



Policy: Domestic Abuse (Residents)
Approved by: Leadership Group

Date
Approved: 1 September 2026

Frequency of review: Annually

POLICY STATEMENT:

Broadland Housing BROADLAND) is committed to supporting residents who are affected by Domestic Abuse.

We recognise that domestic abuse is one of the leading causes of homelessness. Broadland is committed to developing our policies and practices to end homelessness.

Domestic abuse is often described as 'hidden' due it to mainly being perpetrated at home. This leaves housing providers in a unique position to work with other agencies to identify abuse, disrupt perpetrator behaviour quickly and ensure victims receive the support they need.

On average one woman is killed by a partner or ex- partner every 5 days in England and Wales and 85 per cent of victims must seek help five times on average before they get effective support.

An estimated 3.8m people were victims of domestic abuse in year to March 2025, according to the crime survey for England and Wales. Of these 2.2m were women, and 1.5m were men.

We recognise that women are more likely to be victims of Domestic Abuse, however we will support anyone experiencing domestic abuse, our support is not limited to just women.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations, and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise.

Broadland should be interpreted as all legal entities in the association unless otherwise identified.

Failure to comply with approved policies and procedures may result in disciplinary action.

SCOPE:

- This policy applies to all residents, members of their household and anyone who we contact with through our daily activities.
- To ensure Broadland residents are aware of our approach to dealing with domestic abuse.
- To ensure Broadland meets our statutory safeguarding requirements where there are suspicions or evidence of domestic abuse.
- To ensure that victims of domestic abuse are dealt with in a sympathetic and sensitive manner, in accordance with their needs. Broadland aims to ensure all employees act in a non-judgemental way.

KEY STAFF RESPONSIBILITIES:

Board

The Board is responsible for ensuring the continued development of certain policies

Senior management

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy.

- All employees have a duty to act upon and report actual, suspected or allegations of abuse or neglect that they come across in their role.
- Neighbourhood Managers, Neighbourhood Officers, Sheltered Scheme Managers, Tenancy Support Co-ordinators, and Local Delivery Managers have additional responsibilities in working with other agencies as part of their role.
- We recognise that staff who spend more time in our homes such as repair staff, contractors, and cleaners have a significant role in seeing, hearing, and reporting concerns.

- Domestic Abuse Change Champions are trained to support and provide advice and guidance to their colleagues.
- The Tenancy Support and Safeguarding Manager is responsible for monitoring all cases and feeding back to the Tenancy Support Team and Local Delivery teams about case management, learnings, or best practice

Designated Officers

Have additional responsibilities including raising awareness of Safeguarding, carrying out internal training, and representing Broadland as part of the Norfolk Safeguarding Adults Board and Norfolk Safeguarding Children Partnership.

The Designated Safeguarding Managers are the Assistant Housing Director (Core Operations) and the Tenancy Support and Safeguarding Manager.
The Designated Safeguarding Lead is the Tenancy Support Team Leader

DEFINITIONS:

Broadland – all entities of Broadland Housing Association (unless otherwise stated)

H&S – Health & Safety

EIA – Equality Impact Assessment

ASB –Anti-social behaviour

DASH– Domestic Abuse, stalking and Honour based violence.

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.'

IDVA –Independent Domestic Violence Advisor

MARAC– Multi Agency Risk Assessment Committee

Personally Connected –is defined in the act as parties who:

- are married to each other
- are civil partners of each other
- have agreed to marry one another (whether or not the agreement has been terminated)

- have entered into a civil partnership agreement (whether or not the agreement has been terminated)
- are or have been in an intimate personal relationship with each other
- have, or there has been a time when they each have had, a parental relationship in relation to the same child
- are relatives

Safeguarding– Protecting children and vulnerable adults from abuse or harm.

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.

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

Legislation	Documents
The Care Act 2014 Domestic Abuse Act 2021 Protection from Harassment Act 1997 Stalking Protection Act 2019 The Family Law Act 1996 Anti-social Behaviour, Crime and Policing Act 2014 Human Rights Act 1998 Data Protection Act 2018 (UK GDPR) Housing Act 2004 The Equality Act 2010	Anti-Social Behaviour Policy Safeguarding Policy Safeguarding Adults Procedure Safeguarding Children's Procedure Speaking Out Policy Data Protection Policy Equality, Diversity, and Inclusion Policy Recruitment Policy and Procedures Homes for Cathy Commitments Repairs Policy Tenancy Agreement Employee Welfare Support Guidance Domestic Abuse Housing Alliance (DAHA) Accreditation Domestic Abuse Policy for Employees Domestic Abuse Procedure for Employees

EQUALITY IMPACT ASSESSMENT:

Policy Name: Domestic Abuse Residents)
Latest Revision: May 2026

Revised by: Claire Walker
Verified by: Leadership Group

This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.

DATA PROTECTION

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 21 May 2026 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing, and retention of personal data.

IMPORTANT PRINCIPLES:

- We recognise that men, women, and children can be victims of domestic abuse.
- We will recognise the difference between ASB and domestic abuse.
- We will work in partnership with other agencies to signpost tenants to appropriate support and respond to reports we receive.
- We will provide staff with training relevant to their role to ensure they know how to spot the signs of domestic abuse.
- We will use our professional curiosity to identify domestic abuse and be open with our residents that we do so.
- We will provide a sensitive and confidential response to anyone approaching us for assistance in cases of domestic abuse or VAWG.
- While women and girls are disproportionately affected by all forms of VAWG, and some are gender specific such as FGM, we will support those individuals experiencing VAWG or domestic abuse irrespective of age, gender, sexuality, disability, ethnicity, religion, social background, or any other protected characteristics identified in the Equality Act.
- We will report incidents to the police on behalf of individuals or support them in doing so (with their permission), where they feel too intimidated to report incidents themselves.
- We will monitor routine repairs and rent arrears data which may be an indicator of domestic abuse and follow up with residents using our professional curiosity.
- We will train staff across the business to act as Domestic Abuse Change Champions.

- We will monitor data we have on reports of domestic abuse to ensure our service is accessible to anyone who needs it.
- We recognise staff may be victims of domestic abuse and they should refer to the Domestic Abuse Policy and Procedure for Employees and the Employee Welfare Support Guidance and can seek confidential advice and support from their line manager, HR or the Domestic Abuse Change Champions.
- We are DAHA accredited and will work with DAHA for the next three years to sustain the accreditation.
- We will raise awareness of safeguarding issues in our communities through information and advice. All of our Safeguarding Policies and Procedures will be available on our website and residents can request a copy at any time.