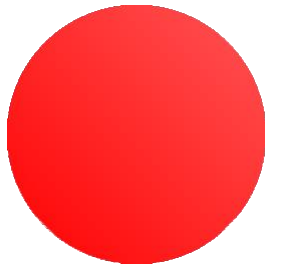


Domestic Abuse The Housing Sector's Response



Michelle Meldrum
5th August 2021

What's Included?

- The Importance of Strong Leadership
- Attitudes & Culture
- Why Get Involved?
- The Role of Housing

The Importance of Strong Leadership



Attitudes & Culture

2/3rds stated
response to
Domestic Abuse was
within ASB remit

Only 54% had actually
taken action on known
perpetrators

53% were part of their
area Domestic Abuse
Strategy

Multi-agency work only
at the point of crisis

Only 6% provided
any support to
perpetrators

Henderson (Phd Research): Largest Domestic Abuse Questionnaire across the UK (2019-20)

Why Get Involved?

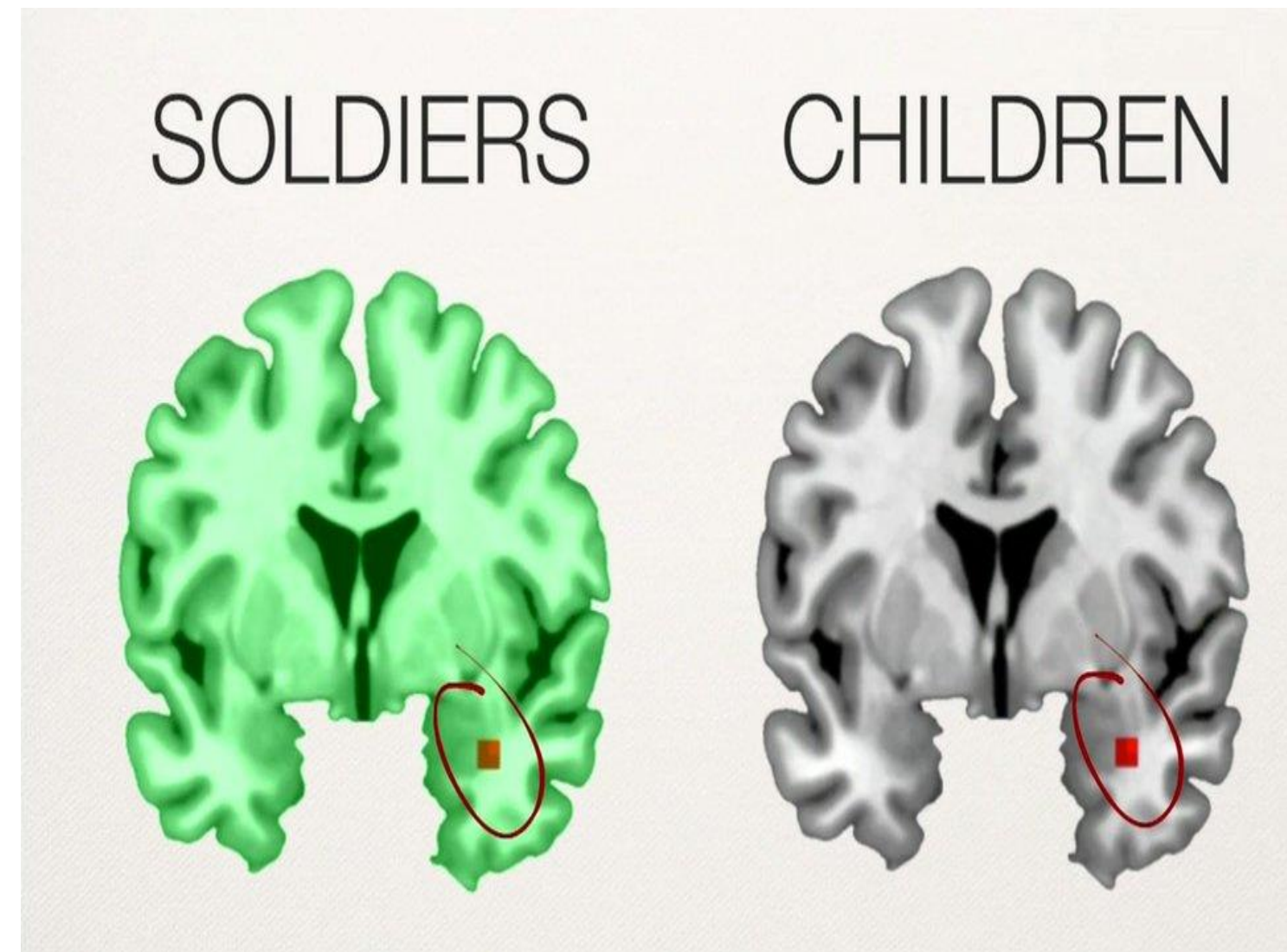
Two Overarching Reasons: -

- It's the right thing to do
- It makes business sense

- Alignment with Vision & Values
- Responsible Businesses
- Eyes & Ears – Spotting the Signs
- Unique Place in Communities
- Long Term Impacts
- Future Tenant Profile/Sustainability

Impact on Children (Our Future Tenants)

Adverse Childhood Experiences (ACE's)



Why Get Involved? – The Business Case

CIH (Wales) Research

- Victims of Domestic Abuse **four times more likely** to be in rent arrears than the average tenant
- Victims of Domestic Abuse **four times more likely** to have a complaint made about them (compared with the average tenant)

Safe Lives Research

- More likely to go into arrears after a DA incident
- If already in arrears – arrears increase
- Emergency out of hours services was accessed by 17% of domestic abuse cohort and only 7.5% of the standard tenant base
- 21% of all repairs potentially DA
 - Repairs Costs
 - Domestic Abuse Cohort 13 repairs, £1200
 - Non-DA Cohort 10 repairs, £860

The Role of Housing

- **Leadership & Influence**

- policy and practice
- partnerships
- customer & colleague offer

- **Staff Training**

- spot the signs
- reporting safely
- specialist training

- **Resourcing**

- reinforces commitment
- supports core housing delivery model

- **Professional Challenge**

- empower front line colleagues
- challenging others

The Colleague Offer

- Domestic Abuse Policy
- Regular Leadership & Management Briefings
- Regular Communication to all Colleagues
- Domestic Abuse Champions
- Free Legal & Financial Advice
- Connect to Specialist Case Worker if Required

CIH ‘Make a Stand’ Pledge



Pledge 1 – Resident Policy

Policy to support residents experiencing domestic abuse

Pledge 2 – Accessible Information

Make information about national and local support services available on website and other appropriate places which are easily accessible for residents and colleagues.

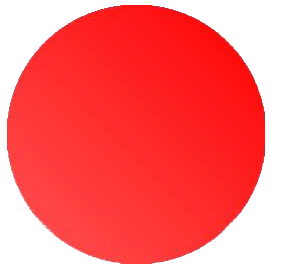
Pledge 3 – HR Policy

Have in place an HR Policy to support colleagues that may be experiencing domestic abuse.

Pledge 4 – Senior Champion

Appoint a champion at a senior level in your organisation to own the activity you are doing to support the people that are experiencing domestic abuse





Questions & Discussion