

Domestic Abuse Policy

Feldon Housing Limited

ARE YOU A VICTIM OF DOMESTIC ABUSE?

For 24-hour Emergency Support:

- **Emergency services: 999 (there is a 'silent solution' option if you cannot speak)**
- **National Domestic Abuse Helpline: 0808 2000 247 – open 24 hours a day, 7 days a week.**
[Homepage - National Domestic Abuse Helpline](#)
- **Men's Advice Line for male survivors: 0808 801 0327** [Domestic Abuse Helpline for Men](#) | [Men's Advice Line UK](#)

SAFETY WARNING – BROWSING SAFEY – If you're not safe to browse this information, clear your browser history or use a safe computer.

1. Introduction

1.1 Purpose and Scope of this Policy

This policy sets out Felton Housing Limited's commitment to preventing and responding to domestic abuse affecting our residents, staff, and anyone connected to our services. It aligns with the Domestic Abuse Act 2021 and complies with the Regulator of Social Housing's Consumer Standards, particularly the Tenancy Standard and the Neighbourhood and Community Standard.

This policy applies to:

- All Felton Housing residents and their household members
- Anyone living in a Felton Housing home
- Felton Housing employees, Board members, volunteers, contractors, agency staff, and partners
- Prospective tenants and applicants on our housing register

Domestic abuse includes, but is not limited to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or economic abuse
- Controlling or coercive behaviour
- Technology-facilitated abuse (including online stalking, monitoring devices, and digital control)

Reference 8.B

- Honour-based violence, forced marriage, and female genital mutilation (FGM)
- Abuse involving children witnessing domestic abuse

We recognise that domestic abuse affects people of all genders, ages, ethnicities, sexual orientations, and backgrounds, and that some groups may face additional barriers to seeking help.

2. Policy Statement

2.1 Feldon Housing believes everyone has the right to live safely and free from fear. We recognise domestic abuse as a serious issue that impacts housing, wellbeing, and safety.

2.2 We are committed to:

- Taking a proactive approach to identify and respond to domestic abuse
- Asking about domestic abuse sensitively during routine interactions
- Supporting victims/survivors to remain in their homes where safe to do so
- Supporting victims/survivors in accessing immediate temporary accommodation where staying is unsafe
- Holding perpetrators accountable and working with partners to manage risk
- Promoting awareness and providing appropriate training to our staff
- Ensuring our response is trauma-informed and culturally sensitive
- Taking swift action against perpetrators who are our tenants

2.3 **We will not tolerate domestic abuse in any form and will take action to safeguard those at risk, including making safeguarding referrals and working with partner agencies.**

We commit to believing and supporting victims/survivors without judgement, recognising that leaving an abusive relationship is often a complex and dangerous process.

3. Legal and Regulatory Framework

This policy has been developed in accordance with:

- Domestic Abuse Act 2021
- Care Act 2014
- Housing Act 1996
- Equality Act 2010
- Human Rights Act 1998

Reference 8.B

- Children Act 2004
- Modern Slavery Act 2015
- Regulator of Social Housing Consumer Standards
- Homelessness Reduction Act 2017
- Multi-Agency Risk Assessment Conference (MARAC) guidance
- Local Safeguarding Partnership arrangements

4. Definitions

Domestic Abuse is defined by the Domestic Abuse Act 2021 as abusive behaviour between individuals aged 16 or over who are personally connected. This includes physical violence, emotional abuse, sexual abuse, economic abuse, and controlling or coercive behaviour.

Children aged 16-17 are recognised as both victims in their own right and as witnesses to domestic abuse between adults.

Personally connected includes:

- Intimate partners
- Ex-partners
- Family members
- Individuals who share parental responsibility

5. Roles and Responsibilities

5.1 All Feldon Housing staff, contractors, and Board members are responsible for:

- Being alert to signs of domestic abuse
- Knowing how to respond safely and sensitively
- Understanding when and how to make safeguarding referrals
- Responding sensitively and appropriately
- Reporting concerns in line with safeguarding procedures
- Maintaining confidentiality and only sharing information on a need-to-know basis

5.2 The Board will:

- Ensure adequate resources are allocated for domestic abuse response
- Monitor policy effectiveness through receiving reports on the number of cases and actions taken by Feldon Housing staff.

