

NCCCHSP160 Housing Services Domestic Abuse Policy

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1.0 Introduction

- 1.1 Nottingham City Council's vision is to provide an effective response to domestic abuse aligned with the values and principles of the Domestic Abuse Housing Alliance. We are committed to ensuring that our services adhere to best practice, fulfil our statutory duties, and create neighbourhoods that are safe places to live. We recognise that we have an important role to play in tackling domestic abuse, raising awareness of domestic abuse, and supporting survivors of domestic abuse across our housing and homelessness functions.
- 1.2 Nottingham City Council, as a local housing authority, is responsible for providing advisory services, homelessness services, housing services as a social landlord, and safer housing provision through selective licensing and proactive enforcement.
- 1.3 We work closely with citizens and communities and are well placed to identify the signs of domestic abuse. Our employees are in regular contact with our citizens and tenants, either by telephone, in our offices, or at their homes and in the community, and they are in a position to identify signs and respond to disclosures of domestic abuse.
- 1.4 Nottingham City Council believe that none of our citizens or tenants should live in fear of domestic abuse or violence from a partner, former partner, or other member of their household.
- 1.5 We recognise that domestic abuse can happen to anyone and can occur in any household. We will take steps to support any person suffering from or threatened with domestic abuse or violence.
- 1.6 This policy outlines Nottingham City Council's approach to addressing domestic abuse across our housing services. It applies to all citizens and tenants of Nottingham City Council. A separate policy applies to Nottingham City Council Employees.
- 1.7 This policy aims to
 - To ensure that citizens/tenants experiencing domestic abuse can approach Nottingham City Council's housing services in confidence, knowing that staff will be supportive and non-judgmental
 - To treat all disclosures of domestic abuse seriously and as a matter of high priority
 - To ensure we have close working relationships with our partners and adopt a community-coordinated response to domestic abuse
 - Outline our responsibilities and the support that is available to people who are experiencing domestic abuse
- 1.8 Nottingham City Council's housing services have developed this policy in accordance with the changes in legislation, the social housing white paper, and a statutory obligation to ensure that policies and procedures comply with relevant legislation, including (not an exhaustive list):
 - [Domestic Abuse Act 2021](#)
 - [Domestic Violence, Crime and Victims Act 2004](#)

- [Domestic Violence, Crime and Victims Act \(Amendment\) 2012](#)
- [Anti-social Behaviour Act 2003](#)
- [Anti-social Behaviour, Crime and Policing Act 2014](#)
- [Housing Acts 1985, 1996, and 2004](#) (as amended)
- [Children Act 1989](#)
- [Equality Act 2010](#)
- [The Care Act 2014](#)
- [Local Government Act 2000](#)
- [Homelessness Act 2002](#)
- [Homelessness Reduction Act 2017](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Regulator of Social Housing Consumer Standards Code of Practice](#)

Links to other strategies, policies and procedures

- Safeguarding Vulnerable Adults and Children Procedure
- Housing Allocations Policy
- Document Retention Policy
- Tenancy Sustainment Strategy
- Tenancy Policy
- Tenancy Fraud Policy
- Neighbourhood Policy
- Homes Fit for the Future
- Nottingham Safe Accommodation Strategy
- Homelessness and Rough Sleeping Prevention Strategy
- Anti-social and Hate Incident Behaviour Policy
- Vulnerable Persons Policy

2.0 Definition of Domestic Abuse

2.1 Nottingham City Council Housing Services have adopted the [statutory definition of domestic abuse](#) set out in the Domestic Abuse Act 2021, which is 'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to, psychological, physical, sexual, financial, and emotional abuse.'

2.2 Examples of domestic abuse can include, but are not limited to:

Physical abuse - pushing, slapping, hitting, stabbing and attempted murder

Verbal abuse - name-calling, humiliation, degradation, accusing, verbally threatening

Sexual violence - using force, threats, or intimidation to make a survivor perform sexual acts, rape and non-consensual acts of sex

Controlling behaviour - can involve a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance, and escape, and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish, or frighten a person.

