

Domestic Abuse

Version 1 – Nov 2015

Introduction

Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between people over 16 years who are or have been intimate partners or family members. It can happen to both men and women regardless of their sexuality or ethnicity. There are many different types of abuse, including:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

This definition includes so called “honour” based violence, female genital mutilation (FGM) and forced marriage.

Our Policy

We realise that domestic abuse has a serious impact on those affected. When you tell us about domestic abuse, we’ll put the person affected at the centre of what we do, which means we will:

- Help the person report domestic abuse in a number of ways including in person, on-line, in writing or over the phone
- Treat safety and that of any children the most important thing
- Treat all reports seriously, sensitively and in confidence,
- Treat reports as high risk, and contact the person within 24 hours,
- Carry out a risk assessment using a checklist specifically for this purpose except where a partner agency has already done this,
- Provide the person with information and let them know about relevant support agencies,

- Find out how we can support them including improving their home security where appropriate.
- If we meet the person’s request, we’ll explain why.

How do we work?

Our Resident Services Team usually handles domestic abuse cases. A case handler will contact the person suffering from the abuse to agree an action plan and keep them regularly updated.

We participate in multi-agency Risk Assessment Conferences (MARAC) and have a duty to share information with other MARAC agencies about high risk cases and those where there are child protection concerns.

We monitor and record all reports of domestic abuse and only close cases with the person’s knowledge.

We also work in partnership with other agencies like domestic violence units, local authorities, the police and other social landlords.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details can be found on our webpage, on our Information Card or in Open Door- your residents’ newsletter.

Feedback and Complaints

If you have something to say about the Group’s policies and procedures or the information we provide on them then let us know. Please

address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to servicecentre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to

deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

Arabic	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xiriir Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.