

Policy Name	Resident Domestic Abuse Policy
Version No.	1.4
Approval Date	November 2025
Category	Operational
Classification	Internal

Resident Domestic Abuse Policy	
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Version Control

Version	Date	Description	Updated By	Approved By
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1. Policy Purpose & Aim

This policy applies to all our residents and to everyone who receives a service from us. The policy sets out how we will respond to domestic abuse and how we will assist victim(s)/survivors of domestic abuse. It also sets out the action we will consider taking against perpetrators of domestic abuse.

This policy does not apply to staff who are experiencing domestic abuse. This is detailed in the ExtraCare Staff 'Domestic Abuse' policy.

ExtraCare aims to promote safe communities where residents can live free from fear, control, intimidation and violence.

ExtraCare is committed to our mission of "Better Lives for Older People" and ensuring a supportive environment and prompt assistance for all residents/or those receiving a service from us who are suffering from domestic abuse. As a provider of a range of housing, support, well-being and care services, we often have a closer relationship with our residents than a mainstream housing provider. Therefore, we may have more opportunities to identify that domestic abuse may be taking place in our locations and can report it at an early stage, subject to the potential victims' consent.

Our policy is to **recognise, respond to, refer and record** domestic abuse appropriately.

This policy supports the delivery of ExtraCare's strategic objective to meet our legal and regulatory obligations and to uphold our commitment to supporting victims and survivors of domestic abuse. It also provides guidance on how to offer signposting and direction for individuals who perpetrate domestic abuse, helping them to access appropriate support services.

Domestic abuse is a criminal offence that has a profound impact on the safety and wellbeing of individuals, their households, and the wider community. Domestic abuse often takes place in the home and so we have a role in identifying these issues and supporting the people affected.

The impact of domestic abuse can range from loss of esteem to loss of life. Coercive and controlling behaviour underpins all forms of domestic abuse and is explained as a range of purposed behaviours including intimidation, isolation, emotional abuse and manipulation. These behaviours are often used as the primary mechanisms for achieving power and control in an abusive relationship and these behaviours reinforces the threat or reality of physical abuse.

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2. Objectives

This policy provides an overarching framework to ensure a proportionate, timely and professional approach is taken, and that domestic abuse is co-ordinated across all relevant agencies and organisations. ExtraCare are committed to working in collaboration with Local Authorities to achieve their domestic abuse strategic commitments. Staff can find further information regarding domestic abuse procedures in the '**Understanding & Responding to Domestic Violence & Abuse – Resident Guidance**'.

The objectives of this policy are to:

Prevention

- Take appropriate action to reduce the risk of abuse where we think it might be happening;
- Aim to keep the victim/survivor of domestic abuse safe by working proactively with them, identifying and mitigating the risk of further abuse;
- Ensure there is a named safeguarding lead to promote domestic abuse awareness and practice within the organisation;
- Ensure the Mental Capacity Act 2005 is used to inform any decision making in relation to domestic abuse cases;
- Adopt a survivor/victim-centred approach and ensure concerns or allegations of abuse are always taken seriously;
- We will ensure that we make reasonable efforts to 'keep-an-eye' on the potential victim; and
- Work in collaboration with residents and those using our services to promote domestic abuse awareness in the wider community and how to report concerns.

Intervention

- Provide the victim/survivor of domestic abuse with options and empower them to make choices so that they can identify the option that best meets their individual circumstances;
- Ensure that we seek the victim's consent (unless our duty under Safeguarding protocols applies) to report domestic abuse to the Police. We will call 999 if an emergency, or contact the local neighbourhood Policing team in non-emergencies;
- Liaise with the lead statutory agencies for example the police and other relevant local bodies such as Local Authorities, including charities, to reduce risk;
- Ensure that people using our services, are signposted to appropriate information regarding local and national domestic abuse services; and
- Support the lead statutory agency in acting against perpetrators of abuse. This includes taking tenancy enforcement action against perpetrators where it is appropriate to do so.

