

## How we can help?

The ways in which we can support and provide advice to you include:

- ✓ offer additional security measures to your home free of charge if you want to stay where you are
- ✓ provide access to emergency accommodation if required
- ✓ help with an emergency move if this is the most appropriate option for you to make you safe
- ✓ support to access benefits advice
- ✓ support to get specialist legal advice
- ✓ take tenancy enforcement action against the perpetrator where it is safe to do so

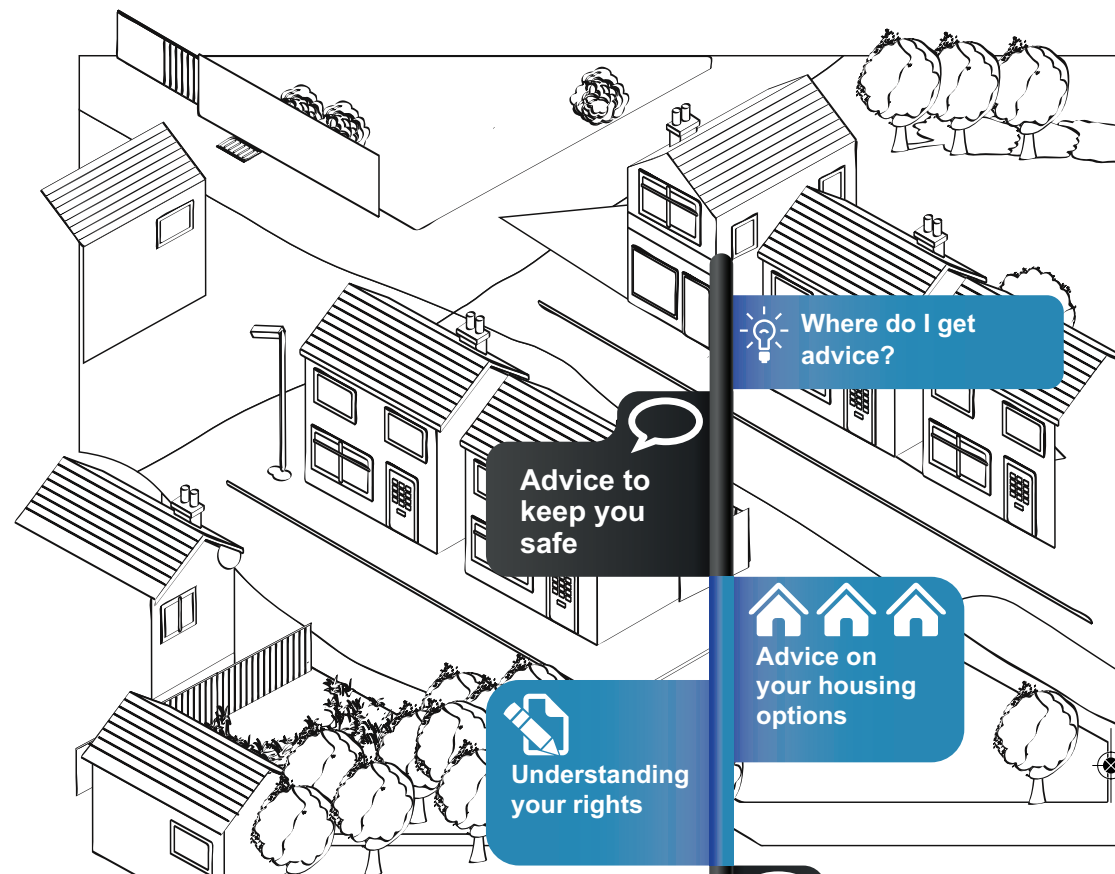
## How to use this service

Contact your Tenancy Officer by calling 01482 300 300 to organise a meeting at which you can discuss your options, as well as go through what types of services are available and assess your level of risk. In this meeting we will offer you a referral to Hull DAP for specialist advice. OR you can refer yourself by contacting DAP on 01482 318 759.

For more information visit our website [www.hullcc.gov.uk](http://www.hullcc.gov.uk)

For immediate help in an emergency ring 999

This document can be made available in other formats (large print, audio and Braille) and different community languages. Please telephone 01482 300 300.



Where do I get advice?

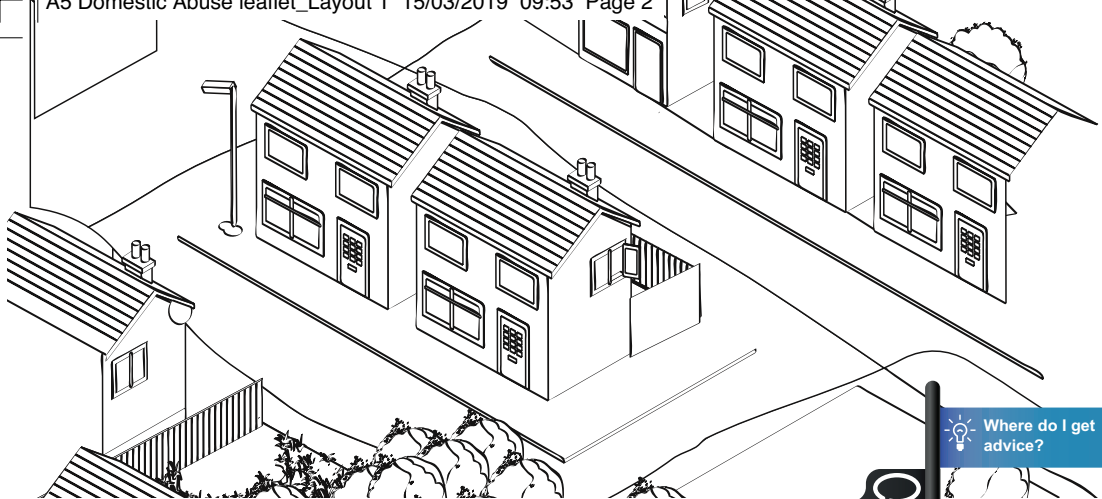
Advice to keep you safe

Advice on your housing options

Understanding your rights

Benefits advice

## Are you experiencing domestic abuse?



## Are you afraid of a partner, ex-partner or family member?

- ✗ do they get jealous?
- ✗ do they try to control you?
- ✗ do they force you to have sex?
- ✗ do they take your money?
- ✗ do they keep you from seeing your friends?
- ✗ do they get violent towards you?



If you recognise any of these signs you may be a victim of domestic abuse and need to get in touch with us so we can help you. Do not suffer in silence. Domestic abuse is a crime.

## What we do

Hull City Council Housing Service can help you if you are experiencing domestic abuse. We work in partnership with Hull Domestic Abuse Partnership (DAP) to provide the most appropriate support and advice. This service is free and available to anyone who lives in Hull.

## What can you expect from us?

- ✓ a private discussion with staff that are trained to identify domestic abuse
- ✓ a supportive, believing and non-judgemental attitude
- ✓ access to an interpreter if required
- ✓ talk you through your housing options to maximise your safety
- ✓ respect your confidentiality at all times, with the exception of disclosing information relating to child protection or a vulnerable adult
- ✓ refer you to DAP with your consent for further specialist advice
- ✓ make sure that we take into account any communication or access needs when contacting you

## What we expect from you?

- ✓ treat our staff with respect
- ✓ work with us to make sure you keep safe
- ✓ be honest and open with us
- ✓ complete a risk assessment with us so we can understand the level of risk posed to you