

# Customer Domestic Abuse Policy

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<b>Policy monitoring body</b>	<b>Customer Experience Committee</b>
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## 1.0 Introduction

- 1.1 Wythenshawe Community Housing Group (WCHG) believe that every individual has the right to live free from abuse and to be treated with respect and dignity. We take a zero-tolerance approach to domestic abuse.
- 1.2 WCHG is committed tackling domestic abuse and violence within our homes and contributing towards the safety, stability and sustainability of our community by treating domestic abuse as a crime which is not acceptable.
- 1.3 We recognise that not all cases of domestic abuse are reported and that there are a number of reasons for this. We will work in conjunction with other partner agencies to support all sections of the community to feel confident in reporting issues to us.
- 1.4 This policy applies to all WCHG customers and sets out how we work in partnership with local authorities and specialist agencies to provide a comprehensive support network for people affected by domestic abuse.
- 1.5 Domestic abuse often takes place in the home and so we have a role in identifying these issues; supporting the people affected and taking action against perpetrators. We are committed to responding in a victim centred way to issues of domestic abuse, creating a safe and supportive environment where people affected by domestic abuse are treated sensitively and with respect, and can access support from WCHG; providing safe accommodation options, advocacy services, practical support and empowerment.

- 1.6 This policy supports the delivery of our strategic objective to meet our legal and regulatory requirements and our commitments under the Domestic Abuse Housing Alliance (DAHA) accreditation.
- 1.7 We recognise that our colleagues may experience domestic abuse, and a separate policy responds and supports colleagues experiencing this.

## **2.0 Definitions**

- 2.1 The term 'victim' is used in this document to describe someone who has experienced domestic abuse. This includes children who have seen, heard, or experienced domestic abuse and are related to either the adult victim or the perpetrator. We understand that not everyone who has experienced, or is experiencing, domestic abuse chooses to describe themselves as a 'victim' and they may prefer another term, for example, survivor'. We recognise both terms, but in this document will use the language of the Domestic Abuse Act 2021, which is 'victim'.
- 2.2 Domestic Abuse refers to abusive behaviours which take place between two people aged over 16 who are personally connected to each other. This includes people who are, or have previously been married, in civil partnerships or in relationships; or have a child together; or are relatives.
- 2.3 The 2021 Domestic Abuse Act states that abuse can be a single incident, but is often a pattern of behaviours, and it takes many forms including:
  - Physical or sexual abuse.
  - Violent or threatening behaviour.
  - Controlling or coercive behaviour.
  - Economic abuse (financial).
  - Psychological, emotional, or other abuse.
- 2.4 Domestic abuse affects families, and it can have a serious impact on children. The Domestic Abuse Act 2021 recognises children as victims in their own right.
- 2.5 Examples of domestic abuse can include but are not limited to:
  - Physical abuse** – punching, slapping, hitting, stabbing and attempted murder.
  - Verbal abuse** – name calling, humiliation, degradation, accusing, verbally threatening.
  - Sexual violence** – using force, threats, or intimidation to make a victim perform sexual acts, rape and non-consensual acts of sex.

**Economic abuse** – control of and over economic resource access, leaving the victim unable to support themselves and thereby forcing dependency on the perpetrator, e.g. preventing education or employment, preventing victims claiming benefits, controlling use of property, phone or car.

**Financial abuse** – controlling money and bank accounts, running up debts in a victim's name, allowing no say on how money is spent, theft of earnings or benefits.

**Psychological and emotional abuse** – creating isolation, checking up on people, using physical size to intimidate, humiliating, undermining behaviour and gaslighting.

**Coercive Control** – tactics to enable a perpetrator to control a victim e.g., controlling daily activities, manipulation of information to professionals, isolating, constant criticism, extreme dominance, threats to expose sensitive information, jealousy, threats of suicide, familicide, homicide.

**Stalking** – persistent and unwanted attention making one feel harassed e.g., following, watching, persistent unwanted contact, monitoring social media, internet, cyber stalking, and online threats.

**Revenge porn** - (the distribution of intimate images without consent) and other forms of digital abuse.

**Female Genital Mutilation** – also referred to as 'cutting' or 'female circumcision'.

**Online, digital and tech abuse** – abusive behaviour via various forms of technology, demanding access to devices, controlling access, using technology to monitor an individual.

