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Bolsover District Council

Meeting of the Housing Liaison Board on 22nd April 2025

Agenda Item 8: Domestic Abuse Policy

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

Background

The Regulator for Social Housing introduced revised consumer standards effective from 1st April 2024, and all Registered Providers will be expected to meet these.

The **Neighbourhood and Community Standard** requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes. It also sets out that all Registered Providers must have a policy for how they recognise and effectively respond to cases of Domestic Abuse.

The proposed Domestic Abuse Policy set out how the Housing department, will tackle domestic abuse, support victims and survivors of domestic abuse and hold perpetrators to account.

The Policy statement at section 4 explains the training officers will undertake to recognise the signs of Domestic Abuse and how to make appropriate referrals.

The Policy explains the role of the Specialist Domestic Abuse Officer, who has expertise in this area and whose role is to work with and support victims and survivors of domestic abuse.

There are two referral pathways, which show the support and assistance offered to non-Council tenants approaching the Council for housing assistance due to domestic abuse and to existing tenants. These are very similar in that we will support the customer with seeking refuge, where they want to remain in their own home we can offer some security measures, and sign post to the appropriate agency depending on the risk level.

There are grounds within the tenancy agreement to take action against perpetrators of domestic abuse, however we will always take into account the wishes of the customer fleeing when we look at what action we will take.

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The Policy has been presented to Customer Services Scrutiny and was approved by Executive on 14th April 2025.

RECOMMENDATION(S)

1. That members of the Board note the Domestic Abuse Policy

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
1.	Domestic Abuse Policy