

# 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 psychological, physical, social, financial, or emotional. Domestic abuse can happen between two people who are or were intimate partners or 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.**

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](mailto: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](mailto:adultsafeguarding@luton.gov.uk)

## For local support, please refer to the organisations below:

**Luton All Women's Centre Helpline:** 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 457114**

**Women's Aid in Luton:** Supports women and their children who need to get away from an abusive situation and can offer a temporary place to stay.

**Helpline / Refuge Call: 01582 391856**

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



## 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**

**Saheli:** Charity offering emergency refuge and specialist counselling to BAME women.  
**01619454187** or email [help@saheli.org.uk](mailto:help@saheli.org.uk)

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](mailto:jo@samaritans.org)

### Childline

**Tel:** **0800 1111**

**Website:** [childline.org.uk](http://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](mailto:support@napac.org.uk)

**Website:** [napac.org.uk](http://napac.org.uk)

### Muslim Women's Network UK

**Tel:** **0800 999 5796**

**Email:** [info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)

**Website:** [mwuk.co.uk](http://mwuk.co.uk)

### Karma Nirvana

UK charity working to end honour-based abuse.

**Tel:** **0800 5999 247**

**Website:** [karmanirvana.org.uk](http://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](mailto:helpline@wearehourglass.org)

**Website:** [wearehourglass.org](http://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](#)