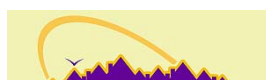


# Coastline Housing Limited



## DOMESTIC ABUSE POLICY & PROCEDURE

In partnership with



## Contact Us

### Customer Services Team

Coastline Housing Limited  
Ferris House  
Dolcoath Avenue  
Camborne  
Cornwall  
TR14 5DS

Customer Services Line: 0808 202 7728

Text: 07800 140 997

Fax: 01209 722 472

Email: [customer.services@coastlinehousing.co.uk](mailto:customer.services@coastlinehousing.co.uk)

Web site: [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

## Get out information in other formats

### Cantonese

本文件可以應要求，製作成中文 (繁體字) 版本。

### Thai

เอกสารนี้มีให้เป็นภาษาไทยตามความต้องการ

### Filipino

Ang dokumentong ito ay may interpretasyon sa wikang Tagalong kung kailangan ninyo.

### French

Ce document est disponible en français sur simple demande.

### Lithuanian

Pagal pageidavimą šį dokumentą galite gauti lietuvių kalba.

### Polish

Dokument ten jest na życzenie udostępniany w języku polskim.

### Portuguese

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### Spanish

Este documento puede solicitarse en español.

### Turkish

Isterseniz bu belgenin Türkçe'sini size gonderebiliriz.

### Vietnamese

Tài liệu này có sẵn bằng tiếng Việt khi được yêu cầu.

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## COASTLINE HOUSING LIMITED DOMESTIC ABUSE POLICY

### AN INTRODUCTION TO COASTLINE HOUSING LIMITED

Coastline Housing Ltd is an independent, not-for-profit housing association. The Company's mission is to: build as much new affordable housing as possible, invest in the maintenance and improvement of the homes it already owns, and offer first class services to its many customers.

Based in the heart of Cornwall, Coastline was established in 1998 and employs more than 150 people.

As a social business and registered charity, we always strive for the highest standards, and pursue the continuous improvement of our services in a manner that underlines our commitment to corporate social responsibility.

Our ethos places our customers and their communities at the very centre of our business, and we work openly and honestly with local people and partners to deliver our objectives sustainably and efficiently.

We understand the importance of recognising, encouraging and valuing diversity and seek to reflect the wide variety of society in our own corporate culture.

### CONSULTATION

We have consulted widely in relation to the content of our Domestic Abuse Policy & Procedure, involving customers and key stakeholders through a variety of methods, including focus groups, surveys and meetings of our customer forums.

We are committed to developing our policy and services through wide ranging consultation with service users and key stakeholders. This commitment is reflected within our Business Plan, Resident Involvement Strategy and Tenant Participation Charter.

## BACKGROUND TO POLICY

Coastline Housing Ltd (CHL) believes that none of its customers or their households should live in fear of violence from a spouse or partner, former spouse or partner or any other member of their household. CHL will take steps to assist and support any person suffering from or threatened with violence. Such violence may be physical, verbal, emotional, psychological or economic.

## LEGISLATION & STATUTORY DUTIES

Coastline Housing Limited has responsibility for implementing and enforcing Kerrier District Council landlord's legal duties and will comply with all relevant legislation including:

[Housing Act 1985 \(as amended\)](#)

[Housing Act 1988 \(as amended\)](#)

[Housing Act 1996 \(as amended\)](#)

[Crime & Disorder Act 1998 S.17](#)

[The Children's Act 1989](#)

[The Adoption & Children Act 2002](#)

[Part IV of the Family Law Act 1996](#)

[Human Rights Act 1998 Articles 2 & 8](#)

[Anti-Social Behaviour Act 2003](#)

[The Domestic Violence, Crime and Victims Act 2004](#)

[The Protection from Harassment Act 1997](#)

[United Nations Convention on the Rights of the Child 1991](#)

This Policy is compatible with Kerrier District Council's Homelessness Strategy (Local Government Act 2003 S87).

This Policy also complies with Coastline Housing Limited's Equality and Diversity Policy.

## DEFINITION OF DOMESTIC ABUSE

Domestic abuse means 'any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality'.

