

Draft Domestic Abuse Housing Policy

This Domestic Abuse Housing Policy sets out the Housing Services' responsibilities and response to tackling domestic abuse and the support available to victims and survivors.

2026

Contents

No.	Section	Page
1	INTRODUCTION	2
2	AIMS AND OBJECTIVES	2
3	WHAT IS DOMESTIC ABUSE?	3
4	STRATEGIC CONTEXT	4
5	ROLES AND RESPONSIBILITIES	6
6	PARTNERSHIP WORKING	7
7	RESPONDING TO REPORTS OF DOMESTIC ABUSE	8
8	TRAINING	11
9	PUBLICITY AND AWARENESS	11
10	RECORD KEEPING	12
11	COMPLAINTS	12
12	DATA PROTECTION	12
13	EQUALITY AND DIVERSITY	13
14	MONITORING AND REVIEW	13
	APPENDIX A – DARTFORD BOROUGH COUNCIL CONTACTS	15

1. INTRODUCTION

- 1.1. Dartford Borough Council ('the Council') believes that no one should live in fear of violence and abuse and is committed to reducing crime and disorder including violence against women and girls¹.
- 1.2. The Council's Housing Service has a responsibility to assist residents seeking housing advice and assistance, which includes being homeless, as a result of domestic abuse. It also has a role as a social housing landlord to assist tenants who are victims of domestic abuse; and if a tenant is a perpetrator, to hold them to account.
- 1.3. The Housing Service is committed to supporting victims, survivors and their families and will work in partnership with other agencies to ensure appropriate measures of protection and support are in place.
- 1.4. This Domestic Abuse Policy sets out the Housing Services' responsibilities towards tackling domestic abuse, the responses given and the support available to victims and survivors.

2. AIMS AND OBJECTIVES

- 2.1. The aims and objectives of this Policy are:
 - To take all reports of domestic abuse seriously;
 - To provide an accessible, effective and supportive service, which encourages victims and survivors to seek help;
 - To take a trauma informed approach to helping victims and survivors recover from domestic abuse, whilst keeping the victim or survivor at the centre of our support and provide a sensitive, sympathetic, consistent and prompt response;
 - To offer a flexible range of housing solutions and support to assist victims and survivors to live safely, securely and free of abuse;
 - To be sensitive to the diverse needs of victims, survivors and their children, considering any protected characteristics;
 - To undertake necessary risk assessments, enabling appropriate and necessary action to be taken;
 - To send a clear message to perpetrators that domestic abuse is unacceptable and take appropriate action against perpetrators if they are Council tenants;
 - To ensure staff are trained to be confident and knowledgeable to identify domestic abuse, assess risk and take appropriate action;
 - To promote awareness amongst other agencies of the role that the Housing Service can play in assisting victims and survivors experiencing domestic abuse;
 - To work in partnership with specialist agencies to ensure an appropriate and coordinated response is given towards domestic abuse;

¹ Dartford Borough Council, Corporate Plan 2024-2027

- To ensure that any information given will remain confidential and will only be given to other agencies (e.g. the Police and Social Services) where there is a lawful basis.

3. WHAT IS DOMESTIC ABUSE?

- 3.1. Section 1 of the Domestic Abuse Act 2021 provides the following statutory definition of domestic abuse:

Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if – (a) A and B are each aged 16 or over and are personally connected to each other, and (b) the behaviour is abusive.

Behaviour is “abusive” if it consists of any of the following:

- (a) physical or sexual abuse;
- (b) violent or threatening behaviour;
- (c) controlling or coercive behaviour;
- (d) economic abuse;
- (e) psychological, emotional or other abuse;

It does not matter whether the behaviour consists of a single incident or a course of conduct.

“Economic abuse” means any behaviour that has a substantial adverse effect on B’s ability to – (a) acquire, use or maintain money or other property, or (b) obtain goods or services.

A’s behaviour may be behaviour “towards” B despite the fact that it consists of conduct directed at another person (for example, B’s child).

