

## **CUSTOMER DOMESTIC ABUSE POLICY**

Report of the Head of Housing Management

### **1. SUMMARY**

- 1.1 The existing Domestic Abuse policy is due for review as part of Derby Homes 3 year policy review cycle. Several changes have been made to the policy which include the deletion of all references to employees.
- 1.2 Derby Homes (DH) are currently working to achieve Domestic Abuse Housing Alliance Accreditation (DAHA). DAHA is the UK benchmark for how housing providers should respond to Domestic Abuse in the UK. It was advised by DAHA that DH should have two separate policies – Customer Domestic Abuse Policy and Employee and Workplace Domestic Abuse Policy.
- 1.3 The two policies have now been separated; the Employee and Workplace Policy will be discussed as a separate report.

### **2. RECOMMENDATION**

- 2.1 For the Operational Board to approve the revised Customer Domestic Abuse Policy.

### **3. REASON FOR RECOMMENDATION**

- 3.1 To ensure the changes to the policy are compliant with DAHA Standards and the policy focuses on customers not employees.

### **4. MATTER FOR CONSIDERATION**

- 4.1 Derby Homes Domestic Abuse Policy was last reviewed 29 August 2019. This means that it is due for review under the policy for reviewing Derby Homes Key Policies.
- 4.2 The updated policy is listed as Appendix 1. For ease of reference the changes have been tracked in Appendix 2.
- 4.3 We consulted with the Virtual Panel and the revised policy will now reflect the customers voice and DAHA recommendations. The biggest changes are the removal of legislation which was deemed not necessary for a customer facing policy and items specifically in the pledge stating what Derby Homes will do. Some of these bullet points were more focused on staff rather than the customer.

- 4.4 There have also been inclusions to the policy which are as a direct result of the outcomes from a customer survey compiled in April 2022. It was requested that there should be narrative on Data Protection, Domestic Abuse for people who are disabled in relation to abuse from Carers and a list of safe spaces and contact details customers could access amongst other detail.

## **5. OTHER OPTIONS CONSIDERED**

- 5.1 None. Derby Homes has a legal obligation under legislation to have a Domestic Abuse Policy.

## **IMPLICATIONS**

## **6. CONSULTATION IMPLICATIONS**

- 6.1 Customers have been given the opportunity to comment on the policy through an online consultation. 17 responses were received out of a possible 47. The results of the survey are attached (Appendix 3).
- 6.2 It is worth noting that one response was from a tenant who utilised our services at Derby Homes and stated that their dissatisfaction. Regrettably, the respondent did not leave any feedback on how to improve this and the form was completed confidentiality so we cannot track this.
- 6.3 Over 50% of respondents were not aware Derby Homes had a Domestic Abuse Policy which indicates that we need to spread more awareness and inform our customers on this. Over 90% of survey participants stated the policy was easy to understand and they were confident in knowing the signs and patterns of Domestic Abuse and where to report it.
- 6.4 Consultation implications reveal that the majority of respondents were female aged 45-64 and white. The second largest ethnicity was black Caribbean. The majority of participants had a health problem and/or disability and were heterosexual.
- 6.5 We were surprised to witness that the majority of our tenants had a health problem or disability who commented on the policy, the changes they have requested relating to disability have been reflected in the policy.
- 6.6 The policy will be introduced to staff through managers briefings, team meetings and one to one sessions. Any additional training needs will be identified and addressed. The policy will be communicated to tenants via the newsletter and Derby Homes website. New tenants will be briefed during sign ups and post let visits.
- 6.7 We asked the customers who responded to the survey if we could keep their details so we can explore these to inform future delivery of services.

## **7. FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

### **7.1**

The financial implications for this policy is around the support for improving home security, currently Derby Homes doesn't have a budget provision in this area, therefore any expenditure would be a financial pressure

## **8. LEGAL AND CONFIDENTIALITY IMPLICATIONS**

8.1 The policy complies with the 1998 Crime and Disorder Act.

## **9. COUNCIL IMPLICATIONS**

9.1 This is a matter which doesn't require the approval of the Council.

## **10. EQUALITIES IMPLICATIONS**

10.1 Equalities Impact Assessment was completed and is attached at Appendix 4.

## **11. HEALTH & SAFETY IMPLICATIONS**

11.1 There are no direct health and safety implications. Any identified will be managed as part of the risk assessment.

## **12. RISK IMPLICATIONS**

12.1 The policy recognises that there is a legal obligation for Derby Homes to support customers who are affected by Domestic Abuse and to put measures in place to manage and mitigate those risks.

## **13. POLICY REVIEW IMPLICATIONS**

13.1 This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with Derby Homes Board Minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report:

Personnel  
Environmental

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Valerie Ross / Housing Services and Partnership Manager / 01332 888485 / Email – [valerie.ross@derbyhomes.org](mailto:valerie.ross@derbyhomes.org)

Background Information: None

Supporting Information:	Appendix 1 Revised Domestic Abuse Policy Appendix 2 Tracked Changes Domestic Abuse Policy Appendix 3 Consultation Results Appendix 4 Equality Impact Assessment
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**This report has been approved by the following officers where there are financial or legal implications:**

<b>Finance Director/Derby Homes Accountant</b>	Helen Samuel	27/05/2022
<b>Company Solicitor</b>	Taranjit Lalria	24/05/2022
<b>Head of Service</b> (Operational Board reports)	Lorraine Testro	11/05/2022
<b>Other(s)</b>	N/A	