



# Domestic Abuse Policy

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| <b>Applicable To:</b>                     | <b>All employees<br/>including<br/>contractors &amp;<br/>agency<br/>employees. All<br/>service users.</b> | <b>Date Approved by<br/>Operations<br/>Committee:</b>     | <b>10<sup>th</sup> March 2026</b> |
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## **1 Introduction**

- 1.1 Tai Tarian considers domestic abuse to be unacceptable in all circumstances, including within and outside the workplace. While this policy forms part of our broader safeguarding framework, the seriousness of the issue warrants it being a standalone policy.
- 1.2 The scope of this policy applies to all employees and all individuals who engage with our services including contract-holders and members of their household, housing applicants and leaseholders. For the purposes of this policy, the term service user will be used to refer collectively to all of these groups.

## **2 Definition of Domestic Abuse**

- 2.1 The UK government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality.
- 2.2 Our safeguarding procedure provides guidance in relation to adults or children experiencing or at risk of abuse, neglect, or other forms of harm.
- 2.3 There are many different forms of domestic abuse, these include but are not limited to:
  - coercively controlling behaviour emotional / psychological abuse
  - physical abuse
  - sexual abuse
  - financial abuse
  - harassment and stalking
- 2.4 Domestic abuse may also include a range of behaviours that, when viewed as isolated incidents, do not seem much. If they involve a pattern of behaviour that result in someone feeling fear, alarm or distress, it is abuse. For further details refer to Appendix 1.

- 2.5 Domestic abuse can happen to anyone regardless of; age, gender, nationality, ethnicity or ability and is regardless of income, class or status, immigration status, sexual orientation or health issues (including pregnancy).
- 2.6 Guidance published via the Welsh Government, acknowledges that domestic abuse can have a particularly detrimental impact where there are overlapping characteristics such as gender, race, disability, or age and which can compound the impact of abuse, affect risk and influence access to support. This range of considerations will be included in training and practice guidance for employees.

### **3 Background Information**

- 3.1 The human and emotional costs of violence in domestic and public spheres cannot be underestimated:
- 3.8 million adults aged 16 years and over experienced domestic abuse in the year ending March 2025, and this includes:
    - \*An estimated 2.2 million women and 1.5 million men.
  - 1,350,460 domestic abuse incidents recorded by police in England & Wales in 2025.
  - The police receive a domestic abuse-related call every 23 seconds. Yet it is estimated that less than 24% of domestic abuse crime is reported to the police.
- (Data from the Crime Survey for England & Wales) as at the end of the financial year March 2025. \*Estimates as per survey.*

### **4 General Principles**

- 4.1 Tai Tarian upholds the principle that everyone has the right to live free from abuse.
- 4.2 In order to protect individuals and work towards eliminating domestic abuse, Tai Tarian will engage with relevant partner organisations and apply all applicable legislation and guidance to its fullest extent.

4.3 The Renting Homes (Wales) Act 2016 (as amended 2021); ensures perpetrators of domestic abuse can be removed from an occupation contract to protect survivors and reduce their risk of homelessness. Also, there are provisions which allow the tenancy (contract) to continue for joint contract-holders remaining in the property, when for instance, there is a withdrawal from the contract by the other party (joint contract-holder).

4.4 Tai Tarian is committed to the Welsh Government's key principles of its 'Ask and Act' Programme, which focuses upon creating consistency and standardisation of response to domestic abuse.

4.5 Tai Tarian's statements of intent for this policy are as follows:

- Commitment to giving clear and confidential advice to anyone affected by domestic abuse, delivered in a sensitive and non-judgemental manner.
- Work collaboratively with partner organisations to support service users, ensuring effective engagement with domestic abuse and safeguarding referral pathways.
- Equip employees with the awareness and confidence to recognise and respond appropriately to domestic abuse and which includes the Welsh Government's 'Ask & Act' Programme.
- Ensure all employees understand their responsibilities within Tai Tarian's Protecting People and Properties Process (Making Every Contact Count).
- Define, within supporting procedures what action Tai Tarian may be able to take against perpetrators of domestic abuse.

## **5 Support**

5.1 Tai Tarian is committed to ensuring contract-holders and housing applicants receive the support they need to sustain their housing, which includes those experiencing domestic abuse. Where concerns are identified, Tai Tarian will respond appropriately as well as signpost or refer individuals to relevant external support services. For further details refer to Appendix 2.