Family members are defined as mother, father, son, daughter, brother, sister and grandparents whether directly related, in-laws or step family.

The definition also covers domestic abuse issues that concern the black minority community and includes, forced marriages, "honour crimes" and female genital mutilation.

This definition was developed by the Government's Home Office and is also the definition used by Devon & Cornwall Constabulary and other partner agencies operating in Cornwall.

## POLICY STATEMENT

Coastline Housing Limited is committed to tackling all forms of domestic abuse.

We will consider any tenant found committing domestic abuse to be in breach of their tenancy conditions. This could lead to legal action and ultimately to them losing their home.

If you or a member of your family is experiencing domestic abuse, we will investigate it thoroughly and do all we can to stop it.

The development of this policy demonstrates clearly Coastline Housing Limited's commitment to:

- a zero tolerance of domestic abuse in Cornwall
- tackling domestic abuse through multi-agency partnership working
- providing a service that is available to all customers, irrespective of age, gender, race, disability, religion or sexuality
- a service which is responsive to the needs of victims of domestic abuse and also complies with our legal duties and statutory obligations.

We aim to create a culture where:

- the reporting of domestic abuse is encouraged
- victims of domestic abuse are supported and protected

- perpetrators of domestic abuse are identified, punished and re-habilitated.

It will help to ensure that we provide a consistent and high quality approach to dealing with the victims of domestic abuse.

## PRINCIPLES

We will:

- provide a sympathetic and supportive service to all victims of domestic abuse.
- only carry out an investigation of domestic abuse with the victim's agreement.
- advise the victim of the options Coastline Housing Limited and other agencies can offer
- allow the victim to decide which course of action will be taken
- treat all information relating to a domestic abuse incident confidentially and we will not exchange information with other agencies without the express permission of the victim, unless legislation permits or requires us to do so.
- seek to prevent and minimise the risk of further harm occurring to the victim and / or witness.

## SERVICE STANDARDS

Coastline Housing Limited will strive to ensure all its tenants and customers can live in their homes and neighbourhoods in peace and quiet. All tenants and lessees have an obligation under the terms of the tenancy conditions and leaseholder agreement not to inflict domestic abuse or threaten violence. All owner-occupiers who have purchased their homes under the "Right to Buy" scheme also have a covenant in their deeds not to cause nuisance and annoyance to their neighbours.

The victim of domestic abuse can expect a standard of service, which although it cannot make up for what has happened, will try to ensure the abuse does not escalate when the complaint is investigated.

We will:

- speak to the victim within one working day as to the complaint to discuss and agree the action to be taken.
- remove any offensive graffiti within one working day.
- repair any damage to the victim's property within one working day.

- provide advice and assistance on making the victim's home more secure if there is a risk of further abuse. Panic alarms and a mobile telephone can be provided and additional security can be fitted into the victim's home, through the Sanctuary Project.
- provide ongoing support, with the help of partner agencies if appropriate, to help the victim cope with any stress or trauma. A named officer will act as a point of contact with whom the victim can report any incidences or discuss any concerns. The named officer will inform the victim of developments.
- work with the police and other agencies to protect the victim and any other witnesses. The victim will be advised of the legal and housing options and will be supported in the decision they choose.
- take action against those who are committing the abuse, using injunctions, possession proceedings or Anti-Social Behaviour Orders, or supporting criminal prosecutions recommended by the police to the Crown Prosecution Service.
- work with other agencies to help perpetrators realise why they are acting in this way and to find ways of helping them avoid doing it again.

We will provide an excellent supportive service and treat all victims sympathetically and courteously.

If requested, and where possible, an officer of the same sex will speak to the victim on the same day as the complaint is received. Otherwise, an officer of the same sex will speak with the victim as soon as practicable, and the victim will be notified of this.

We will also continue to work with our partners to develop supportive strategies for victims and effective enforcement and preventative strategies for perpetrators of domestic abuse.

If a victim believes the standards of service has not been provided then a complaint can be made using our Complaints Policy and Procedures. Details of these can be provided upon request, by calling 0808 202 7728.

