

# Don't Suffer in Silence



"Better homes and better services for better lives"

## What is domestic abuse?

Domestic abuse is an ongoing pattern of abusive and controlling behaviour. It is rarely a one off event and over time tends to increase in frequency and severity. It doesn't have to be physical, it can cover:

- verbal abuse
- threats
- sexual abuse
- stopping you having contact with friends/family
- destroying your possessions or causing damage to your home.

## What to do if you are suffering domestic violence

The most important thing you can do is tell someone. If you are in immediate danger dial 999.

As well as contacting Acis Group, there are a range of organisations that can help.

- **West Lindsey Women's Aid** 01427 616219
- **Sheffield Women's Aid** 0114 242 6887
- **National Domestic Violence Helpline**  
0808 2000 247 (24 Hour Free Phone)

## **If you are planning to leave home, consider taking the following items with you:**

- Some money, bank books and credit cards
- Useful addresses and phone numbers
- Important documents such as your passport
- Any essential medication
- Above all, leave when you feel safe to.

## **How can Acis Group help?**

- We can provide a safe place for you to confidentially speak to a housing advisor about your situation
- Make referrals to other local agencies that may be better able to help you or obtain support for you
- Carry out a homeless interview if it is not reasonable for you to remain in your own home and arrange safe accommodation for you and your family
- Provide advice on how to make you safe in your own home if you wish to remain there
- Acis Group are committed to providing a victim support service. Where possible we will take all appropriate action to ensure that perpetrators who are Acis Group tenants are aware that they can lose their tenancy through their own actions.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

अनुवाद करन दी सेवा उपलब्ध है-

Překladačské služby jsou k dispozici

Service de traduction disponible

ليره دا خزمه تگوزاری ته رجومه هه به  
کوردی - ئینگلیسی

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提供翻译服务。

Oferujemy usługi tłumaczeniowe

Übersetzungsservice erhältlich

提供翻譯服務。

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Překladačské služby k dispozici

Waxaad Helayaa Adeeg Turjumaad

خدمات ترجمه متنوعه

خدمات ترجمه بهایا سیانت

Oferoem-nos Serviço de Tradução

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## Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

### Acis Group Limited

**Acis House**  
**Bridge Street**  
**Gainsborough**  
**Lincolnshire**  
**DN21 1GG**

**email: info@acisgroup.co.uk**

**web: www.acisgroup.co.uk**

**FREEPHONE: 0800 027 2057**

**text: 07800 002270**

