



Domestic violence and abuse
Do you or a friend need help?

Call Harvest Response on LoCall **0845 345 0272**

Turning homes and neighbourhoods
into places where people
want to live and choose to stay





This leaflet is about domestic violence. It explains what it is and what to do if you or someone you know is experiencing domestic violence.



If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).

French

Ce dépliant concerne la violence conjugale. Il explique de quoi il s'agit et ce qu'il faut faire si vous, ou quelqu'un de votre entourage, souffrez de violence conjugale.

Si vous souhaitez l'aide d'un interprète pour comprendre ce document, ou pour nous parler, veuillez contacter soit votre bureau de proximité (Neighbourhood Office) soit Harvest Response au 0845 345 0272 (prix d'un appel local) ou au 0845 345 7484 (pour les utilisateurs de Minicom).

Ce dépliant est également disponible dans d'autres formats notamment en braille, en gros caractères ou sur support audio (CD or cassette).

Russian

Эта брошюра касается насилия в семье. Она объясняет, что это такое и что делать, если вы или кто-то из ваших знакомых стал жертвой насилия в семье.

Если вы нуждаетесь в помощи переводчика, чтобы понять текст настоящего документа или поговорить с нами, свяжитесь с ближайшим айнным представительством (Neighbourhood Office) или отделением Harvest Response по телефонам службы LoCall 0845 345 0272 или Minicom 0845 345 7484.

Данная листовка также доступна в других форматах – брайлевская печать, крупный шрифт или аудио-формат (CD-диск или кассета).

Punjabi

ਇਹ ਕਿਤਾਬਚਾ ਘਰੇਲੂ ਹਿੰਸਾ ਬਾਰੇ ਹੈ। ਇਹ ਵਰਣਨ ਕਰਦਾ ਹੈ ਕਿ ਇਹ ਕੀ ਹੈ ਅਤੇ ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਕਿਸੇ ਹੋਰ ਨੂੰ ਘਰੇਲੂ ਹਿੰਸਾ ਦਾ ਤਜਰਬਾ ਹੋ ਰਿਹਾ ਹੈ ਤਾਂ ਕੀ ਕਰਨਾ ਚਾਹੀਦਾ ਹੈ।

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਜਾਂ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਇੱਕ ਦੁਬਾਰੀਏ ਦੀ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਿਕ ਨੇਬਰਹੁਡ ਦਫ਼ਤਰ ਜਾਂ ਹਾਰਵੈਸਟ ਰਿਸਪਾਂਸ ਨਾਲ ਲੇਕਾਲ 0845 345 0272 ਜਾਂ ਮਿਨਿਕਾਮ 0845 345 7484 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਇਹ ਲੀਫਲੈੱਟ ਦੂਜੀਆਂ ਫਾਰਮੈਟਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਜਾਂ ਆਡੀਓ (ਸੀਡੀ ਜਾਂ ਟੇਪ) ਵਿੱਚ ਵੀ ਉਪਲਬਧ ਹੈ।

Farsi

این بروشور درباره خشونت خانگی است. ماییت خشونت خانگی در این بروشور توضیح داده شده و کارهایی که شما یا دیگران در صورت تجربه کردن خشونت خانگی باید انجام دهید شرح داده شده اند.

اگر نیاز به کمک دارید یا نمی‌توانید این سند را بفهمید یا با ما صحبت کنید، لطفاً با ما تماس بگیرید یا به نزدیکترین دفتر ما (Neighbourhood Office) یا Harvest Response در شماره 0845 345 0272 (شماره محلی) یا 0845 345 7484 (برای کاربران مینیکام) تماس بگیرید.

این بروشور همچنین در سایر فرمت‌ها مانند چاپ برجسته، چاپ بزرگ یا صوتی (CD یا نوار) نیز در دسترس است.

Polish

Niniejsza ulotka dotyczy przemocy domowej. Wyjaśnia ona czym jest przemoc domowa oraz co należy zrobić jeśli Państwo lub ktoś, kogo Państwo znają doświadcza przemocy domowej.

