



**PA** Housing

# **PA Housing**

# **Domestic Abuse**

# **Policy**

April 2025

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**Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.**

**We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them**

<b>Owning manager</b>	Joanna Connolly, Head of Tenancy Sustainment
<b>Department</b>	Customer Services Directorate
<b>Approved by</b>	Emma Conlon Director of Tenancy Management
<b>Next review date</b>	April 2026

## **1. Introduction**

PA Housing is committed to providing a victim-centred approach to addressing domestic abuse. Recognising that housing plays a critical role in cases of domestic abuse, we aim to ensure individuals and families affected by such circumstances have access to safe, secure, and high-quality housing.

This policy is grounded in our core values of making a positive difference in people's lives, doing the right thing whilst treating people with respect and integrity whilst ensuring we meet our statutory obligations. We want our service to offer inclusivity and consistency, ensuring a supportive and confidential environment for victims.

## **2. Purpose of the Policy**

This policy outlines PA Housing's commitment to supporting victims/survivors of domestic abuse by:

- Prioritising their safety and well-being.
- Offering timely support.
- Collaborating with statutory and voluntary organisations.
- Address the profound impact of domestic abuse on individuals, families, and communities.

## **3. Scope**

This policy applies to residents, leaseholders, licensees, and shared owners. The level of support provided will differ, leaseholders and shared owners will receive advice and guidance, but rehousing services will not be applicable.

## **4. Definition**

In line with the Domestic Abuse Act 2021, domestic abuse is defined as any incident or pattern of controlling, coercive, threatening behaviour, violence, or abuse between individuals aged 16 or over who are, or have been, intimate partners or family members, regardless of gender or sexuality.

Domestic abuse may include:

- Physical or sexual abuse
- Violent or threatening behaviour
- Emotional manipulation, isolation, and coercive control
- Economic abuse (control of finances or resources to restrict independence)
- Psychological or other abuse
- Stalking and harassment
- "Honour-based" violence, female genital mutilation (FGM), and forced marriage

The Domestic Abuse Act 2021 also recognises children as victims if they see, hear, or experience the effects of abuse and are related to either of the parties.

We will notify statutory services if we believe that a child is being harmed or at risk of harm because of domestic abuse.

## **5. How PA will work with Partner Agencies**

We understand that we are not the experts in domestic abuse and that we need to work holistically to provide victim survivors with the best level of support. To do this PA will work with the appropriate partner agencies whilst ensuring we will continue to offer our support.

To do this we will:

- Where there are concerns for the welfare or safety of children, we will make a safeguarding referral, and consent may not be sought.
- Where there are concerns for the welfare or safety of adults, we will endeavour to seek consent but may make a safeguarding referral will be made where necessary.
- Signpost to relevant stakeholders where appropriate.
- Attend multi-agency meetings to support our residents and build stakeholder relationships.
- Engage with our partner agencies to ensure that we have a framework of support for all residents.

## **6. Our approach to Domestic Abuse**

PA Housing strongly believe that Domestic Abuse is unacceptable and will work victims-survivors to ensure that they are supported and offered a victim centred service.

To ensure that we provide a safe, sensitive and confidential environment for reporting domestic abuse we commit to:

- Make it easy for victim/survivors to report incidents of domestic abuse to us.
- Offering prompt action and timely support following a report.
- Conducting regular training for colleagues on equality, diversity, and issues related to domestic abuse.
- Provide clear communication.
- Be mindful of our language to avoid language that could be triggering, blaming, shaming or judgemental.
- Monitoring and evaluating the impact of our services to ensure fair and accessible practices.
- Adjusting services to meet the sensitivities and needs of diverse groups.
- Respect the wishes of victims/survivors and promote choice.
- Consider the impact of domestic abuse on the wider household.
- We will undertake monitoring to meet our statutory requirements and achieve best practice, all of which helps us better inform and improve our services to you.
- Record all case histories within our housing management systems.
- Regularly review and monitor domestic abuse cases to identify trends and improve service delivery.
- Ensure anonymised data is used to inform future policy and service adjustments.
- Conduct regular audits and provide reports to demonstrate our commitment to continuous improvement.
- We will ensure all colleagues have training to recognise and respond to signs of domestic abuse.
- Residents reporting domestic abuse will be contacted within one working day.
- A comprehensive risk assessment will be conducted for every case.

- An action plan will be agreed upon with the resident, ensuring their safety and well-being.
- Handle cases sensitively and uphold confidentiality.
- Implement this policy effectively, ensuring residents feel supported and understood.
- Cases will be reviewed regularly, closing them only when resolutions are achieved, or further action is no longer feasible.
- Support will remain available for individuals who choose to return to a perpetrator or experience recurring abuse.

## **7. Data Protection, Information Sharing and Confidentiality**

In accordance with data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we are committed to ensuring that your personal data is handled with the utmost care and confidentiality.

Information can be shared, and this is supported by the safeguarding framework to make a lawful decision ensuring when we do it is:

- Justified
- Adequate
- Proportionate
- Accurate
- Necessary

Information sharing will only occur when it is:

- With appropriate consent, when appropriate.
- Where legally required to safeguard individuals or protect children and vulnerable adults.

We will ensure that any data shared with third parties is done so securely and only with your appropriate consent or legal basis.

Confidentiality is paramount, and all our colleagues are trained to handle personal information responsibly, ensuring that it is used solely for the purposes for which it was collected.

Regular audits and reviews will be conducted to ensure compliance with legal requirements and best practices in data protection.

## **8. Guidance**

### **8.1 Contractual**

- Tenancy agreement
- Lease
- License to Occupy

### **8.2 Legislative**

- Domestic Abuse Act 2021
- Protection from Harassment Act 1997

- Family Law Act 1996
- Childrens Act
- ASB Act
- Equality Act 2010
- Housing Acts 1985, 1988, 1996, and 2004

### **8.3 Regulatory**

- Regulator of Social Housing Regulatory (RSH) Standard April 2024)  
Neighbourhood and Community Standard

### **8.4 Risk-Based Approach**

PA adopts a risk-based approach to domestic abuse by:

- Assessing and prioritising risks to ensure victim safety
- Conducting risk assessments for every reported case
- Tailoring responses to meet individual needs, while safeguarding all parties involved

### **8.5 PA's approach to Perpetrators of Domestic Abuse**

The Domestic Abuse Act 2021 specifies we must hold perpetrators of domestic abuse to account. Committing domestic abuse in a PA Housing property is a crime and a breach of tenancy. In holding perpetrators to account we will consider all options to support victim-survivors which may include:

- Recognising this is a breach of tenancy.
- Setting out our position in relation to joint tenancies.
- Supporting prosecution with evidence and information sharing where consent is in place.
- Signposting to services which can support legal remedies to remove or exclude.
- Charging for damage.

## **9. Related documents**

Managed Move Policy (Link to be attached)

ASB Policy (Link to be attached)

Safeguarding Policy (Link to be attached)

If you have any questions about this policy, please contact Emma Conlon, Director of Income Services and Home Moves

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