

## ***Local Services***

If you prefer not to contact us, we work with local specialist partners who provide assistance, advice, support and practical help.

### **Preston Domestic Violence Service (PDVS)**

PDVS helpline provides confidential, free advice, support and a listening ear to all victims of domestic abuse. They can provide specialist services and outreach support. They are based at Harbour House, Portway, Preston.

Helpline: **01772 201601**

Email: [enquiries@pdvs.org.uk](mailto:enquiries@pdvs.org.uk)

Website: [www.pdvs.org.uk](http://www.pdvs.org.uk)

### **Safenet Refuge Preston**

Safenet refuge offer safe, confidential, secure, self-contained flats for women and children who are fleeing domestic abuse in Preston, they can also access refuge accommodation throughout the British Isles.

**01772 496177**

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

[contact@safenet.org.uk](mailto:contact@safenet.org.uk)

### **National Support:**

Women's Aid

Available 24/7 offering emotional support and advice and access to women's refuges across the country.

### **Lancashire Victim Support**

LVS provide support for victims of domestic abuse and sexual violence.

Specially trained staff will be able to help you access the right support for you and provide emotional support, guidance and practical help, whether you have been affected recently or in the past. All of the services are free and confidential.

Please get in touch.

**0300 323 0085 –**

lines are open 8am to 8pm Monday to Friday and 9am to 5pm Saturdays.

Email: [info@lancashirevictimservices.org](mailto:info@lancashirevictimservices.org)

Write to: LancashireVictim Services, Ringway House, Percy Street, Preston, PR1 1HQ

### **National Support**

National Domestic Violence Helpline  
Freephone 24 hour.

**0800 2000 247 FREE**

### **Broken Rainbow**

National Domestic Abuse helpline for lesbian, gay, bisexual and transgender people.

**0845 260 55 60**

## Useful contacts

### Gateway Direct

0800 953 0213

customerservices@communitygateway.co.uk

### Out-of-Hours Emergencies

0800 953 0213



Harbour House, Port Way,  
Ashton-On-Ribble, Preston, PR2 2DW

0800 953 0213

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)



### Hindi

यह पुस्तिका हमारी Domestic Abuse (आश्रय गृहों संबंधी गाइड) है, यदि आप इसका अनुवाद अपनी भाषा में चाहते हैं, तो कृपया हमें 0800 953 0213 अथवा 01772 268000 पर संपर्क करें

### Punjabi

ਇਹ ਲੀਫਲੈਟ ਸਾਡੀ Domestic Abuse (ਸੈਲਟਰਡ ਹਾਊਸਿੰਗ ਸਬੰਧੀ ਗਾਈਡ) ਹੈ, ਜੇਕਰ ਤੁਸੀਂ ਇਸਦਾ ਅਨੁਵਾਦ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0800 953 0213 ਜਾਂ 01772 268000 ਤੇ ਸੰਪਰਕ ਕਰੋ

### Farsi

Domestic Abuse این دفترچه درباره (راهنمای مسکن محفوظ) ما است. لطفا در صورتی که مایل هستید این دفترچه به زبان شما ترجمه شود یا ما به شماره 0800 953 0213 یا 01772 268000 تماس بگیرید

### Gujarati

આ પત્રિકા અમારા Domestic Abuse (આશ્રય રહેઠાણની ગાઈડ) અંગેની છે જે તમે તમારી ભાષામાં ભાષાંતરિત કરાવવા માગતા હો તો 0800 953 0213 અથવા 01772 268000 નંબર પર સંપર્ક કરો

### Bengali

এই প্রচারপত্রটি হল আমাদের Domestic Abuse (শেটার্ড হাউজিংয়ের নির্দেশিকা) আপনি যদি এই প্রচারপত্রটি আপনার নিজের ভাষায় অনুবাদিত চান তাহলে অনুগ্রহ করে 0800 953 0213 বা 01772 268000 নম্বরে আমাদের সাথে যোগাযোগ করুন

### Urdu

یہ کتابچہ ہمارے Domestic Abuse (برائے رہائشی مکان) کے متعلق ہے اگر آپ اس کو اپنی زبان میں ترجمہ کروانا چاہتے ہیں تو مہربانی کر کے ہم سے 0800 953 0213 یا 01772 268000 پر رابطہ کریں

### Polish

Niniejsza broszura jest naszym Domestic Abuse (przewodnikiem dotyczącym zakwaterowania osób starszych lub wymagających opieki). Aby otrzymać jej tłumaczenie na wybrany język prosimy o kontakt pod numerem telefonu 0800 953 0213 lub 01772 268000

# Domestic Abuse

A close-up portrait of a woman's face, partially obscured by a large, semi-transparent pink overlay that covers the top and right portions of the image. The woman has dark hair and is looking directly at the camera with a serious expression. The pink overlay has a soft, ethereal quality, blending into the background.

community  
gateway

## ***What is Domestic Abuse?***

Domestic abuse is when someone behaves in an abusive or violent way towards another person, usually within the home. In most cases, the victim is a woman. One in four women experience domestic violence in their life time.

Domestic abuse can be physical, psychological, sexual, financial, and emotional or a combination of these, and can affect people of any age and from all backgrounds and cultures.

Domestic violence can be committed by women against male partners and can take place in both heterosexual and gay or lesbian relationships. It can also be committed by another family member.

## ***Domestic abuse is a crime***

It is not your fault if you experience domestic abuse. You can't make someone hit, verbally abuse or harass you – it's their choice and only they are responsible. Drink or drugs are not an excuse.

No one deserves to be abused; everyone has the right to live free from fear, intimidation and abuse, especially within their own home.





## *If you are a tenant of Community Gateway we can help*

The Tenancy Management Team can offer advice and support to victims of domestic abuse who are CG tenants. We understand how devastating such abuse can be and how difficult it can be to gather the courage to do something about it.

If you approach us for support we will ensure that:

- You are treated with compassion and discretion
- Your confidentiality and privacy are respected
- We will agree all actions with you and that we only take action with your consent.

We can offer help such as:

- Offering advice and support
- Offering referrals to specialist support agencies
- Advice about housing options
- Provision of extra security
- Taking enforcement action against the perpetrator of the abuse, such as applying for an injunction, or taking possession proceedings.

### **Remember this is not your fault.**

To find out more about our service, please contact:

Tenancy Management Team  
Harbour House, Port Way, Preston,  
PR2 2DW

Tel: **0800 953 0213**

Email: [tenancy.management@communitygateway.co.uk](mailto:tenancy.management@communitygateway.co.uk)



## ***I am a tenant experiencing domestic abuse, what are my housing options?***

- If you are at risk of immediate or significant harm then please contact the Police. In an emergency dial 999 or in a non-emergency contact Preston Police station by dialling 101
- If possible go and stay with someone you know and trust, where you feel you will be safe
- Emergency accommodation may be available in a refuge; contact Safenet Refuge Preston

### **If it is safe to remain in your home:**

Contact the Tenancy Management Team and make them aware of the situation so they can discuss your options with you, these may include:

- **Sanctuary Scheme**

The main feature of the scheme is to provide extra security such as locks on windows, emergency lighting, and additional locks on internal and external doors to create a safer environment where you can call and wait for the arrival of the Police.

- **Legal Remedies**

There are different court orders such as injunctions, non-molestation orders and/or occupation orders which can be considered.

Domestic Abuse occurs when one person tries to bully or control another. The responsibility lies entirely with that person. Please contact someone for help.

## **Remember this is not your fault.**

