



Domestic Abuse



1.0 Introduction

- 1.1 HPG Group are committed to providing excellent customer service so that each time you contact us you have a positive professional experience. Our Domestic Abuse policy sets out what you can expect from us, if you are experiencing domestic abuse.

2.0 Policy Statement

2.1	We believe that residents of its homes, including their children should not live in fear of abuse or violence from someone they are, or were, personally connected to. This can be a current, or former partner or any other member of the household and we will look to assist and support any person experiencing, or who has experienced abuse or violence. Perpetrators of domestic abuse will be held to account and action against them will be taken where appropriate.
2.2	This policy aims to ensure that those who are subjected to domestic abuse are dealt with in an empathic and empowering manner, with respect, non-judgemental and belief, with integrity and always taking a person-centred approach ensuring we work in accordance with their needs.

3.0 Policy Scope

- 3.1 This policy applies to all Group residents, household members and to those accessing the services of the Group.
- 3.2 In instances of staff experiencing DA, please refer to the Domestic Abuse (for employees) Policy and / or contact the People Services team

4.0 Definitions

4.1	<p>Domestic abuse involves any single incident or pattern of conduct where someone's behaviour towards another is abusive, and where the people involved are aged 16 or over and are, or have been, personally connected to each other (regardless of gender or sexuality).</p> <p>The abuse can involve, but is not limited to:</p> <ul style="list-style-type: none"> • Psychological, physical, sexual, financial, emotional, violent, threatening, controlling, coercive behaviour.
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	<p>'Personal connection' means the individuals concerned:</p> <ul style="list-style-type: none"> • are due to be, are currently, or have been, married or civil partners to each other • are, or have been, in an intimate personal relationship with each other • are, or have been, parents (or had a parental relationship) to the same child • are relatives (the Act gives further definitions of 'relatives') <p>Children are recognised as victims of domestic abuse in their own right if they see, hear or experience the effects of abuse between two personally connected individuals who are aged 16 or over.</p> <p>However, abusive behaviour directed at a person under the age of 16 is child abuse rather than domestic abuse.</p>
4.2	Controlling behaviour 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, depriving them of the means needed for independence, resistance and escape and exerting control over those means and regulating their everyday behaviour.
4.3	Coercive behaviour 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 their victim. This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.
4.4	<p>Economic abuse is any behaviour that has a substantial adverse effect of a person's ability to:</p> <ul style="list-style-type: none"> • Acquire, use or maintain money or other property, or • Obtain goods or services.
4.5	<p>Stalking is repeated, unwanted contact from one person to another which causes the victim to feel distressed or fearful'.</p> <ul style="list-style-type: none"> • It differs from harassment in that a perpetrator of stalking will be obsessed with or fixation on the individual(s) they are targeted. • Stalking behaviour can include nuisance telephone calls, sending excessive emails, being followed, sending gifts or letters, death threats, monitoring behaviour, visiting place of work, sexual assault, physical assault, and computer hacking.
4.6	Child to Parent Abuse is where a child (of any age) displays repeated abusive behaviours towards a parental figure.

4.7	Multi Agency Risk Assessment Conference (MARAC) is a national process that is delivered locally to help people at high risk of murder or serious harm. This includes a domestic abuse specialist (Independent Domestic Violence Advisor –IDVA), police, children's social services, health, housing and other relevant agencies.

5.0 Roles and Responsibilities


5.1	<p>The Group Chief Executive is responsible for:</p> <ul style="list-style-type: none"> • Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants; • Ensuring the policy is applied consistently and aligns with the Group's vision and values; • Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.
5.2	<p>The Executive Director of Customer Experience is responsible for:</p> <ul style="list-style-type: none"> • Ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.
5.3	<p>The Regional Directors are responsible for:</p> <ul style="list-style-type: none"> • Ensuring the sufficient allocation of resources are available to deliver all the necessary activities; • Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance and satisfaction with the service.
5.4	<p>The Neighbourhood/Housing/ Community Safety Management Team will be responsible for:</p> <ul style="list-style-type: none"> • Reviewing the policy and making sure it recognises changes in statutory and legal requirements; • Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation; • Ensuring that the policy is publicised internally and externally • Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day-to-day basis. • Ensuring cases are recorded on the appropriate system and undertaking case audits
5.5	<p>The Housing, Neighbourhood, Community Safety, Retirement Living and ShireLiving Teams are responsible for:</p>

	<ul style="list-style-type: none"> • The day-to-day case recording and management in accordance with the policy. • Ensuring that the best practice promoted in the policy is delivered on a daily basis. • Ensuring there is the necessary focus on communication in all cases with all affected parties.
5.6	<p>All Teams/staff must:</p> <ul style="list-style-type: none"> • Refer to the policy and procedure • Contact local housing/neighbourhood/community safety team for advice • Raise a concerns alert via intranet

6.0 Policy Approach

6.1	We will encourage customers to report all incidences of threatened or actual domestic abuse and will offer a confidential service to ensure that those experiencing domestic abuse are given support and advice as appropriate to allow them to make choices about what to do next.
6.2	We will be guided by the customer and appropriate professionals in determining the most appropriate course of action in responding to an incident of domestic abuse.
6.3	We will support victims to access the use of civil and criminal laws which can offer them protection and act as a preventative measure to avoid further abuse.
6.4	We will always seek to support victims to remain in their homes if it is safe to do so. We will work with partner agencies and victims to consider target hardening and other preventative measures to protect victims of domestic abuse and sustain tenancies. Target hardening of victims' properties may include advice, installation of assistive technology, physical changes to properties such as increased security and imposing preventative measures against perpetrators of domestic abuse.
6.5	Where there is an immediate risk and it is unsafe for a person to remain in their home, we will seek support of Local Authority Housing Options Teams and refuge to find suitable emergency accommodation.
6.6	We will consider re-housing those experiencing domestic abuse if they are at risk in their current homes. In these cases, Housing Plus will undertake an assessment of how the risk will be mitigated if a move is arranged. We will consider management moves or direct in line with our letting policy.
6.7	We will ensure that if a person is re-housed due to being a victim of domestic abuse their new tenancy will have the same security of tenure as their previous tenancy.
6.8	We will hold perpetrators of Domestic Abuse to account and will take the most appropriate and proportionate action in line with relevant legislation and where we have sufficient information to do so. We will also seek appropriate support solutions for perpetrators of domestic abuse to prevent abuse recurring.

6.9	We will follow the relevant Adult and Child Safeguarding Children policies and procedures where we are aware that vulnerable adults and or children are experiencing domestic abuse.
6.10	We will remain a fully participating member of the Safer Partnership groups in the areas we operate and play a key role in the delivery of some of the Partnerships' overarching priorities to protect vulnerable people from a range of issues including domestic abuse.
6.11	We will participate in meetings that aim to tackle Domestic Abuse, this can be the multi-agency risk assessment conference (MARAC) process meetings as well as the perpetrator programme meetings

	Policy Control Sheet X Policy Policy reference number - 2025/
Policy Author	
Direct Lead	
Version	
Target audience	
Consultation	Example Wrekin Voices Employee group / managers - Senior Managers – Executive Management Group – X Committee

Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy <state if this is the case and the date that the EIA was completed>.
Date of Data Privacy Impact Assessment	State if one is not required or the date of completion.
Approving Body	
Date of final approval	
Implementation date	
Monitoring arrangements	
Reporting	
Review date	
Expiry date	
Review cycle	
Policy category	
Associated policies and procedures	And legislation
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date