



Domestic Abuse Policy

How we support customers experiencing domestic abuse

1. Policy Statement

1.1 This policy sets out how Yorkshire Housing supports customers affected by domestic abuse. It's here to guide colleagues and in responding safely, consistently and with care. Every situation is different, so we'll always respond based on what's right for the person involved.

Why this policy matters

1.2 We take domestic abuse seriously. We're here to listen, support, and act—always with care and confidentiality. This policy explains how we help customers who are affected by domestic abuse

2. Background

What do we mean by domestic abuse

2.1 We follow the Home Office definition from the Domestic Abuse Act 2021.

2.2 Domestic abuse includes one-off incidents or ongoing behaviour between people aged 16 or over who are personally connected. It can include:

- Physical or sexual abuse
- Threatening or violent behaviour
- Coercive or controlling behaviour
- Economic, psychological, emotional or other abuse
- Forced marriage or so-called 'honour-based' violence

2.3 Children affected by domestic abuse are now recognised as victims too.

3. Who is this policy for

3.1 This policy applies to all Yorkshire Housing homes, including SPACE properties. It covers all customers living in our homes and household members. We also have separate guidance for situations involving colleagues who are affected by or responsible for abuse.

4. Working together

4.1 We know that tackling domestic abuse takes teamwork. We work with local agencies to make sure people get the right help. This includes referrals to MARAC (Multi-Agency Risk Assessment Conferences) when needed.

5. Our commitment to best practice

5.1 We're working towards accreditation with the Domestic Abuse Housing Alliance (DAHA). This means we're committed to doing things the right way. In line with the DAHA principles we are developing a framework within YH to align with these requirements. This includes a DA policy for customers and colleagues training our teams, raising awareness, and holding perpetrators accountable. Most importantly, we always put survivors first and make sure our support is inclusive and anti-racist.

6. How abuse can be reported

6.1 Anyone can report abuse—whether they're experiencing it or have seen it happen. Reports can be made in any way that feels safe, including through the police, local authorities, support groups, or trusted people like friends or family.

How we respond

6.2 Our frontline colleagues are trained to spot the signs of abuse and respond with care. We take a “believe and support” approach. We explain the options clearly and respect each person’s choices. We act discreetly and keep information confidential. Our priority is always the safety and wellbeing of the person affected.

6.3 If you’re a colleague and you’re worried about someone, speak to your manager or a Designated Safeguarding Person (DSP).

Support we offer

6.4 We work with partners to help keep people safe. We use the DASH risk assessment to guide our response and refer to MARAC when needed. We support people through legal action if they choose it, and we can also take legal steps ourselves to protect them. If someone is at immediate risk, we’ll help them find emergency housing or support them to stay safely in their home.

6.5 We’re here to help. If you’re affected by domestic abuse, we’ll listen, support you, and work with others to keep you safe. You’re not alone.

Keeping information safe

6.6 We treat all information with care. We only share it with others if we have permission—or if we believe someone is at serious risk. We follow GDPR and our own data protection policy to make sure everything is handled properly.

Safeguarding

6.7 If we think a child or vulnerable adult is at risk, we act quickly. We complete a safeguarding form within 24 hours and pass the case to a Designated Safeguarding Person (DSP) to take the right steps.

How we check we're doing the right thing

6.8 All domestic abuse cases are thoroughly audited and reviewed to ensure we respond to customers' needs quickly, effectively and with the appropriate interventions in place.

6.9 We provide comprehensive domestic abuse training to all new starters through eLearning with enhanced Level 2 and Level 3 face to face sessions for colleagues in customer facing roles. Mandatory refresher training is required every two years to maintain standards and reinforce best practice.

6.10 In addition to structured training, we continuously share learning and good practice through case studies at internal team meetings and via the DSP's biannual meetings.

7. Who's responsible

7.1 The Head of Communities is responsible for the implementation of this policy.

8. Equality and Diversity

8.1 YH implement an intersectional anti-racist approach to domestic abuse recognising that individuals face unique experiences of violence and significant barriers to support due to overlapping social identities such as race, gender, religion, class, sexuality, age and disability

8.2 We treat everyone fairly—no matter their age, gender, race, religion, disability, sexual orientation, or background. We know most domestic abuse is carried out by men against women and children. But we also recognise that abuse can happen to anyone, in any kind of relationship—including LGBTQIA+ and non-romantic relationships.

9. Reporting and Monitoring

9.1 We review this policy regularly to make sure it reflects the law and best practice. The Safeguarding Team is responsible for reviewing and updating it.

Date approved	25 th November 2025
Approved by	Directors
Recommended / scrutinised by	Heads of Service
Summary of changes	Updated legislation, service names and outdated language
Frequency of review	Every three years
Next review date	June 2028
Policy owner	Director of Places and Customer Engagement

Policy author	Head of Communities
Associated policies or guidelines	Antisocial Behaviour, Harassment and Hate Crime Policy Data Protection Policy Safeguarding Policy Domestic Abuse Act 2021 Housing Act 1996 Children Act 1989 and 2004 Care Act 2014 General Data Protection Regulation (GDPR) 2018
Associated procedure	Safeguarding case management Managed move process