



## **Information for people who are experiencing, or are threatened with, domestic abuse**

Please come and see us as soon as you can. We will be sympathetic and sensitive and give you all the help we can. Remember, you can choose to be interviewed by someone who is the same sex as you and can be assured of confidentiality.

### **Things that might help you when you visit us**

We know that coming to see us might be difficult, so please read the information below – it may help to set your mind at rest.

We won't ask you to prove that you have been abused.

We won't get in touch with the person that you say has been abusing you.

We will only get in touch with friends and neighbours if you tell us that we can.

We may need to make some enquiries into your situation to support your application for housing. We will contact agencies and individuals who you feel can help us with this. However, if you haven't told anyone about the abuse before, we will believe what you tell us and take your concerns seriously.

We can tell you about other services that might help you, for example, Women's Aid.

We will make sure that you have a safe place to stay. For example, temporary accommodation.

We will try to cause as little disruption to your family life as possible. If you want to live somewhere near your children's school(s), or your work, or if you have particular health needs, please tell us. We will endeavour to take this into account when finding you temporary/permanent accommodation.

This information is available, on request, in a range of formats such as audio format, Braille or large print. It can also be made available in other languages on request.

Please refer to our Charter for Homeless People too.

## **Contact**

### **Orkney Islands Council Homelessness and Advice Service**

Address: Council Offices, School Place, Kirkwall, Orkney, KW15 1NY.

Telephone: 01856873535.

Office opening hours: Monday to Friday, 09:00 to 17:00.

In an emergency outwith office hours please contact 07921582962.

Available 24 hours a day, 365 days a year. Come and see us as soon as you can.  
We're here to help.