## DATA PROTECTION POLICY, CONFIDENTIALITY AND DISCLOSURE

All information provided by a victim of domestic abuse will be treated in strict confidence. Information cannot be exchanged without the consent of the victim who has provided the information. At the first interview a victim should be asked if consent is given to discuss the incident with the perpetrator. If consent is not given, then we will explain to the victim that we will continue to provide support, but that we may not be able to successfully resolve the case or take action against the perpetrator unless we are given permission to collect additional supporting evidence from other people.

Where permission is given by the victim an exchange of information can take place. If this is done at a case conference, all participants will be asked to sign a declaration of confidentiality before the case conference commences.

The Crime and Disorder Act 1998 Section 115 also allows the exchange of information with other organisations providing it is for the purposes of preventing crime. Information can be given to the Police about the incident but the informant cannot pass on any information that may identify the victim.

An information sharing protocol exists between Coastline Housing Limited and other organisations signed up to the protocol across the County. The protocol allows the exchange of information with our partners to prevent crime and reduce anti-social behaviour.

All information about cases of domestic abuse will be kept in a separate confidential file within the house file.

## WORKING IN PARTNERSHIP

### County-wide

The Domestic Forum for Cornwall is the principle vehicle for multi-agency domestic abuse work in the County. The Strategic Forum brings together a number of statutory and voluntary organisations to address the issue of domestic abuse and to exchange information.

Coastline Housing Limited is working with the Cornwall Community Safety Partnership to achieve the objectives set out in the Domestic Abuse Action Plan.

### District-wide

Coastline Housing Limited is also a partner in the Crime and Disorder Reduction Partnership. The Crime Reduction Strategy 2005/8 has been developed with all contributing partners including Coastline Housing Limited. The Strategy has identified domestic abuse as one of the priority crimes with its own objective: "To reduce the levels of domestic violence/abuse" and the target to: "To ensure that repeat domestic incidents do not constitute more than 18% of total domestic incidents each year to 2008".

Coastline Housing Limited contributes towards and is a partner of the Cornwall Crime & Disorder Reduction Partnership to tackle domestic abuse.

"Coastline Housing Limited works in partnership with Kerrier District Council's Homeless Unit and with the Cornwall Crime and Disorder Reduction partnership in operating the Sanctuary Project, designed to make the homes of victims of domestic abuse safe and secure"

We will provide awareness training to our recognised residents and community groups to help them identify and report domestic abuse to the appropriate agency.

Representatives from partner agencies and customer groups will be invited to actively participate in the development, monitoring and review of our domestic abuse policies and procedures.

## PREVENTION AND PUBLICITY

New tenants are made aware of Coastline Housing Limited Domestic Abuse Policy and Procedures, and the clause in the tenancy agreement. All new tenants will also be advised that unacceptable behaviour includes verbal abuse, financial abuse and threats of violence. Tenants will also be advised that they could lose their home if they are identified as perpetrators of domestic abuse.

Similar advice will be given to leaseholders and shared owners, and possible legal consequences of their actions.

As a member of the Crime & Disorder Reduction Partnership, Coastline Housing Limited are able to access data collected from its multi-agency partners on all reports of domestic abuse made in the district. We will use this intelligence to help us design and deliver our services to those in greatest need and effectively work in partnership with our multi-agency partners to prevent further domestic abuse where we can.

Publicising successful legal actions against the perpetrators of domestic abuse and making people aware of how to recognise and report domestic abuse can have positive benefits the tenants, leaseholders and shared owners.

Successful legal action and public commitments to tackle perpetrators and support victims helps to send out a clear message that domestic abuse is not tolerated and that all perpetrators will be challenged and dealt with through various forms of legal intervention and referral to support agencies who can help further offending. Good

publicity also encourages reporting of incidents by victims who will feel their complaints will be acted upon.

We will display posters and leaflets in prominent positions e.g. our reception area, sheltered housing schemes and estate notice boards, about how we, in partnership with other agencies, tackle domestic abuse. The information will include advice on how to report incidents and we hope will act as a deterrent to perpetrators.

In addition we will encourage partner agencies and customer groups to display our publicity material in their offices, in other public areas and in their communications with the public e.g. resident group newsletters.

