ExtraCare
Charitable Trust

Keeping you safe

Support against domestic abuse

At ExtraCare, we believe our residents should live free from fear of violence or abuse from anyone, including relatives, a partner or any other member of their household.

If someone is experiencing domestic abuse, we will treat them in a sympathetic, supportive and non-judgemental way. From the point of disclosure, we will prioritise advice and assistance to support them in their decisions.



We want to help, so if you are experiencing domestic abuse or are concerned about someone else, you can:

- Talk to the Location Manager
- Talk to a Designated Safeguarding Lead - you can find out who this is from information displayed in your location
- Talk to any member of the housing or care team at your location
- Get advice from the safeguarding page of our website: www.extracare.org.uk/safeguarding/
- Email: safeguarding@extracare.org.uk

In cases of immediate danger always dial 999.

If you can't speak:

- Leave the line active and listen to any questions
- Cough or tap your phone
- If prompted by the operator and on a mobile, press 55 when prompted (not straight after dialling 999). Police cannot track your location but will recognise the call.

We know it is not always easy to leave an abusive relationship and understand that you might not want to leave your home. We will offer support to you; in the way you want to be supported including providing advice for re-locating options depending on your tenancy arrangements.

Anyone who confides in ExtraCare staff about abuse will be supported in a non-judgemental way. We take the stance of 'Nothing About Me, Without Me' which aligns with our making safeguarding personal principles and promises open discussions before any advice or action is taken – nothing will happen without your knowledge.

We will:

- Take the matter seriously
- Believe you
- Seek consent to report concerns (where appropriate)
- Try to ensure your immediate safety
- Put safe plans in place to support you
- Remain calm and listen carefully
- Explain the process for reporting
- Seek consent to report and share information
- Arrange additional support (external agencies)
- Complete risk assessments

We won't:

- Rush you
- Jump to conclusions
- Approach the abuser/alleged perpetrator
- Be judgemental
- Contact you unless you ask us to do so



Important contacts

There are many local and national specialist support agencies; you can speak to your location manager or designated safeguarding lead for advice or visit our website: www.extracare.org.uk/safeguarding/ for links to some national organisations, such as the ones below:

Rape Crisis

www.rapecrisis.org.uk

Womens Aid

www.womensaid.org.uk

National Domestic Abuse Helpline

Call: 0808 2000 247 (24 hours a day)

www.nationalhahelpline.org.uk

www.refuge.org.uk

Deafhope from Signhealth

Text: 07970 350 366

www.signhealth.org.uk/our-projects/deafhope-projects/

Respect – Men's Advice Line

Call: 0808 801 0327

Tuesday, Thursday and Friday, 9am to 5pm; Monday and Wednesday 9am to 8pm

www.respect.uk.net

www.mensadviceline.org.uk

Galop LGBT + Anti Violence Charity

Call: 0800 999 5428

Monday, Tuesday and Friday, 10am to 5pm; Wednesday and Thursday 10am to 8pm

www.galop.org.uk/domesticabuse

National Centre for Domestic Violence

Call: 0800 970 2070 (24 hours a day)

Text: 'NCDV' to 60777

www.ncdv.org.uk