Economic abuse - controlling money and bank accounts, running up debts in a survivor's name, allowing no say on how money is spent

Psychological and emotional abuse - creating isolation, excessively checking up on people and monitoring whereabouts, using physical size to intimidate, humiliating and undermining behaviour, gaslighting, constantly criticising and putting them down, and blaming them for abuse.

- 2.3 Nottingham City Council's housing services recognise that different kinds of abuse can happen in different contexts. The most prevalent type of domestic abuse occurs in relationships, however, the definition of domestic abuse also covers abuse between family members, such as child to parent or parent to child, we will consider these cases within the scope of this policy recognising the needs of children as victims in their own right in accordance with the Domestic Abuse Act 2021.
- 2.4 Research shows that in most cases, it is women who experience domestic abuse perpetrated by men, for example, male partners or ex-partners, brothers, fathers or sons. However, this policy applies equally to domestic abuse in gay or lesbian relationships or in heterosexual relationships where the man is the victim or in relationships where the victim may be Trans or non-binary. It also applies where domestic abuse occurs between generations in a family.
- 2.5 This policy also includes violence against women and girls, which includes serious crime types that are predominantly experienced by females, but not always.
- **Stalking** (domestic abuse and nondomestic abuse related stalking) - being followed, receiving unwanted communication or gifts, someone turning up uninvited to your home or place of work, someone monitoring your use of the internet or checking your phone.
 - **Female Genital Mutilation (FGM)** – cutting, piercing, removing, or sewing closed any part of a girl's or woman's genitals with no medical reason.
 - **Forced marriage** – facing physical, emotional or psychological pressure to marry someone you don't want to, e.g. being told that you will bring shame upon the family, threats to kill.
 - **So-called honour-based abuse** - motivated by the abuser's perception that a person has brought or may bring 'dishonour' or 'shame' to themselves, their family or the community. Abuse may be verbal, sexual, economic or physical. It can encompass various criminal offences such as forced marriage, sexual assault, stalking and harassment, rape, coercive control, physical assault, forced suicide or murder.
- 2.6 Nottingham City Council's housing services recognise that domestic abuse disproportionately affects women and girls but acknowledge that anyone can be affected. Domestic abuse can affect anyone, regardless of age, disability, gender identity, gender reassignment, race, religion or belief, sex, or sexual orientation. Nottingham City Council's housing services is committed to inclusive and equitable access to services and anti-racist practice (see [Equality and Diversity Policy and Resources](#)).
- 2.7 Nottingham City Council's housing services recognises additional barriers to services experienced by tenants from protected groups and those experiencing intersecting

characteristics and multiple disadvantages, such as co-occurrences of factors such as risk of homelessness, drug and alcohol use, criminal justice system involvement and mental health.

- 2.8 Nottingham City Council recognises that our staff may experience domestic abuse and is committed to supporting them in any way that we can. Please refer to the separate NCC Domestic Abuse Employee Policy.

3.0 Our Approach

- 3.1 We will take all disclosures of domestic abuse seriously. Domestic abuse is a serious issue, and we'll always treat people experiencing domestic abuse in a sympathetic, supportive, and non-judgmental way.
- 3.1.1 Citizens and tenants can disclose domestic abuse to us through any contact they have with us, for example, through our website, social media direct message, by telephone, by email, in person or writing. We'll provide interpreters and/or translate information into other languages or formats as needed.
- 3.1.2 We will adopt a survivor-led and person-centred response to the needs of the survivor and children in the household, recognising children as victims in their own right, in line with the Domestic Abuse Act 2021
- 3.1.3 We recognise that survivors will often find it extremely difficult to disclose domestic abuse; therefore, where a disclosure of domestic abuse is made, it will be dealt with in a sensitive, non-judgmental, and supportive manner.
- 3.1.4 We will treat all disclosures of domestic abuse seriously and act on them as a high priority.
- 3.1.5 We undertake to train all staff to respond appropriately to domestic abuse. Following a disclosure of domestic abuse to us, we will consider their situation and preferences when selecting the employee; for example, we will offer the option of disclosing to an employee of the same gender wherever possible.
- 3.1.6 We'll agree on the method of contact the survivor wishes us to use when communicating with them. This could include speaking with us over the phone, through an online video call, at our offices, or at another safe venue (where appropriate).
- 3.1.7 We'll carry out a risk assessment using the Domestic Abuse, Stalking, and Honour-Based Violence Risk Identification Checklist (DASH 2009 risk model), a UK-wide accredited form used by us and our partner organisations to plan how we'll support the survivor and any children.
- 3.1.8 We will also agree on and base our support on the individual needs of the survivor and children.
- 3.1.9 We recognise that not all people see themselves as victims or survivors, and therefore we will be sensitive in our approach and mindful of individuals' preferences.
- 3.1.10 This policy supports Nottingham's ambition to be a UNICEF Child Friendly City by recognising children as victims of domestic abuse in their own right and ensuring that their safety, wellbeing are central to all housing-related responses.

