

Domestic Abuse Policy

This policy sets out Bromford Flagship LiveWest’s approach to preventing and responding to domestic abuse, in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director - Customer
Approved date	January 2026
Date for review	October 2028
Approving body	Board
Associated legislation/regulation	Domestic Abuse Act 2021, Equality Act 2010, RSH Consumer Standards (2024)
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.0
Publication status	Internal Intranets / Websites

This policy applies to customers of:




Purpose/principles

This policy sets out our statutory and regulatory responsibilities for addressing domestic abuse and outlines our approach to preventing harm, supporting survivors, and holding perpetrators accountable, always prioritising survivor safety.

It supports compliance with the Domestic Abuse Act 2021 and aligns with the Tenancy, Neighbourhood and Community, and Transparency, Influence and Accountability Standards of the Regulator of Social Housing (2024).

We also recognise the housing protections afforded under the Housing Act 1996 (Part VII) and the Housing Act 1985, as amended by the Domestic Abuse Act 2021. These ensure that survivors are treated as having a priority need for accommodation and that secure tenancy rights are preserved when victims are rehoused for safety reasons.

Our approach is rooted in:

- believing and supporting survivors
- ensuring fair access to services
- holding perpetrators accountable, always prioritising survivor safety
- collaborating with partners to create safer communities
- raising awareness and building prevention capacity through local engagement, campaigns, and education
- recognising that safe and secure housing is a foundation for recovery

Scope

This policy applies to Bromford Flagship LiveWest colleagues, contractors, and third-party partners and covers all customer services, housing management, and safeguarding-related activities across our homes and services.¹

It also applies to anyone aged 16 or older personally connected to a customer, where abuse has occurred within or affects the home.

This policy applies regardless of tenure (tenants, leaseholders, shared owners, or supported housing customers).\

¹ Colleagues, contractors and partners of Bromford, Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Roles/responsibilities

Board / Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team / Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service / Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Policy content

Definition of domestic abuse

Before setting out the detail, it's important to be clear about what we mean by domestic abuse and how it is defined in law.

As defined by the Domestic Abuse Act 2021, domestic abuse is any incident or pattern of behaviour between individuals aged 16 or over who are personally connected, where the behaviour is abusive.

Personally connected means the individuals:

- are or have been married or civil partners
- are or have been in an intimate personal relationship
- are relatives
- have or had parental responsibility for the same child

Abusive behaviour can be a single incident or a pattern, and includes:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse – including control of finances, access to work or essential resources
- psychological, emotional or other abuse

- stalking and harassment – including in-person or online behaviour
- so-called “honour”-based abuse – including forced marriage and female genital mutilation (FGM)
- abuse involving technology or social media – such as monitoring, threats, or image-based abuse

Abuse can occur regardless of gender, age, ethnicity, disability, sexuality, religion or background.

The Act also recognises that children who see, hear, or experience the effects of domestic abuse are victims in their own right – even if they are not directly harmed.

Gendered nature of abuse and violence against women and girls (VAWG)

We acknowledge the gendered nature of domestic abuse (as reported through Home Office statistics) and stand against VAWG in all forms, including harassment, stalking, honour-based abuse, and coercive control. We will support the Police in their aim to eradicate VAWG-related crimes.

If you are experiencing domestic abuse, we are here to support you. We will listen, believe you, and help you stay safe, whether you remain in your home or need to explore alternative housing or safe accommodation. Everything you tell us is confidential. You can speak to us in any way that’s safe for you.

Commitments to survivors

If you experience domestic abuse, you can expect us to:

- listen, believe, and support you
- help you safety plan and respect your choices
- protect your confidentiality
- act against perpetrators where safe and appropriate
- work with partners to provide specialist support
- work with support agencies that best reflect your needs and circumstances, including services tailored to gender, disability, ethnicity, sexuality, or other intersectional factors

We recognise that when someone discloses abuse, there is often only a short period when it is safest and most effective to act. We will respond without delay to all reports, making first contact and completing an initial risk assessment as soon as possible. Acting quickly during this crucial time helps us safeguard survivors, reduce harm, and prevent escalation.

This section outlines our core policy commitments:

- to provide a supportive, safe, and survivor led response
- to proactively identify domestic abuse through trained frontline colleagues
- to maintain secure and confidential case management records
- to complete risk assessments and offer safety planning and tenancy support
- to refer to and collaborate with specialist agencies, including MARAC
- to act against perpetrators through tenancy enforcement or legal action
- to comply with information-sharing agreements and safeguarding legislation
- to maintain or work towards DAHA-aligned service standards across all areas

Proactive Identification

Our teams are trained to identify warning signs such as:

- repeated damage to internal doors
- inconsistent rent payments
- patterns of emergency repairs or callouts

Risk assessment tools and safety planning

We use the DASH Risk Checklist and other sector-recognised tools to assess the level of risk and develop survivor-led safety plans.

