



Domestic Abuse Policy

Version Control

This is version 1 of the Domestic Abuse Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to domestic abuse

At NewArch Homes, your safety and wellbeing are our top priorities. We're committed to supporting residents who are affected by domestic abuse, ensuring they feel safe, supported, and empowered. This policy explains how we respond to domestic abuse and what support is available.

What this policy means for you

This policy applies to all residents, staff, managing partners, and representatives working on behalf of NewArch. Our trusted Management Partners are expected to follow this policy, ensuring a consistent and caring approach for all residents.

NewArch condemns all incidents of domestic abuse and supports every individual's right to a safe home. We take all reports seriously and centre our approach around the person experiencing domestic abuse. Our staff and managing partners are trained to recognise signs of abuse and respond appropriately.

We recognise that anyone can experience abuse and that it affects both men and women including those in lesbian, gay, bisexual and transgender (LGBT) relationships. We are committed to supporting those who experience domestic abuse regardless of sex, gender, sexuality or any other protected characteristic.

NewArch is committed to working towards preventing and combating domestic abuse to ensure that everybody is allowed to live free from fear, intimidation and violence.

Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch, who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

How we manage domestic abuse reports

When an incident of Domestic Abuse is reported to us, our priority is the safety of our residents. We make it easy to report domestic abuse through various channels including phone, email, in writing, in person, or via a third party. You should make the report to the Management Partner responsible for your home. We believe residents and will identify a safe method of communication to agree an action plan. We encourage early involvement of specialist support services.

Each case is managed with care and sensitivity. A risk assessment is undertaken promptly, at a mutually agreed time that is safe and comfortable for the person affected. Contact will be made with them ahead of the risk assessment to understand the risk level and alert other parties (such as the police) where necessary. This is usually within one working day of the initial report. Actions are agreed based on the individual's needs and preferences. We use the SafeLives Dash risk checklist to assess risk and plan support.

Anonymous reports will be investigated sensitively and appropriately recognising that they may be a referral from a concerned party or a malicious report.

We'll discuss housing options with the person experiencing abuse, including emergency rehousing or support to remain safely in their home. We may refer to Sanctuary Schemes or local housing services where appropriate

Cases of domestic abuse will be managed in line with the action plan agreed with the individual affected and taking into account their specific needs and preferences. Cases will be monitored until they reach a satisfactory outcome.

Action against perpetrators

We consider the wishes of the person experiencing abuse before taking action. This may include possession proceedings, injunctions, or referrals to support services for vulnerable perpetrators. We work with specialised agencies to ensure a coordinated response.

Action may include, but not be limited to:

- Possession proceedings for breach of tenancy; and
- Injunctions including non-molestation orders;

Where our customer is the perpetrator and remains in our property, we may take action as defined in Grounds 14A of the Housing Act 1988 to remove their right to accommodation, seeking an injunction as required.

Multi-agency partnership working

We work closely with the Police, local authorities, MARAC, and domestic abuse agencies to protect residents and provide access to support.

Confidentiality

We respect the privacy of all parties involved. Information is shared only with consent, unless there's a safeguarding concern. All data is handled in line with data protection legislation.

Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We monitor performance and ensure compliance with legal and regulatory requirements. Material changes to this policy may also be subject to resident consultation.

Reporting to board includes:

- Management Partner compliance with the policy

Related policies and documents

The policy works alongside the following legislative, regulatory documents and policies:

- Regulator of Social Housing's Neighbourhood and Community Standard;
- Anti-Social Behaviour, Crime and Policing Act 2014;
- Data Protection Act 2018;
- Domestic Abuse Act 2021;
- Domestic Violence, Crime and Victims Act 2004;
- Family Law Act 1996;
- Forced Marriage (Civil Protection) Act 2007;
- Homelessness Act 2002;
- Homelessness Reduction Act 2017;
- Housing Act 1988 and 1996;
- Human Rights Act 1998;
- Modern Slavery Act 2015; and
- Protection from Harassment Act 1997.

Appendix

Type	Full Definition
Domestic Abuse (as defined in the Domestic Abuse Act 2021)	Domestic abuse is an incident or course of conduct where the behaviour of A towards B is abusive, if they are aged 16 or over and are personally connected to each other. Behaviour is considered abusive if it consists of any of the following: • Physical or sexual abuse; • Violent or threatening behaviour; • Controlling or coercive behaviour; • Economic abuse; and • Psychological, emotional or other abuse. Children are also considered to be victims of domestic abuse if they see, hear or experience the effects of domestic abuse and are related to A or B.
MARAC (Multi-Agency Risk Assessment Conference)	A MARAC is a regular local meeting where agencies such as the police, health services, housing providers and social services come together to share information and agree a safety plan for individuals at high risk of serious harm from domestic abuse.