Two people are “personally connected” to each other if any of the following applies:

- (a) they are, or have been, married to each other;
- (b) they are, or have been, civil partners of each other;
- (c) they have agreed to marry one another (whether or not the agreement has been terminated);
- (d) they have entered into a civil partnership agreement (whether or not the agreement has been terminated);
- (e) they are, or have been, in an intimate personal relationship with each other;
- (f) they each have, or there has been a time when they each have had, a parental relationship in relation to the same child (they are the parent or have parental responsibility for the child);
- (g) they are relatives.

- 3.2. Women are more likely to be victims of domestic abuse than men and the term ‘violence against women and girls’ (VAWG) refers to acts of violence or abuse that disproportionately affect women and girls.

- 3.3. This Policy does not however neglect to recognise that domestic abuse can affect anyone regardless of protected characteristics, including age, sex, gender reassignment, disability, race, religion or belief, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
- 3.4. It is also important for the Housing Service to consider how domestic abuse can affect different groups of people in different ways; how domestic abuse may affect some protected characteristic groups disproportionately and how the intersection between different groups can create specific barriers to leaving an abusive relationship and accessing support services.
- 3.5. Domestic abuse may also take place within other forms of abuse, such as honour-based abuse or in modern slavery.

4. STRATEGIC CONTEXT

4.1. Regulatory and legislative framework

4.1.1. This Policy and its delivery is intended to be compatible with the Council's obligations consequent to all relevant legislation, regulation and statutory guidance including, but not limited to:

- Housing Act 1996
- Homelessness Act 2002
- Homelessness Reduction Act 2017
- Domestic Abuse Act 2021
- Crime and Disorder Act 1998
- Children Act 1989
- Family Law Act 1996
- Children Act 2004
- Domestic Violence, Crime and Victims Act 2004
- Care Act 2014
- Serious Crime Act 2015
- Police, Crime, Sentencing and Courts Act 2022
- Social Housing (Regulation) Act 2023
- Equality Act 2010
- Data Protection Act 2018
- UK GDPR
- Domestic Abuse: Statutory Guidance Framework
- The Domestic Violence Disclosure Scheme or 'Clare's Law'
- Homelessness Code of Guidance for Local Authorities
- Improving Access to Social Housing for Victims of Domestic Abuse Statutory Guidance
- Tackling Violence Against Women and Girls Strategy 2021
- Neighbourhood and Community Standard 2024

4.1.2. The Domestic Abuse Act 2021 introduced:

- A revised definition of domestic abuse which recognises children as victims; this is anyone under 18 years old who sees, hears, or experiences the effects of domestic abuse and is related to the victim or perpetrator.

- A legal duty on Tier 1 authorities (i.e. Kent County Council) for assessing the need for accommodation-based support for victims of domestic abuse in their area. Kent County Council must meet the support needs of all victims residing in 'relevant accommodation' including those who originally present from outside of the locality.
- 'Relevant accommodation' (also referred to as 'safe accommodation') is defined by the Domestic Abuse Support (Relevant Accommodation and Housing Benefit and Universal Credit Sanctuary Schemes) (Amendment) Regulations 2021.
- A legal duty on Tier 2 authorities (i.e. Dartford Borough Council), so far as reasonably practical, to support victims/survivors of domestic abuse.
- Victims/survivors made homeless because of domestic abuse will be in priority need for housing if they are eligible for assistance.
- Requires local authorities to grant new secure tenancies to social tenants leaving existing secure tenancies for reasons connected with domestic abuse.

