



## Domestic Abuse Policy Statement

At Gentoo, we believe that our customers and householders should not live in fear of violence or abuse from a partner, former partner or any other member of their household.

People experiencing domestic abuse will be treated in a sympathetic, supportive and non-judgemental way. A victim's disclosure alone is sufficient for them to be given advice and assistance as a matter of priority by staff.

### We will:

- Ensure that people experiencing domestic abuse can access appropriate services as early as possible and are given advice to allow them to make choices about what to do next
- Support people who are / have experienced abuse to rebuild their lives by working in partnership with them and other support agencies
- Ensure that where children and young people are affected by domestic abuse, they too have access to services as early as possible
- Support victims to employ the use of civil and criminal laws which can offer them protection and also act as a preventative measure to avoid further abuse
- Ensure that people experiencing abuse are not deterred from reporting abuse
- Seek appropriate support solutions for perpetrators of domestic abuse to prevent abuse recurring
- Follow the relevant child protection / Safeguarding Children procedures if we believe a child is at risk due to an abusive relationship
- Follow the relevant Safeguarding Adults procedure if we believe a vulnerable adult is at risk due to an abusive relationship
- Provide support and guidance to employees experiencing domestic abuse\*
- Not tolerate domestic abuse from our employees and work with them to provide support to any member of staff who is a victim or perpetrator of domestic abuse\*

\*Please refer to Employee Domestic Abuse Policy and Procedure

## Policy Aims

Our policy aims to achieve the following:

- To enable people to fulfil their aspirations, we will promote the welfare of all victims of domestic abuse who come into contact with the Group
- Create a safe environment where victims of domestic abuse feel they can approach us, are encouraged to talk and are listened to, thus enabling them to make informed decisions about their lives and live more independently  
Provide timely and effective guidance by working in partnership with relevant agencies to respond to any cases of abuse that may arise. We seek to enhance the safety and security of those involved and also support them to increase their confidence, resilience and empower themselves to live independently
- Provide employees with clear and practical guidance to ensure we support and protect victims of abuse, allowing victims to have more information about their choices so that they feel empowered to fulfil their ambitions
- Work in partnership to offer support to perpetrators of domestic abuse who recognise and seek to change their behaviour. We will work with perpetrators to increase their motivation, skills and knowledge and build confidence and resilience to combat their abusive behaviour patterns