Domestic Abuse Intervention Service

What is domestic abuse?

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality. This can include the following types of abuse: psychological, physical, sexual, financial and emotional.

Domestic abuse includes stalking, so-called ‘honour’ based violence, female genital mutilation (FGM), forced marriage and forced termination of pregnancy.

What is coercive and controlling 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. It's a range of acts designed to make a person subordinate 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 or regulating their everyday behaviour.

Who does the Domestic Abuse Intervention Service help?

The service works with:
- Anyone experiencing domestic abuse
- Living in Hackney
- Aged 16 or over
- Any sex and gender
- Any sexual orientation

What does the Domestic Abuse Intervention Service do?

We'll listen to you, assess how safe you are, provide information and support on your legal and housing rights, support you if you go to court, help you to obtain legal protection and work with you and other professionals to help make you safer. Making you safer might involve helping you separate from the person who is hurting you, bringing in additional services to assist you with different needs that you have or by trying to reduce the risks you face if remaining with the person who is hurting you. If it is safe to do so - and following discussion with you - we can engage directly with the person who is hurting you to try and reduce the harm they are causing you. We will work with you and won’t force you to do anything you’re not ready to do.

For more detail about how we work along with some resources that might help you in thinking about your situation please see our web page:

http://www.hackney.gov.uk/domestic-violence

How do I get in contact?

If you are experiencing domestic abuse you can contact us directly or ask someone such as your health visitor, doctor, housing worker or social worker to refer you.

We are open Monday - Friday 9 a.m. - 5 p.m.
You can call us on 020 8356 4458 / 020 8356 4459 / 0800 056 0905 (free from a landline)
You can email us at dais@hackney.gov.uk

For emergencies call police 999 and, outside office hours, Hackney Council’s housing can be called out-of-hours on 020 8356 2300 and for refuge provision the number is 0808 2000 247.

We usually see people in central Hackney but we’ll check whether you find it difficult to come to the office. If so we can arrange to see you somewhere safe, accessible and comfortable for you such as a housing office, GP surgery or at your home. We can also visit you with a professional you already know such as your social worker or health visitor.