4.2. **Regional context**

4.2.1. This Policy and its delivery is intended to be compatible with the following regional strategies, protocols and guidance:

- [Kent and Medway Domestic Abuse Strategy 2024-2029](#), Kent County Council
- [Kent High Priority Rehousing Reciprocal Scheme](#)
- [Kent Support Levels Guidance](#), Kent Safeguarding Children Multi-Agency Partnership
- [Multi-Agency Protocol for Dealing with Cases of Domestic Abuse to Safeguard Adults with Care and Support Needs](#), Kent and Medway Safeguarding Adults Board

4.3. **Local context**

4.3.1. This Policy and its delivery is intended to be compatible with the following Council strategies, policies and procedures:

- [Domestic Abuse Housing Strategy 2024-2027](#)
- [Corporate Plan 2024-2027](#)
- [Corporate Complaints Procedure](#)
- [Data Protection Policy](#)
- [Homelessness and Rough Sleeping Strategy 2024-2029](#)
- [Housing Allocations' Policy](#)
- [Housing Management Transfer Policy](#)
- [Vulnerable Adults' Housing Policy](#)
- [Housing Assignment Policy](#)
- [Anti-Social Behaviour and Hate Incident Policy](#)
- [Rent Arrears Policy](#)

- [Community Safety Strategy](#)
- [Safeguarding Policy](#)
- [Equality and Diversity Document Framework](#)
- [Sanctuary Scheme Referral Procedure](#)
- Employee Domestic Abuse Policy (internal)
- Maintenance Concern Card Procedure (internal)
- Health and Safety Policy (internal)
- Lone Working Policy and Procedure (internal)

4.4. **Domestic Abuse Housing Alliance (DAHA) accreditation**

- 4.4.1. This Policy and its delivery is intended to be compatible with the requirements of the DAHA accreditation. DAHA accreditation is the benchmark for how housing providers should respond to domestic abuse in the UK.
- 4.4.2. To receive DAHA accreditation, the Housing Service must have a domestic abuse policy in place for residents which all staff and partners are aware of.

4.5. **Neighbourhood and Community Standard**

- 4.5.1. This Policy and its delivery is intended to be compatible with the requirements of the Regulator of Social Housing's Neighbourhood and Community Standard. As a social housing landlord, the Council must:
- Have a policy for how the Council recognises and effectively responds to cases of domestic abuse.
 - Co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.

5. **ROLES AND RESPONSIBILITIES**

- 5.1. The Housing Service can offer assistance and support to victims of domestic abuse in various ways.
- **Housing Solutions Team** - Deliver homelessness advice and assistance, including where homelessness is a result of being a victim of domestic abuse.
 - **Tenancy Services Team** - Support tenants who are victims of domestic abuse, promoting their safety. Where the tenant is a perpetrator of domestic abuse, there are measures available through, for example, enforcement of the tenancy agreement (see 7.5.3.).
 - **Housing Scheme and Finance Team** – Assist in dealing with the initial stages of reports of domestic abuse. The Team will signpost victims to agencies who provide support or to the Housing Solutions Team for further action. The Tenancy Services Team will take the lead in managing cases that require further intervention.
 - **Housing Maintenance Team** – Carry out repairs and maintenance to Council homes, including installing security measures for victims of domestic abuse under the Council's Sanctuary Scheme.

