

Pathways

Domestic Abuse Policy



Scope

This policy sets out how Citra Pathways Limited (Pathways) will respond to and support customers experiencing domestic abuse in Pathways properties.

This policy applies to:

- Pathways customers including their family, other household members and visitors
- Pathways and Lloyds Living staff (colleagues)
- Pathways Board members
- Anybody delivering a service on behalf of Pathways.

Policy statement

Domestic abuse is a serious criminal offence that occurs within the home. It poses a significant threat to the safety and wellbeing of our customers, their households, and the wider community. The consequences for individuals can be devastating, ranging from diminished self-worth to loss of life.

At Pathways, our aim is to foster a community that does not tolerate domestic abuse. We are committed to providing effective support to all victims, both adults and children alike, while ensuring that perpetrators are held accountable for their actions.

Our preventative actions include:

- Raising awareness and encouraging disclosure through staff training and proactive communication across our channels
- Informing customers about this policy and the support available at the point of sign-up and through ongoing communications
- Equipping colleagues with the right tools and knowledge, including:
 - Identifying signs of abuse
 - Responding appropriately without collusion or increasing risk
 - Using relevant assessment frameworks
 - Understanding the complexities of supporting both survivors and perpetrators within housing settings.

We are committed to responding to every report of domestic abuse. We will work closely with affected customers to support informed decision-making. Reports may come from colleagues, contractors, external agencies, or individuals and we will act on them with sensitivity, respecting the customer's consent and privacy.

We will take a firm stance against confirmed perpetrators of domestic abuse, including non-residents, and collaborate with partner agencies to take appropriate action.

Policy aims and objectives

The aims of this policy are to:

- Improve the safety of our customers affected by domestic abuse
- Put preventative measures in place such as early reporting and rapid response, to prevent further incidents occurring
- Ensure that customers who report domestic abuse are taken seriously and managed sensitively in accordance with their needs
- Ensure that colleagues will act in a non-judgemental and sympathetic manner which reflects the customer's best interests and wishes.

What you can expect if you report domestic abuse

Communication and support

When we receive a report of domestic abuse, we will ask whether the police have been contacted. If anyone is at risk of immediate harm, and it is safe to do so, we will advise contacting the police without delay.

Customers are not required to take legal action or contact the police before we offer support. Any support we provide will be with the customer's consent, unless there is a risk of serious harm to individuals.

We will offer to meet victims in a safe location agreed upon by them, or communicate via their preferred method. Where possible, customers will be given the option to speak with a named colleague of a specific gender.

Support will include regular contact, a clear explanation of the scope of our involvement, and an action plan with defined responsibilities. This ensures both Pathways and the customer have access to the most up-to-date information.

If the perpetrator is also a customer, we will consider appropriate actions, which may include referrals to external agencies or possession proceedings. Any support or intervention involving the perpetrator will be guided by the safety and wishes of the victim.

Intervention

In accordance with the Neighbourhood and Community Standard, we will collaborate with partner agencies to address domestic abuse, ensuring that customers can access appropriate support, guidance, and resources.

We will use the DASH Risk Checklist (Domestic, Abuse, Stalking and Harassment) to plan actions and support victims if this hasn't been completed by other agencies.

We will signpost to agencies or other third parties that can assist with support, advice, counselling and safety planning, including the installation of additional security measures in the home if necessary or other options such as emergency housing.

We are committed to safeguarding victims, responding to their individual needs, and taking appropriate action against perpetrators, in alignment with the national domestic abuse strategy.

If you don't feel safe in your home

We will look at security measures to allow victims to remain in their homes wherever possible.

We will signpost to and work with other agencies and housing providers to explore all available options to provide safe accommodation for victims, which may include emergency housing or relocation.

Reporting

Domestic abuse can be reported by email, phone, letter, online or any other method stated in our customer service policy..

- By email hellopathways@lloydsliving.co.uk
- By phone 0345 030 6546
- In writing to Customer Service Pathways, c/o Lloyds Living, X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB
- Online via our [website](#).

In an emergency

If you feel that you or someone else is in imminent danger, you should always contact the Police (999). If you are unable to speak, the Silent Solution system is a crucial service that allows you to signal for help. You should dial 999 and if you cannot speak, press 55 when prompted by the Operator. [Click here](#) for more information. For non-emergencies call 101.

Victims can also contact the national **domestic violence helpline** available every day of the year. Freephone 0808 2000 247.

Contact details for all methods of reporting domestic abuse will be provided to all customers when the shared ownership lease is granted/assigned.

We want people to feel confident in coming forward with information. Where victims wish to remain anonymous, we will investigate, but our ability to take effective action may be limited.

Partnership working

We will foster strong working relationships with support services that assist both victims and perpetrators, aiming to collaborate effectively to achieve positive outcomes for our customers and communities.

We are committed to working in partnership with other agencies, particularly in cases requiring legal intervention, where external bodies must take the lead.

Pathways will engage constructively and fully in case reviews when invited by relevant authorities.