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Post- Intervention

- Continually improve our response to domestic abuse by learning from domestic abuse cases recorded, the desired outcomes of the victim/survivor and the input and involvement from external agencies;
- Ensure residents leaving abusive relationships are aware of where to access accurate and appropriate advice about their housing options and about their legal rights and responsibilities regarding their tenancy/lease;
- Work co-operatively with other agencies to tackle domestic abuse and enable residents to access appropriate support information and advice; and
- Work in partnership with statutory agencies, with any actions decided as part of partnership working.

3. Scope of Policy

This policy applies to all ExtraCare residents and people using our services and covers all ExtraCare owned locations (villages and schemes). This policy aims to support individuals experiencing domestic abuse.

In partner locations where the tenancy/lease is managed by the partner, all tenancy related matters associated with cases of domestic abuse will be dealt with in line with the partner's domestic abuse policy, however risk mitigation, signposting/support and safeguarding duty should also be considered by ExtraCare.

Concerns about, or reports of, domestic abuse can be reported to any member of ExtraCare staff, however the person handling the original disclosure must always report to the manager of the location or the 'Designated Safeguarding Lead' (DSL) in order for this to be formally recorded and next steps considered for example the implementation of a 'safe plan' or a 'safeguarding referral'.

We will accept reports and disclosures of domestic abuse through any available communication channel.

Where an employee of ExtraCare suspects or witnesses domestic abuse taking place they must record the concerns on a [safeguarding recording form](#), they must record the concern under the domestic abuse category and where applicable they must notify their line manager.

4. Responsibilities

The responsibility for responding to domestic abuse is wide and includes all staff, managers, executive directors, board members and involved customers. We do not expect staff to offer direct support to

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those experiencing domestic abuse or to perpetrators, however we all have a responsibility to recognise, respond to, refer and record instances of domestic abuse appropriately.

Specific responsibilities are outlined below:

Board of Trustees	The Board of Trustees will review and scrutinise trends and key risks relating to domestic abuse for ExtraCare via the quarterly Safeguarding reporting presented at the Board meetings to ensure robust management and safe practice within the organisation.
Executive Director of Operations	The Executive Director Operations has overall responsibility to oversee the implementation of effective domestic abuse procedures.
Head of Care and Wellbeing (ExtraCare Safeguarding Lead)	The Head of Care and Wellbeing in their dual capacity as Safeguarding Lead has overall responsibility for ensuring the implementation of effective domestic abuse procedures and embedding the policy in practice They will hold overall responsibility for ensuring that all safeguarding notifications are submitted in line with our 'Safeguarding Adults and Children at Risk' policy and will offer support and advice in line with this policy as required. The Head of Care and Wellbeing will produce safeguarding reporting to the Board of Trustees on a quarterly basis which will capture any cases of domestic abuse which meet the 'Dash-Risk' threshold (high risk cases).
Care Lead (ExtraCare Deputy Safeguarding Lead)	The Care Lead in their dual capacity as Deputy Safeguarding Lead has responsibility for ensuring the implementation of effective domestic abuse procedures and embedding the policy in practice. The Care Lead in their dual capacity as Deputy Safeguarding Lead will hold responsibility for ensuring that all safeguarding notifications are submitted in line with our 'Safeguarding Adults and Children at Risk' policy and will offer support and advice in line with this policy as required.

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Location Managers/Designated Safeguarding Leads (DSLs)	Location Managers and DSLs are responsible for ensuring that domestic abuse cases are actioned appropriately. This will be to report the incident to the Police where consent has been given/or in the event of an emergency, and to ensure that all staff are aware of and follow this policy and associated procedures. They are responsible for enabling staff to support residents in line with this policy and supporting guidance. The Location Manager(s) will act as the professional interface with other agencies, in the ongoing management of any cases where abuse is identified or suspected.
Registered Care Manager(s)	Responsible for the CQC notification process where applicable in relation to allegations/cases of domestic abuse.
Housing & Resident Engagement Manager	The Housing & Resident Engagement Manager will lead on providing advice in relation to tenancy matters as and when required.
All staff	All staff have a duty to report suspected, alleged or actual domestic abuse cases to the Location Manager or DSL. Staff should be aware of and follow this policy and associated procedures. Staff are to ensure that they complete all required training and can recognise and report domestic abuse adequately and offer signposting advice where appropriate.