6. PARTNERSHIP WORKING

- 6.1. To provide effective support and protection to victims and survivors of domestic abuse, it is essential the Council works in partnership with other agencies to ensure a coordinated response. The Council engages with a range of agencies under the following operational and strategic partnership working arrangements.
- 6.2. **Dartford Domestic Abuse One Stop Shop** - offers free advice, information and support from a range of agencies under one roof at Dartford Borough Council's Civic Centre every Tuesday morning between 9.30am and 12 noon. Representatives include the Council's Housing Service, legal representation and domestic abuse specialist support provider Clarion, plus other agencies, all offering advice on issues concerning domestic abuse.
- 6.3. **North Kent Domestic Abuse Forum** - an independent inter-agency partnership that brings together voluntary and statutory agencies, including the Council's Housing Service, with the aim of strengthening partnership working, information sharing and coordinated service provision in response to domestic abuse. The Forum supports the [Kent and Medway Domestic Abuse Strategy 2024-2029](#) and works to meet its aims.
- 6.4. **Homelessness Forum** - a multi-agency partnership group that enables the Council's partners to come together to develop, monitor and effectively drive the Council's [Homelessness and Rough Sleeping Strategy 2024-2029](#) forward. This includes where homelessness is as a result of domestic abuse.
- 6.5. **Dartford Community Safety Partnership** - a partnership made up of statutory agencies brought together under a shared responsibility placed upon them by the Crime and Disorder Act 1998. Facilitated by the Council's Community Safety Unit, the partnerships' [Community Safety Strategy](#) contains priorities for addressing crime and disorder, including violent crime and domestic abuse.
- 6.6. **Kent Domestic Abuse Local Partnership Board** - a partnership with responsibility for conducting a needs assessment for accommodation-based domestic abuse support in the area for all victims or their children, including those who come from outside the area. They develop and publish a strategy for the provision of such support to cover their locality, having regard to the needs assessment.
- 6.7. **Multi-Agency Risk Assessment Conference (MARAC)** - a regular meeting where agencies discuss high risk domestic abuse cases, and together develop a safety plan for the victim and his or her children. Alongside the Council's Housing Service, agencies taking part can include the Police, Independent Domestic Violence Advisors (IDVAs), Children's Social Services, Health Visitors and GPs, amongst others.
- 6.8. **Violence Against Women and Girls (VAWG)** – a key priority of the Housing Service's [Domestic Abuse Housing Strategy](#) is to work with local agencies to provide a coordinated response when supporting women and girls who have experienced domestic violence. The Council is a White Ribbon Accredited

Organisation and supports the main aim of White Ribbon to end violence before it starts and to promote equality and respect. White Ribbon is the UK's leading charity engaging men and boys to end violence against women and girls. The Council's [Community Safety Strategy](#) also includes a priority which is focused on raising awareness of VAWG, and aims to increase the number of domestic abuse victims able to access support services.

- 6.9. The Council's Housing Service will actively participate, where required, in **Domestic Homicide Reviews, District Child Protection Panels, Adult Safeguarding Case Conferences, Adult Safeguarding Reviews and Multi-agency Public Protection Arrangements.**

7. RESPONDING TO REPORTS OF DOMESTIC ABUSE

- 7.1. Victims can experience many incidents of abuse before they feel able to speak about what is happening to them. The reporting of domestic abuse to the Council's Housing Service can be made in different ways, including in person, in writing, by telephone, online, via a third party such as the Police, and through the Domestic Abuse One Stop Shop (as covered in section 6.2.). Contact details for the Housing Service can be found in [Appendix A](#).

- 7.2. There may be occasions when disclosure is not given by the victim themselves but by someone else or there are signs that domestic abuse may be happening. This could be for example, through noticing a pattern of frequent visible injuries or through hearsay evidence. It could also be raised via the Maintenance Concern Card Procedure for repairs and maintenance contractors visiting Council properties, and through the identification and pattern of numerous repairs such as: external door lock changes, bathroom lock changes, broken windows, lost keys or damage to internal doors.

7.3. Referrals for specialist support

7.3.1. Financial assistance and other essentials

Victims of domestic abuse may have to leave their home suddenly to go to a place of safety, which may present concerns regarding the immediate impact this may have on for example, their finances and the loss of essential possessions.

There are various services that victims will be signposted to which include for example, the Council's Housing Inclusion Service to help maximise income, the Revenues and Benefits Service regarding claiming Housing Benefit, the Department for Work and Pensions regarding claiming Universal Credit, and the Kent Support and Assistance Service for home essentials in a crisis.

7.3.2. Signposting to other agencies who can offer support

There are a range of other agencies available to assist victims of domestic abuse. The [Domestic Abuse Support Services in Kent & Medway](#) website provides advice and information on local and national services available for victims, friends and family, and perpetrators of domestic abuse.

7.4. **Housing solutions**

7.4.1. Complex Case Panel

Where cases involving Council tenants meet a 'complex' threshold, they will be referred into the Housing Service Complex Case Panel. This joint panel between the Housing Solutions and Private Sector and Tenancy Services Teams work together to put in place plans for tenants with complex needs and who may be at risk of homelessness. This includes more than one complex issue which is putting continuation of the tenancy at risk and may include for example, issues of domestic abuse, mental health problems, substance misuse, anti-social behaviour, high level rent arrears.

