



POLICY DOCUMENT

Group Member: Progress Housing Group

Service Area: Housing Operations

Document Ref No: GRPROHM08

Subject Title: Domestic Abuse Policy

Version: 8

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Next Review Date: 01/03/2026

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1. INTRODUCTION

1.1 Progress Housing Group is committed to working with other agencies to take a zero-tolerance approach to domestic abuse. We recognise that domestic abuse is a crime and has a considerable impact on the victim's physical and psychological wellbeing, and as such we will endeavour to help support them in living a life free from abuse.

The Group has adopted the definition of domestic abuse as set out in Domestic Abuse Act 2021. This being:

Behaviour of a person ("A") towards another person ("B") is "domestic abuse" if

- (a) A and B are each aged 16 or over and are personally connected to each other, and
- (b) the behaviour is abusive.

Behaviour is "abusive" if it consists of any of the following

- (a) physical or sexual abuse;
- (b) violent or threatening behaviour;
- (c) controlling or coercive behaviour;
- (d) economic abuse
- (e) psychological, emotional or other abuse;

and it does not matter whether the behaviour consists of a single incident or a course of conduct.

2. SCOPE OF PROCEDURE

2.1 This procedure applies to all areas of work that Progress Housing Group (the Group) and its subsidiaries undertakes and is for the people and communities in which it operates.

3. RESPONSIBILITY

3.1 Employees – All employees should be able to identify domestic abuse and refer cases as necessary to Key's Domestic Abuse and Outreach Support Service

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3.2 Domestic Abuse cases will be managed by Key for properties in the South Ribble area. For the other areas in which we operate a referral will be made to the relevant Domestic Abuse Service by Key

4. PROCEDURE

4.1. If any member of Progress comes across a case which they suspect may involve domestic abuse then with the agreement of the tenant or customer this must be referred through to Key's Domestic Abuse Outreach Service by contacting: DAOutreach@keycharity.org.uk

4.1.1. If any support or advice is needed in determining whether this is potentially a case of Domestic Abuse you must contact: Keycharity@progressgroup.org.uk

Or telephone 01772 435865

4.2. If the case involves a child, then a child safeguarding referral must be completed and sent to the relevant local authority and also sent to the Safeguarding inbox at Progress safeguarding@progressgroup.org.uk

4.3. On receipt of an email referral Key Outreach workers will open a case on QLx if it is a Progress tenant and contact the tenant/customer by telephone or the most appropriate method of communication

4.4. The Key Outreach worker will speak to the tenant/customer and undertake a risk assessment to identify the level of risk present and to agree the most appropriate course of action with the tenant/customer.

4.5. If a significant risk is identified a referral to MARAC will be made. The relevant Area Housing Manager will be invited to attend the MARAC to discuss the details of the case and input in the recommendations.

4.6. The Key Outreach worker will ensure the case is updated on QLx and will work with the relevant Area Housing Team if rehousing, anti-social behaviour action or target-hardening is required.

4.7. The Key Outreach worker will refer the tenant/customer for specialist support as required but will remain the key point of contact for the tenant/customer.

4.8. The case will only be closed when the level of risk has decreased below an acceptable level.

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5. REVIEW

This procedure will be reviewed every three years, or sooner if there is a change in the law or change to our operating model.

6. EQUALITY IMPACT ASSESSMENT

Equality Impact Assessment was completed for the Domestic Abuse Policy

7. RELATED DOCUMENTS

- Domestic Abuse Policy
- Unmet Need and Child Safeguarding Policy
- Safeguarding Adult Policy
- Community Safety Policy
- Community Safety Procedure