

PUBLIC

OPERATIONAL COMMITTEE

Thursday 11 September 2025

Customer Domestic Abuse Policy Report

ITEM NO. Enc.8

Report of: Head of Housing Management

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PRESENTED BY:

CARL TRING-WILLIS

1.	SUMMARY
1.1	The Customer Domestic Abuse Policy is being reviewed to ensure it reflects current legislation, best practice, and Derby Homes' ongoing commitment to safeguarding and supporting customers affected by domestic abuse.

2.	RECOMMENDATION(S)
2.1	Approve the revised Customer Domestic Abuse Policy, which outlines Derby Homes' approach to preventing, identifying, and responding to domestic abuse.
2.2	Note that the current Customer Domestic Abuse Policy is attached as <i>Appendix 1</i> and the revised version is attached as <i>Appendix 2</i> . The Equality Impact Assessment (EIA) is attached as <i>Appendix 3</i> .

3.	REASON(S) FOR RECOMMENDATION(S)
3.1	To ensure Derby Homes has a clear, consistent, and robust approach to preventing, identifying, and responding to domestic abuse.
3.2	To ensure compliance with current legislation, statutory guidance, and the Domestic Abuse Act 2021.
3.3	To align with the position and expectations of the Domestic Abuse Housing Alliance (DAHA) and maintain best-practice standards.
3.4	To strengthen the support available to victims/survivors, ensuring staff are equipped to respond appropriately, and promote safeguarding.
3.5	To reinforce Derby Homes' commitment to partnership working and maintaining a positive reputation within the housing and safeguarding sectors.
3.6	To incorporate learning, feedback, and emerging good practice as part of our continuous improvement approach.

4.	MATTERS FOR CONSIDERATION
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4.1	<p>Derby Homes Customer Domestic Abuse Policy was last reviewed in June 2022 and is subject to triennial review. The revised policy builds on the strengths of the previous version, introducing enhancements to improve clarity, accessibility, and inclusivity:</p> <ul style="list-style-type: none"> • Clear reporting guidance is now displayed prominently on the front page, making it easier for anyone experiencing or witnessing domestic abuse to access support. • Streamlined structure with a clear introduction and appendices for definitions, forms of abuse, support and signposting, and considerations for vulnerable groups ensuring the main policy is accessible while retaining comprehensive detail. • Enhancing equality and inclusivity, reflecting the Equality Impact Assessment, now explicitly addresses the needs of LGBTQ+, BAME, disabled, and older adults, with a reference page for transparency and further learning. • Strengthened legal context outlines relevant legislation and guidance, reinforcing Derby Homes’ compliance and safeguarding commitment. • Empowering language throughout the policy consistently uses “victims/survivors,” creating an engaging and supportive tone. • Partnerships and signposting have been expanded to include local and national agencies, with services tailored to diverse groups, supporting a coordinated approach. • Risk management is emphasised to highlight the importance of adherence and the impact of the policy in practice. • Clear responsibilities for staff at all levels promoting accountability and ensure everyone understands their role in implementing the policy effectively.
4.2	<p>In developing this policy, we engaged with a range of agencies and stakeholders to ensure it reflects best practice and meets the needs of our customers. This included consultation with industry experts, such as the Domestic Abuse Housing Alliance (DAHA) and Women’s Work, as well as internal and local partners, including the Community Safety Team at Derby City Council and Derby Homes’ Quality and Inclusion Service through the Equality Impact Assessment (EIA) process.</p> <p>Of the professional consulted, DAHA and the Quality and Inclusion Service provided formal feedback, with DAHA confirming their approval of the policy. The policy was also shared with Derby Homes Customers; no additional feedback was received.</p> <p>This consultation process demonstrates that the policy has been developed collaboratively, with external and internal expertise considered, and has received endorsement from recognised sector experts.</p>
5.	OTHER OPTIONS CONSIDERED
5.1	None

6.	IMPLICATIONS
6.1	Legal/Confidentiality
	The policy ensures that Derby Homes operates in full compliance with the legislative framework relating to domestic abuse. It clearly outlines the legal measures and actions that can be taken when addressing incidents of domestic abuse, supporting both the organisation and our customers in understanding rights, responsibilities, and safeguarding requirements.
6.2	Consultation
	<p>In reviewing and updating this policy, Derby Homes has engaged with both external and internal stakeholders to ensure it reflects best practice and meets the needs of our customers. External consultation included the Domestic Abuse Housing Alliance (DAHA) and Women’s Work, while internal and local partners involved the Community Safety Team at Derby City Council and Derby Homes’ Quality and Inclusion Service through the Equality Impact Assessment (EIA) process. Of those consulted, DAHA and the Quality and Inclusion Service provided formal feedback, with DAHA endorsing the revised policy.</p> <p>Customer consultation was undertaken between 14th July 2025 to 11th August 2025, running alongside other policy consultations, including the Damp, Mould, and Condensation Policy. This overlap may have contributed to lower engagement levels, with only four customers accessing the survey link but not submitting responses.</p> <p>Should further feedback be received, or if legislative or other changes arise, the policy will be reviewed and brought back to the Operations Board with any proposed arrangements.</p>
6.3	Equalities impact assessment
	An Equality Impact Assessment has been completed as part of the policy review process. This ensured the revised policy is inclusive, considers the needs of diverse and vulnerable groups, and complies with Derby Homes’ equality duties.
6.4	Financial and business plan
	There are no direct financial or business plan implications arising from the implementation of this policy.
6.5	Council
	There are no direct implications for Derby City Council arising from this policy.
6.6	Environmental
	There are no environmental implications arising from this policy.
6.7	Risk
	No risks have been identified. The policy will be implemented through existing safeguarding and housing processes, with compliance supported by staff training and clear reporting procedures and guidance. Risk implications are also highlighted within the policy to ensure awareness and proper management.
6.8	Policy review implications
	The policy will be reviewed every three years or sooner if there are changes in legislation or best practice guidance.

7.	Background information
7.1	Not Applicable

8.	Appendices
8.1	Customer Domestic Abuse Policy
8.2	Appendix 1: Customer Domestic Abuse Policy - Existing Policy
8.3	Appendix 2: Customer Domestic Abuse Policy - New Policy
8.4	Appendix 3: Equality Impact Assessment:

This report has been approved by: (Add or delete as necessary).

Managing Director	Maria Murphy	DD.MM.YEAR
Director Housing Services	Clare Mehrbani	DD.MM.YEAR
Finance Director & Company Secretary	Michael Kirk	DD.MM.YEAR
Head of Governance; Corporate Support; Company Solicitor	Taranjit Lalria	DD.MM.YEAR
Governance Manager (checked)	Jane Haywood	02.09.2025