7.4.2. Sanctuary Scheme

The Council's Sanctuary Scheme works by providing additional security to the victim's property or perimeter. It is available to anyone living in the Borough regardless of their tenure. This scheme will only be considered if all three of the following apply:

- The perpetrator does not live in the accommodation
- It is safe for the victim to remain living there; and
- It is the victim's choice to stay.

Referrals to the scheme can be made by any person or agency. For further information on the Sanctuary Scheme, please refer to the [Sanctuary Scheme Referral Procedure](#).

7.4.3. Sanctuary Access For Eligible Residents (SAFER) Scheme

As a social housing landlord, the Council is a partner to the Sanctuary Access For Eligible Residents (SAFER) Scheme. This scheme is run by Kent County Council (KCC) and is outside the remit of the Council's own Sanctuary Scheme (as explained in 7.4.2). The SAFER Scheme allows any professional working with a survivor of domestic abuse to refer them to KCC to obtain property security advice and to arrange security measures to be installed in their home. Tenants living in a Council property, do not need to request our consent for the installation of security measures in their home. However, tenants are encouraged to notify us of the works carried out to their home once completed.

7.4.4. Ending a Council tenancy

Where the victim and the perpetrator are joint council tenants and hold a secure (lifetime) tenancy, the victim (or perpetrator) is able to terminate the tenancy by completing a Termination Notice form. This is not the case for flexible tenancies, which require both parties to agree to end the tenancy.

Where the victim is a sole secure (lifetime) council tenant and is considering ending their tenancy where the perpetrator is living in the property as an occupier, they should contact their Housing Officer to seek advice.

If the victim is a sole secure (lifetime) council tenant and has chosen to end the tenancy, and at expiry of the Termination Notice period the perpetrator

remains in the property, they will become an unauthorised occupant. The Council can then commence possession proceedings to evict the perpetrator from the property as the unauthorised occupant.

The Council would advise tenants against ending a tenancy without first seeking independent legal advice and securing suitable and safe alternative accommodation.

7.5. **Perpetrators of domestic abuse who are Council tenants**

7.5.1. Where perpetrators of domestic abuse are council tenants, consideration will be given to appropriate action towards the perpetrator. Any action instigated by the Council will take into account the wishes of the victim, as potentially they could be put at increased risk by any action.

7.5.2. Signposting perpetrators to support to change their behaviour

It is recognised that some perpetrators of domestic abuse may want to change their behaviour and seek support to do so. Where appropriate, the Council will signpost perpetrators to support, which may include the Respect Helpline, a Community Domestic Abuse Programme and/or other agencies providing assistance with wider issues that may have a role in exacerbating the abuse, such as mental health and substance misuse services. Signposting will be in addition to, and will not be a substitute for, any other actions to reduce the risk of harm to the victim.

7.5.3. Enforcing the tenancy agreement

The Council will consider the appropriateness of enforcing the tenancy agreement and taking possession proceedings against a Council tenant who is a perpetrator of domestic abuse.

The Council's tenancy agreement (effective from April 2026) contains the following clause in relation to good neighbour responsibilities:

9.2. g) "Under NO circumstances must you or a member of your household engage in or allow any visitors to use or threaten violence, (including verbal abuse) or to carry out domestic abuse, against any other person living in the property so that they are forced to leave by reason of your violence or fear of such violence."

The ground for possession for secure tenants that could be applied in relation to domestic abuse is:

Ground 2A, (Schedule 2, Housing Act 1985, as amended by the Housing Act 1996): One of the occupiers has left the property as a result of violence or threatened violence by their partner, who is also an occupier, and is unlikely to return to the property.

7.5.4. Enforcing the lease agreement

The Council's lease agreement contains the following clause to leaseholders who must conduct their lease in the following manner:

(13) Not to do or permit or suffer to be done upon the demised premises or any part thereof any act or thing which shall or may be or become a nuisance damage annoyance or inconvenience to the Council or their tenants and occupiers of the remainder of the building or the tenants or occupiers of any adjoining or neighbouring house or flat or of the neighbourhood.