This form of publicity should help demonstrate both Coastline Housing Limited's commitment to tackling domestic abuse and the support of this stance by other agencies and customer groups.

## RECORDING DOMESTIC ABUSE INCIDENTS

Coastline Housing Limited will develop a culture that encourages the victims of domestic abuse to report an incident.

Victims or witnesses are able to report domestic abuse incidents to us via our Coastline Housing Limited web site: [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk), by telephone 0808 202 7728, by fax: 01209 722 472 by text 07800140 9976, or email: [customer.services@coastlinehousing.co.uk](mailto:customer.services@coastlinehousing.co.uk) or report the incident in person either at Coastline Housing Limited main reception at Ferris House, Dolcoath Avenue, Camborne, Cornwall TR14 5DS between Monday – Friday 8:45am – 5:15pm.

All victims or witnesses will also be able to report an incident to any of our partners in the Cornwall Crime & Disorder Reduction Partnership.

All reports of domestic abuse will be entered onto our work flow system and deal with as a Priority 1 case.

All staff at Coastline Housing Limited will be trained to identify a complainant of domestic abuse to encourage consistency and accurate recording of the incident and the service will be regularly audited and validated to ensure Policies & Procedures are being complied with.

## SUPPORTING VICTIMS AND WITNESSES

Coastline Housing Limited's tenancy agreement has a specific clause stipulating that domestic abuse is a breach of tenancy and will enforce this clause and any breaches

will be taken seriously and acted upon promptly in accordance with service standards set out earlier in this Policy.

*“Harassment’ or to ‘harass’ someone includes*

- *acting in a way that threatens someone’s physical or mental health, safety, security or sense of well-being*
- *acting in a way that has a hurtful, detrimental or destructive effect on someone’s peaceful enjoyment of their home or surrounding environment*
- *damaging or threatening damage to property, including damage to any part of someone’s home*
- *writing threatening, abusive, offensive, racist or insulting graffiti, and*
- *acting or failing to act in a way that is likely to interfere with someone’s peace or comfort or to inconvenience them.”*

We recognise that domestic abuse incidents, whether they are physical or psychological attacks, are likely to leave the victim feeling vulnerable and they may be reluctant to report an incident.

We will therefore take a supportive, sympathetic and practical approach and will offer to arrange counselling for the traumatised victims of domestic abuse.

We will also explain the options available for:

- reporting the incident to the police for possible enforcement action
- referring the victim to other agencies who can provide practical help and support
- considering alternative accommodation; and
- carrying out security improvements to their home.

We will not permit alleged perpetrators to hold up an investigation by claiming counter-allegations against a victim. Counter allegations will however be taken equally seriously and will be investigated separately.

Staff will maintain regular contact with the victim / witness to advise and keep them informed of any developments and to support the victims / witnesses of domestic abuse.

Where there is a language barrier an interpreter will be provided.

Victims will be supplied with an information pack that will explain what will happen when a report of domestic abuse is made and it will also include details on the practical / emotional support and guidance offered by Coastline Housing Limited and it’s partner agencies.

Coastline Housing Limited will also work closely with its multi-agency partners to ensure the safety of victims. Referrals will be made to the relevant partners in the multi-agency partnership and supportive voluntary agencies.

Where the victim or witness is a tenant they will be encouraged and supported to stay in their home if at all possible. We will make referrals to the Sanctuary Project for additional security to be provided at their home to assist in this. However, if the victim or witness feels that there is a risk to life, they will be given the opportunity to approach the homelessness section within Kerrier District Council to request emergency accommodation. We will liaise with the relevant homelessness officer to ensure that consistent support is provided to the victim.

Where the victim or witness is a private resident we will ensure that we work with partner agencies to offer the best possible support. Under homelessness and housing legislation, Kerrier District Council has a duty of care to those who are fleeing violence regardless of tenure.

Housing options at this stage are:

- to remain in the property with additional security and support;
- look at HOMESWAPPER (mutual exchange);
- apply for a transfer;
- make an approach as homeless to Kerrier District Council;
- apply directly to another authority's waiting list.

