

# **Service Standards - Domestic Abuse**



## **Tai Ceredigion's mission statement**

"to be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

## **Standard**

Domestic Abuse is a type of Anti-Social Behaviour that presents a high risk to personal safety. Tai Ceredigion believes that our tenants and staff should not live in fear of violence or abuse.

We will take incidents of domestic abuse seriously and are committed to providing a sensitive and confidential response to anyone approaching us for assistance in cases of domestic abuse. Your Tenancy Agreement makes it clear that domestic abuse is unacceptable behaviour.

## **What is Domestic abuse or Violence?**

Any incident or pattern of incidence of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality, but is not limited to the following types of abuse;

- Psychological
- Physical
- Sexual
- Financial
- Emotional

## **In cases of domestic abuse Tai Ceredigion will provide information and support to tenants to ensure that we will:**

- respond effectively to incidents of domestic abuse.
- expect our staff to support our commitment to dealing with domestic violence. We will provide the relevant training to those staff.
- treat victims with respect and ensure that, where possible, their privacy is maintained.
- always offer a private confidential interview room and a choice of being interviewed by a female or male officer.
- take a victim centred approach that is risk based and offers flexibility so that we can take into account individual needs.
- maintain a non-judgemental approach in situations where a relationship has broken down due to domestic violence.
- provide the appropriate advice to allow victims of domestic abuse to make choices about what to do next.

- ensure the victim's home is secure and liaise with maintenance staff to address any repairs in an urgent manner to ensure that the victim and, where appropriate, their family, are safe.
- assist victims in finding alternative accommodation via the Housing Register.
- work with other agencies, such as the Police, Social Services and other support services to provide the victim with the relevant advice and assistance.
- not share information about the victim with a third party, even if they are joint tenants at the address, without consent from the person unless we believe there is a risk to children or vulnerable adults or anyone in the household at risk of serious harm.
- provide an appropriate referral process to share information with support agencies where we believe anyone is at risk of serious harm.
- recognise the impact of domestic violence on victims, witnesses and neighbours.
- support them to access counselling and other health and wellbeing services, Refuges, and supporting them with injunctions.
- process repairs reported due to domestic violence through our quickest routes.
- seek appropriate support solutions for perpetrators of domestic abuse to prevent abuse recurring.
- ensure that regular contact is maintained by Tai Ceredigion and/or the relevant Support Agency to ensure that victims remain updated and informed.

Domestic abuse will always be considered as having a negative impact on children. When working with people experiencing domestic abuse, Tai Ceredigion officers should also be aware of the needs of any children, either at the hands of the perpetrator, or the person that is experiencing the abuse.

Please contact us if you require a copy of our Domestic Abuse Policy on 0345 606 7654 or email: [post@taiceredigion.org.uk](mailto:post@taiceredigion.org.uk)



**These Standards will be reviewed regularly, at least every three years**