



THE COUNCIL'S GUIDE TO DEALING WITH DOMESTIC VIOLENCE

**Basildon District Council
Housing Services
The Basildon Centre
St Martin's Square
Basildon
Essex SS14 1DL
Tel: (01268) 294342
www.basildondistrict.com**

Building a Better Basildon

WHAT IS DOMESTIC VIOLENCE?

Domestic violence is not easy to define. Most people who suffer domestic violence are women and perpetrators may be husbands, partners, other family members, neighbours, lodgers or ex-husbands/partners. However, victims are not always women; many men also suffer violence from their partners or other people.

Forms of domestic violence may include:

- ◆ Physical assault - hitting, punching, kicking, slapping
- ◆ Threats of violence
- ◆ Sexual violence or abuse or rape
- ◆ Bullying
- ◆ Violence/threats to children
- ◆ Humiliation and constant ridicule, undermining or criticism
- ◆ Deprivation of money or food
- ◆ Confinement in the home
- ◆ Prevention of working
- ◆ Control over when able to go out, how long you can be out and who you are able to meet.

WHAT CAN YOU DO?

If you are suffering domestic violence there are many people you can go to for help or advice.

You may go to:

- ◆ your local Area Housing Office if you are a Council tenant
- ◆ the Council's Housing Assessment Service
- ◆ your Councillor or M.P.
- ◆ the Citizens Advice Bureau
- ◆ Social Services
- ◆ the Police
- ◆ Basildon Women's Refuge/Parklands Womens Centre
- ◆ a Solicitor
- ◆ Victim Support

- ◆ SHELTER
- ◆ Parklands Domestic Violence Careline

The contact details are given at the back of this leaflet.

If you want to remain in your home and the abuser is no longer living there you can apply for a Domestic Violence Careline Alarm. This alarm unit is fitted into your telephone land line (not mobile). You are given a pendant which you can wear or carry in your pocket. The alarm unit can be activated easily when an incident occurs by pressing the button on the pendant. The Police will be called automatically and the incident is recorded.

There is no charge for this service, however, you will have to complete a referral form and agree for your personal details to be passed on. **To obtain an alarm contact Basildon Women's Refuge on (01268) 581591 or the Police Domestic Violence Liaison Officer.**

Police - Basildon Police have a Domestic Violence Liaison Officer based at the Basildon Station. You can speak with her in confidence regarding advice on criminal issues surrounding your abuse. **To contact telephone (01268) 244092.**

WHAT CAN THE COUNCIL DO?

We are committed to acting promptly on all incidents of domestic violence.

- ◆ If you approach us you can be given help or advice over the telephone or in person
- ◆ You can see an officer of the same sex as yourself if you prefer
- ◆ Interpreters are available if you are not fluent in English
- ◆ A sign language interpreter is available if you have hearing impairment
- ◆ Your case will be treated in the strictest confidence. We will send any correspondence to another address rather than your own home if you prefer

ACCOMMODATION

The Homeless Section has various forms of accommodation to offer such as:



- ◆ Short term leased properties
- ◆ Housing Association and Council properties which are due to be demolished or redeveloped
- ◆ Hostels

but this will depend on what is available at the time of your homelessness.

We try not to use bed and breakfast hotels as temporary accommodation. However, sometimes this is unavoidable. If you are provided with bed and breakfast we will try and move you as soon as possible. If you have nowhere to live and we have reason to believe that you are homeless and in priority need we may provide you with 'interim' accommodation. This is while enquiries are carried out into your circumstances.

If we accept that we have a duty to rehouse you permanently it is likely that you will remain in your 'interim' accommodation. We will have a duty to provide you with this accommodation until you are housed permanently.

**See the Temporary Accommodation leaflet for more details.*

ADVICE

You may approach us because you just want some advice on your situation.