**Religious abuse** – Forcing religious beliefs, preventing a victim from practicing their faith, or using religious texts to justify abuse.

**So called 'Honour Based' violence** – crimes or incidents of abuse that has or may have been committed to protect or defend the 'honour' of the family and/or community.

**Forced marriage** - where a marriage is conducted without the valid consent of one or both parties and where duress is a factor.

**Disability abuse** - withholding or damaging medical equipment or mobility aids, refusing to assist with essential tasks like appointments or caregiving, and manipulating access to medication.

**Racial abuse** – using racial slurs, enforcing racial stereotypes, or isolating someone based on their ethnicity.

**LGBTQ+ abuse** - using a victim's sexual orientation or gender identity against them, threatening to "out" them, invalidating their gender identity or sexual orientation, using homophobic or transphobic slurs, or controlling how they express their identity.

- 2.6 More information about recognising domestic abuse and how to get help is available online on the GOV.UK website.
- 2.7 Whilst there is no specific offence of 'domestic abuse'. It is a general term describing a range of behaviour and can be applied to a number of offences leading to conviction including controlling or coercive behaviour, harassment, stalking, criminal damage, physical assault, rape and murder.

### **3.0 The Impact of Domestic Abuse**

- 3.1 Wythenshawe has high levels of domestic abuse (source: domestic incidents GMP) and we are aware of the significant impact this has on victims such as homelessness, financial difficulties, and isolation. We recognise the detrimental impact that domestic abuse can have on the physical and mental wellbeing of victims, their families, and communities.
- 3.2 We are committed to addressing these abuses by providing targeted support and ensuring that our response is informed by an understanding of the broader societal issues surrounding domestic abuse. We are committed to ensuring that all customers can access information and support with WCHG and through specialist "by and for" services, which are listed on our website and linked in our policies.
- 3.3 We are dedicated to ensuring an open and inclusive environment where customers feel safe to speak up and seek support.

### **4.0 Recognising and Reporting Domestic Abuse**

- 4.1 Reports of domestic abuse can be received from a number of different sources, such as neighbours, relatives, our colleagues, partner agencies, the police, or the individual experiencing the abuse. WCHG can also receive reports from the perpetrator themselves disclosing their own behaviour.
- 4.2 Concerns about, or reports of, domestic abuse may be reported to any member of WCHG staff. We will accept reports and disclosures of domestic abuse through any of our available communication channels.
- 4.3 If a member of our staff suspects or witnesses domestic abuse taking place in our homes or neighbourhoods, they are required to refer it to our specialist Living Well team who will investigate further and respond appropriately.

- 4.4 Disclosures of domestic abuse will be believed and validated; customers do not need to provide any evidence of abuse in order to access support.
- 4.5 We recognise that making steps toward living free from abuse is complex and emotional journey rather than an event, we will support customers throughout this journey and respect their decisions. Customers do not have to end the relationship in order to access support.
- 4.6 We acknowledge that discussing domestic abuse can be challenging, we will help people to tell us about abuse quickly, safely and confidentially, so that telling us doesn't put them at further risk. We will ensure that we agree how future contact can be made safely.
- 4.7 We will encourage the reporting of domestic abuse by publicising the support available to victims and the actions WCHG will take against perpetrators via our internet, community events, rent statements, newsletters, posters and leaflets. Developing new types of public campaigns with our community and partners to target all those affected by domestic abuse and promote access to services. Ensuring customers are kept fully informed about action taken to tackle domestic abuse and publicise successful outcomes.
- 4.8 Customers who don't feel ready to speak to us can access a range of external specialist services available for support, advice and practical help (Appendix 2).

## **5.0 Responding to Domestic Abuse**

Our role is to:

- 5.1 Be alert to spotting the possible signs of domestic abuse and ensure all WCHG staff understand their role and responsibilities with regards to reporting and responding.
- 5.2 Contact the person experiencing abuse within 24 working hours and agree safe contact.
- 5.3 Offer those experiencing abuse a safe space to talk, with a colleague of the same sex and/or the use of a Language Line interpreter where necessary.
- 5.4 Complete a Domestic Abuse, Stalking, and Honour-based Violence risk assessment (DASH) with victims.
- 5.5 Safety plan to reduce and mitigate risk of harm to the victim, ensuring a sensitive and respectful, victim centred approach and promoting victim autonomy and empowerment.
- 5.6 Provide initial help and support, including signposting and referring to appropriate sources of professional help and support (like those listed in Appendix 2).

