



### Domestic abuse

If your partner or another household member is abusing you in any way, we will do all we can to get you the help you need.

If you think you may be experiencing domestic abuse, please contact us for advice and call the police if you are unsafe.

If you think another of our residents is suffering in this way, please let us know. You can trust us to treat this information sensitively and in confidence.

We will not put up with residents who are violent or abusive to members of their household.

### What is domestic abuse?

Domestic abuse can take many forms. It can include:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse, and/or
- psychological, emotional, or other abuse.

You do not have to put up with domestic abuse. There are laws to protect you and people who can deal confidentially with your case. We can help you to access this support.

### What you can expect from us

When you report domestic violence to us, we will refer it to our housing team, who will respond within one working day. They will respect your views and let you take the lead.

### Assessing your situation



**CONTACT US**

If you have further questions, please contact us.

📱 **Use your My Karibu app**

☎ **Phone:** 020 8607 7777

✉ **Email:** [info@karibu.org.uk](mailto:info@karibu.org.uk)

🌐 **Visit our website:** [www.karibu.org.uk](http://www.karibu.org.uk)

✍ **Write:** Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ

We are also on social media at:

● **X/Twitter:** @karibuchomes ● **LinkedIn:** Karibu Community Homes

● **Facebook/Instagram:** @karibuchomes



We will arrange to meet you in private at our offices, or at an agreed safe place, so that we can carry out a risk assessment. We will also agree how we can stay in contact in a safe way.

Your safety is our main concern. We will not tell the person responsible for the abuse that we have spoken to you or take any action against them without consulting you first.

We will give you information about other agencies, including local specialist domestic abuse services. With your permission, we will refer you.

We will not share your information with anyone without your permission, unless we are worried about your safety, or the safety of any children or vulnerable adults. However, if we have safeguarding concerns, we have a legal responsibility to share information with other agencies.

### Agreeing a support plan

Our staff member will agree a clear plan with you that sets out how we will support you. The plan will be led by you and based on your concerns and wishes. We will provide you with a copy if it is safe to do so.

The plan will be based on your personal circumstances. If you can stay in your home, it may include increasing your home security. We might also apply for a civil injunction against the perpetrator, to offer you some protection against the perpetrator's actions.

If the perpetrator of the abuse is still living in the home, we may seek to evict them.

If it is not safe for you to stay in your home, we will give you advice, information, and support to help you access emergency temporary accommodation. It might be possible to get you a transfer to different home owned by Karibu or another housing provider.

If we assess that you are at substantial risk of further abuse, we will refer you to a multi-agency risk assessment conference, where professionals meet to coordinate their efforts to minimise the risk you face.


### How we monitor this service standard


Until your case is closed, we will contact and update you at least every 10 working days.





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When we close a case, we wait four weeks before asking the survivor for their feedback on the service we provided.

Our managers receive reports on how quickly we respond to reports of domestic abuse and anonymised feedback from the resident involved. We use this to improve the service in future.

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### Other sources of support

If you are in danger, dial 999 for the police.

#### National Domestic Violence Helpline

Call: 0808 2000 247 (24-hour freephone run by Refuge and Women's Aid)

**Refuge:** [www.refuge.org.uk](http://www.refuge.org.uk)

**Women's Aid:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Victim Support:** [www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse](http://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse) or call 08 08 16 89 111 (24 hours)

[ENDS]

### Translation

Please ask us if you would like us to translate this document. We will do all we can to meet your request.



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