7.6. Rent arrears

- 7.6.1. Financial abuse is a major tactic of coercive control and features heavily in many victims or survivors experiences of domestic abuse. Where a victim or survivor of domestic abuse is a Council tenant and has accrued rent arrears, the presence of rent arrears will not prevent pursuing opportunities to ensure the safety of the victim. The Tenancy Services Team will carefully consider the circumstances in which the arrears accrued and the options for arrears recovery in line with the [Rent Arrears Policy](#).

8. TRAINING

- 8.1. Staff need to be confident and knowledgeable so they can identify the signs and appropriately respond to reports of domestic abuse. The Council provides training for staff on a variety of subjects, including domestic abuse awareness training, suicide awareness training and MARAC training. The Council also provides corporate training for staff on subjects including equality and diversity, safeguarding, and health and safety.
- 8.2. Training needs will also consider how to equip staff with the confidence and knowledge to work with vulnerable people with complex needs (e.g. people with mental health needs, people who misuse substances).
- 8.3. The Council's Housing Service has a dedicated Domestic Abuse Procedure in place which sets out how staff are expected to approach and respond to cases of domestic abuse involving its tenants and those who approach the Council for housing and homelessness advice and assistance. All Housing Services staff are responsible for adhering to the procedure and ensuring they are aware of its contents.

9. PUBLICITY AND AWARENESS

- 9.1. The Council is committed to raising awareness of domestic abuse and ensuring that residents, communities and partner agencies are clear on the services the Council can provide to support victims and survivors.
- 9.2. The Council will publicise information on accessing support available through the following channels:
- A dedicated domestic abuse page on the website - <https://www.dartford.gov.uk/domestic-violence/domestic-violence-help/3>
 - Publishing this policy on the website - <https://www.dartford.gov.uk/housing-policy/housing-strategy-policy-documents>

- Social media, including the annual 16 Days of Action campaign (#SeeKnowSpeakOut)
- The tenant and leaseholder newsletter 'The Link'

9.3. All staff will be made aware of this policy and procedures as part of the induction process.

10. RECORD KEEPING

10.1. The Housing Service will keep accurate records of all cases of domestic abuse within its case management systems. The Council also maintains an internal Safeguarding Record Log to monitor the levels and outcomes of the safeguarding referrals made by Officers.

10.2. It is imperative that record keeping is managed effectively as it may be called upon as evidence by the Police or other authorities during an investigation and/or prosecution of a domestic abuse case. The information may also be shared with other support services and so robust record keeping will enable them to understand the case and better tailor support.

10.3. The Housing Service have also developed a toolkit for Officers to use to evidence the support the service has offered.

11. COMPLAINTS

11.1. If an individual is not satisfied with the service they have received regarding the way the Housing Service has dealt with their case, the Council's [Corporate Complaints Procedure](#) can be followed. Complaints leaflets are also available from the Council offices.

11.2. The [Housing Ombudsman](#) or [Local Government & Social Care Ombudsman](#) can be contacted if further advice and support is needed on making a complaint to the Council. Both Ombudsmen can investigate a complaint once it has exhausted the Council's complaints process.

11.3. The Housing Ombudsman deal with complaints involving tenants and leaseholders of social housing landlords (housing associations and local authorities).

11.4. The Local Government and Social Care Ombudsman deal with complaints relating to housing allocations, homelessness, general housing advice, housing benefit, housing improvement grants, anti-social behaviour (other than tenant behaviour) noise nuisance, sale or disposal of land on housing estates and planning and building control (Council owned properties).

12. DATA PROTECTION

12.1. The Data Protection Act 2018 and the UK GDPR regulate the processing of information relating to individuals, which includes the obtaining, holding, using or disclosing of such information.

- 12.2. The Housing Service needs to collect and use certain types of information about its service users in order to carry out its everyday business and to fulfil its objectives and its statutory functions.