- 5.2 Our Enhanced Housing Team provides a person-centred support service for contract-holders, including those who may be experiencing domestic abuse, and/or trauma associated with past abuse or other vulnerabilities.
- 5.3 We are committed to fostering a safe, healthy, and supportive working environment for all our employees, including those affected by domestic abuse. Through our wellbeing framework, flexible support options, occupational health services and our Employee Assistance Programme, we aim to ensure that employees experiencing domestic abuse are provided with the guidance and resources they need to maintain their wellbeing and safety at work.
- 5.4 Managers may, through their general oversight of attendance, performance, behaviours or wellbeing, become aware that an employee could be experiencing domestic abuse. It is well recognised that individuals find disclosure difficult and could be experiencing a wide range of emotions; therefore, it is less likely that the employee will approach their line manager in the first instance. Instead, they may choose to speak to a colleague.
- 5.5 As with other welfare issues, if employees disclose, they are experiencing domestic abuse, advice will be sought in the first instance from the People and Culture Team to ensure appropriate support is identified. For further details refer to the Employee guide - Domestic Abuse.

## **6 Protection and Prevention**

- 6.1 Tai Tarian will ensure information on this policy and the support which is available is publicised through a range of methods, and employees will be provided with training and guidance.
- 6.2 Tai Tarian will work in partnership with Neath Port Talbot County Borough Council, statutory and voluntary agencies. Tai Tarian will attend relevant multiagency meetings, make referrals to and liaise with other services to help tackle domestic abuse. Examples include:
- MARAC (Multi-agency Risk Assessment Conference)

- Safer NPT Partnership including the VAWDASV (Violence Against Women Domestic Abuse and Sexual Violence groups)
- Registered Social Landlord (RSL) Information Sharing Agreement

## **7 Confidentiality**

7.1 Any information obtained about domestic abuse shall be treated in the utmost confidence. There are, however, some circumstances in which confidentiality cannot be assured. These occur when there are safeguarding concerns about children or vulnerable adults or where Tai Tarian needs to act to protect the safety of employees.

## **8 Legal Context**

- The responsibilities of employers, employees and others for health and safety of persons at work are defined by the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations (1992)
- Violence Against Women and Girls, Domestic Abuse and Sexual Violence (Wales) Act 2015
- The Domestic Abuse Act 2021
- Social Services and Wellbeing (Wales) Act 2014
- Renting Homes (Wales) Act 2016 (as amended 2021)
- Data Protection Act 2018 and UK General Data Protection Regulations (the UK GDPR) (together the Data Protection Legislation)

## **9 Consequences of Non-Compliance**

9.1 Failure to comply with this policy or the relevant legislation may affect the quality and consistency of services provided to service users, together with legal, regulatory and organisational consequences.

9.2 It is recognised that all employees have a duty to act in accordance with legislation to ensure safety and wellbeing, and Tai Tarian will actively encourage that principle at work.

## **10 Engagement**

10.1 Tai Tarian is committed to tenant engagement and the tenant voice, making sure our tenants are heard. Tai Tarian will use tenant feedback, data, and behavioural insight, to build a deeper understanding of tenant needs and design services that are responsive, inclusive, and future-proof.

10.2 During the development of an earlier policy, we set up a co-design group of survivors, including tenants (contract-holders), applicants and a number of stakeholders. However, given the sensitivity of the subject matter, we did not convene a co-design group for this iteration of the policy. Instead, we engaged directly with specialist advice services and their established working groups to ensure their input continued to shape the policy.

10.3 Consideration has also been given to 'Healthy Relationships for Stronger Communities' (the NPT Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2023-2026) developed with the involvement of partner agencies and survivors.

## **11 Links with other Policies, Procedures and Strategies**

- Domestic Abuse Procedure
- Employee guide - Domestic Abuse
- Safeguarding Procedure
- Anti-social Behaviour Policy, Shared Lettings Policy, Rental Income Recovery Procedure and the Protecting People and Properties Process (Making Every Contact Count)
- Health and Wellbeing Policy, Maximising Attendance at Work Procedure, Leave of Absence Guide, Parental Leave Guide and Sexual Harassment Procedure
- Data Protection Policy and Privacy Statement
- Tenant Engagement Policy
- 'Healthy Relationships for Stronger Communities' (the NPT VAWDASV Strategy 2023-2026)
- The Wales Safeguarding Procedures

- The Cafcass Cymru Domestic Abuse Practice Guidance

## **12 Welsh Language Implications**

12.1 This policy complies with Tai Tarian's Welsh Language Scheme. Tai Tarian recognises the right of people to conduct their business through the medium of Welsh. Tai Tarian will meet the requirements of the Welsh Language Act 1993 and offer a choice of using English or Welsh when communicating with Tai Tarian.

## **13 Equality Implications**

13.1 Tai Tarian is committed to giving an equal service to all. Any action taken under this policy will comply with Tai Tarian's Equality and Diversity Policy and current equalities legislation.