5.3 Feldon Housing will:

- Nominate a Domestic Abuse Lead **with clearly defined responsibilities and adequate time allocation**
- Provide training to all relevant staff including initial training for new starters and refresher training
- Promote the availability of support services
- Ensure data is handled in line with GDPR
- Participate in MARAC where appropriate
- Maintain up-to-date contact lists for local domestic abuse services

5.4 Domestic Abuse Lead Responsibilities:

- Provide advice and guidance to staff on complex cases
- Maintain relationships with local specialist services
- Coordinate training programmes
- Monitor and report on domestic abuse cases
- Chair internal case review meetings
- Represent Feldon Housing at multi-agency meetings

6. Support for Victims

6.1 We will work with local domestic abuse services, social care, and the police to provide a coordinated response.

6.2 We may:

- Help victims to access emergency or longer-term housing options
- Take tenancy management actions to support the victim, including injunctions, non-molestation orders, or tenancy transfers
- Work with relevant local agencies to install additional security measures (locks, alarms, lighting)
- Provide information on support services and safety planning
- Arrange welfare checks and regular contact
- Provide practical support including removals assistance and storage
- Offer rent payment flexibility during crisis periods
- Assist with Universal Credit applications and housing benefit transfers

6.3 Safety Planning

- We will work with victims to develop personalised safety plans
- Plans will be regularly reviewed and updated
- Emergency contact procedures will be established
- Safe communication methods will be agreed

6.4 Children and Young People

- We will ensure children's needs are considered in all responses
- Make appropriate safeguarding referrals to the local authority in line with our Safeguarding Children Policy

7. Managing Perpetrators

7.1 Where the perpetrator is a tenant or resident, we will take appropriate tenancy enforcement action, which may include:

- Acceptable Behaviour Contracts
- Injunctions and exclusion orders
- Possession proceedings (using both discretionary and mandatory grounds)
- Referral to Multi-Agency Tasking and Coordination (MATAC) where available

7.2 We will:

- Work with partner agencies to manage the risk posed by perpetrators
- Take swift enforcement action where tenancy conditions are breached
- Support police investigations and court proceedings

7.3 Risk Management

- Share information appropriately with partner agencies
- Participate in Multi-Agency Risk Assessment Conferences (MARAC)

8. Identification and Response

8.1 Recognising Signs of Domestic Abuse

Staff will be trained to recognise potential indicators including:

- Frequent injuries with implausible explanations

Reference 8.B

- Excessive partner control over appointments and interactions
- Changes in behaviour, becoming withdrawn or anxious
- Financial difficulties due to economic abuse
- Property damage that could indicate violence
- Frequent police callouts to the property

8.3 Emergency Response

- Where there is immediate danger: call 999
- For urgent support: we can help refer to local domestic abuse service within 2 hours
- For high-risk cases: we will refer to MARAC within 24 hours

9. Confidentiality and Information Sharing

We will treat disclosures sensitively and ensure that information is only shared when necessary to safeguard individuals, prevent crime, or meet legal obligations. We will always seek consent unless it would place someone at further risk or is otherwise justified under the Care Act 2014 or Data Protection Act 2018.

Information will be recorded on secure systems with restricted access. Staff will receive specific training on confidentiality requirements and information sharing protocols.

We will never contact alleged perpetrators to verify victims' accounts.

11. Partnership Working

11.1 We will maintain partnerships with:

- Local domestic abuse specialist services
- Police domestic abuse units
- Local authority housing and safeguarding teams
- Health services
- Children's services
- MARAC and other multi-agency forums

11.2 We will:

- Attend partnership meetings where required
- Participate in local domestic abuse strategies
- Share learning and best practice

12. Performance and Quality Assurance

12.1 We will monitor:

- Number of domestic abuse cases reported
- Response times to referrals
- Outcome of tenancy enforcement actions
- Victim satisfaction with our response
- Staff confidence in responding to domestic abuse

13. Monitoring and Review

13.1 Monitoring

Implementation of this policy will be monitored by the Board and Domestic Abuse Lead through:

- Reports to the Board on number of cases reported to Feldon staff
- Annual review of all domestic abuse cases
- Regular case audits
- Feedback from partner agencies
- Victim feedback surveys

13.2 Review

This policy will be reviewed every two years or sooner if there are changes to legislation or good practice.

14. Complaints and Feedback

Victims and their advocates can provide feedback on our services through:

- Our standard complaints procedure
- Anonymous feedback
- Third-party advocacy services
- Regular consultation with local specialist services

We are committed to learning from complaints and using feedback to improve our services.

15. Policy Owner and Contact Details

This policy is owned by the Board of Feldon Housing Limited.

16. Key contacts:

Reference 8.B

24-hour Emergency Support:

- **Emergency services: 999**
- **National Domestic Abuse Helpline: 0808 2000 247**
- **Men's Advice Line for male survivors: 0808 801 0327**

If you have any questions about this policy, please contact us:

By phone: 01608 686626

Email: info@feldonhousing.co.uk

Post: Feldon Housing Ltd, Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

Domestic Abuse Support Statement and emergency contact numbers are displayed on our website.

Document Reference: POL-003

Version: 2.0

Approval Date: [Date]

Review Date: [2 years from approval]

Policy Owner: Board of Directors

Domestic Abuse Lead: [Name and position]