Confidentiality and safe contact

All disclosures are treated with strict confidentiality. We will only contact survivors using agreed, safe communication methods and never share information with the perpetrator without legal basis and survivor consent.

Housing support and tenancy rights

We will:

- support access to emergency or safe accommodation
- help customers retain tenancy rights or secure new tenancies where required
- work with local authorities to uphold priority status under homelessness legislation
- not ask survivors to leave their home unless this is their choice or it is unsafe for them to remain

- work with local authorities and partners to ensure survivors are prioritised appropriately for safe accommodation
- provide information about how to access legal advice if you have a joint tenancy with the perpetrator

Where there is a joint tenancy and the perpetrator is a tenant, we will handle this in line with the Family Law Act 1996 and the Anti-social Behaviour, Crime and Policing Act 2014, which provide powers for occupation and injunction orders to exclude perpetrators while allowing survivors to remain safely in their home.

Accessibility

Policy summaries and key documents will be provided in Easy Read, translated, and audio formats. Reasonable adjustments will be offered to neurodiverse, disabled, or digitally excluded customers.

Perpetrators: approach and accountability

Clear tenancy expectations: All customers sign a tenancy agreement stating that domestic abuse constitutes a breach of tenancy, which may result in enforcement action.

Legal protections and enforcement: We can support victims in accessing protective legal orders (e.g., non-molestation, occupation orders), and we may use our own legal powers (e.g., injunctions under the Anti-social Behaviour, Crime and Policing Act 2014) against perpetrators if circumstances support this.

Criminal justice referrals: We can support survivors in reporting abuse to the police and in accessing support during any investigations or prosecutions.

Disclosure rights: We can provide information about how you can apply for a “Clare’s Law” disclosure if you are concerned that the person you are in a relationship with has been a perpetrator of domestic abuse.

We will provide clear guidance on how to request a disclosure.

Behaviour change and rehabilitation: Where it is safe to do so and with the survivor’s consent, we will signpost perpetrators to behaviour change programmes.

Consistent, victim-led enforcement: All action taken against perpetrators will be informed by survivor risk assessments and coordinated within a safeguarding framework.

All actions relating to perpetrators will be proportionate, and aligned with survivor safety and choice.

Where safe and appropriate, we will seek to remove perpetrators from the home rather than uproot survivors.

Children and Young People

Children are recognised as victims in their own right. Our response includes:

- prompt safeguarding referrals
- coordinated working with education, early help, and children's social care
- we will consider the child's perspective and wellbeing in any decisions made

Post-incident monitoring and ongoing support

We will ensure survivors continue to feel safe and supported after initial intervention. Where appropriate, we may make follow-up contact or review cases to check that safety measures remain effective and that no further risks have emerged. This reflects our commitment to maintaining survivor safety and embedding learning in our approach.

Multi-agency approach

Formalised partnership protocols will include:

- timely escalation pathways for MARAC and safeguarding concerns
- multi-agency case coordination processes
- participating in reviews and learning from complex or high-risk cases

Technology-based abuse

We recognise tech-based abuse (for example GPS tracking, spyware, social media control) as an increasing threat. Staff will be knowledgeable in how to identify and support victims, with appropriate safety planning and referrals to specialist agencies.

Language and communications

We will use clear, supportive, and inclusive language in all communications, avoiding blame, stigma, or triggering terminology. All customer and staff-facing materials will be reviewed to ensure accessibility.

Staff wellbeing

We recognise the impact of working with domestic abuse on colleagues. We will:

- provide access to debriefing and peer support
- monitor workloads and case complexity

We acknowledge the risk of secondary trauma in domestic abuse work and are committed to fostering a safe working environment for colleagues

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

This policy will be trained out to all customer-facing and leadership colleagues through a combination of induction sessions, e-learning modules, and annual refresher training. Specialist roles will receive enhanced DAHA-aligned training.

Managers will ensure staff have access to supervision and wellbeing support. Reflective learning sessions will be encouraged for high-impact case

Measuring effectiveness

We will measure the effectiveness of this policy through survivor feedback, case audits, training compliance, and monitoring of safeguarding referrals. Oversight will be maintained via Boards and committees. Thematic insights will be shared with operational leads.

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approvals

This Policy was approved by the Board and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship) and the following housing divisions: Samphire Homes, Victory Homes, Newtide Homes

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

For internal use only –

Supporting documents

This policy is supported by:

- Domestic Abuse Procedures
- Domestic Abuse
- Customer Service Standards
- Equality Impact Assessment
- ASB Policy
- Complaints Policy
- Managed Behaviour Policy
- Responsive Repairs Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Tenancy Management Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First integrated version aligned with DAHA and RSH Consumer Standards	Board	26 January 2026