We will maintain ongoing communication with external agencies regarding case progress to ensure a coordinated approach, especially where actions taken may affect their clients and the support they require.

Confidentiality, data protection and information exchange

Whilst we respect privacy and confidentiality and are mindful of our legal obligations under the Data Protection and GDPR legislation, tackling domestic abuse will require robust information exchange between statutory and non-statutory agencies. We will agree specific protocols for information sharing with local authorities or the Police.

We will share information with other agencies where it is lawful to do to help us to detect and prevent domestic abuse to protect the individual. The type of information which might be shared includes, but is not limited to:

- The nature and location of the domestic abuse
- Personal information about victims and witnesses
- Details of relevant visits to the property by agencies including the police
- Convictions, cautions, reprimands, bail conditions, progress of criminal cases.

Victims may request confidentiality for various reasons, such as fear of retaliation. The policy is to seek their permission before disclosing their identity to others, including the alleged perpetrator or legal representatives. If anonymous evidence could reveal someone's identity, this will be discussed with them. However, in some cases, information may need to be shared with other agencies for lawful purposes, such as crime prevention, even if anonymity was requested.

Definitions

Domestic abuse refers to abusive behaviour between individuals aged 16 or over who are personally connected. It includes:

- Types of abuse: Physical, sexual, psychological, emotional, economic, controlling or coercive behaviour, and violent or threatening actions.
- Extended forms: Abuse can also occur through unlawful acts by immediate or extended family members, such as forced marriage, honour-based abuse, and female genital mutilation.

Related legislation and regulation:

This policy aims to meet the requirements of the Regulator of Social Housing regulatory standards, in particular the Neighbourhood and Community Standard.

This policy is drafted with consideration of relevant legislation, including but not limited to the Domestic Abuse Act (2021) as well as other acts appropriate to this policy.

When emergency accommodation is required, we will offer advice and assistance, with consideration given to appropriate domestic abuse guidance provided by [GOV.UK](https://www.gov.uk).

Related policies:

Separate policies set out our approaches to:

- Anti-social Behaviour and Hate Crime
- Safeguarding Adults
- Safeguarding Children
- Complaints.

Responsibilities:

Pathways will:

- Show strong leadership, commitment and accountability on preventing and tackling domestic abuse that reflects a shared understanding of responsibilities with other agencies
- Publish this policy on how we work with relevant partners to prevent and tackle domestic abuse in the neighbourhoods where we own or manage homes
- Ensure that customers are made aware of how we can support them
- Place a strong focus on preventative measures tailored towards the needs of customers and their families
- Take prompt, appropriate and decisive action to deal with domestic abuse
- Work in partnership with other agencies to support victims
- Ensure all customers can easily report domestic abuse
- Work with you to agree the appropriate tools and legal powers available and how they may be used
- Explore support which may allow victims to remain in their homes guiding on possible additional security that may be available or provide advice on alternative accommodation when this isn't possible
- Ensure customers are kept informed about the status of their case where responsibility rests with Pathways and are appropriately signposted where it does not
- Provide appropriate support to victims and witnesses including ongoing threats to victims.

Victims or witnesses of domestic abuse are encouraged to contact us in the knowledge that we will take reports seriously and manage reports sensitively in accordance with their needs.

We will confirm these with new customers at the commencement/assignment of the shared ownership lease and publish them on our website as part of this policy.

When domestic abuse is reported, we will confirm rights and responsibilities with them.

Service standards

We will take prompt action to all reports of domestic abuse and will respond within one working day.

All reports of domestic abuse will be categorised as category 1 and delivered within stated timescales are set out at Appendix 1.

We will keep accurate records on all reports of domestic abuse and cases opened.

Customer feedback and complaints

Customer complaints about domestic abuse support will be handled in line with our complaints policy.

Complaints relating to domestic abuse will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

Monitoring and compliance

We will monitor the delivery of our service and report to operational colleagues including the senior leadership team, the Pathways Board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints & compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Tenant Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by colleagues in conjunction with customers.

Performance indicators will be reported to the Pathways Board and to our customers via our website.

Policy control and review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Pathways Chief Strategy Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the Pathways Board.

Current version	Date approved	Date for review	Document owner
1.1	16.12.2025	By 16.12.2028	Craig Luttman

For more information, please visit:

www.lloydsliving.co.uk/pathways

This policy relates to Pathways only.

Citra Pathways Limited is a Private Limited Company. Registered in England and Wales No. 15662072.

It is a for-profit registered provider of social housing and registered with the Regulator of Social Housing (No. 5221).

Citra Pathways Limited registered office: X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB.

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Appendices

Appendix 1 - Service Standards

Category	Definition	Timescale
All reports of domestic abuse are category 1	Any reports of domestic abuse reported by the victim or witnesses, including: • Types of abuse: Physical, sexual, psychological, emotional, economic, controlling or coercive behaviour, and violent or threatening actions. • Extended forms: such as forced marriage, honour-based abuse, and female genital mutilation.	Case opened within 1 working day of report. Action plan in place within 1 week of case opening. Fortnightly contact established with customer within 28 days.

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