

Domestic Violence Policy

Policy Statement

In order to provide an effective response to incidents of domestic violence, we will:

- Raise awareness of domestic violence and our position with respect to offenders and victims through appropriate communication and publicity so that all new, existing, and potential residents are aware of our position.
- Train and support staff to deal effectively with incidents of domestic violence in terms of tenancy enforcement and support to victims.
- Maintain guidance to assist staff who are in the position to recognise domestic violence in relation to residents and other service users.
- Encourage and enable the easy reporting of domestic violence.
- Provide help and confidential support to those who are experiencing domestic violence.
- Help direct victims to other sources of assistance, accommodation and support where we are unable to provide immediate practical support ourselves.
- Take a non-judgmental, victim-centred, approach in responding to cases of domestic violence, ensuring that the victim and any family members are safe at all times.
- Develop effective, flexible working relationships with other landlords and relevant local agencies to address domestic violence.

Take action against offenders

Appropriate action will include:

- Confidential investigation including partnership working with other statutory agencies such as the police, and social services.
- Taking possession proceedings and/or issue warnings.
- Taking out injunctions or exclusion orders.

Supporting victims

The safety of victims and family members comes first at all times and support will be given:

- Asking them what they need/want to happen and keeping them informed.
- Offering victims the option of same sex staff to discuss matters of domestic abuse.
- Working with other appropriate agencies, such as the police, Social Services and other counselling services.
- Liaising with others over additional security measures.
- Treating simple repairs (including broken windows, doors, (where legally possible) extra locks and lock changes) as emergencies to make their home safe and secure,
- Treating information in confidence, only releasing it to others with the victim's permission, except where in exceptional circumstances to withhold it may lead to a child's safety being put at risk.
- In accordance with our lettings and transfer policies, giving priority or urgent priority to applications for housing from victims of domestic violence, helping victims move to a place of safety, either temporary or permanent in cases where we cannot house them ourselves.