

Domestic Abuse Policy

1. Introduction

- 1.1. ReSI Housing Limited (**ReSI Housing** or the **Company**) are committed to taking action to deal with all incidents of domestic abuse and to offer support to its customers.
- 1.2. The objective of this policy is to outline ReSI Housing's commitment to offering support to its customers who may be affected by domestic abuse and ensure that staff and/or contractors are able to appropriately respond to our customers needs in relation to the domestic abuse. Additionally, it explains how we work in partnership with other organisations to protect victims and survivors of domestic abuse.

2. Purpose

- 2.1. This policy sets out clear guidelines on how ReSI Housing will deal with reports of domestic abuse.

3. Scope

- 3.1. This policy applies to all customers that live in properties owned or managed by ReSI Housing.

4. Definitions

- 4.1. Within the Domestic Abuse Act 2021 and this policy, domestic abuse is defined as any of the following:
 - physical or sexual abuse;
 - violent or threatening behaviour;
 - controlling or coercive behaviour;
 - economic or financial abuse;
 - psychological, emotional or other abuse.
- 4.2. This definition includes modern day slavery, coercive control, honour-based violence, forced marriage and female genital mutilation.

- 4.3. Within this definition, economic abuse means any behaviour that has a substantial adverse effect on a person's ability to do either of the following:
- Acquire, use or maintain money or other property
 - Obtain goods or services;
- 4.4. For the definition and policy to apply, both people must be aged 16 or over and personally connected. Personally connected is defined in the act as people who:
- are married to each other;
 - are civil partners of each other;
 - have agreed to marry one another (whether or not the agreement is still in place);
 - have entered into a civil partnership agreement (whether or not the agreement is still in place);
 - are, or have been, in an intimate personal relationship with each other;
 - are, or have been, parents of the same child or children;
 - are relatives.
- 4.5. Children aged under 18 are also recognised as survivors in their own right if they see, hear or experience the effects of the abuse or are related to the survivor or the perpetrator.

5. Our approach

- 5.1. ReSI Housing is victims/survivor centred and will take a believing approach to all reports of domestic abuse. We will always treat people experiencing domestic abuse in a sympathetic, supportive and non-judgmental way.
- 5.2. Domestic abuse can be reported by telephone, by email, in person or in writing directly to the Property Manager or to ReSI Housing. Any reports will be logged and responded to within 24 hours of the first report.
- 5.3. If you confide in us about domestic abuse, your words will be held in strict confidence. Our commitment to safeguarding is paramount, and we will handle it with sensitivity and ensure it is treated with the utmost seriousness. However, if there are concerns regarding safeguarding, we are obligated by law to share relevant information with the appropriate agencies (especially if the reports relate to children).
- 5.4. Since neither ReSI Housing nor the property managers we work with are trained to give expert advice on domestic violence, our main goal is to make sure you get the best help

possible from the agencies that specialize in domestic abuse We will give you information about other organisations that can offer specialised support. If you agree, we can refer you to one of these organisations, or we can contact the police or social services on your behalf. We can also liaise with the council to find you a temporary place to stay in an emergency, or help you connect with a refuge.

- 5.5. If you decide to stay at home after your abuser has left, ReSI Housing will prioritise your safety, ReSI Housing will be able to provide you with the necessary advice to help you set up extra security measures. This could involve installing additional locks, personal alarms, window alarms, and other safety features as needed.
- 5.6. . We will collaborate closely with partner agencies, keeping them updated on our actions.

6. Working with agencies

- 6.1. ReSI Housing will enhance its response to domestic abuse by working closely with partners such as Local Authorities, the police, and Domestic Abuse Advocacy services.
- 6.2. ReSI Housing will collaborate with appropriate agencies to provide support or refer perpetrators of domestic abuse who acknowledge and seek to change their behavior.
- 6.3. Respecting residents' right to privacy aligns with our Data Protection Policy. Information sharing will only occur with the survivor's consent, except in cases where there is a risk to the safeguarding of children or vulnerable adults and it is within our duty of care.
- 6.4. When collaborating with external organisations, information sharing will be conducted carefully. Sharing of information will only occur with the survivor's consent, unless there are safeguarding concerns or it is mandated by law enforcement agencies such as the police.

7. Policy Management

- 7.1. The Board has overall responsibility for this policy.

8. Background Documents

- 8.1. This policy should be read in conjunction with the following legislative and regulatory documents and policies:

- The Housing Act 1996
- The Family Law Act 1996
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Domestic Violence, Crime and Victims Act 2004
- Police and Justice Act 2006
- The Equality Act 2010
- Anti Social Behaviour Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Social Housing Regulation Act 2023
- Regulator of Social Housing- Consumer Standards 2024
- Data Protection Policy

9. Monitoring and review

- 9.1. The policy will be reviewed every two years unless legislation, business or sector developments require otherwise.
- 9.2. We will regularly review our approach, progress through regular feedback from our customers and we will use that feedback to improve and strengthen our expertise and support to victims of domestic abuse.

10. Equality and Diversity

- 10.1. We will ensure that advice and support is available to all and we do not discriminate against any protected characteristics as set out in the Equality Act 2010, we will ensure the appropriate reasonable adjustments are made to assist, for example information is available in other languages and different formats if required.

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