPHA in confidence, please call 020 8709 4300 and ask for your housing officer.**