

Domestic Abuse Policy

Date approved: 27/06/2024



We want you to feel safe in your home. We have a zero-tolerance approach to domestic abuse and will provide confidential, personalised support.

We will listen to you without judgment and be sensitive, empathetic and respectful. We take all reports of abuse seriously.

We believe everyone should be safe at home. If someone is being abused at home, we will do what we can to keep them safe.

Your privacy is important to us, especially when dealing with abuse or reporting an issue. We will keep your information confidential unless someone is at risk of harm.

Abuse is classed as domestic abuse if the victim and perpetrator are over the age of 16 and are connected. This can include a partner or family member. Abusive behaviour can be (a single incident) physical, sexual, violent or threatening behaviour, controlling/coercive behaviour, economic abuse or psychological/emotional control.

We work with the police, local authorities and specialist support services to take quick and effective action to stop further harm where it's safe to do so and offer tailored support. We will help you if you seek criminal or civil legal action.

We can also improve the security of your home to help you feel safer.

If you feel you are a victim of abuse, please get in touch with us so we can support you.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report domestic abuse confidentially by phone, email, Live Chat or My Livin app.

If you are viewing this policy online, use this link as a [QUICK EXIT](#)

What next?

[Read the full policy at
livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service?
Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) فیراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538

email us on contactus@livin.co.uk or
Live Chat with us at www.livin.co.uk



thebigword
Relay UK

Farrell House, Arlington Way DurhamGate,
Spennymoor, Co. Durham, DL16 6NL

- livin.co.uk
- contactus@livin.co.uk
- 0800 587 4538
- [wearelivin](https://www.facebook.com/wearelivin)
- [@weare_livin](https://twitter.com/weare_livin)

Download the My Livin
app today. Just search
Livin in your app store
or scan the QR code...

