



# Domestic Abuse Policy



## Domestic Abuse Policy



### 1. Policy Introduction

This policy explains how Legal and General Affordable Homes (LGAH) deals with domestic abuse.

LGAH is committed to supporting anyone who is affected by domestic abuse. Abuse is never acceptable. We understand it can cause serious harm to the person being abused, their family, and the wider community.

### 2. Policy Aims

This policy explains what domestic abuse is and how LGAH will help anyone experiencing it. It applies to new applicants and people already living in LGAH homes.

LGAH makes sure all Management Providers and partners who work with our customers have regular training and follow this policy.

We encourage customers and members of the community to report any domestic abuse they know about. Reports can be made directly to LGAH, to our Management Providers, or to another relevant agency.

All Management Providers must have a domestic abuse policy that is at least as strong as this one.

This policy also applies to all LGAH staff, including temporary workers, and to contractors and sub-contractors who provide services on our behalf.

### 3. Legal Framework

This policy is based on the rules and standards set out in:

- The Domestic Abuse Act 2021
- The Regulator of Social Housing's Neighbourhood and Community Standard

### 4. Definitions

**Domestic Abuse** (from the Domestic Abuse Act 2021) is when someone behaves in an abusive way towards a person they are connected to. Abuse can be a single event or a pattern of behaviour. Abuse can include:

- Controlling or coercive behaviour
- Economic abuse (controlling money or resources)
- Physical or sexual abuse
- Psychological or emotional abuse
- Violent or threatening behaviour

**DASH** is the structured risk assessment tool used by professionals and stands for Domestic Abuse, Stalking and Honour

**MARAC** is a meeting where different agencies come together to look at high-risk cases and plan support.

**Personally Connected** means people who:

- are or were married
- are or were civil partners
- planned to marry or enter a civil partnership

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- are or were in an intimate relationship
- share, or used to share, responsibility for a child
- are relatives

A **Perpetrator** is the person causing the abuse.

A **Victim** is the person experiencing the abuse. LGAH uses this term because it matches the Domestic Abuse Act, although we know not everyone chooses this word.

If a young person is under 16, the situation is treated as child abuse and comes under the LGAH Safeguarding Policy.

**Management Providers** are partners who deliver housing services on behalf of LGAH.

### 5. Our Approach

LGAH uses a victim-centred approach. This means Management Provider staff are trained to spot the signs of domestic abuse and know how to respond. Reports of abuse can come from:

- victims
- other residents
- outside agencies (like the police)

Management Providers will respond with care and respect, based on the needs of the person experiencing abuse. Information about cases will be kept private. Reports can be made:

- in writing (including email)
- by phone
- in person
- online

Management Providers will agree safe ways to communicate. This may include:

- meeting in private places
- contacting only at safe times
- using agreed safe methods of communication

Victims will be given advice about support services. A risk assessment will be completed using approved tools (e.g. DASH). High-risk cases may be referred to MARAC.

The victim's safety always comes first. Any action taken against a perpetrator will not put the victim at further risk. We will keep partner agencies informed.

### 6. Housing Options

If it is safe for the victim to stay in their home, LGAH will help them get legal advice about their tenancy. Extra safety measures may also be offered.



If it is not safe for the victim to stay in their home, LGAH will help them contact the local council for housing and homelessness help. We will share the information needed to support a move. If possible, and depending on risk and homes available, LGAH may offer a move to another home. This is called a management move.

## 7. Enforcement Action and Working with Perpetrators

Management Providers may take tenancy enforcement action against perpetrators when it is safe. They may also give perpetrators information about support services to help them change their behaviour.

## 8. Working with Partners

Many agencies share responsibility for preventing and responding to domestic abuse.

Local authorities and other statutory agencies play vital roles, including offering support, counselling, and helping the police with investigations.

LGAH understands that some customers may be victims and others may be perpetrators. Management Providers will work with other agencies to protect victims and manage risks from perpetrators. They will use the most suitable interventions and offer support where needed. They will also make MARAC referrals when required.

## 9. Assurance

LGAH aims for a strong, fair, and compliant approach. We will monitor cases, complete reviews, and check quality to ensure:

- Reports are handled quickly
- Actions are fair and evidence-based
- Victims and communities are protected
- Learning from case reviews will help improve our approach.

The LGAH board and Risk and Audit Committee have oversight of cases and trends through regular reporting.

## 10. Related Policies

- Anti-Social Behaviour Policy
- Allocations Policy
- Tenancy Policy
- Complaints Policy
- Vulnerability Policy
- Adult Safeguarding Policy
- Young Person Safeguarding Policy

## 11. Confidentiality

Privacy is essential in domestic abuse cases. Information will be shared only when necessary. If there are serious concerns about the safety of children or vulnerable adults, we may share information without consent.

## 12. Equality and Diversity

LGAH recognises that customers have different needs. All staff and partners must treat every customer with fairness and respect.

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We consider customers’ individual needs and adapt our approach when needed to make sure no one is disadvantaged. This may include using information we hold to tailor how we communicate and provide services.

**13. This policy will apply to the following entities:**

- Legal & General Affordable Homes Limited
- Legal & General Affordable Homes (AR) LLP
- Legal & General Affordable Homes (Capital) Limited
- Legal & General Affordable Homes (Development 3) Limited
- Legal & General Affordable Homes (Investment 1) Limited
- Legal & General Affordable Homes (Investment 2) Limited
- Legal & General Affordable Homes (Investment 3) Limited

Author	Head of Contract Management
Accountable Director	Director Customer, Property and Platform
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