The Council's:

- [Data Protection Policy](#) sets out how it will protect special category and criminal convictions personal data; and
 - The [Homelessness Service](#) and [Housing Services \(Landlord and Tenant\) Privacy Notices](#) explains that the Council collects personal information to administer these services.
- 12.3. The Council is signed up to the [Kent and Medway Information Sharing Agreement](#). The Agreement ensures that appropriate information is securely exchanged between the signatory agencies, and this includes for legitimate purposes when detecting, preventing or providing assistance in cases of domestic abuse.

13. EQUALITY AND DIVERSITY

- 13.1. The Council is committed to welcoming and valuing diversity, promoting equality of opportunity and tackling unlawful discrimination in accordance with the Equality Act 2010. The Council, in delivering this policy, will have regard to the Public Sector Equality Duty and ensure that no individual is discriminated against based on their sex, sexual orientation, marital status, pregnancy and maternity, gender reassignment, race, religion, belief, disability or age.
- 13.2. The Public Sector Equality Duty is a duty on the Council and that responsibility cannot be delegated to a contractor/service provider and is a continuing duty.
- 13.3. A Customer Access Review has been undertaken to assess the impact this policy will have on affected persons with protected characteristics. The review recognised that domestic abuse can affect anyone regardless of protected characteristics, although some protected groups may be affected disproportionately. The Policy will have a positive impact as it aims to advance equality of opportunity by being sensitive to the diverse needs of victims and survivors.

14. MONITORING AND REVIEW

- 14.1. The Council will continuously monitor instances of domestic abuse. All domestic abuse instances reported to the Housing Service are recorded and closely monitored by the team who are supporting the victim or survivor.
- 14.2. As part of the Council's monitoring of homeless cases, the Council keeps a record of instances where the reason for loss of last settled home, for households owed both the prevention and relief duty, was due to domestic abuse.

- 14.3. This policy will be reviewed every three years, or sooner, in the event of major legislative or operational changes.

If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, Audio tape and large print versions of this document are available upon request.



Tel: 01322 343434



Calls are welcome via Relay UK

ਪੰਜਾਬੀ Punjabi	தமிழ் Tamil	Polski Polish	česky Czech	简体中文 Mandarin	Français French
01322 343610	01322 343611	01322 343612	01322 343613	01322 343614	01322 343615

APPENDIX A – DARTFORD BOROUGH COUNCIL CONTACTS

If a person is in immediate significant risk or danger, or a crime is in the process of being committed – call 999 for the emergency services

Dartford Borough Council

Housing Solutions & Private Sector Team

For homelessness advice and assistance:

Telephone 01322 343114 Email Triage@dartford.gov.uk

For housing allocations advice and assistance:

Telephone 01322 343907 Email allocations@dartford.gov.uk

Tenancy Services Team

For reports of domestic abuse concerning general needs Council tenants:

Telephone 01322 343133 Email HEM@dartford.gov.uk

Housing Scheme and Finance Team

For reports of domestic abuse concerning Council tenants of housing schemes for older people:

Telephone 01322 343083 Email supported@dartford.gov.uk

Housing Maintenance Team

For reporting repairs to Council properties:

Telephone 01322 343800 Email repairs1@dartford.gov.uk
Online www.dartford.gov.uk/housing

In writing

Housing Services, Dartford Borough Council, Civic Centre, Home Gardens, Dartford, Kent, DA1 1DR

Out of hours

The Out of Hours Service receives calls outside office hours and ensures reports are passed to the appropriate department. They can also arrange emergency temporary accommodation and repairs and security measures for Council tenants. In addition, the Community Alarm Service provides a 24-hour response to Council tenants in housing schemes who are linked to the service, and makes referrals to other officers as appropriate.

Telephone 0345 634 1212

Domestic Abuse One Stop Shop (Dartford)

Every Tuesday from 9.30am to 12pm at Dartford Borough Council Civic Centre, Home Gardens, Dartford, Kent, DA1 1DR.