



Procedure: *Domestic Abuse Procedure (Residents)*

Approved by: Leadership Group

Date

Approved: 1 September 2026

Frequency of review: Annually

1. PURPOSE

This procedure has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice when dealing with Domestic Abuse.

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

Please refer to the Policy for Scope, Responsibilities, Data Protection, Legislative, and Regulatory Requirements, etc.

2. KEY STAFF RESPONSIBILITIES

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 and procedure and the Domestic Abuse checklist.

- 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.
- 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.
- 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.

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.

3. DEFINITIONS

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

DPIA – Data Privacy Impact Assessment

H&S – Health & Safety

EIA – Equality Impact Assessment

Coercive behaviour - This 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 a person. It is designed to make a person behave in a certain way.

Controlling behaviour - This is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain. It deprives them of the means needed for independence, resistance, and escape, and regulates their everyday behaviour.

Domestic abuse - Domestic abuse is defined in the Domestic Abuse Act 2021 as follows:

“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” by a person towards another person where both people are aged 16 or over and are personally connected and the behaviour is abusive.

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”.

Domestic Abuse, Stalking & Honour Based Violence Risk Identification, Assessment & Management Model (DASH) - The DASH risk checklist is a best practice/industry checklist for identifying, assessing, and managing risk. It was developed for practitioners working with people experiencing domestic abuse. It enables users to identify people at high risk of injury and therefore should be referred to the Multi Agency Risk Assessment Conference (MARAC).

Domestic Violence Protection Notices (DVPNs) & Domestic Violence Protection Orders (DVPOs) - A **DVPN** prohibits the alleged perpetrator from molesting the person experiencing abuse, either generally or with regard to a particular type of conduct. Where the parties live at the same address, the provisions can also:

- Prohibit the suspect from evicting or excluding the person experiencing abuse from the premises
- Prohibit the suspect from entering the premises
- Require the suspect to leave the premises; and
- Prohibit the suspect from coming within a specified distance of the premises.

DVPOs are a civil order that enables the police and magistrates’ courts to put protective measures in place in the immediate aftermath of a domestic violence incident. They are issued where there is insufficient evidence to charge an alleged perpetrator and provide protection to a person via bail conditions.

An application for a DVPO must be heard by a magistrates’ court within 48 hours of the DVPN being served on the alleged perpetrator. A DVPO can prevent the alleged perpetrator from returning to a residence and from having contact with the person for up to 28 days. Both the DVPN and DVPO contain a condition prohibiting the alleged perpetrator from molesting the person.

Independent Domestic Violence Advocate (IDVA) - They are trained specialists who address the safety of people at high risk of harm from intimate partners, ex-partners, or family members in order to secure their safety and the safety of their children. They serve as a person’s primary point of contact with the MARAC. IDVAs normally work with their clients from the point of crisis to assess the level of risk, discuss the range of suitable options and develop safety plans. Their aim is to help the person at risk and their children move safely so they may live violence free lives. They will often support the person to take the appropriate legal action against the alleged perpetrator.

Multi Agency Public Protection Arrangements (MAPPA) - A statutory arrangement that requires the police, local authorities, and the prison service to assess and manage the risk posed by sexual and violent offenders. Other agencies that can be involved in MAPPA include Jobcentre Plus, registered providers, strategic health authorities, Care Trusts and NHS Trusts and electronic monitoring providers.

The principles that govern MAPPA are to:

- Identify convicted offenders who may pose a risk of harm
- Share relevant information about them
- Assess the nature and extent of that risk; and

- Find ways to manage that risk effectively protecting people and reducing further harm.

Multi Agency Risk Assessment Conference (MARAC) - A meeting between representatives from statutory, community and voluntary agencies working with people experiencing domestic abuse, their children, any additional members of the household and the alleged perpetrator.

These partnership agencies collectively assess the risk involved and set out actions for relevant agencies to work with the person experiencing abuse and alleged perpetrator, to keep them and their families safe.

Multi Agency Safeguarding Hub (MASH) - brings key agencies and professionals together to share better quality information, at an early stage, helping analysis and decision-making, to safeguard children, young people, and vulnerable adults more effectively. Within the MASH, information from different agencies can be brought together in a confidential environment and used to decide what action needs to happen. As a result, the agencies can act quickly in a coordinated and consistent way, ensuring that children and vulnerable adults are safeguarded.

Target hardening (may also be referred to as a ‘Sanctuary Scheme’) - A tool used to reduce risk by making the person’s property more difficult to attack and can only be used when the alleged perpetrator is not staying at the address. This may include, but is not limited to:

- Additional door bolts, spy holes, and door bars
- Additional window locks, sash jammers, window grilles, and retractable shutters
- Alarm systems and panic buttons
- Blanking plates to letterboxes, external letter boxes, and fireproof letter boxes
- Gate bolts and padlocks; or
- Providing security lighting.

A Sanctuary Scheme is a multi-agency victim centred initiative which aims to enable households at risk of violence to remain safely in their own homes by installing a ‘Sanctuary’ in the home and through the provision of support to the household. A ‘Sanctuary’ comprises enhanced security measures designed to enable households to remain safely in their homes. Sanctuaries should be individual packages informed by a full risk assessment, the type and condition of the property and the needs and circumstances of the individual household. Sanctuaries are created by enhancing security in the property through ‘target hardening’ of the property and the provision of safety equipment.

Note: We never require crime reference numbers to raise works orders relating to domestic abuse cases. This applies whether domestic abuse is expressly stated or suspected.

Violence Against Women and Girls (VAWG) - in the UK is an umbrella term used to describe acts of violence or abuse that disproportionately affect women and girls. These crimes are deeply rooted in gender inequality and are primarily, though not exclusively, perpetrated by men against women.

The Crown Prosecution Service (CPS) and UK policing strategies define VAWG to include, but not be limited to, the following offences:

- Domestic abuse: Including controlling or coercive behaviour, physical, emotional, and financial abuse.
- Sexual offences: Rape, sexual assault, and child sexual abuse.
- Harassment and stalking.

- 'Honour'-based abuse: Including forced marriage and female genital mutilation (FGM).
- Exploitation: Modern slavery, human trafficking for sexual exploitation, prostitution, and pornography.
- Digital and public offenses: Upskirting, revenge porn, and sexual harassment in workplaces or public spaces.

4. RELATED DOCUMENTS

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 Domestic Abuse checklist

5. 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.
- Once aware of a report of domestic abuse or VAWG, a task will be set up within planner and then either the Designated Safeguarding Manager or Designated Safeguarding Lead will review the report and allocate tasks to the relevant Tenancy Support Co-ordinator or Neighbourhood officer.
- 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.

6. 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.

7. 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.

8. REPAIRS THAT COULD INDICATE DOMESTIC ABUSE

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.

9. 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 Change Champions will conduct regular monitoring checks on cases to provide additional assurance and feedback to staff where concerns are identified.

10. USEFUL RESOURCES

[Safe at Home Report.pdf \(safelives.org.uk\)](https://safelives.org.uk/Safe%20at%20Home%20Report.pdf)

[DAHA - Domestic Abuse Housing Alliance \(dahalliance.org.uk\)](https://dahalliance.org.uk/)

[Leeway | Helping You Break Free from Domestic Abuse \(leewaysupport.org\)](http://leewaysupport.org)

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

[Home \(nationaldahelpline.org.uk\)](http://nationaldahelpline.org.uk)

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

[Domestic Abuse Bill - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

11. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Broadland policy and meeting the needs of our stakeholders.