

If you need housing advice or are homeless: Victims of domestic abuse

Domestic abuse is any incident of coercive or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between those aged 16 years old or over who are or who have been intimate partners or family members, regardless of gender or sexuality.

Controlling behaviour is a range of acts designed to make a person subordinate and / or dependent by isolating them from sources of support exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim. This includes issues of concern to black and minority ethnic communities, such as so called 'honour based' violence, female genital mutilation and forced marriage.

If you are experiencing domestic abuse or violence the Housing Advice Centre can find you emergency accommodation and provide help and advice, working with specialist services to ensure you receive the most appropriate support as quickly as possible.

In an emergency, phone 999 and ask for the Police

The Housing Advice Centre is part of Newcastle City Council and offers a free, confidential advice service to anyone that has housing problems. We aim to help people to keep their home or help them to find one that meets their needs. We can help you to understand the different options that are available in Newcastle to solve your housing problems.

There is a wide range of advice and support available in Newcastle. The Housing Advice Centre can help you, or the person you're working with, to understand the different options available to solve housing problems. Domestic abuse can happen to anyone regardless of gender or sexuality. We understand that it can be very difficult to take the first step to get help and if you prefer we can arrange for you to speak to someone who is a specific gender.

Phone: 0800 1707 008 (Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm)

Email: housingadvicecentre@newcastle.gov.uk

Website: www.newcastle.gov.uk/homeless

In person: Due to the coronavirus (COVID-19) pandemic, Newcastle City Council's Housing Advice Centre staff are only providing telephone or email advice. The Housing Advice Centre building will not be open for face-to-face advice until further notice. This will help us all to reduce the risk of spreading coronavirus. Please call or email using the contacts above

If you need to contact someone after 5pm or at weekends, phone the out-of-hours service on **0800 1707 008** (Press 2 for the Operator and ask for the Emergency Homeless Officer).

Other support available

Newcastle Integrated Domestic Violence Abuse Service (NIDAS)

NIDAS provides specialist advice and support 24 hours a day, 7 days a week to anyone aged 16 years old and above who is at risk of or experiencing domestic abuse or violence.

NIDAS provides emergency accommodation and outreach support to help you to remain in your current house or to look for alternative accommodation. Specialist support is available for people who are at high risk of harm. Specialist help is also available for children and young people whilst their parents are being supported.

Phone: 0191 214 6501
Email: Nidas.Team@thirteengroup.co.uk
Website: www.newcastleidas.co.uk

Your Homes Newcastle

If you are a Your Homes Newcastle tenant and are experiencing domestic abuse and you want to stay in your home, a Housing Officer can give you support and advice on what you need to do. In some circumstances, they can also provide extra security measures to your property to keep you safe in your home. If it isn't safe for you to remain in your home, they will help you find alternative safe accommodation.

You can find out who to contact online at www.yhn.org.uk (search 'Who is my Housing Officer?'), or visit www.yhn.org.uk/contact-us/key-contacts/who-is-my-housing-officer.

The Angelou Centre

This organisation provides support, practical advice and help on issues relating to domestic abuse and violence, including 'honour based' violence and forced marriage. They also have a children's service. Workers in the centre can speak community languages including Urdu, Punjabi, Hindi, Arabic and French.

Phone: 0191 226 0394
Email: admin@angelou-centre.org.uk

Newcastle Women's Aid

This organisation provides specialist support services to women and girls affected by domestic abuse, including Domestic Abuse Floating Support which offers one to one support and group work focusing on recovery and staying safe.

Phone: 0191 261 0504 or 0800 923 2622
Email: office@newcastlewomensaid.org.uk

Safe Project

West End Women and Girls Centre runs this project which provides one to one practical and emotional support for victims and survivors of domestic abuse from age 11 years plus. They deliver a Safe 4 Life course for women who are victims or survivors of domestic abuse and have teenage peer educators who provide one to one practical and emotional support for teenage victims and survivors.

Phone: 0191 273 4942

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