



Procedure: DOMESTIC ABUSE (RESIDENTS)

Approved by:

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Frequency of review: Annually

1. PURPOSE

This procedure outlines our approach and how we will respond when customers or communities report concerns or cases of Domestic Abuse.

2. KEY STAFF RESPONSIBILITIES

Please see Domestic Abuse Policy and flowchart.

3. DEFINITIONS

DASH – Domestic Abuse, stalking and Honour based violence.

IDVA – Independent Domestic Violence Advisor

MARAC – Multi Agency Risk Assessment Committee

Violence against women and girls (VAWG) - refers to the following range of serious crime types which are predominantly, but not exclusively, experienced by women and girls: Domestic Violence and Abuse; Sexual Offences; Stalking; Female Genital Mutilation (FGM); Crimes Said to be Committed in the Name of 'Honour'; Forced Marriage; Prostitution; and Trafficking for Sexual Exploitation.

4. RELATED DOCUMENTS

RELEVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation	Documents
The Care Act 2014	Anti-Social Behaviour Policy
Domestic Abuse Act 2021	BHA Safeguarding Policy
Protection from Harassment Act 1997	BHA Safeguarding Adults Procedure
The Family Law Act 1996	BHA Safeguarding Children's Procedure
Anti-Social Behaviour Act 2014	Data Protection Policy
Human Rights Act 1998	Equality, Diversity, and Inclusion Policy
The Data Protection Act 1998 and General Data Protection Policy	Homes for Cathy Commitments
The Housing Act 2004	Repairs Policy
The Equality Act 2010	Tenancy Agreement
	Employee Welfare Support Guidance
	Confidential Reporting and Whistleblowing Policy
	Domestic Abuse Housing Alliance (DAHA) Accreditation
	BHA Domestic Abuse Policy for Employees

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Directorate: Operations

Revised by: Stephani Davis
Verified by: Leadership Group

5. WHAT IS DOMESTIC ABUSE?

Behaviour of a person ('A') towards another person ('B') is 'domestic abuse' if –

- (a) A and B are each aged 16 or over and are personally connected to each other, and
(b) the behaviour is abusive.'

5.1 Definition of Abuse

Abusive behaviour' is defined in the act as any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional or other abuse

For the definition to apply, both parties must be aged 16 or over and 'personally connected'.

6. RESPONDING TO A CONCERN OR REPORT OF DOMESTIC ABUSE

- We will ensure residents are able to report domestic abuse or VAWG to us through a variety of methods and we will respond to reports within 1 working day.
- We will carry out a DASH risk assessment with any resident who reports domestic abuse. High risk cases will be dealt with through the MARAC process.
- We will share information between agencies where the assessment against the DASH Risk Identification Checklist meets the local authority threshold for MARAC referrals or using our professional judgement.
- We will arrange, with the agreement of the individual experiencing domestic abuse or VAWG, multi-agency meetings to ensure support is received from all relevant agencies where the DASH Risk Identification Checklist does not meet the local authority threshold for a MARAC referral.
- We will ensure that people experiencing domestic abuse or VAWG know they can meet staff in confidence at our offices or at an agreed choice of safe venue and we will agree the method of contact the customer wishes us to use.
- We will give people experiencing domestic abuse the opportunity to opt for a staff member of a specific gender where possible.

- In the case of joint tenancies, it should be noted that the perpetrator has the right of access to the tenancy file. Measures such as logging these cases as anonymous so they are not associated with the tenancy and blanking out confidential information about the individual experiencing domestic abuse will be taken to ensure that this is not seen by the perpetrator, or anyone representing the perpetrator.

7. ADDITIONAL SUPPORT

- We will provide improved security to a resident's home in conjunction with partner agencies, where required.
- We will make a referral to our tenancy support team when a customer needs some additional support from us.
- We will provide people experiencing domestic abuse or VAWG translation services if required.
- We will signpost the individual experiencing domestic abuse or VAWG to relevant organisations to provide legal advice as appropriate.
- We will advise people experiencing domestic abuse or VAWG of external agencies who can offer further advice and support dependent upon their needs, and work with our partners to ensure co-ordinated services to prioritise the safety of the person who is experiencing domestic abuse and the safety of their children, where present.
- We will work with Local Authorities either through their allocation scheme or via an internal transfer to try and facilitate a move for victims where there is a high risk, and a refuge is not suitable. This will be considered on an individual case basis and would require the input of partner agencies to risk assess any possible move.

8. POSSIBLE INDICATORS OF DOMESTIC ABUSE

The below are possible indicators you may see from victims, this is not an exhaustive list:

- people being prevented from seeing family/friends.
- prevented from attending college/work/appointments.
- being followed or continually being asked where they are.
- accusations regarding other relationships unjustly.
- feeling scared of others
- being threatened personally or threats against other family/friends.
- prevented from leaving the home.
- withholding finances.
- being forced to do something unwanted for their partner.

9. REPAIRS THAT COULD INDICATE DOMESTIC ABUSE

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The below are possible indicators, this is not an exhaustive list:

- Board up broken window
- Lock change (lost keys)
- Holes in doors
- Repairs to front/back door
- Additional locks on internal doors
- Broken bathroom door lock
- Repair staircase post
- Repair or replace kitchen units
- Repair plastering
- Repair cracks in walls or ceiling
- Repair or replace shower screen
- Loose drainpipes
- Broken back gate

The repairs above on their own may not mean Domestic Abuse is taking place, however staff will use their professional curiosity cross referencing other indicators such as other repairs reported, behaviour of victims or rent arrears when making enquires.

10. ASSURANCE & MONITORING

We will ensure that cases are monitored to ensure our processes are being followed and support is given to the staff member dealing with them.

The Tenancy Support and Safeguarding Manager will undertake monthly monitoring of open cases. The Domestic Abuse Champions will conduct regular monitoring checks on cases to provide additional assurance and feedback to staff where concerns are identified.

11. USEFUL RESOURCES

[Safe at Home Report.pdf \(safelives.org.uk\)](#)

[DAHA - Domestic Abuse Housing Alliance \(dahalliance.org.uk\)](#)

[Leeway | Helping You Break Free from Domestic Abuse \(leewayssupport.org\)](#)

[What is domestic abuse - Norfolk County Council](#)

[Home \(nationaldahelpline.org.uk\)](#)

[What is domestic abuse? - Womens Aid](#)

[Domestic Abuse Bill - GOV.UK \(www.gov.uk\)](#)