Management transfers will be considered in exceptional circumstances and must be authorised by the Housing Services Manager (or in their absence by the Customer Services Manager, the Director of Housing and Support).

All victims and witnesses will be advised of the options available to them. We will recognise that the ultimate choice lies with the victim and/or witness and will fully support their decision.

During an investigation into anti-social behaviour we will protect and support victims and witnesses by:

- providing a list of emergency and out-of-hours contact numbers including the police and emergency repairs;
- advising and updating on developments in the investigation;
- agreeing an action plan to jointly decide on a way forward;
- carry out a risk assessment on their property to implement target hardening measures, including door safety chains and/or door viewers, a secure letter box, external lighting, window locks where necessary;
- installing surveillance cameras in or around the property, in compliance with relevant legislation (Regulation of Investigatory Powers Act 2000);
- offering the use of a mobile phone and/or personal alarm where appropriate;

- accessing resources available from the local constabulary and / or other agencies.

### **Support During Legal Proceedings**

If legal action is taken, victims and/or witnesses may need to attend court. We will aim to do this with their consent and will provide assurance that they receive optimum support throughout the process in accordance with the Criminal Justice System's Code of Practice for Victims of Crime.

During legal action proceedings we will ensure that victims and witnesses are supported by:

- ensuring they have access to their witness statement for reviewing before the court date;
- having the opportunity to meet with our legal representative to ask any questions about the proceedings;
- attending court together and providing transport where necessary;
- doing our best to ensure a separate waiting room is set aside away from the defendant;
- accessing resources from Victim Support, if appropriate;
- accessing Devon and Cornwall's Constabulary's Witness Support Unit, if appropriate.

To further protect victims and witnesses who are vulnerable or intimidated the Courts may implement special measures, to allow:-

- evidence to be given via video link, keeping them outside the courtroom;
- the use of screens in the courtroom to shield a victim or other witness from the defendant
- Evidence to be given away from the courtroom through a live television link;
- Clearing the public gallery in sexual offence cases or cases involving intimidation;
- an interview with the victim or witness, which has been recorded before a trial to be shown as evidence;
- an approved intermediary to help a witness communicate with the police, legal representatives and the court;
- communication aids such as a symbol book, hearing loop or alphabet boards.

These measures are not granted routinely, but in cases where there is clear danger to the victim and/or witness.

### **Support Following Legal Proceedings**

At the conclusion of legal proceedings victims and witnesses will be formally advised of the outcome and whether we wish to publicise the result.

We will review the matter six months following the conclusion of the investigation to ensure that there is no further anti-social behaviour.

We will work with Devon & Cornwall Constabulary's Witness Support Unit and Victim Support to develop an ongoing level of support.

**Examples of local support agencies with whom we work include:**

**Cornwall Domestic Abuse Forum**

Provides services to women and men throughout Cornwall who are affected by domestic violence. It also acts as the central referral point for all domestic violence incidents.

**Tel:** 01736 759687 (Women) and 0845 064 6800 (Men)

**Web:** [Cornwall Domestic Abuse Forum](#)

**Devon & Cornwall Constabulary**

Devon & Cornwall Constabulary have a specialist Domestic Violence Unit who can offer help and advice.

**Tel:** 08452 777444

**Website:** [Devon & Cornwall Police](#)

**Cornwall County Council**

Cornwall County Council Housing Options Team can provide advice and assistance to people suffering domestic abuse, and who wish to move away from their current home but stay within the district. They can also offer advice about moving away to other parts of the UK.

**Tel:** 01209 614008

**Email:** [housing.advice@cornwall.gov.uk](mailto:housing.advice@cornwall.gov.uk)

**Web:** [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

**Victim Support Cornwall**

Victim Support helps people cope with the effects of crime. They do this by providing confidential support and information to victims and witnesses of crime and attending local courts. Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

**West Cornwall Community Service Office**, Carnon Building  
Wilson Way, Pool, Cornwall, TR15 3RS

**Tel:** 0845 0567 999

**Fax:** 01209 204276

**Email:** [wccs@vscornwall.org.uk](mailto:wccs@vscornwall.org.uk)

**Web:** [Victim Support Cornwall](http://Victim Support Cornwall)

If you prefer, you can contact Victim Support's national telephone supportline - Victim Supportline - on 0845 30 30 900

## Examples of national support agencies

### **Womens Aid**

For women who are experiencing abuse from men.

