

Easy read guide: Domestic violence and abuse policy



This is an easy read guide to help you understand Golden Lane Housing's Domestic violence and abuse Policy.

This guide is for people with a learning disability.



- This policy is about helping to keep you safe from domestic violence and abuse.



- Golden Lane Housing wants everyone to feel safe and supported at home.

What is domestic violence and abuse?



Domestic violence and abuse is when someone you know, like a partner, family member, or someone you live with, hurts you or treats you badly.

It can happen to anyone, no matter their age, gender, or background.

Domestic violence and abuse can be:



- Physical abuse: Hitting, slapping, pushing, or hurting your body.



- Sexual abuse: Touching you in a way you do not want, or making you do things you do not want to do.



- Emotional or psychological abuse: Calling you names, shouting, bullying, making you feel scared, or controlling you.



- Financial abuse: Taking your money or stopping you from having your own money.



- Online abuse: Sending you nasty messages or bullying you online.



- Controlling behaviour: Telling you what to do, who you can see, or where you can go.



- Harassment or stalking: Following you, watching you, or contacting you when you do not want them to.

Who does this policy help?



- This policy is for any Golden Lane Housing tenant aged 16 or over.

What will Golden Lane Housing do? Golden Lane Housing will:



- Listen to you and take you seriously if you tell them about abuse.



- Help you get the right support and advice.



- Work with other people, like the police or social services, to help keep you safe.



- Support you to make your own choices and live as independently as possible.



- Make sure you know what to expect from GLH if you report abuse.

What should you do if you are experiencing domestic violence or abuse?



- Tell someone you trust, like a friend, family member, support worker, or your Housing Officer.
- You can also contact Golden Lane Housing directly.



Golden Lane Housing will:

- Listen to you and help you.



- Keep your information private, unless someone is in danger.



- Help you contact other organisations if you need more support.

Your rights



- You have the right to feel safe in your home.
- You have the right to be treated with respect.
- You have the right to get help if you are being abused.

What if you are not happy with how Golden Lane Housing deals with your case?



Housing
Ombudsman Service

- You can make a complaint to Golden Lane Housing.
- If you are still not happy, you can contact the Housing Ombudsman.

Keeping your information safe



- Golden Lane Housing will keep your information private and safe.
- Sometimes, Golden Lane Housing may need to share your information with other people to keep you or someone else safe.

Equality and Diversity



- Golden Lane Housing treats everyone fairly and with respect.
- Golden Lane Housing knows that people with disabilities or illnesses may be at more risk and will give extra help if needed.

If you need more help or information



- You can ask for this policy in a different format, like large print or audio.



- You can ask for someone to help you speak up (an advocate).



If you are worried or have questions, talk to your Housing Officer or contact Golden Lane Housing.