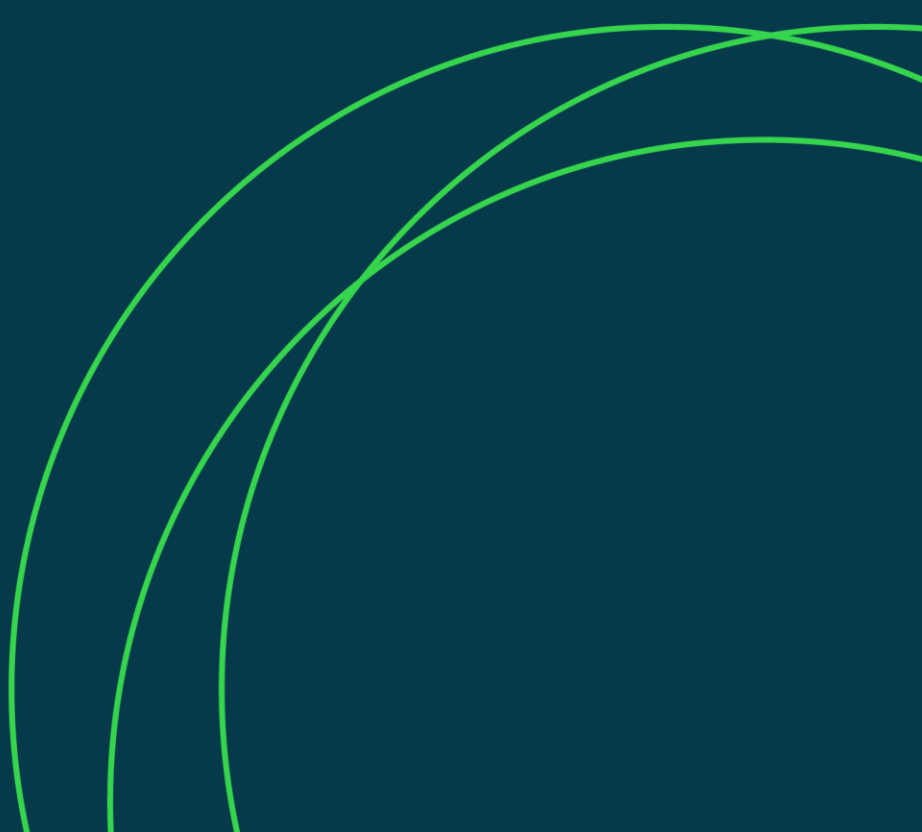




Sparrow
Shared Ownership

Domestic Abuse Policy

CODE: AMH 13.0
VERSION: 1.0
CREATED: November 2024
REVIEW: November 2027
AUTHOR(S): Homeowner Services Manager



Domestic Abuse Policy

1. Our policy statement

- 1.1. Sparrow Shared Ownership Limited (Sparrow) recognises freedom from abuse as essential to wellbeing and that domestic abuse has a serious and harmful impact on victims, survivors, and their families, and we are committed to minimising the harm from domestic abuse in our communities.
- 1.2. This policy aims to ensure that those who are subjected to domestic abuse are dealt with in an understanding and non-judgemental manner, in accordance with their individual needs.
- 1.3. As a landlord we may see warning signs relating to domestic abuse, so we aim to provide early support by our trained staff and guidance to people who need it.
- 1.4. We recognise that victims face many difficult decisions daily and that leaving an abusive relationship is not easy. We will give victims time and space, and not pressure them into making decisions or taking action.
- 1.5. We are committed to supporting victims and survivors who find themselves in abusive and violent relationships, and to helping them rebuild their lives away from harm.
- 1.6. We are aware of the damaging effect of witnessing and growing up in a family affected by domestic abuse. Children and young people themselves can also be victims of domestic abuse directly and indirectly through their experiences. We will refer to our Safeguarding Children, Young Persons and Adults Policy to help keep children and young people safe.
- 1.7. We are dedicated to safeguarding and supporting individuals and providing a multi-agency response, including the police and any referrals to a Multi-Agency Risk Assessment Conference (MARAC) at an early stage.
- 1.8. Our customers, staff and any third parties can be sure we will take appropriate action following a victim-centred and risk-based approach in dealing with threats of domestic abuse, including ongoing threats against survivors.
- 1.9. We will engage with local partnership meetings to make sure a victim-centred approach is taken to all aspects of housing and rehousing. This means we assist you to reach a decision which you feel best secures your safety. Any action we take is with your consent. The only exception is if there is a risk of serious harm to you or others.
- 1.11. We will work in a reflective way using the experiences of victims, the impact of our actions, and information on cases across our homes when reviewing and improving our services.
- 1.12. This policy has been developed in line with:
 - [Domestic Abuse Act 2021](#)

- [Domestic Violence, Crime and Victims Act 2004](#)
- [Crime and Disorder Act 1998](#)
- [Protection from Harassment Act 1997](#)
- [Charter for Social Housing Residents](#)
- [Housing Act 1985, 1988, 1996 and 2004](#)
- [Equality Act 2010](#)
- [Care Act 2014](#)
- [Children Act 2004](#)
- [Protection of Freedom Act 2012](#)
- [Anti-social Behaviour Act 2003](#)
- [Anti-social Behaviour Crime and Policing Act 2014](#)

2. The scope of this policy

- 2.1. This policy applies to all shared ownership and leasehold homes managed directly by Sparrow or anyone acting on our behalf.
- 2.2. This policy applies to all of Sparrow's lease agreements we have with our customers.
- 2.3. As a registered provider specialising in shared-ownership, Sparrow has ability to directly act or intervene on living arrangements. Where domestic abuse occurs between joint-owners or owners and their partners, the legal situation can be complex. Sparrow may advise our customers to take their own legal advice on these matters.
- 2.3. We recognise that abuse is not always physical, and it does not discriminate. It can happen to anyone regardless of their gender, gender reassignment, sexuality, age, disability, race, religion or beliefs, marriage or civil partnership, pregnancy or maternity or any other protected characteristic.
- 2.4. Sparrow definitions below are based on the [Domestic Abuse Act 2021](#):
 - 2.4.1. Domestic abuse is “any incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence.”
- 2.5. The terms Domestic Violence and Abuse include but are not limited to:
 - Psychological and Emotional abuse
 - Physical abuse
 - Sexual abuse
 - Financial or Economic abuse
 - Honour-based Violence
 - Forced Marriage
 - Female Genital Mutilation.
- 2.6. References to domestic abuse in this policy can be assumed to include VAWG.

3. Equality and diversity

- 3.1. Sparrow is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of this policy

- 4.1. This policy should be read alongside:
 - Antisocial Behaviour Policy
 - Safeguarding Children, Young Persons and Adults Policy
 - Harassment and Hate Crime Policy
- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Homeowner Services Team

5. Policy review

- 5.1. We will review this policy at least every three years to make sure it remains relevant and accurate unless:
 - Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify a need for policy changes as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.0	Homeowner Services Manager	New Policy	Board	Nov 24	Office Management	Nov 27