Womens Aid are able to offer a range of advice and referrals to refuges throughout the UK. The Survivor's Handbook comprises of short sections covering every aspect of seeking help and support.

Freephone 24 hour helpline 0808 2000 247 or visit [www.womensaid.org.uk](http://www.womensaid.org.uk)

### **Mankind**

For men who are experiencing abuse from women.

Mankind are able to offer a range of advice and referrals to refuges in the South West, South East, West Midlands and Wales.

National Helpline 0870 794 4124 or visit [www.mankind.org.uk](http://www.mankind.org.uk)

### **The Hideout**

The Hideout provides help, information and support for children and young people experiencing domestic abuse at home.

Visit [www.thehideout.org.uk](http://www.thehideout.org.uk)

Measures will be taken to ensure victims are safe in their homes by improving the security of the property. Whilst increasing the sense of security for the victim, care must be taken to ensure the security measures do not attract attention. We will carry out security assessments and supply additional security improvements referring cases to the Sanctuary Project as appropriate.

Early intervention and prompt action against the perpetrators of domestic abuse will be taken. The perpetrator will be advised of the seriousness of the action and if there is a violent dimension to the abuse then an immediate application may be made for a “without notice” injunction. Other civil legal action will be considered including the ultimate landlord sanction of eviction.

## **MONITORING DOMESTIC ABUSE CASES**

All domestic abuse complaints are dealt with as Priority 1 and are treated with urgency, particularly if there is the threat of injury or threats to kill.

The recording system will prompt staff to take further action and will remind staff if they are in danger of missing deadlines.

Staff are appraised annually on their work performance in this area and have monthly one-to-one meetings to identify any possible difficulties or training needs. This is all in addition to daily support from the appropriate line manager.

Regular reports will be taken from the system to help us understand the size and nature of the problem, to allow us to appropriately resource our response.

Customer satisfaction surveys are sent to victims at the end of the case to ensure that we learn from any compliments, comments or complaints, and consequently continually improve our service. The survey is developed in partnership with RSL

and Landlords throughout the Country, with HouseMark and the Respect Taskforce to enable benchmarking. A copy of the survey is at Appendix C.

Reports on numbers, categories and satisfaction levels will be shared with staff, the Senior Management Group and the executive team on a regular basis.

In addition general performance information will be made available to our multi-agency partners through the Crime & Disorder Reduction Partnership and West Cornwall Community Safety Partnership meetings.

Finally general performance information will also be made available to our customers through performance reports included within our customer newsletters and on our website.

We have signed up to a benchmarking service for social landlords that is run by HouseMark. This involves providing figures quarterly in respect of the following indicators:

1. Number of new ASB cases
2. Number of New ASB cases broken down by category
3. Actions taken to tackle ASB
- 4a. Number of Live cases
- 4b. Number of cases successfully resolved
- 4c. Number of cases closed (definitions are given in the report)
- 5a. Number of cases resolved broken down by category
- 5b. Number of cases closed broken down by category
6. Resolved cases by last action taken
7. Satisfaction with the landlords handling of ASB cases (process NOT the outcome)
8. Satisfaction with the outcome of ASB cases

To assist in determining how effective our actions are satisfaction surveys will be sent to both the victim and perpetrator when the case is closed. These will be used to evaluate Coastline Housing Limited's response to the reporting of the incident and help ensure that the victim is satisfied with the outcome.

## TACKLING THE CAUSES OF DOMESTIC ABUSE

Coastline Housing Limited aims to tackle perpetrators of domestic abuse by challenging their behaviour and enforcing legal sanctions to prevent further abuse, however we also recognise that alongside enforcement we need to give perpetrators the opportunity to take responsibility for their actions and choose to change their ways.

If a perpetrator chooses to take the strength and courage to admit that what they are doing is wrong, Coastline Housing Limited will work with them and signpost them in the direction of support agencies that offer Perpetrator Programmes. We will provide information packs to perpetrators that will explain what will happen when a report of domestic abuse is received, and will also include support available to them by Coastline Housing Limited and other agencies.

