

Key information sheet

Domestic Violence



We believe that all people have the right to be safe from abuse and fear.

Domestic violence is defined by the government as ‘any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality’.

Domestic violence is rarely a one-off incident. It can occur within any household and against men and women. It is one of the major causes of homelessness in the UK.

Reporting domestic violence

We can help you. Please get in touch with us using the details below, or visit us at our offices. We have staff trained to help you.

You can also talk to the police, your local council, refuge groups, voluntary organisations, friends and relatives. In an emergency, call the police on 999.

How will we support you

If you are at immediate risk, we can help you find emergency accommodation or refer you to a refuge. In the longer term, we can support you to move home through mutual exchange, transfer and the private sector.

If you want to stay in your home, we can provide additional security measures, such as:

- Personal alarms
- Additional locks
- Additional Lighting
- CCTV systems and support (may be through third parties)
- A direct dial number to the police and a phone to use.

Where appropriate, we can work with our partners to take legal action against the perpetrator. We will make every effort to protect and support witnesses during court proceedings.

Working with partner organisations

We will work with partners such as the police, local housing and education authorities, social services, support providers, mediation services and voluntary sector organisations to support you in the best way possible.

Confidentiality

Interviews and conversations with customers about personal and sensitive matters will be carried out in private. We will treat all reports of domestic violence in line with the Group’s data protection policy.

Where the safety of children is a concern we reserve the right to make a referral to social services or to the police without the permission of the complainant, where the situation or law justifies it.

