

Housing and Safer Communities

Service Standards for those Experiencing Domestic Abuse

This statement sets out the standards of service you can expect to receive when you contact the Housing Inclusion Service, as well as what is expected of you.

We will:

- Investigate all reports of domestic abuse that we receive.
- Treat you sensitively, respectfully and with empathy, using a person centred approach, taking into consideration any positive characteristics.
- Be polite, professional, non-Judgemental and treat you with respect.
- Provide an Interpreter or Sign language translator if required.
- Arrange for you to be interviewed in a private room, and the opportunity to meet staff at an agreed and safe location/venue of your choice.
- Offer for you to be seen by someone of the same gender, if requested.
- Come to an agreement on the safest method of communication when contacting you. This maybe in person, via email, telephone or by post.
- Provide you with details of appropriate and specialist services, as early as possible.
- Signpost you to relevant organisations to provide you with legal advice.
- Provide you with advice, information and housing options available, to allow you to make safe choices about what to do next and how to prevent or relieve your homelessness.
- Respect your confidentiality - we will only share information if you have provided consent or where we have a duty to share information by law.
- Keep accurate case files and records of all contacts in relation to your case.

We kindly ask you to:

- Treat all staff with respect.
- Not use offensive or discriminatory language or be abusive toward staff or other customers.
- Be open and honest.
- Inform staff of any issues or risks that may cause harm or dangers to you or others.
- Provide any supporting documents as quickly as possible, whilst maintaining safety plans.
- Use our feedback form to tell us if we do not meet the above standards, this will help us improve our services in the future.

If you require further information/assistance on domestic abuse, please visit our website:

If you have any questions, or would like to discuss the service you have received, please contact:
0208 921 2863