- 5.7 Provide appropriate home security for victims remaining in the home (Target hardening/ Sanctuary Scheme).
- 5.8 Take any required safeguarding measures to mitigate risk of further harm e.g. referrals to children's social care, adult social care, and contacting police and emergency services in case of emergency.
- 5.9 Refer high-risk cases to MARAC. Play an active part in the MARAC process and complete any safeguarding actions assigned by the MARAC in order to ensure an effective coordinated community response.
- 5.10 Explore rehousing and temporary accommodation options where necessary in order to promote safety and prevent homelessness. We will support moves for victims in line with Manchester City Council's Allocation Policy, where a priority award has been assessed and awarded by Multi Agency Risk Assessment Conference (MARAC) or any subsequent multi-agency arrangement, as part of an overall safety plan to protect and safeguard the victim. Any offer will be a suitable and safe location, considering support networks, distance to the perpetrator, and safeguarding factors. Offers of suitable accommodation may be some considerable distance from the applicant's current property.
- 5.11 Support resettlement of victims forced to leave their home i.e., applications for food parcels, fuel vouchers, white goods, furniture packages.
- 5.12 Take into account all protected characteristics that are presented by the person and members of their household when assessing the risk and action we will take.
- 5.13 Take a victim centred and risk-based approach to managing domestic abuse. Support will be provided in a compassionate and non-judgmental manner, with respect to confidentiality and the individual's right to make decisions about their situation.
- 5.14 Work together with the police at Multi Agency Tasking and Co-ordination (MATAC), and/ or Multi-Agency Public Protection Arrangement (MAPPA) where referral requirements are met and/or where MAPPA/MATAC notify us of a case, contribute toward a whole system approach to intervening with perpetrators of domestic abuse to reduce risk, harm and re-victimisation.
- 5.15 Hold perpetrators to account through appropriate procedures, training, case management, and partnership working, ensuring that all actions are victim centred and do not cause further harm.
- 5.16 We may, without notice, make applications for injunctions to protect victims and witnesses in situations where threats of violence are made by identifiable perpetrators.
- 5.17 Support and signpost victims, where necessary, to make applications for Occupation Orders and Non-molestation Orders under the Family Law Act 1996. WCHG will also

consider funding such applications should the victim have no recourse to public funding.

- 5.18 Support and consider victims “right to ask” and their “right to know” Domestic Violence Disclosure Scheme (also known as “Clare’s Law”).
- 5.19 Support will be offered to perpetrators who want to change their behaviour and who have demonstrated self-awareness and insight into what they have done. We will give them the opportunity to explore and change their behaviour by referring and signposting to specialist support and behaviour change services.
- 5.20 We will continue to work with other Registered Providers, Manchester City Council and other partner agencies across the City in the “Domestic Violence and Abuse Forum” in order to share experiences and develop good practice.

## **6.0 Confidentiality and Data Protection**

- 6.1 The basic principles of confidentiality and information sharing are:
  1. The information customers experiencing abuse provide is confidential unless:
    - a. Permission is agreed to information being shared OR
    - b. The victim or any children are likely to be seriously injured – this will usually be called ‘at high risk of serious harm’
  2. We will always try and tell customers experiencing abuse when information is being shared unless it is not safe for the victim or children or if we can’t contact them.
  3. If we have to share information in this situation, we will only share relevant information that will improve victim and/or children safety.
  4. If we do not have permission to share information, we will talk this situation through with a Living Well Manager and will document, on our case management system, what we have shared, why and who with.
- 6.2 We will respect and protect the confidentiality of all instances of domestic abuse in line with the Data Protection Act 2018 and UK General Data Protection Regulation and respond sensitively and respectfully.
- 6.3 In line with the Care Act 2014 and Childrens Act 1989 and 2004, concerns for the safety of children, or adults at risk of harm may meet the legal requirement to report concerns. In such cases, information may be shared with local authority safeguarding, Multi Agency Risk Assessment Conference (MARAC) or other appropriate agencies.
- 6.4 All case notes will be held securely on our case management system, including details of identified perpetrators of abuse. Cases referred to MARAC (Multi Agency Risk

Assessment Conference) will be flagged on our case management system so that response is consistent and risk is clearly visible.