4.0 Our Action

- 4.1 We take all disclosures of domestic abuse seriously and, where appropriate, hold perpetrators of abuse to account, including taking legal possession where applicable. We will be clear that domestic abuse is never the fault of the survivor or their children.
- 4.2 Our approach is survivor-centred, and we will consider their views and ongoing safety when deciding the most suitable course of action. We will ensure the survivor is always informed about our response and that they agree with any actions, such as a referral for specialist support or additional security in their home, based on a risk assessment of their circumstances. Nottingham City Housing Services will respond in accordance with the Social Housing (Regulation) Act, [Consumer Standards Code of Practice](#) points 66-68.
- 4.3 We'll use the full range of remedies as appropriate, considering the needs of each individual involved in the case. We'll advise on possible courses of action to respond to the immediate situation and address it in the long term. We won't pressure them to take legal action, but we will offer advice if they wish to pursue it.
- 4.4 We will provide relevant advice and help, including information about support from specialist organisations (Juno Women's Aid, Equation, Nottingham Muslim Women's Network, Al-Hurraya, Imara, Deaf-initely Women etc), additional security measures (Sanctuary Scheme) in the home and alternative housing options where required, – ([specialist support information available here](#))
- 4.5 We recognise that housing is one of the main factors why survivors/tenants don't leave their abusers. If survivors fear for their immediate safety, we'll work in partnership with relevant partners to ensure suitable measures are in place to support their safety.
- 4.6 If temporary or permanent re-housing is considered, we'll work with survivors and relevant partners to identify areas that will minimise the risk of future abuse. We'll also continue to act against the perpetrator where appropriate and provide perpetrators with housing advice to ensure ongoing safety for survivors and children. Any move may not always be a like-for-like home, as it would depend on the housing stock available at the time.
- 4.7 A significant number of adults or children who experience domestic abuse will also require safeguarding. Employees are trained to be aware of this and to make safeguarding referrals to protect people.

5.0 Domestic Abuse and Rehousing

- 5.1 Nottingham City Council supports victims/survivors of domestic abuse by awarding a priority need for rehousing through the Allocations Policy. It will also take a homeless application from anyone experiencing domestic abuse who is considered at risk in their home.
- 5.2 Under the Domestic Abuse Act 2021, a homeless or threatened with homelessness applicant who has experienced domestic abuse will be in priority need under the homelessness

legislation. Alternative temporary accommodation will be made available when necessary to ensure the safety of the applicant or their family members, which may involve the use of temporary hotel accommodation or other forms of temporary accommodation provided by the local authority at that time

- 5.3 Victims/ survivors can approach any Local Authority for assistance without needing a local connection if it is unsafe for the applicant or household member to remain in their home area. In these circumstances, under homelessness legislation, they will not be referred to an area where they or a member of their household would be at risk of harm.
- 5.4 Nottingham City Council offers a safe accommodation service to fulfil its responsibilities under the Domestic Abuse Act 2021. The Safe Accommodation Team provides specialised support for survivors of domestic abuse, including women, men, and members of the LGBT+ community. This team consists of domestic abuse practitioners with various areas of expertise and is delivered in partnership with Equation and Juno Women's Aid, alongside Housing Solutions.
- 5.5 Conversely, those who perpetrate domestic abuse may be deemed unsuitable for acceptance onto the housing register due to unacceptable behaviour towards others.
- 5.6 The Safer Accommodation Team is a service, commissioned by NCC to meet our statutory duty under the Domestic Abuse Act 2021, and is delivered by Equation and Juno Women's Aid, in partnership with Housing Solutions. The Safer Accommodation Team delivers specialist domestic abuse support for women, men, and LGBT+ survivors and comprises domestic abuse practitioners with a range of specialisms.
- 5.7 Nottingham City Council Tenants can contact their Housing Patch Manager about rehousing and support options.