5. Monitoring & Review

This policy will be reviewed every three years or sooner in line with any business need or changes to legislation or regulation. Appropriate training and guidance will be given to staff in line with any changes to this policy.

ExtraCare will monitor compliance with this policy and procedure in the following ways:

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- The ExtraCare Safeguarding Lead/Deputy Safeguarding Lead will monitor all domestic abuse activity including the number of concerns being recorded and where/whether concerns are being reported;
- The ExtraCare Safeguarding Lead/Deputy Safeguarding Lead will review any incidents relating to domestic abuse and report any lessons learned to be discussed at the internal Learning and Improvement Group (LIG);
- The ExtraCare Safeguarding Lead/Deputy Safeguarding Lead will review/audit all cases to ensure that the records show all relevant procedures have been followed, the desired outcome(s) of the victim/survivor have been met, and any actions have been completed;
- Any documentation regarding domestic abuse cases should be stored securely and on request shared with other colleagues/external agencies with a legitimate interest/direct involvement with the case;
- The Learning and Development team will monitor the uptake of domestic abuse training as part of their continual monitoring of mandatory training. Compliance of this training will be reported to Location Managers and the ExtraCare Safeguarding Lead/Deputy Safeguarding Lead for further action as required; and
- The ExtraCare Safeguarding Lead/Deputy Safeguarding Lead is responsible for monitoring specific domestic abuse risks and aligning to any Corporate or Operational risks.

As part of our commitment to addressing domestic abuse, ExtraCare will ensure that information about domestic abuse is clearly displayed in every location. Our policy will also be readily accessible on our website, so residents, staff, and other stakeholders can easily understand our approach.

Location Managers, Registered Managers and DSLs will be equipped to provide guidance on ExtraCare's approach to managing domestic abuse. They will also participate in awareness-raising activities and events to ensure that staff and residents are informed about domestic abuse, how to seek support, and the resources available.

We will provide domestic abuse related guidance in other languages and other formats on request in accordance with the Accessibility Information Standard (AIS).

6. Risk Management

We take a risk-based approach to managing any ongoing threat to victim(s)/survivor(s) of domestic abuse so that, with the victim/survivor, we can consider the best options available to mitigate further abuse from happening. ExtraCare understands that the risk could increase to any victim/survivor at the time a disclosure is made.

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The Head of Care and Wellbeing will monitor safeguarding trends and identify key risks for service improvements and report to the Board of Trustees on a quarterly basis. The Head of Care and Wellbeing, and the Care Lead will provide additional assurance, knowledge and expertise to staff regarding practice, therefore minimising the risk of poor practice and inappropriate domestic abuse referrals.

Assessing the risk

Effective prevention of further domestic abuse often requires successful multi-agency partnership working. Therefore, we will risk-assess the reported abuse and then collaborate with specialist external agencies to develop an action plan to find a solution for the victim/survivor. If the risks are high, the 'dash risk' process should be applied (**see work instruction – Managing and Reporting cases of Domestic Abuse**).

We will always accept the victim/survivor's account as a true reflection of actual events upon receiving their reports and support the victim/survivor to make enquiries or seek support from statutory and non-statutory agencies.

We will help victim/survivor to tell us about the abuse safely so that telling us does not put them at further risk. As part of the action plan, we will agree with victim/survivor how future contact can be made safely.

7. Statement of Commitment

ExtraCare is determined to ensure that all residents who experience domestic abuse can access appropriate support from the relevant agencies.

ExtraCare have adopted the Chartered Institute of Housing (CIH) 'Make a Stand' pledge against domestic abuse and adopted the definition of domestic abuse under the 'Domestic Abuse Act 2021' which states:

"Behaviour of a person ('A') towards another person ('B') is 'domestic abuse' if—

A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive.