## **7.0 Equality, diversity and inclusion**

- 7.1 WCHG will ensure that the Domestic Abuse Policy and procedure is accessible to all customers and colleagues and will take into account their diverse needs when considering action.
- 7.2 We recognise that victim experiences of domestic abuse may be impacted by various aspects of their identity, including but not limited to, economic status, gender, sexual orientation, ability, age, sex, marital status, religion, ethnicity, immigration status. We acknowledge this intersectionality and understand that some customers may experience multiple barriers and forms of discrimination. As such, individual experiences and needs will always be considered in our response to domestic abuse.
- 7.3 We acknowledge the gendered nature of domestic abuse, understanding that it predominantly affects women and sits within the broader context of 'Violence Against Women and Girls' (VAWG). 'Violence Against Women and Girls' (VAWG) and 'Violence Against Women, Domestic Abuse, and Sexual Violence' (VAWDASV) refer to a range of abusive behaviours that disproportionately affect women and girls, with many intersecting forms of abuse. We aim to address these abuses through a combination of policies, support systems, and partnerships with local services.
- 7.4 We recognise that men and boys can also be victims of domestic abuse, and that harmful stereotypes and stigmas can sometimes be a barrier to accessing support. We are committed to ensuring that our response to domestic abuse is inclusive and responsive to the needs of all victims regardless of gender.
- 7.5 Some people experiencing domestic abuse face additional barriers and discrimination when trying to access support, such as:

Parents

People with disabilities or parents of children with disabilities.

People of diverse sexuality

People from Black, Asian, Minority Ethnic (BAME)

Women, men, gender fluid individuals.

People undergoing gender transition.

People with insecure immigration status.

Neuro- diverse individuals

People with experience of the criminal justice system

People using alcohol and/or drugs.

- 7.6 We recognise that some protected groups may be disproportionately impacted by domestic abuse and will take additional steps to make reasonable adjustments.
- 7.7 We are committed to providing services which are fair, equitable and inclusive. We will make every reasonable effort to ensure that no-one is discriminated against directly or indirectly because of any protected characteristic as defined by the Equality Act 2010 and in line with our reasonable adjustments statement.
- 7.8 Translation and Interpreter services are available for over 290 languages as well as British Sign Language and braille. Large print documents are available, and our receptions and interview rooms are fitted with a hearing loop system.
- 7.9 If you need information provided in different formats or have any questions about our Equality, Diversity and Inclusion work, please contact [inclusionanddiversity@wchg.org](mailto:inclusionanddiversity@wchg.org).
- 7.10 An Equality Impact Assessment (EIA) for the policy is currently in progress.

## **8.0 Information and Training**

- 8.1 We are committed to providing relevant training, information, support and resource to all WCHG employees, particularly those in managerial positions and in safeguarding roles such as our Living Well Team, to ensure that we can effectively support customers experiencing domestic abuse.
- 8.2 Reception staff and customer service operators receive training on information-sharing protocols, maintaining confidentiality and adhering to data protection laws, this includes the importance of not disclosing information about customers.
- 8.3 Domestic abuse training includes:
  - Recognition of domestic abuse and appropriate responses.
  - Protocols for identifying and supporting victims and perpetrators.
  - Referral pathways for Domestic Abuse response.
- 8.4 Our Living Well Team Domestic Abuse Champion training program goes beyond the basics of domestic abuse awareness to provide additional support in key areas, including:
  - Risk Identification and Assessment: Staff are trained to recognise indicators of risk and conduct appropriate specialist risk assessments (DASH - Domestic Abuse, Stalking, and Honour-based Violence) to ensure safety.

Safeguarding (Children and Adults): Training incorporates safeguarding principles to protect vulnerable individuals and comply with statutory responsibilities.

Responding to Domestic Abuse: Training ensures an appropriate, sensitive, and trauma informed approach.