6.0 The Nottingham City Council Tenancy Agreement

- 6.1 Nottingham City Council Housing Service makes it explicit in the conditions of tenancy that domestic abuse will not be tolerated: -

'You or anyone living with you at/or visiting your home, must not inflict violence or threaten violence against, any other person, either living with you or in another Council home. You must not harass or use physical, mental, emotional or sexual abuse against anyone residing in, visiting or otherwise engaged in lawful activity within the locality.'

- 6.2 A tenant who is evidenced to be a perpetrator of domestic abuse may be dealt with through tenancy enforcement action (Notice of Seeking Possession or Notice of Possession Proceedings) or through application for a Civil Injunction.
- 6.3 Local authorities have the power to terminate a tenancy and evict the perpetrator. The possession grounds are widely drawn and include where the victim has fled the house as a result of domestic abuse, and where serious criminal offences have been committed.
- 6.4 The power to seek a court order to end the tenancy and evict the perpetrator means that the landlord could then grant the victim a new tenancy in their home. The provisions in the Domestic Abuse Act will ensure that where the victim had a joint lifetime tenancy with the perpetrator, the new sole tenancy will also be on a lifetime basis.

7.0 Working in Partnership

- 7.1 We collaborate with relevant agencies and use the whole housing approach framework when responding to incidents of domestic abuse. We'll consider each person's circumstances and the different courses of action that may be possible and appropriate.
- 7.2 We work in partnership with other local Registered Providers to tackle domestic abuse in our neighbourhoods.
- 7.3 We maintain an up-to-date list of various local and national agencies that may be able to offer advice or support, depending on the needs and circumstances of the case.
- 7.4 We will maintain strong partnerships with local agencies and share information through the Multi-Agency Risk Assessment Conference (MARAC) and Nottinghamshire Police. We'll also continue to be active members of the Community Safety Partnership and use that to influence strategic decision-making regarding support services available in the communities within Nottingham City.
- 7.5 We'll refer tenants to relevant agencies and our Tenancy Sustainment Team if they need any support relating to financial issues. We'll also signpost organisations to relevant legal advice as appropriate.
- 7.6 We'll work in partnership with appropriate agencies to support or signpost perpetrators of domestic abuse who recognise and want to change their behaviour.
- 7.7 We respect tenants' right to privacy and will act in line with our Data Protection Policy. We'll never force anyone to share any information they don't want to.
- 7.8 When working with other organisations, we may need to share information about survivors and their situation. We will only share information with the individual's permission, unless there is a risk to safeguarding children or a vulnerable adult, and it is a duty of care. Additionally, agencies such as the police may request personal data as part of their information-gathering efforts. In these cases, we will assess data sharing on a case-by-case basis, in line with our Data Protection Policy.

8.0 Awareness of Domestic Abuse

- 8.1 We'll widely publicise information to raise awareness about domestic abuse, including how to get help if needed and what to expect from us. We'll share information with citizens and tenants about the help and support we provide around domestic abuse. We'll also support local and national campaigns that raise awareness.
- 8.2 We'll carry out a rolling employee training programme to ensure domestic abuse is always at the forefront of our minds. Our employees know how to act and report concerns confidently and sensitively.

9.0 Local Support & Useful Contacts

- 9.1 We will work in partnership with a range of specialist domestic abuse services to inform our response, guide us on safe practice, and signpost victims and survivors to relevant support services.