Behaviour is 'abusive' if it consists of any of the following:

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- Physical or sexual abuse;
- Violent or threatening behaviour;
- Controlling or coercive behaviour;
- Economic abuse;
- Psychological, emotional or other abuse;

It does not matter whether the behaviour consists of a single incident or a course of conduct.”

Reports of domestic abuse will not be treated as Anti-Social Behaviour (ASB) cases and will be managed alongside our Safeguarding Adults and Children at Risk policy where appropriate.

Our policy is to:

- Recognise cases of domestic abuse by ensuring staff receive regular training on domestic abuse and are fully briefed on changes to policy and legislation;
- Respond to domestic abuse by acting to ensure those experiencing domestic abuse are aware of their safety options and can make informed choices;
- Record domestic abuse cases in full; and
- Refer cases to relevant agencies including Police, domestic abuse specialist support services and Social Services and to support these agencies by sharing relevant information.

Support for Staff

ExtraCare recognise that involvement in any aspect of identification or reporting of suspected domestic abuse can be a difficult experience and we are committed to supporting staff through the process of doing this.

The Location Manager will offer feedback and support to the member of staff where appropriate. Staff are advised at induction that ExtraCare provides an Employee Assistance Programme which can be accessed by any member of staff (**0800 107 6147**), where a trained professional will offer one-to-one support.

In addition, staff supervision is an opportunity for staff to reflect and move forward from difficult events through a confidential discussion with their line manager.

Training for Staff

ExtraCare provide two levels of training for staff depending on their roles and responsibilities.

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Training	Who	Refresher
Face-to-face awareness built into safeguarding training. This training will ensure that staff understand how to recognise domestic abuse, their accountability to report any concerns and our policy.	Role specific	Care roles – annually Front facing/direct support roles – annually
Safeguarding Adults at Risk – E-learning	Head Office support departments (non-resident facing roles)	36 months
Online awareness course This training will facilitate additional knowledge surrounding the recognition and reporting of domestic abuse.	DSLs	36 months

The DSL/Deputy DSL for the charity will also communicate any other training opportunities from external providers to the department/location DSLs for wider awareness of domestic abuse and how to respond effectively to concerns identified.

8. Additional arrangements

We will make use of appropriate tools and powers to sanction and support perpetrators and those who are experiencing domestic abuse, including injunctions, notice of seeking possession and possession proceedings. Staff should discuss these options with the Location Manager/Location Housing Support Team, Housing Officer, Housing and Resident Engagement Manager and Legal Manager. If needed, we will also make use of our stock as a temporary solution (including guest suites), where possible, to facilitate the person experiencing domestic abuse to move.

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We may also provide accommodation to an individual experiencing domestic abuse who is 55 and over and is not currently living with us. This will be completed in liaison with the relevant Local Authority Housing and/or Housing Benefit department and in line with ExtraCare's Lettings Policy and Tenancy Management Policy.

8.1 Perpetrator of domestic abuse support and actions

We will consider the available legal action as a landlord or remedies (both civil and criminal) available to us to deal with perpetrators of domestic abuse.

We will monitor and seek to understand what action is being taken by the statutory agencies in this respect to ensure that we are working together. In circumstances where it is appropriate to do so, we may signpost perpetrators to domestic abuse perpetrator programmes.

All domestic abuse perpetrators will be offered signposting for domestic abuse perpetrator support services. Any actions taken to support the perpetrator must not increase the risk of harm or cause harm to the domestic abuse victim/survivor.

8.2 Tenancy and Arrears

ExtraCare staff should work in partnership with local authority and commissioners to tackle domestic abuse and ensure that the victim/survivor is not left at risk of homelessness. Every resident who has or is experiencing domestic abuse should be offered temporary appropriate safe accommodation - whilst being mindful of the resident's level of need and experiences.

