

Resident Summary

Domestic Violence

Version: 04/2011

Domestic Violence

Every person has the right to live in safety, free from abuse and fear. Domestic violence is a criminal offence, and a breach of tenancy; Southern Housing Group will not tolerate it.

Domestic abuse can occur in a number of forms. For example, it can include:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Financial abuse
- Threats or intimidation
- 'Honour based' violence or intimidation

Southern Housing Group recognises that domestic violence (DV) is not confined to male and female relationships and can take place inside or outside the home. Relationships can include:

- Heterosexual, lesbian, gay, bisexual, or transgender relationships
- Abuse by family members (e.g.: abuse of elders or siblings)
- Abuse by someone acting on behalf of a family member

Our Policy

In common with many social landlords, the Group takes a victim centred approach to dealing with DV. This means that we will:

- Treat all reports of DV seriously sympathetically and in confidence
- Treat all reports of DV as high risk, and contact the victim within 1 working day
- Conduct a risk assessment with the victim
- Provide advice and information, and signpost victims to support agencies where we are unable to help
- Work in partnership with other agencies
- Provide a range of options to deal with perpetrators of domestic violence

- Take action against perpetrators if appropriate
- Agree an action plan with the victim, and keep them regularly updated
- Our primary concern is the safety of the victim and any children at the premises

How do we work?

DV cases are usually handled by our Resident Services Managers or ASB Caseworkers supported by the ASB Team.

We monitor and record all reports of DV made to the Group, and only close cases in line with our procedures and with the knowledge of the victim. We benchmark numbers of cases (but not details) against other similarly sized social landlords.

We work in partnership with other community safety agencies, such as Safer Neighbourhood or community policing teams, domestic violence units, local authorities, and other social landlords. In cases of DV, the police will usually be the lead agency, and we will support the police in any criminal prosecution for DV.

Further information

If you are the victim of DV, or suspect someone else is, you can speak to your Resident Services Manager, or telephone our Service Centre. If you would like any more information on this or any of our other policies please contact us using the details at the bottom of the next page. We have a leaflet about DV, which contains contact telephone numbers of advice and support agencies. This is available on our website or from the Service Centre.

Resident Summary: Domestic Violence

Owner of the version: ASB Team

Date of next review: April 2012

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
service.centre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

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

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.