We can give you advice on:

- ◆ Your rights in your home
- ◆ Legal procedures such as injunctions, Bail Orders, non-molestation orders, occupation orders, undertakings and powers of arrest
- ◆ Moving to a new home

- ◆ Careline Alarms
- ◆ Referrals to the Homelessness Section
- ◆ Where to go for further advice or help
- ◆ Assistance to stay in your home

PLANNING TO LEAVE YOUR HOME

There may be a time when you have to leave your home in a hurry to get away from a particular assault either on a temporary basis or to leave for good. If you think you might need to do this you can plan by doing the following:

1. Keep an extra set of keys for the house or car, money and a set of clothes for you and your children packed ready in a bag.
2. Keep a note of emergency telephone numbers (see back page) and numbers for close family or friends with you at all times.
3. Think of a safe place to use a phone.
4. Keep aside some money for transport.
5. Consider talking to your children about your plans if you think they can cope with this.

If you are prepared in this way you will feel more in control and confident.

If you have more time to plan leaving do some or all of the following:

1. Leave when your abuser is not around.
2. Take your legal and financial papers, Birth and Marriage Certificates, Court Orders, Passports, Driving Licence, bank books, credit cards etc.
3. Take clothing for at least a few days and favourite toys for the children.
4. Take any medicines you or your children might need.

If you do leave and later find you have forgotten something, don't worry. If necessary, you can arrange for the Police to be at your home when you collect it.

USEFUL NUMBERS AND ADDRESSES

Area Housing Offices

Pitsea

Northlands Pavement
Pitsea
Tel: (01268) 550766

Felmores

13 Felmores End
Felmores
Pitsea
Tel: (01268) 455220

Laindon Clockhouse

49 Laindon Centre
Laindon
Tel: (01268) 542267

Billericay

Mayflower House
128a High Street
Billericay
Tel: (01277) 659141

Emergency Careline

The Basildon Centre
St Martin's Square
Basildon
Tel: (01268) 294350

Customer Service Centre

Customer Service Officer
The Basildon Centre
St Martin's Square
Basildon
Tel: (01268) 294264

Wickford

Halls Corner
Wickford
Tel: (01268) 572894

Central

The Basildon Centre
St Martin's Square
Basildon
Tel: (01268) 533333

Laindon Royal Court

King Edward Road
Laindon
Tel: (01268) 540177

Vange

13 Southview Road
Vange
Tel: (01268) 455320

Housing Advice Service

The Basildon Centre
St Martin's Square
Basildon
Tel: (01268) 294342

SHELTER

7 St Botolphs Street
Colchester
Tel: (01206) 560864 or
Freephone (0808) 8004444

OTHER AGENCIES

Basildon Women's Refuge

P.O. Box 51
Basildon

Tel: (01268) 581591
(24 Hours)

Parklands Womens Centre

Gloucester Park

Tel: (01268) 521666

Citizens Advice Bureau

Basildon The Basildon Centre

Tel: (01268) 522210

Billericay The Library
Burghstead Lodge
143 High Street
Billericay

Tel: (01277) 651858

Wickford Gibraltar Walk
High Street
Wickford

Tel: (01268) 732094

Victim Support

Basildon & Castle Point
Craylands Hall
Norwich Walk
Basildon

Tel: (01268) 273703

Essex Social Services

Ely House
Ely Way
Basildon

Tel: (01268) 643333
(24 Hours)

Police

You can contact the Community Liaison Officer at the following offices:

Basildon Great Oaks
Basildon SS14 1EJ

Tel: (01268) 532212
(24 hours)

Laindon 11a Worthing Road
Laindon SS15 6AL

Tel: (01268) 410101

Wickford 14 London Road
Wickford SS12 0AN

Tel: (01268) 561312

Pitsea 8 Rectory Road
Pitsea SS13 2AA

Tel: (01268) 584212

Billericay 153 High Street
Billericay CM12 9AB

Tel: (01277) 631212

The information contained in this leaflet is also available in other forms.

If you are deaf - we welcome
typetalk calls.



If you are blind or partially sighted - we can provide an audio tape or larger type.

If English is not your first language - we can provide a translation.

For further details please contact (01268) 294342.



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