## **9.0 Consultation, Review and Monitoring**

- 9.1 WCHG will consult with all the relevant key stakeholders, including customers, colleagues and key partners on all our policies to improve their effectiveness. This will include those with lived experience, ensuring that the policy is relevant, effective, and reflective of the needs of all colleagues, including those with protected characteristics.
- 9.2 WCHG will seek feedback from customers and conduct regular monitoring and reviews of all reported cases of domestic abuse, including the numbers, progress, and outcomes.
- 9.3 This policy will be reviewed at least every three years or sooner to reflect research, changes in related policies, national legislation, local support and service provision, and practice, including Domestic Homicide Reviews and Serious Case Reviews.
- 9.4 Domestic abuse cases will be reported to Board as part of the Groups Living Well Indicators.
- 9.5 We are committed to maintaining the highest standards in our approach to domestic abuse, ensuring that WCHG and DAHA values, principles and purpose (Appendix 1) underpin all support provided to colleagues and customers experiencing domestic abuse and will be embedded in practice through continuous training, case management, and regular policy reviews.
- 9.6 This policy reflects our commitment to supporting our customers and creating a community where everyone feels safe and supported. We encourage any customers experiencing domestic abuse to reach out for the help and support.
- 9.7 Policy and policy updates will be made available via our website, events and newsletters.

## 10.0 Associated Policy, Strategy and Legislation

<b>Linked strategies/policies</b>	<b>Living &amp; Ageing Well Strategy 2024</b> <b>Health &amp; Wellbeing Strategy 2024</b> <b>Continuous Performance Engagement</b> <b>Anti-Social Behaviour Policy</b> <b>Safeguarding Policy</b> <b>Equality, Diversity and Inclusion Strategy</b> <b>Allocations Policy</b> <b>Data Protection Policy</b> <b>Whistleblowing Policy</b> <b>Special Leave Policy</b> <b>Disciplinary Policy</b> <b>Code of Conduct Policy</b>
<b>Statutory and Legal Framework</b>	<b>Domestic Abuse Act 2021</b> <b>Housing Act 1996</b> <b>Equality Act 2010</b> <b>Health and Safety at Work Act 1974</b> <b>Management of H&amp;S at Work Regs. 1992</b> <b>Reporting of Injuries, Diseases, Dangerous Occurrences Regulations 1995</b> <b>Health and Safety Regulations 1995</b> <b>Care Act 2014</b> <b>Children Act 2004</b> <b>Homelessness Reduction Act 2017</b> <b>Data Protection Act 2018 (GDPR)</b> <b>Employment Rights Act 1996</b> <b>Protection from Harassment Act 1997</b> <b>Family Law Act 1996</b> <b>Human Rights Act 1998</b> <b>Violence, Crime &amp; Victims Act 2004</b> <b>Forced Marriage Act 2007</b> <b>ASB Crime and Policing Act 2014</b>

## **Appendix**

### **Appendix 1 - WCHG and DAHA values, principles and purpose.**

DAHA Values and Principles:

DAHA Values:

**Integrity:** We expect local authorities and housing providers to undertake DAHA accreditation because it is the right thing to do for their residents, tenants, and staff. The organisation's intention should be to increase victim/survivor safety and housing security and hold perpetrators to account for their harm. This should be reflected in all interactions with tenants, residents, and staff, stakeholders and the public. It should be the basis for all decision making regarding the support offered to individuals experiencing domestic abuse and those causing harm.

**Collaboration:** Internal and external collaboration should be at the heart of organisations' domestic abuse response. Specialist domestic abuse services, including ensuring by and for services for Black and minoritised victims/survivors are valued for their independence, expertise and specialisms and recognised as partners and collaborators. We expect local authorities and housing providers to demonstrate true collaboration with all agencies and professionals who have a role to play in the Coordinated Community Response to domestic abuse both at a strategic and operational level, and through multiagency information sharing and coordination forums. This means they should seek out their partner agencies, develop meaningful relationship and referral pathways and participate in relevant governance boards. We expect local authorities and housing providers to demonstrate true collaboration with victims/survivors of domestic abuse, recognising them as the experts of their experiences and their needs to access support and housing security. Any interaction with residents/tenants and staff must demonstrate belief and actions must reflect that victims/survivors have been heard. Survivors/victims should be meaningfully included in the development, delivery, and evaluation of your services, based on their desired participation.

