

Domestic Abuse And Homelessness Advice Pack



Domestic abuse

If you are experiencing domestic abuse, you can call the 24-hour free National Domestic Abuse Helpline for advice - 0808 2000 247.

If you are in immediate danger, you should always call the **Police** on 999. If you are unable to talk, press 55 when prompted and your call will be transferred to the police. In a non-emergency situation, call 101.

What is domestic abuse?

Domestic abuse includes any incident of violence, threatening or controlling behaviour. The abuse can be, but is not limited to, psychological, physical, social, financial, economic, sexual or emotional abuse. It also includes things like stalking, forced marriage, non-fatal strangulation and other forms of physical and non-physical coercive & controlling behaviours, such as gaslighting, extreme jealousy, verbal assaults etc. It also includes any abusive behaviours that continue after you have separated or left the relationship.

Domestic abuse can happen between two people who are or were intimate partners, have a child together or are family members, regardless of their gender or sexuality.

Find the full definition of domestic abuse under the Domestic Abuse Act 2021 on the [GOV.UK website](https://www.gov.uk).

If you're in fear of a partner, ex-partner or member of your family, you might be experiencing domestic abuse.

It is not your fault, and you are not alone.

For housing support and advice from the council, please contact:

Luton Borough Council Housing Solutions Team: Tel **01582 510371** or email homelessprevention@luton.gov.uk. The team can offer advice and support on what to do if you are unable to stay in your home due to domestic abuse. Options available may differ depending on your current housing situation.

You can also apply to Luton Borough Council to receive support measures to ensure you can safely remain in your home. These include options like:

- Carrying out safety work to implement new locks, fireproof letterboxes, personal alarm systems
- What legal action can be taken against the perpetrator

If you have concerns about an adult who is suffering harm, abuse or neglect please contact:

Luton Borough Council Safeguarding Adults Team: Tel **01582 547730** or **01582 547563** or email adultsafeguarding@luton.gov.uk



For local support with domestic abuse, please refer to the organisations below:

Luton All Women's Centre - For women living in Luton or nearby for specialist domestic abuse support - **01582 416783**

Stepping Stones - Work with women who have suffered abuse, are vulnerable due to substance misuse, offending, or mental health - **01582 341343**

Women's Aid in Luton - Provides support, information, guidance and safe accommodation for women and children escaping domestic abuse.

Helpline Call: 01582 391856

The DART Project - Supporting women, men, and families escaping domestic abuse to find either temporary or long-term safe housing solutions. **Call: 01234 264109**

The Ebonista Project - Provide support and advocate for women and children who have been subjected to domestic abuse. **Helpline: 07306 088816**. They also provide support for men wishing to change their behaviours.

Bedfordshire Victim Care Services - Providing support and signposting for any victim of any crime, including domestic abuse, across Bedfordshire. **Helpline: 0800 0282 887**

For national support, please refer to the organisations below:

National Domestic Abuse Helpline: 24/7 - 365 Days a Year: **0808 2000247**

Respect Men's Advice Line (men only): 0808 801 0327

National LGBT Domestic Violence Helpline (GALOP): 0800 999 5428

National Stalking Helpline: 0808 802 0300

If you're worried about someone knowing you've viewed this advice pack, you can visit the **Cover Your Tracks webpage** for advice on hiding your browser history.

What other help is available?

Samaritans

Tel: 116 123 free from any phone or **0330 094 5717**

Email: jo@samaritans.org

Childline

Tel: 0800 1111

Website: childline.org.uk

NAPAC: National Association for People Abused in Childhood

Offers support to adult survivors who are 18+ years who have suffered with all types of childhood abuse.

Tel: 0808 801 0331

Email: support@napac.org.uk

Website: napac.org.uk



Muslim Women's Network UK

Tel: 0800 999 5796

Email: info@mwnhelpline.co.uk

Website: mwnuk.co.uk

Karma Nirvana

UK charity working to end honour-based abuse.

Tel: 0800 5999 247

Website: karmanirvana.org.uk

Hourglass (over 60's elder abuse)

Confidential services offering information/support to any older person (over 60) or anyone concerned about an elder at risk of, experiencing or recovering from abuse or neglect.

Tel: 0808 808 8141

Text: 07860 052906

Email: helpline@wearehourglass.org

Website: wearehourglass.org

The above services offer you an opportunity to talk confidentially to an advisor about your situation and find out what your options are.



Further useful links

- [Homelessness advice on the Luton Directory](#)
- [Penrose](#) – advice on homelessness, mental health issues and more
- [Noah Enterprise](#) - support for people struggling against homelessness and exclusion
- [Severe weather shelter](#) - Noah provides an emergency night shelter in winter
- [Signposts](#) - providing residential and supporting services if you're unable to find suitable accommodation
- [Mary Seacole Housing Association](#) - supported accommodation to single homeless people in Luton
- [Luton Foodbank](#) - eradicating food poverty in Luton
- [Food First Luton](#) - an online tool mapping where individuals in need can receive food and access warm spaces across Luton
- [Budgeting loan](#) - GOV.UK
- [Luton, supporting you](#) - We want to make sure that you get the help and support available to you during the current cost of living crisis
- [Benefits calculators](#) - these can be accessed via [TURN2US](#), [Entitled To](#) and [Policy in Practise](#)
- [IMPAKT Housing & Support](#) – supported accommodation for single homeless and DART domestic abuse resettlement.
- [Bedfordshire Domestic Abuse Partnership](#) – information about services and support available locally and nationally for anyone affected by domestic abuse.