



Domestic Abuse

We are committed to ensure the safety of tenants and leaseholders who may be affected by domestic abuse. We recognise domestic abuse can occur in any home and will work with residents and other agencies to ensure support for survivors

We promise to:

Help you to report domestic abuse and access timely support

- Tenants who are experiencing domestic abuse can approach our staff at any time in total confidence and understand that staff will be supportive and empathetic to their needs.
- We will treat all reports of domestic abuse as a high priority and ensure that staff are able to signpost survivors to the appropriate support agencies who can provide specialist advice and support and / or work with the appropriate partners to support the tenant.
- We will encourage all survivors to report abuse to the police, seek legal advice and help from the relevant specialist agencies.

Apply a victim-centred approach

- We will treat all reports of domestic abuse seriously and all survivors are given the highest priority. Council staff will always accept what they are told as accurate by a survivor reporting abuse and will not judge.
- All reports of Domestic Abuse will be dealt with in the strictest confidence.
- We will listen and understand the needs of victims and ensure signposting to the relevant support.
- We will work with survivors and partner agencies to implement a safety plan to ensure the survivor's safety
- We will work in partnership with the relevant support agencies, delivering a person-centred approach and agreeing a way forward.
- We will ensure that all those subjected to abuse are dealt with in a sympathetic and empathetic manner and that their needs are considered.
- Contact will not be made with the perpetrator unless the victim has given us consent and it is deemed safe to do so.

Offer Practical help and advice

- We will collaborate with survivor to ensure they can sustain a tenancy. Where appropriate this may include supporting with applications for financial assistance such as discretionary housing payments and/or the tenant support fund and rehousing advice and assistance.
- We will ensure survivor can access the county-wide Target Hardening and Sanctuary Scheme which ensures the provision of security measures within the victim's home. This can also include the provision of a sanctuary room in higher risk cases.

Take action to tackle perpetrators of domestic abuse

- As part of any investigation the Council will collaborate with partners to ensure action against the perpetrator where it is appropriate to do so, which may include injunctions, notice of seeking possession and possession proceedings.
- Domestic Abuse is a breach of the Council's tenancy agreement and is a ground for possession under the Housing Act 1988.

Ensure staff are appropriately trained to help

- Ensure that staff are trained to recognise, report, and understand the pathways for dealing with domestic abuse.
- Ensure that staff are aware of the support services and how to work in a multi-agency approach

Satisfaction

- We are committed to obtaining your views on the services we provide in relation to domestic abuse in order to continuously improve.
- We work in partnership with Housing Advice, Victim Support, Solace and the Police to bring about successful resolution to domestic abuse cases.
- Partner agencies can help you with advocacy and, together, we promote the safety and wellbeing of survivors.

To keep you informed about how well we're doing we will publish the following performance measures each year:

- % of tenants who agree that we treat them fairly and with respect
- % of tenants satisfied that we listen to their views and act upon them
- % tenants satisfied that the property or building in which they have a home is safe
- % of tenants satisfied with the overall landlord service