**Empathy:** Empathy should be present in every decision that might impact the welfare of staff and residents/tenants experiencing domestic abuse. It is crucial to seek the full context of someone's situation in a safe and appropriate way that does not require them to repeat their story unreasonably and unnecessarily relive their experiences and risk re-traumatisation. You will be flexible in your response to meet their needs. Empathy enables staff to respond to tenants, residents and other staff with belief, non-judgement, and to offer person-centred support. Empathy is built by being able to fully consider someone's experience of abuse and the barriers that they must overcome to seek support – i.e., an intersectional approach. To build this understanding, staff must regularly access training that allows them to understand the dynamics and impact of domestic abuse on victims/survivors, including the impact of trauma and how this effects victims/survivors' support needs. Through a victim/survivor-led and needs led approach, that is flexible to meet the individual needs of each victim/survivor,

your organisation will provide opportunities for empathy in practice that meets the intersecting needs of victims/survivors and those causing harm.

**Empowerment:** Your tenants, residents, and staff know what they need and should always be listened to and empowered to feel safe to make decisions about their safety and housing security. All decisions and outcomes should be based on victims/survivors' needs and wishes and should be created in collaboration with victims/survivors rather than done to victims/survivors. Empowerment is not just about making decisions regarding their own support and safety, but to also have the power to influence how services that impact victims/survivors are developed, delivered and evaluated.

**Respect:** Your organisation should have a culture of respect, both internally and externally, where people are free to express their needs. Respect is one of the foundational elements of a non-judgemental, believing and needs-led approach. Respect should be present in every contact with residents/tenants/staff, in case notes and referral language, and decisions regarding how to support victims/survivors of domestic abuse

**Accountability:** Housing providers and local authorities must act with accountability and humility in their roles, both towards employees and residents/staff, and be transparent about the limitations of their knowledge and support. This includes being transparent about mistakes and gaps in service provision if future victims/survivors are to have more positive outcomes. It also means showing humility and taking accountability when gaps or mistakes lead to harm, demonstrating changes to prevent any future harm. Accountability also means local authorities and housing providers hold perpetrators of abuse to account for their behaviour, and to never blame the victim/survivor for the abuse they have endured. It also recognises that accountability lies with professionals and organisations to engage and support victims/survivors, and it is not the responsibility of victims/survivors to engage services and support.

#### **DAHA Principles:**

**Non-judgement:** Creating an enabling environment where victim/survivors know they will be listened to. Housing providers can achieve this by allowing victim/survivors to disclose abuse without judgment, and by reassuring them that they will be believed, listened to and heard.

**Being person-centred:** How the work is done is as important as what is done. Housing providers will work with empathy, integrity and transparency. Housing providers are committed to empowering their staff to build knowledge, skills and confidence to identify and respond to domestic abuse in the most appropriate way that puts the victim/survivor at the heart of the intervention and support.

**Amplifying victim/survivor voices:** Valuing feedback from people with lived experience of domestic abuse. Housing providers seek to learn from victim/survivors, both staff and tenants, and work to amplify their voices to inform our development and improvement of practice.

**Intersectionality:** Domestic abuse is different for everyone and will never be all of one person's experience. Housing providers recognise that they may face barriers related to their identity such as race, gender, age, sexuality, faith, disability and marital status. Housing providers will take an intersectional approach that recognises a person's unique experience.

**Safety:** Creating safe homes and communities where perpetrators are held to account for their behaviour. Housing providers recognise that the safety of those who are experiencing domestic abuse is paramount and that safe intervention starts by talking to them and asking them what they need and want to happen.

**Working towards a Coordinated Community Response (CCR):** Committing to working together to end domestic abuse. Housing providers will be part of a coordinated community response to domestic abuse by working collaboratively with local agencies to share information and to meet the needs of the individuals and families experiencing domestic abuse. Housing providers will communicate and build meaningful relationships with tenants, with colleagues and with those who have specialist knowledge, experience and powers to act to support housing providers to keep victim/survivors and their families safe and well.

#### **WCHG Values, Purpose and Principles:**

##### **Our Values:**

We are one team: Inclusive, supportive and collaborative

We act with integrity: Trusted, reliable and respectful

We support aspiration: For colleagues, customers and community

We are courageous: Willing to challenge and change to improve and innovate

We are practical: Resourceful, pragmatic and prudent

Our purpose is to provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities.

