

Customer Feedback on Domestic Abuse Policy

The Wrekin
Housing Group

Information and data, including
summary of method and themes of
customer feedback for Domestic Abuse
Policy

Completed April 2023

Method

We used a mixture of email and printed copies to a large group of Involved Customers directly as well as advertise the opportunity to feedback on this policy via Closed Group on Facebook and a Wrekin Voices email. This ensured we used multiple methods to suit a diverse customer base and improved opportunities for customers.

Method	Number of customers who had sight of Policy
Direct Email to Involved Customers	80
Closed Facebook Group	45
Wrekin Voices Email Newsletter (mix of involved customers, staff and customers who are staff)	196

Questions

Q3 - Does the Policy make sense to you?

Q4 - Does any part of the Policy need to be made clearer? If so which part?

Q5 - What would you change about the policy?

Q6 - Do you think the policy is inclusive to everyone? If not why?

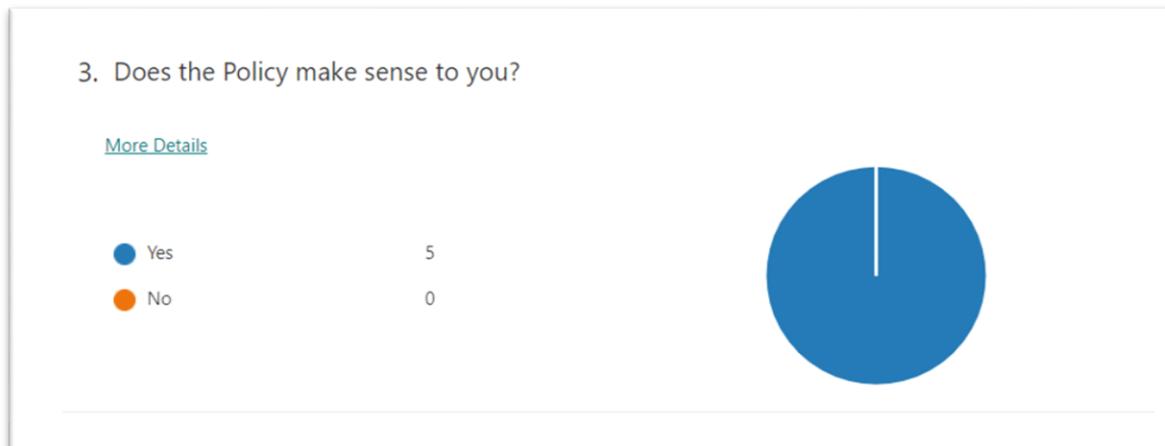
Q7 – Any other Comments?

Feedback response

5 survey responses completed via a mix of phone, email and digital

Summary of Feedback

Data Analysis



All agreed that the Policy made sense to them – telling is the policy was clear and easy to understand for those reading.

All customers who reviewed the Policy had suggestions and made comments on how the policy could be more inclusive and clearer on procedure for victims. These are detailed below.

Customer Suggestions

Customer suggestions	Wrekin comment
No apart from text size is too small and background is too harsh to read. A cream background would work better.	
It seems to be pretty comprehensive	
2.2 The people services team can be contacted - who are they?	People Services are effectively HR, but this only relates to employees so I don't feel that we need to change it.
Procedure 3.3 The genders should be in bold to make clear not just women. –	The policy & procedure make it clear that everyone, whatever gender are supported, i.e. this can include a current, or former partner or any other member of the household and we will look to assist and support any person experiencing DA, or who are being / have been threatened with, abuse or violence.

4.1 the government definition of 16 or Over - what about under 16s? Can we add where under 16s are covered?	I believe this is covered by 'any household member'
8.2 irrespective of age sexuality etc - could this be highlighted in bold to make it clear that it affects everyone?	This has been amended to read better.
8.12 This is good because it could be an additional worry to people. A very good thing!	
Page 8 of 10 12.3.3 item 2 within 48 hours; fifth line down reach a decision - if the court rules the DVPO min 14 days max 28 -- Is there something we can do if this continues after 28 days does a with straining order follow the DVPO?	This element to a large degree is out of our control. DVPO's are obtained by the police and restraining orders by the victim/survivor. Our role is offering what support we can, which will include signposting.
POLICY - If a neighbour reports an incident and a victim doesn't want it what can be done?	If there are children involved we will follow the safeguarding route. If its adult only and they chose not to accept help/advice etc, there is nothing we can do beyond normal concerns for welfare.
POLICY - 2.2 - DA and VAWG - highlights where info can be found - Item 5 key terms - put in bold but not exclusively	Suggesting website
The neighbourhood manager would be responsible for; Point3	
Ensuring there is appropriate training - How will this be done - can we add a sentence which explains this or should this be in the procedure?	Amended
No section 5.1 should also include men - men can also experience domestic abuse. Also, same sex couples can experience domestic abuse too. This isn't mentioned at all in the policy and should be.	The policy, procedure and the definitions included refer to the fact that all genders can experience Domestic Abuse.

A theme from customer feedback is some acknowledgment is needed of who domestic abuse effects and how we would support all victims.

Case Study

Customer Personal Experience with feedback

"There is no detail as far as I could see regarding what to do if you have a "joint tenancy" which needs to be severed due to domestic abuse.

I had to fight to get my joint tenancy assigned to me even though I produced a decree nisi and absolute and was the applicant.

This needs to be considered so that tenants who are in the situation I was in can be easily protected by having their tenancy severed and assigned to them prior to divorce proceedings.

Secured Tenancies offer this in law but Assured Shorthold Tenancies do not.

This is something that really needs to be done to protect tenants like me who faced mental, emotional, financial, verbal and other types of abuse until finally I was having a pillow put over my head the night I forced him to leave.

When I told my housing officer at the time they visited my home agreed to change the locks as I had a crime number as my ex had "jailed" me taking my motability car, blue badge and all my mobility aids to prevent me going out when he left.

This was taken seriously by the police but not the housing association as later I was informed "we did that as a gesture of goodwill".

A few weeks later I was threatened with eviction (due to the untidiness) as I was trying to sort out his stuff that be removed from my home. This was to be collected by him under police supervision. I had three weeks to comply with getting my home tidy. No one considered my disabilities or my domestic abuse circumstances.

This is not good enough.

These situations need to be handled by trained staff and no one should go through what I did ever again.

This is why I am keen to be involved with the domestic abuse policy and training of staff.

I am still living in fear of him as he is trying to find me so I live in my new home with the blinds constantly drawn and I am off the public electoral register which affects my credit rating.

One day I hope to be able to live without fear.

When assigning a property to a tenant who has been or is experiencing domestic abuse please use due diligence and check the surnames of previous tenants so that post will not arrive that may trigger the new tenant e.g. my ex-husband and my new property previous tenants had a resident by the same name

The triggers and trauma this may cause to a tenant really needs to be taken into consideration.

I hope you find my comments and feedback useful

Wrekin comment: The above commentary is fully accepted. Joint tenancies are a difficult area because we have no choice but abide by the Housing Act, but we have to be more responsive in how we deal with DA. To that end we are amending our procedures so that all reports re: DA will go via a Concerns Alert. The aim of this is that a small number of officers will respond to the concern and assist officers in making decisions and taking the most appropriate actions. In turn this will create a more consistent service, both in what we are able to deliver and what advice we signpost to.