- 9.2 A list of specialist advice and support can be found on Nottingham City Council Website [specialist support information available here](#) and Nottingham City Council Housing Services website [Nottingham City Council Housing Services - Nottingham City Council](#)

10.0 Confidentiality and Data Protection

- 10.1 All monitoring and recording will be undertaken in conjunction with Nottingham City Council's policies on confidentiality, access to information and data protection. They will be compliant with the Data Protection Act 1998 and GDPR. ([Data Protection Rights](#) and [Privacy Notice](#)).

11.0 Information Sharing

- 11.1 We will not share information without consent unless required to do so by law, or if the information is necessary to protect a child or an adult at risk.
- 11.2 Housing Services will ensure that personal information is treated lawfully and correctly. We will ensure that we share information in a way that meets our obligations under the General Data Protection Regulations.
- 11.3 In addition to sharing information to resolve domestic abuse, we will also share appropriate information with statutory agencies where we have reason to believe that there are safeguarding concerns or where someone may be at risk.

12.0 Translation and Language

- 12.1 Nottingham City Council's Housing Services will arrange to translate its documents into various languages. We will also make documents available in Braille and large print and record them onto tape whenever the need is known or requested.
- 12.2 We will arrange for an interpreter to be available for interviews with citizens, tenants, witnesses, and perpetrators as needed.

13.0 Monitoring and Review

- 13.1 Housing Services will monitor performance and customer satisfaction levels to ensure the ongoing effectiveness of service delivery.
- 13.2 This policy will be reviewed annually or as required to reflect any legislative change, developments in best practice or tenants' suggestions.

14.0 Feedback and Engagement

- 14.1 We have engaged with various groups regarding the original version of the Policy and will maintain this engagement throughout any review processes. The review of this Policy considered best practices, legislative changes, findings from Domestic Homicide Reviews, and feedback from staff, tenants, and citizens.
- 14.2 Nottingham City Council's Housing Services welcome feedback from people who use or provide our services. We believe this can provide important lessons to help us ensure that the service continues to improve.

14.3 Compliments, comments, or complaints can be made in the following ways.

Tenants of Nottingham City Council can contact Council Housing Services:

- Telephone: Monday to Friday, 8:30 am to 4:50 pm, on 0115 915 7333.
- Or you can write to us at Nottingham City Council Housing Services, Customer Relations Team, Loxley House, Station Street, Nottingham, NG2 3NG.
- Or online via our website: [Nottingham City Council Housing Services - Nottingham City Council](#)

For all other council services, you can contact Nottingham City Council Have Your Say:

- Telephone 0115 915 5555
- Or contact us in writing, Have Your Say, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG
- Or online via ['Have Your Say' - Comments, Compliments and Complaints - Nottingham City Council](#)

15. Document Change History

Date	Issue No.	Section/Page	Details of Change	Authorised by
September 2023	1.0		Full draft including feedback from Assistant Director of Tenancy and Estate Services, DAHA, Tenancy and Estate Management Team, Tenant ASB Service Improvement Group, NCC Legal, NCC Community Safety and NCC Policy Team	P Popat
September 2025	2.0	Whole document	Reviewed following transition to the Council. Policy updated to incorporate the whole of the Housing Services Directorate and provide greater clarity for alignment to DAHA standards	H Fry

Appendix 1: Domestic Abuse National and Local Support Options and Legal Advice Options

Local Support & Useful Contacts				
Name	Description	Website	Email	Phone number
Juno Women's Aid	<p>Nottinghamshire Domestic and Sexual Abuse Helpline for women. Support for survivors and advice to professionals 24-hour free helpline.</p> <p>Translation and interpretation are available.</p> <p>Access to 9 local and other national refuges, including specialist BME and complex needs, including Zola Refuge Deaf and hearing impaired: Text Relay/NGT: 18001 0808 800 0340</p> <p>Juno runs a Pet Foster Project. The Pet Foster Project is a vital part of the jigsaw for women, providing a safe place for their pets to be temporarily housed so they can flee abuse and go into refuge or other emergency accommodation.</p>	<p>https://junowomensaid.org.uk/</p> <p><u>For professionals – Juno referral pathways</u></p> <p>I work with Survivors JUNO Women's Aid</p>	<p>helpline@junowomensaid.org.uk</p> <p>Professionals, please email rather than call to keep telephone lines open for victims and survivors.</p>	0808 800 0340