## **14 Policy Monitoring**

14.1 This policy will be monitored on a regular basis to ensure that it meets legal requirements; remains fit for purpose, reflects best practice and is innovative. This will include the monitoring of services and support as required. The requirement for training and guidance will also be monitored to ensure employees can fulfil their roles and responsibilities. This will include considering the arrangements for the production of baseline data from which to monitor disclosure.

## **15 Policy Review**

15.1 This policy will be further reviewed after three years or earlier if there are changes to the relevant legislation or service delivery which require the policy to be updated.

## **16 Accessibility**

16.1 A copy of this policy will be made readily available to all stakeholders on request and will also be found on Tai Tarian's website. Tai Tarian will in all reasonable circumstances make information available in a variety of information formats, including large print; audio media; and community languages.

### Types of Domestic Abuse

#### Coercively controlling behaviour emotional / psychological abuse

Coercive control is when a person with whom you are personally connected, repeatedly behaves in a way which makes you feel controlled, dependent, isolated, humiliated or scared.

The following types of behaviour are common examples of coercive control:

- isolating you from your friends and family
- controlling how much money you have and how you spend it
- repeatedly putting you down, calling you names or telling you that you are worthless
- monitoring your activities and your movements
- threatening to harm or kill you or your child
- threatening to publish information about you or to report you to the police or the authorities
- damaging your property or household goods
- forcing you to take part in criminal activity or child abuse
- isolating you from sources of support.

#### Physical abuse

Can range from your partner using force/ violence or objects to hurt you. Physical abuse can include:

- slapping and/or punching
- kicking
- burning
- shaking
- strangling
- throwing items
- use of knives or other weapons.

#### Sexual abuse

Sexual abuse is any sort of non-consensual sexual contact and could include:

- being touched in inappropriate/unwanted ways
- unwanted sexual demands
- being purposely hurt during sex
- being pressured to have unsafe/unprotected sex
- being pressured to have sex
- forcing you to have sex
- forcing you to engage in prostitution or pornography
- preventing you from using birth control
- videotaping or photographing sexual acts and posting it without your permission
- rape.

### **Financial abuse**

Domestic abuse can also include financial abuse such as:

- keeping you short of money
- taking your money
- preventing you from getting or keeping a job
- destroying possessions
- refusing you access to a bank account
- running up debts in your name.

### **Harassment and stalking**

This may include the abuser:

- sending repeated texts, emails, letters, cards or 'presents'
- following you or turning up at your home or workplace
- harassing friends, family and neighbours
- vandalising property.

### **Child to parent abuse**

- As well as living in fear of assault, parents who are abused by their children may experience feelings of shame and blame and can be reluctant to report the problem.
- Adolescent to parent violence and abuse (APVA) can be referred to in a number of different ways, including 'parent abuse', 'child to parent abuse' (CPV), or 'battered parent syndrome'.

- APVA is likely to involve a pattern of behaviour, which can include physical violence and other types of abusive behaviours towards a parent (including damage to property, emotional abuse, and economic/financial abuse). Violence and abuse can occur together or separately.
- Some families experiencing APVA have a history of domestic violence and abuse. In other cases, the violence may be linked to other behavioural problems, substance abuse, mental health problems, or learning difficulties.
- It is important that both the individual being abused and the young person who is using abusive behaviour receive the right support.

### **Forced marriage**

- Where one of both people do not or cannot consent to the marriage and pressure is used to force them into marriage.

### **Female Genital Mutilation**

- Procedure where the female genital organs are injured or changed and there is no medical reason for this.

## APPENDIX 2

**Domestic Violence and Abuse Advice and Support Options include the following:**

### **Calan DVS**

Calan provides a range of immediate and long-term support options for individuals and families experiencing domestic violence and abuse:

- 01639 633580
- [www.calandvs.org.uk](http://www.calandvs.org.uk)

### **Thrive Women's Aid**

Contact Thrive for confidential advice, guidance and support which is available for individuals and to talk to someone about any concerns:

- 01639 894864
- [www.thrivewomensaid.org.uk](http://www.thrivewomensaid.org.uk)

### **Live Fear Free Helpline (24 hours a day 7 days a week)**

If you, a family member, a friend, or someone you are concerned about has experienced domestic abuse or sexual violence, you can contact the helpline for free advice and support:

- 0808 80 10 800
- [www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)

There are additional agencies that work specifically with people with protected characteristics and information about these can be accessed via the Live Fear Free Helpline.

**IF YOU ARE IN IMMEDIATE DANGER PLEASE CALL 999**