Coastline Housing Limited will work closely with its multi-agency partners to assist perpetrators self-refer to support agencies.

### **Examples of national support agencies**

#### **Respect**

Offers information, advice and support to domestic violence perpetrators.

Key focus is to increase the safety of those experiencing domestic violence through promoting effective interventions with perpetrators.

National Helpline 0845 122 8609 or visit [www.respect.net.uk](http://www.respect.net.uk)

**Email:** [phoneline@respect.uk.net](mailto:phoneline@respect.uk.net) **Text:** 07624 818 326 (for text messages only)

RNID typetalk – textphone users dial 18001 0845 122 8609

Language line – If English is not your first language, call us and ask for an interpreter

**British Association of Anger Management**

The only UK centre of expertise for all aspects of anger and conflict management. We offer support, programmes and training for the general public and anyone dealing with anger directly or indirectly. Services range from individual support, workshops, seminars, bespoke packages through to training and career development with certification and associate membership.

**Tel:** 0845 1300 286

**Email:** [info@angermanage.co.uk](mailto:info@angermanage.co.uk)

**Web:** [www.angermanage.co.uk](http://www.angermanage.co.uk)

**Alternatives to Violence Project**

Organises workshops which empower people to lead non-violent lives, based on respecting and caring for ourselves and others.

National Helpline 0845 458 2692 or visit [www.avpbritain.org.uk](http://www.avpbritain.org.uk)

## TRAINING

Training will be given so that our staff can develop an awareness of the emotional and support needs of victims and witnesses of domestic abuse. We will train all staff to provide a sensitive and sympathetic approach to understand the perceptions of victims of domestic abuse. We will also ensure that staff are trained to deliver effective solutions to stop domestic abuse and send out a clear message that Coastline Housing Limited will take action against perpetrators.

Staff will undergo domestic abuse awareness and cultural diversity training, and will be aware of the legislative framework and the implications of not working within it.

Staff who are the initial contact for a victim and/or witness of domestic abuse will show empathy and understanding of how the victim is feeling.

## SATISFACTION SURVEYS

Satisfaction surveys will be sent to both the victim and perpetrator when the case is closed. These will be used to evaluate Coastline Housing Limited's response to the reporting of the incident and help ensure that the victim is satisfied with the outcome.

## DOMESTIC ABUSE PROCEDURES

<b>Priority 1 / Incidents Cases</b>		
<b>Action</b>	<b>Timing</b>	<b>Person</b>
1. All reports of hate crime / incidents must be recorded on the Anti-Social Behaviour system under the Hate crime / incidents option.	Immediately	TMO/CSA
2. Assess if a translator is required	Immediately	TMO/CSA
3. Allocate case to named officer	Immediately	CSA/TMO
4. Assess if abuse is violent or non violent	Immediately	TMO/CSA
5. Make contact with the victim to discuss, give advice and agree the action to be taken	Same day	TMO Officer
6. Assess if there is threat to life, threat of injury or damage to property	Same day	TMO/CSA
7. If there is offensive graffiti, removal it	Same day	TMO/CSA
8. If property is insecure, secure it (including window boarding)	Same day	TMO/CSA
9. Carry out risk assessment of property with regard to target hardening measures	1 working day	TMO Officer
10. Assess witness evidence for possible legal action against perpetrator	1 working day	TMO Officer
11. Send confirmation of action plan to victim	2 working days	TMO Officer
12. If agreed, contact perpetrator	2 working days	TMO Officer
13. Is referral to other agency required for support? If so make referral	2 working days	TMO Officer
14. Contact Police via DV Unit	2 working days	TMO Officer
15. If Legal action is agreed, make referral to ASBU / Legal	5 working days	TMO Officer
16. If there is damage to property, repair it	5 working days	TMO/CSA
17. Carry out perpetrator assessment, can referral be made, advice/ support given?	10 working days	TMO Officer
18. Re interview victim – review action plan	10 working days	TMO Officer
19. Maintain regular contact with victim	Weekly	TMO Officer