



**DOMESTIC
ABUSE
POLICY**

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1. Policy Statement

- 1.1** Eastlight Community Homes (hereafter ‘Eastlight’) is committed to creating a safe and supportive environment for those affected by domestic abuse.
- 1.2** This Policy outlines our approach to addressing domestic abuse with sensitivity, empathy and a victim-centred approach. We aim to provide resources, support and intervention to break the cycle of abuse and promote the wellbeing of those affected.

2. Think Customer

- 2.1** At Eastlight, we exist to provide the best possible homes and services for our residents.
- 2.2** Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 2.3** ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people are required to think about:
 - The short and long-term effects of their actions
 - The residents’ individual needs and preferences
 - Whether their communication is clear, respectful and appropriate
 - If they can draw on any past insights or experiences to help them when making tough decisions
 - Whether they, themselves, would be happy with the service being provided.
- 2.4** The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Domestic Abuse Policy.

3. Scope

- 3.1** This Policy applies to all those living in an Eastlight-tenanted home and employees.
- 3.2** It encompasses all forms of domestic abuse, including physical, emotional, psychological, sexual or financial abuse.

4. Statutory & Regulatory Requirements

4.1 This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements:

- The Social Housing Regulation Act 2023
- The Housing Act 1996
- The Domestic Abuse Act 2021
- The Protection from Harassment Act 1997
- The Family Law Act 1996
- The Human Rights Act 1998
- Regulator of Social Housing Neighbourhood & Community Consumer Standard
- Data Protection Act 2018
- The Equality Act 2010.

5. Principles

- 5.1** We recognise domestic abuse as a serious violation of individuals' rights and a threat to their safety and wellbeing. This Policy is guided by principles of empathy, confidentiality and non-judgmental support, and we ensure that our guidance and support is accessible to all.
- 5.2** We will take a victim-centred approach and work in partnership with other local services, including the Police, Community Safety Partnerships and the Local Authority, as well as social workers or mental health professionals, to ensure a holistic approach to addressing domestic abuse.
- 5.3** We recognise that many victims of domestic abuse are vulnerable and therefore readers should consider this alongside Eastlight's Safeguarding policies.

6. Aims & Outcomes

- 6.1** Eastlight is committed to providing a safe and confidential reporting mechanism for individuals experiencing domestic abuse.
- 6.2** We will offer prompt support to victims, including information on available resources and assistance in developing safety plans.
- 6.3** Our focus is on safety and support for the victims. We use risk-based assessments to determine our approach and ways we recognise and effectively respond, which may include direct action by us or a collaborative approach with local support services, the Police and relevant agencies.
- 6.4** We will ensure a coordinated response to domestic abuse cases and make appropriate adult and child safeguarding referrals.
- 6.5** Provide training programmes to identify signs of domestic abuse and increase awareness and understanding of domestic abuse among staff, promoting a culture of sensitivity and responsiveness.
- 6.6** Ensure that victims are treated with dignity and respect, and that their confidentiality is maintained throughout the reporting and intervention process.

7. Equality Impact Assessment

- 7.1** An Equality Impact Assessment (EIA) has been carried out. As a result, actions have been put in place to mitigate any negative impacts.
- 7.2** This Policy will be made available in alternative formats that suit residents' needs.

8. Glossary of Terms

Victim-centred Placing the needs and priorities of victims of Domestic Abuse at the forefront of any response

Domestic Abuse Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between individuals who are or have been in an intimate or familial relationship.

Identifying hazards and risk factors that have the potential to cause harm, disruption or damage.

9. Review

9.1 This Policy will be reviewed in 3 years or sooner if legislation changes.

Eastlight Community Homes

Eastlight House, Charter Way

Braintree

Essex

CM77 8FG

0330 128 0330

www.eastlighthomes.co.uk

[customer.services@](mailto:customer.services@eastlighthomes.co.uk)

eastlighthomes.co.uk

 [eastlighthomes](https://www.facebook.com/eastlighthomes)

 [eastlighthomes](https://www.instagram.com/eastlighthomes)

 [@eastlighthomes](https://twitter.com/eastlighthomes)

 [eastlight-community-homes-](https://www.linkedin.com/company/eastlight-community-homes-)