Nottinghamshire Women's Aid	Support for women and children affected by domestic abuse in Bassetlaw, Mansfield, Newark & Sherwood and Gedling.	https://nottswa.org/	enquiries@nottswa.org	01909 533610
Equation – Men's Service	Domestic Abuse Service for men affected by domestic abuse in Nottingham	https://www.equation.org.uk/service-for-men/	info@equation.org.uk	0115 960 5556

Equation	<p>Domestic abuse and sexual violence</p> <p>Equation also holds a library of resources including good practice guidance</p>	Best Practice Library Equation	info@equation.org.uk	0115 960 5556
Topaz Centre	<p>Adult Sexual Assault Referral Centre for Nottingham and Nottinghamshire 24 hour helpline.</p> <p>Crisis support for adults who have been sexually assaulted or raped, including forensic examinations and access to healthcare and follow on support.</p> <p>Specialist practical and emotional support and BACP registered counselling and therapy for women and men aged 13+.</p>	https://www.topazcentre.org/	notts.sarc@nhs.net	0800 085 9993

<p>Nottinghamshire Sexual Violence Support Services (formerly Nottingham Rape Crisis)</p>	<p>Specialist informational, practical and emotional support and BACP registered counselling and therapy for women and men aged 13+.</p>	<p>www.nottssvss.org.uk</p>	<p>support@nottssvss.org.uk</p>	<p>0115 941 0440</p> <p>Helpline: Mon-Tues: 4.30pm-7.30pm Thursday-Saturday: 10 am-1 pm</p>
<p>Nottingham Women's Centre</p>	<p>Run by women for all women. Provide a space to help all self-identifying women achieve their goals including delivery of therapeutic support and group sessions</p>	<p>http://www.nottinghamwomenscentre.com/what-we-offer/</p>	<p>reception@nottinghamwomenscentre.com</p>	<p>0115 941 1475</p>

<p>East Midlands Children and Young People's Sexual Assault Service (EMCYPSAS)</p>	<p>Support for children and young people under 18 who have been sexually abused or assaulted.</p> <p>This includes access to healthcare and all follow-up support, including therapy and forensic examinations. National service providing specialist support to women, children and some men escaping domestic violence and other forms of violence.</p>	<p>https://www.emcypsas.co.uk</p>		<p>0800 183 0023 - 24/7 Freephone</p>
<p>IMARA</p>	<p>Empowering children and families to recover from the impacts of sexual abuse in Nottingham.</p> <p>Empowering children and families to move forward from the impacts of sexual abuse and domestic abuse. Provide therapeutic support for children and young people aged 0 -18 years.</p> <p>Support for parents and carers.</p>	<p>https://imara.org.uk/</p>	<p>info@imara.org.uk</p>	<p>0115 752 6083</p>

<p>Nottingham City Council – Children Safeguarding</p>	<p>Concerns that a child is being harmed.</p> <p>Due to the high volume of referrals that the MASH is receiving, please only telephone the MASH if your referral is urgent and requires a Social Worker to visit the child today.</p> <p>If you believe there is an immediate risk of significant harm, please contact the Police on 999. All children at immediate risk of HARM should be reported to the police, who will then liaise with City MASH.</p>	<p>Are You Worried About a Child's Well-being? - Nottingham City Council</p>		<p>0115 876 4800 Monday to Friday 8.30 am to 5 pm</p>
<p>Mojatu Foundation -</p>	<p>Working to tackle female genital mutilation (FGM), supporting people with mental health issues, refugees and asylum seekers, and community organisations, within multi-lingual and multi-cultural settings, offering culturally sensitive and focused solutions. Empower and support Black, Asian and minority ethnic (BAME) communities in Nottingham at risk from ongoing prejudice</p>	<p>Mojatu Foundation - (mojatufoundation.org)</p>	<p>info@mojatu.com</p>	<p>01157846666</p>

