

Domestic Abuse Service Standards



We are committed to providing high quality services to our customers.

This service standard tells you what level of service you can expect from us in responding to domestic abuse whether you have a Council tenancy with us or approach us for assistance in finding alternative accommodation.

We will:

- Comply with all domestic abuse and homeless legislation.
- Treat each incident on a case-by-case basis, what works for one person will not necessarily work for another.
- Ensure that any application for re-housing is awarded the relevant priority for re-housing to an alternative area.
- Respond to reports of domestic abuse.
- Arrange to meet you at a safe location to complete a domestic abuse risk assessment form and a review of your home security.
- Liaise with other agencies involved i.e., the Police and specialist domestic abuse support services.
- Give you information about other agencies, including local specialist domestic abuse services that can offer further advice and support. With your permission we will refer you to their services.
- Agree a clear plan with you that sets out how we will support you. The plan will be led by you and based upon your concerns and wishes. We will provide you with a copy of this plan if it is safe to do so.
- If it is not safe for you to stay in your home, we will give you advice, information, and support to help you access alternative accommodation such as emergency temporary housing and/or a property and tenure transfer either internally within Darlington Borough Council, or externally with other housing providers.
- Take appropriate legal action against the alleged perpetrator of the abuse. This may mean that we seek to evict them if they are still residing in the home, or we may obtain a civil injunction to protect you against the actions of the alleged perpetrator.

- If we assess that you are at a high risk of further abuse, we may refer you to a Multi-Agency Risk Assessment Conference (MARAC).
- Agree how we can stay in contact with you in a safe way.
- Your safety is our main concern so we will not inform the person responsible for the abuse that we have spoken to you. We will also not take any action against this person without consulting with you first.
- We won't share your information with anyone without your permission unless there are concerns for your safety, or the safety of any children or vulnerable adults. In cases where there are safeguarding concerns, we have a legal responsibility to share information.
- We will maintain regular contact as agreed with you.

How can you be sure we are meeting these standards?

We will:

- Use our in-house management performance systems to ensure we are meeting timescales.
- Involve our Tenants Panel in writing and reviewing our policies and standards.