Social Rent tenancy

The domestic abuse victim/survivor should be prioritised for a managed move within ExtraCare. Even if the resident has arrears, a payment plan must be arranged as soon as the transfer has occurred, providing the resident with safe accommodation. If the victim/survivor wishes to remain in their own home partnership working needs to be initiated and alternative temporary accommodation could be considered (depending on the details of the case) with help from the local authority housing team where appropriate.

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Joint tenancy/Leaseholder

In the event of a joint tenancy/leaseholder agreement, the victim/survivor and perpetrator should be supported through the domestic abuse case, and where appropriate alternative temporary accommodation should be arranged. Leaseholders should be encouraged to seek legal advice and offered support to explore available options. Joint to sole tenancy must be discussed with the resident and with ExtraCare staff directly involved with the case. The Tenancy Management policy should be followed in this instance.

All domestic abuse management moves should not revert to a starter tenancy, all victim/survivor and victims' must retain their assured tenancy status in line with the 'Domestic Abuse Act 2021'.

Leaseholders should be signposted to a legal professional (solicitor) for advice and support, any costs associated would be met by the resident(s).

The domestic abuse victim/survivor in all tenancy circumstances must be supported to apply for different benefits and payments to support their economic wellbeing.

9. Other Relevant ExtraCare Policies & Documents

General	• Safeguarding Adults and Children at Risk Policy • Mental Capacity Policy • Sales Policy • Resales Policy • Whistleblowing Policy • Complaints Management Policy • Accessing Residents Apartments Policy
Related Policies	• Tenancy Management Policy • Anti-Social Behaviour Policy • Staff Domestic Abuse Policy
Work Instructions	• Definition of domestic abuse • Managing and Reporting cases of domestic abuse

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	• Safeguarding Guidance • Safeguarding 'threshold' document • Understanding and Responding to Domestic Violence and Abuse - Residents • ExtraCare Housing Guide • ExtraCare Service User Guide • Accessible Information Standard (AIS) work instruction
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10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
The Domestic Abuse Act 2021	Statutory guidance supporting the understanding of the definitions of 'domestic abuse' and 'personally connected' as set out in the Domestic Abuse Act 2021.	Domestic Abuse Act 2021 - GOV.UK
Mental Capacity Act 2005	Mental capacity assessments are essential in empowering individuals at risk of domestic abuse to make informed decisions. The Mental Capacity Act 2005 provides a framework to assess capacity, ensuring that adults retain control over their decisions unless they lack capacity.	Mental Capacity Act 2005 - Explanatory Notes
Regulator of Social Housing (RSH)	Neighbourhood & Community Standard.	Neighbourhood and Community Standard - GOV.UK
Care Quality Commission (CQC)	Care Quality Commission (CQC) Regulation 13.	Regulation 13: Safeguarding service users from abuse and

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		improper treatment - Care Quality Commission
Safeguarding Vulnerable Groups Act 2006	The Safeguarding Vulnerable Groups Act 2006 aims to protect children and vulnerable adults by preventing unsuitable individuals from working with these groups through a vetting and barring system.	Safeguarding Vulnerable Groups Act 2006
Health and Social Care Act 2012	Prevent Duty Guidance.	Prevent duty: guidance for healthcare professionals - GOV.UK
Care Act 2014	Duty to promote the well-being of adults and safeguard them from abuse or neglect. The Act defines well-being as encompassing personal dignity, physical and mental health, emotional well-being, and protection from abuse.	Care Act 2014
Clare's Law – Domestic Violence Disclosure Scheme (DVDS)	Clare's Law allows the police to release information about any previous history of violence or abuse a person might have. It means we can provide information that helps protect people at risk and prevent further crimes.	Request information under Clare's Law: Make a Domestic Violence Disclosure Scheme (DVDS) application Police.uk
DashRIC	Dash stands for domestic abuse, stalking and 'honour'-based abuse. The Dash risk checklist helps practitioners identify and understand the	Dash risk assessment resources for professionals - SafeLives

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	risk that victims of domestic abuse are facing.	
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