##### **Our Guiding Principles:**

**Put tenants and leaseholders first:** We will prioritise the safety and interests of our tenants and leaseholders over those of other stakeholders, recognising that as a housing association they are our primary customers.

**Respect the diverse needs of our customers:** Using customer insight, we will tailor our services to respect the diverse needs of our tenants, leaseholders and other customers.

**Develop and support our community directly and through partnership:** We will go beyond providing our landlord services by developing and supporting our community both directly and

by working with any partner who is committed to helping our communities be places of growth, optimism and kindness.

Be a leading custodian of Wythenshawe's green spaces in line with its 'Garden City' heritage: We are committed to there being sufficient green space in Wythenshawe, space that can be accessed and enjoyed by everyone. We will do this both directly using land that we own and by supporting the work of our partners.

Invest in homes and reduce our carbon footprint: We will invest in improving the quality of our current homes and in building new homes for future tenants and leaseholders, and we will proactively reduce our carbon footprint in line with our commitment to support Manchester's carbon reduction targets.

Balance the interests of current and future generations: We will balance the interests of current and future generations by considering the short and long term impact of what we choose to do, or choose not to do, on current and future tenants and leaseholders, the wider community and on other stakeholders including staff, partners, funders and regulators.

Invest in an inclusive staff team: We will invest in the health, wellbeing and personal development of our colleagues, who we will reward fairly and empower and trust to deliver their best work for the benefit of the Group, tenants and stakeholders. We will promote WCHG as an inclusive employer of choice where colleagues' differences are recognised as strengths in delivering our purpose.

Be financially resilient and strong: We will improve our financial resilience as one way of retaining control over our destiny and so ensuring we can continue delivering our Purpose for the benefit of tenants, leaseholders and the communities in which we work.

Have a business head and a social heart: We will run our business efficiently and effectively and we will review all our services to ensure we deliver value for money in everything we do. This will maximise the resources we can invest in providing good quality, good value services for current and future tenants, leaseholders and their communities

## **Appendix 2 – External Support**

Customers who don't feel ready to speak to us can access a range of specialist services available for support, advice and practical help:

If it's safe to download, the [Bright Sky App](#) has support and advice available for victims and for people who are worried that someone they know might be experiencing abuse.

### **Local Support for Victims:**

[Wythenshawe Safespots](#) - 07873 889637

[Manchester End the Fear](#) - 0161 636 7525

[Manchester Women's Aid](#) - 0161 660 7999

[Saheli Asian Women's Project](#) - 0161 945 4187

[St Mary's Sexual Assault Referral Centre \(SARC\)](#) - 0161 276 6515

[Respect | Male Victims](#) - 0800 802 4040

[The IDVA Service: Manchester](#) - 0161 234 5393

[Independent Choices Greater Manchester](#) - 0800 254 0909

[Listen, Believe, Support | Manchester Rape Crisis](#) – 0161 273 4500

[Olive Pathway – BME communities](#) - 0795 865 9203

#### **National Support for Victims:**

[National 24hr Domestic Abuse Helpline and Refuge](#) – 0808 2000 247

[National Centre for Domestic Violence · Emergency Injunction](#) - 0800 970 2070

[Men's Advice Line](#) - 0808 801 0327

[ManKind Supporting Male Victims](#) - 01823 334 244

[Galop - the LGBT+ anti-abuse charity](#) - 0800 999 5428

[Forced marriage - GOV.UK](#) - 020 7008 0151

[National Stalking Helpline | Suzy Lamplugh Trust](#) - 0808 802 0300

[Sikh Helpline - End The Fear](#) - 0845 644 0704

[Female Genital Mutilation Helpline \(NSPCC\)](#) - 0800 028 3550

[Karma Nirvana Honour Based Abuse and Forced Marriage](#) - 0800 5999 247

#### **Perpetrator Support and Behaviour Change:**

Customers who are concerned that their behaviour is controlling, coercive, causing harm, and/or instilling fear, are encouraged to access support to help them understand and change these behaviours.

#### **Local support for Perpetrators:**

[TLC: Talk, Listen, Change](#) – 0161 872 1100

**National Support for Perpetrators:**

[Respect : Support and Change](#) - 0800 802 4040

**If you are in immediate danger, or you suspect someone is in immediate danger, please call 999 and ask for the police.**