

# LANGSTANE HOUSING ASSOCIATION LTD

## DOMESTIC ABUSE POLICY

### 1. AIMS

Housing Associations can often be the first and only contact during a domestic violence issue.

Langstane Housing Association aims to provide the best possible service for applicants and tenants experiencing domestic abuse. There is specific reference to domestic abuse within the Allocations Policy and the Association plays a role in any relevant Domestic Abuse fora operating in the area.

The Association will treat all cases of domestic abuse as confidential but may need to seek agreement to share the information with partner agencies in order to provide the most necessary and appropriate response.

Domestic abuse is any abuse that takes place in a personal or family relationship regardless of gender or sexuality. The abuse may be physical, sexual, emotional, psychological or financial.

### 2. OBJECTIVES

- To provide the best response possible for people affected by domestic abuse and to ensure that they understand their rights in terms of the Association's Allocation's policy, and the available housing options which may be open to them
- To ensure that that response covers issues around gender, ethnicity, age, disability, and sexuality
- To work in partnership with appropriate agencies
- To develop and maintain an information bank about the locally available services for domestic abuse in order to provide victims with appropriate and accurate advice

### 3. PROCEDURES

The Association will ensure that procedures are in place, to respond timeously and appropriately to domestic abuse, identifying when appropriate legal and other specialist help.

Procedures to be followed by staff are held both on paper and on computer format. Specific procedures to deal with domestic abuse will be contained within lettings procedures, account management procedures, estate management procedures, and maintenance procedures.

#### 4. **STAFF RESOURCES AND TRAINING**

Staff will be provided with appropriate training to identify and respond appropriate to domestic abuse. Training includes:

- The legislative framework
- Multi-agency working
- Dealing with sensitive situations

#### 5. **MONITORING AND REVIEW**

All known instances of domestic abuse will be logged and monitoring will include the following:

- Number of cases during the reporting period
- Actions taken
- Target times for responses
- Outcomes

Reports are made on a monthly basis to the Director of Customer Services and quarterly to Tenants' Services Sub-Committee and the Committee of Management.

#### *Right to Complain*

*In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.*

Approved by Tenants' Services Sub Committee: 30 October 2009

Review Date: 3 years