	and whose needs are often overlooked.			
Al-Hurraya	Provide culturally-wise counselling for survivors of domestic and sexual violence and abuse.	Al Hurraya (al-hurraya.org) Home Al Hurraya	info@al-hurraya.org	0115 7869206
Nottingham Muslim Women's Network	Provide support to Muslim women and girls and challenge attitudes that hold them back. Connects Muslim women, girls and statutory and voluntary sector organisations to create positive change.	Domestic Violence Support – Nottingham Muslim Women's Network	enquiries@nmwn.co.uk	0115 837 2627
Stalking Advocacy Service (SAS)	The Stalking Advocacy Service covers Nottingham City and County and is a stalking support service provided by Juno Women's Aid. The Stalking Advocacy Service has been created to specifically support non-domestic abuse survivors of stalking.	Non-DV-Stalking-referral-form.docx	nottinghamshirestalking-service@nottswa.org	0115 9476490

Nottinghamshire Police	Police have Specialist-Trained Officers (STOs) and teams who will support you while reporting an offence and during the criminal justice process. They will also provide advice and guidance on where to access specialist domestic abuse support. Clare's Law – Right to ask if a partner has an abusive past.	Advice about domestic abuse Nottinghamshire Police Clare's Law Request information under Clare's Law: Make a Domestic Violence Disclosure Scheme (DVDS) application Nottinghamshire Police		Call in Emergency: 999 Call in Non-Emergency: 101
Mental Health Crisis Helpline	Available to anyone in a mental health crisis at anytime, anywhere across Nottingham and Nottinghamshire.	24 hours a day, seven days a week, it's the number to call if you are experiencing a mental health crisis and need immediate help.		Tel: 0808 196 3779
National support & useful contacts				
Refuge	National service providing specialist support to women, children and some men escaping domestic violence and other forms of violence	https://www.refuge.org.uk	www.nationaldahelpline.org.uk	0808 2000 247
Women's Aid England	National domestic violence support for women, young people and children.	https://www.womensaid.org.uk/information-support/	http://helpline@womensaid.org.uk/ Chat via Live Chat	Live chat function: https://chat.womensaid.org.uk/

Men's Advice Line	National organisation providing support for male survivors of domestic abuse.	http://respect.uk.net/	info@mensadvice.org.uk	Men's advice line: 080 801 0327
Bright sky App	<p>Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.</p> <p>The app is also available to use in Polish, Punjabi and Urdu.</p>	<p>For more information, please see details and advice about using the app in your app store:</p> <p>Please only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.</p> <ul style="list-style-type: none"> • Bright Sky in Apple Store • Bright Sky in Google Play 	https://www.hestia.org/brightsky	
GALOP	Emotional and practical support for LGBT+ people experiencing domestic abuse.	http://www.galop.org.uk/	help@galop.org.uk	0800 999 5428 National Helpline

NSPCC	National service providing help for adults concerned about a child.	https://www.nspcc.org.uk/		0808 800 5000
Karma Nirvana	National Honour-Based Abuse Helpline	https://karmanirvana.org.uk/	Contact us – Karma Nirvana	0800 5999 247
Forced Marriage Unit	Contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.	Forced marriage - GOV.UK	fmu@fcdo.gov.uk	Telephone: 020 7008 0151 From overseas: +44 (0)20 7008 0151 Monday to Friday, 9am to 5pm Out of hours: 020 7008 5000
National Stalking Helpline -	The National Stalking Helpline has been supporting and advising victims of stalking since 2010	National Stalking Helpline Suzy Lamplugh Trust		– Tel: 0808 802 0300
Respect Helpline	Respect gives advice to those who are finding it difficult to manage their behaviour and need help to change their ways. It includes help for young people using violence and abuse in close relationships and also helps male victims of domestic abuse.	https://www.respect.org.uk/	respectphoneline.org.uk	Respect Phonenumber - confidential helpline and webchat service for domestic abuse perpetrators and those supporting them. Call 0808 8024040.

