

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Customer Domestic Abuse Policy

This policy was created to:

Support and protect any customer affected by domestic abuse. Honeycomb Group wants to ensure all customers feel safe and respected in their homes, free from fear, harm, or intimidation from partners or family members.

What this policy covers

- What domestic abuse is and how it can affect people
- How we help and protect those experiencing abuse
- How we deal with reports of abuse
- What actions we take against perpetrators
- How we work with other organisations and services
- Support available to children and older people affected by abuse

Our Goals

- Respond quickly and supportively to reports of domestic abuse
- Help customers feel safe and secure in their homes
- Treat all reports seriously, without judgment
- Work with other services to protect and support victims
- Make it easy for victims to get help
- Help prevent abuse from happening again

Key Terms

- Domestic Abuse: Any controlling, threatening, violent, or abusive behaviour by someone you are or were personally connected to (e.g. a partner or family member). This includes:
 - Physical or sexual abuse
 - Threats or intimidation

- Emotional, psychological or verbal abuse
- Financial (economic) control
- Coercive and controlling behaviour
- 'Honour'-based abuse, female genital mutilation, and forced marriage
- Victim Survivor: A term used to describe someone who has experienced domestic abuse in a positive and empowering way.
- MARAC: A multi-agency meeting for high-risk domestic abuse cases, where professionals work together to protect the victim and their family.

Our Approach

- We listen to and believe victims
- We don't act without the victim's consent (unless there's a serious safeguarding risk)
- We help victims find emergency accommodation or move home if needed
- We work with local services to offer support and protection
- We won't let rent arrears stop someone from moving to safety
- We may take legal action against perpetrators when they break tenancy conditions
- We offer specialist training for staff, including those working with older people
- We work to protect children who see or are affected by abuse
- We offer target hardening (like extra locks or alarms) to help people feel safer in their homes

Legal Compliance

We follow the law and best practice guidance, including:

- Domestic Abuse Act 2021
- Housing Act 1988
- Equality Act 2010
- Safeguarding laws for children and adults
- Crime and Policing Acts
- Serious Crime Act 2015 (controlling/coercive behaviour)
- We also work in line with guidance from the Domestic Abuse Housing Alliance (DAHA) and SafeLives.

Performance Monitoring

- We record and track domestic abuse cases reported to our teams
- We regularly review our approach based on legislation, best practice and feedback
- The Executive Team and staff are trained and responsible for reviewing and improving our response
- Domestic abuse 'champions' are trained across the Group to support customers and staff

Data Protection

All personal information shared in relation to domestic abuse is handled confidentially and in line with UK data protection laws (UK GDPR and Data Protection Act 2018). We only share details with other agencies when absolutely necessary to protect you or your family.

Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

Date of Policy: 8 March 2023