Jeśli w celu zrozumienia niniejszego dokumentu lub kontaktu z naszą firmą chcieliby Państwo skorzystać z pomocy tłumacza, prosimy o kontakt z miejscowym Neighbourhood Office lub Harvest Response pod numerem LoCall 0845 345 0272 lub Minicom 0845 345 7484.

Niniejsza ulotka dostępna jest również w innych formatach, takich jak druk pismem Braille'a lub dużą czcionką, bądź format audio (na dysku CD lub taśmie magnetofonowej).

Gujarati

આ પુસ્તિકા ઘરેલું હિંસા અંગે છે. તે શું છે તે અંગે અને તેમ કે તેમ જેને જાણતા હો તેવા કોઈ ઘરેલું હિંસા ભોગવતા હોય તો શું કરવું તે અંગે આ પુસ્તિકા સમજાવે છે.

જો તમને આ દસ્તાવેજ સમજવામાં અથવા અમારી સાથે વાતચીત કરવામાં ઠંડરઠિટરની મદદ જોઈતી હોય તો, કૃપા કરી તમારી સ્થાનિક નેબરહુડ ઓફિસની સંપર્ક કરો અથવા હાર્વેસ્ટ રિસપોન્સનો (Harvest Response) હોટલાઇન (LoCall) 0845 345 0272 ઉપર અથવા મિનિકોમ 0845 345 7484.

આ પત્રિકા બીજા રચનાઓમાં જેવીકે અંધ/બિપિ (બ્રેઇલ), મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓમાં (CD અથવા ટેપ) પણ મળી રહે છે.

Urdu

یہ کتابچہ خانگی تشدد کے بارے میں ہے۔ یہ اس کی وضاحت کرتا ہے اور بتاتا ہے کہ اگر آپ یا آپ کا کوئی شہناشا خانگی تشدد کا شکار ہو تو کیا کریں۔

اگر آپ کو اس دستاویز کو سمجھنے یا ہم سے بات کرنے کے لیے اگر آپ کو تھمنا (انٹریپر) کی ضرورت ہو تو ہمارے مہربانی اپنے مقامی 'نہبرہڈ آفس' یا 'ہارویسٹ ریسپانس' سے مکالم نمبر 0845 345 0272 یا فون نمبر 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بڑے، چھوٹے، یا سنسنے والی ٹیپ یا ڈی وی پی۔

Harvest Response
LoCall 0845 345 0272



We can help

If you or someone you know is experiencing or has experienced domestic violence, let us help.

What is domestic violence?

Domestic violence is any incident of threatening behaviour, violence or abuse between adults who have been in an intimate relationship, or between family members.

Victims can be anyone – male, female, straight, gay or transgender, adult or child.

You're not to blame

Domestic violence is one of the most common types of under-reported or 'hidden' crimes. It's hard to accept that a loved one can behave so aggressively, usually because you cannot explain their behaviour.

You may think you are to blame. You are not to blame.

No-one deserves to be abused, humiliated or assaulted, least of all by a loved one – don't blame yourself.

How to get help

The most important thing you can do is **tell** someone. We will listen without judging you and offer as much advice as we can. We will treat everything you tell us in complete confidence.

In an emergency

If anyone is injured or you think someone is in immediate danger, dial 999.

In working hours

If no-one is injured or in immediate danger, contact your nearest Neighbourhood Office. We have trained our Customer Support Officers and Community Safety Team to give you the information and support you need to tackle domestic violence. You can call in person, telephone, email or write.

Outside working hours

(5pm–8am, all day Saturday, Sunday and bank holidays)

Contact our Antisocial Behaviour Line **0845 456 1399**.

Contact Harvest Response

On LoCall 0845 345 0272

Who can report an incident?

You can talk to us if you are a **victim** of domestic violence, or if you have **witnessed** domestic violence.

What we'll do

When you contact us, we will:

- do everything we can to help
- treat you with respect and complete discretion
- respond within one working day
- arrange to meet you outside the area if you prefer
- meet you outside office hours or at a convenient time for you
- arrange an interpreter if you need one
- always show an identity card if we visit you
- respect your home, privacy, customs and culture.