Revenge Porn Helpline	A UK service supporting adults (aged 18+) who are experiencing intimate image abuse, also known as, revenge porn. They provide free, non-judgmental, confidential advice and support via email and phone.	Revenge Porn Helpline - 0345 6000 459 Revenge Porn Helpline		0345 6000 459 The Helpline is open from 10:00 to 16:00 Monday to Friday (excluding bank holidays).
SignHealth	Support and advice for victims of domestic abuse who are deaf or hard of hearing.	Domestic Abuse Information and Service Details - SignHealth	info@signhealth.org.uk	Text ONLY 078600 33214
Hourglass	The Hourglass confidential helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person.	https://www.wearehourglass.org/	E-mail: enquiries@wearehourglass.org	Freephone 0808 808 8141 Available 24/7 Our Helpline is confidential and free, and our number will not show up on your phone bill.
Opoka - Polish Domestic Abuse Helpline	Opoka helps women and children in the Polish community to improve health, wellbeing and happiness by stopping domestic violence	https://opoka.org.uk/	info@opoka.org.uk	0300 365 1700 (Mon-Fri 9am to 5pm)
Unwanted Prisoner Contact Service Helpline	Offers advice to anyone receiving unwanted contact from an offender who is in prison. The helpline is available from Monday to Friday, 9am to 4pm.	https://unwanted-prisoner-contact.form.service.justice.gov.uk/	Email victim.helpline@justice.gov.uk or make a 'non-contact' request on the gov.uk website. Unwanted Prisoner Contact	0300 060 6699

Legal Advice Signposting				
Juno Family Court Support	<p>Juno Women's Aid Family Court Support Service is available for Women and their Children in Nottingham city and boroughs Gedling, Ashfield, Rushcliffe and Broxtowe.</p> <p>The Family Court Service provides free, independent support to female survivors of domestic abuse who have open family court proceedings and civil remedies. This is mainly for child arrangements orders, non-molestation orders, occupation orders, prohibited steps orders and divorce proceedings. Juno support both women representing themselves and those who have legal representation/solicitor.</p>	https://junowomensaid.org.uk/family-court-support-service/	referrals@junowomensaid.org.uk	Juno Helpline 0808 800 0340
Nottingham Citizen's Advice	The CAB can give advice and further signposting in relation to housing and family law matters.	Citizens Advice Nottingham & District		
Flows	<p>FLAWS, which stands for Finding Legal Options for Women Survivors, is a legal support service, designed to</p>	FLAWS Finding Legal Options for Women Survivors	Email: flows@rcjadvice.org.uk	Call between 9am-5pm Monday to Friday. Make sure you are safe before contacting us.

	help protect women against domestic abuse.		You can also fill in our quick online form and we'll get back to you when it's safe and convenient. The form is secure and completely confidential.	Phone: 0203 745 7707
National Centre for Domestic Violence	Legal support to survivors of domestic abuse.	https://www.ncdv.org.uk/	office@ncdv.org.uk	Call: 0800 970 2070 Text "NCDV" to 60777 and we'll call you back
The Law Society	The Law Society offers a helpful search tool that allows survivors to find qualified solicitors in their area based on their specific legal specialism such as Family law, housing law.	Find a Solicitor - The Law Society Find a Solicitor - The Law Society	N/a	N/a
Support NAV and Court NAV	Survivors can apply for a non-molestation order or an occupation order using a free tool called CourtNav that's run by RCJ Citizens Advice. This is a Citizens Advice office which specialises in legal services.	https://supportnav.org.uk/protection/legal-protection	supportnav@rcjadvise.org.uk	

	<p>The CourtNav system will help you find the best way forward and check if you can get legal aid to help with your legal costs. It will either:</p> <ul style="list-style-type: none"> • help you find a legal aid solicitor if you can get legal aid • help you apply to the court yourself 			
Shelter	<p>Shelter England offer information and guidance for people affected by domestic abuse:</p>	<p>Shelter Legal England - Housing rights of people experiencing domestic abuse - Shelter England</p>	<p>https://england.shelter.org.uk/get_help/helpline</p> <p>Online advice Web chat function</p>	<p>Emergency helpline 0808 800 4444</p>

Ask Lion [Domestic Abuse Support | Ask Lion - Nottingham City Directory](#)

Ask Lion General [Free & Local Support Services | Ask Lion - Nottingham City Directory](#)

