

# domestic abuse policy

The following document provides you with a brief summary of our Domestic Abuse Policy and sets out the level of service you can expect from believe housing.

We are committed to supporting any person who is experiencing domestic abuse and will work closely with our partner agencies to ensure that the appropriate safeguards are put in place and that the victim's rights and wishes are respected. We recognise that the safety of the victim and their family is paramount, and we will do all we can to ensure that they are protected. That's why, by working with customers and other stakeholders, we have developed a set of standards that clearly explain what you can expect from us.

## domestic abuse

### believe housing

- Will listen and provide options to victims of domestic abuse so that they are empowered to make their own decisions about what they would like to happen next and can make informed choices.
- Is committed to working with statutory and voluntary organisations to support victims, and to take action against perpetrators (where this is safe and appropriate).
- Will ensure that anyone experiencing domestic abuse can access the appropriate support as a matter of priority.
- Ensure that our staff are trained to deal with disclosures of domestic abuse effectively and put in place an Urgent Support Team who will be given an enhanced level of training.
- Will support people who are experiencing abuse, or have experienced abuse, by working in partnership with them and other support agencies.
- Will ensure that children or young people affected by domestic abuse have access to services as soon as possible.
- Signpost and support victims to access help with the use of legal remedies, to offer them protection and to prevent further abuse.
- Will signpost perpetrators of domestic abuse to agencies who can offer them support and interventions to try and prevent a recurrence of abuse.
- Will support victims to make decisions around their housing needs, whether they wish to remain in their home or to move to a new home.
- Use the information we already have to try and identify when someone may be experiencing, or at risk from, domestic abuse, and reach out to them in a safe way.
- Provide additional security where possible and appropriate, so that the victim feels safe in their home.
- Ensure that the staff member offering support is of the same gender if requested by the victim.

## how do i report domestic abuse?

You can report domestic abuse in a variety of ways at a time and place that suits you.

- Portal: [click here to visit](#)
- Call: **0300 1311 999**
- Email: [hello@believehousing.co.uk](mailto:hello@believehousing.co.uk)
- Visit: [www.believehousing.co.uk](http://www.believehousing.co.uk)

You can view our domestic abuse policy on our website at: [www.believehousing.co.uk/about-us/policies/](http://www.believehousing.co.uk/about-us/policies/)