How can we help?

If you or someone you know is experiencing domestic violence we can:

- listen and provide support, or help you access the right support from other agencies, in confidence
- help them find a new permanent home
- find safe accommodation if there's any immediate danger.
- offer housing advice and information
- provide support if you or the victim decides to take court action.

Contacting Harvest Response

Monday–Friday	8am–8pm
Saturday	9.30am–1pm
LoCall	0845 345 0272
Minicom	0845 345 7484

All calls are charged at a local rate.

Email: response@harvesthousing.org.uk

Write to us at:

Harvest Response, PO Box 593, Preston PR2 2WU

Harvest antisocial behaviour line – out-of-hours service

Monday–Friday	5pm–8am
Saturday, Sunday and bank holidays	24 hours
	0845 456 1399



Useful numbers

The local Police

Cheshire	0845 458 0000
Cumbria (Workington)	0845 330 0247
Derbyshire	0845 123 3333
Lancashire	0845 125 3545
Greater Manchester	0161 872 5050

National Domestic Violence Helpline	0808 200 0247
Victim Supportline	0845 303 0900
Shelterline	0808 800 4444
The Samaritans	0845 790 9090
NSPCC Child Protection	0808 800 5000
Broken Rainbow	0845 260 4460

Harvest Response

Monday–Friday

8am–8pm

Saturday

9.30am–1pm

LoCall

0845 345 0272

Minicom

0845 345 7484

Harvest antisocial behaviour line – out-of-hours service

Monday–Friday 5pm–8am

Saturday, Sunday and bank holidays 24 hours

0845 456 1399

Other people who can help

You can also report domestic violence to the Police or other support agencies. Please keep the attached card as a reminder of some of the people who can help.

The local Police

Cheshire	0845 458 0000
Cumbria (Workington)	0845 330 0247
Derbyshire	0845 123 3333
Lancashire	0845 125 3545
Greater Manchester	0161 872 5050

Other support agencies

National Domestic Violence Helpline

0808 200 0247

Victim Supportline

0845 303 0900

Shelterline

0808 800 4444

The Samaritans

0845 790 9090

NSPCC Child Protection

0808 800 5000

Broken Rainbow

0845 260 4460

Harvest Housing Group

Established in 1963, Harvest Housing Group is a not-for-profit housing group providing over 18,000 affordable, high-quality homes supported by comprehensive neighbourhood services. Our unique way of working delivers group-wide resources at a truly local level.

Our expertise means we have the experience to work with communities to deliver high-quality local services to a variety of people all with very different needs in a friendly and professional way.

Group members



Harvest

Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



Derwent & Solway Housing Association

Delivering affordable housing and neighbourhood services in Cumbria.



Eaves Brook

Delivering affordable housing, neighbourhood services and housing market renewal services in Lancashire.



Frontis

Developing NHS key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



Manchester & District Housing Association

Delivering affordable housing and neighbourhood services and Private Finance Initiatives in Manchester, Greater Manchester and Cheshire.



Moorlands

Delivering affordable housing and neighbourhood services in Leek, Cheadle, Biddulph, High Peak and Cheshire.



Outlook Homes

Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential services.



Partington Housing Association

Delivering affordable housing and neighbourhood services in Partington.



M&D and D&S are charitable organisations



Harvest Response

Winner of Customer Contact Association Award 2007 & 2008

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing calls are recorded for training, security and monitoring.

Opening times:

Monday to Friday 8am to 8pm. Saturday 9.30am to 1pm

Email: response@harvesthousing.org.uk

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU



Printed recycled paper or paper from a sustainable source
Save Today to Save Tomorrow... Reduce... Reuse... Recycle...



CCA MEMBER 2008

The registered office for all Group members is:

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Levenshulme, Manchester M19 2LH

Telephone: 0161 248 2300

Fax: 0161 248 2401

email: info@harvesthousing.org.uk

www.harvesthousing.org.uk