



Appendix 2 - Our standards for responding to domestic abuse

We recognise that it can be difficult to share personal experiences of domestic abuse.

In any interaction with us, you can expect us to maintain the behavioural standards we set out in our housing service standards: [Our House, Your Home](#).

If you believe that you are a victim of domestic abuse, and you decide to share your experience with us, you can also expect:

- To be listened to and treated in a non-judgemental and empathetic manner.
- We will meet your requests to speak with an employee of the same (or different, according to your preferences) gender and/or sexual orientation, as far as is reasonably practicable.
- To be able to discuss your concerns at the time that you make contact, if it is safe and possible for you to do so. Where there is a need to refer to another service area or employee/s, domestic abuse disclosures will be treated as a priority, and you can expect to speak with a suitable employee within 24 hours at most.
- For the Dacorum Borough Council employee/s you speak with to consider your personal safety before engaging in any discussion of your situation, by asking you whether it is a safe and appropriate time to talk, and to make arrangements to speak with you alone.
If the employee that you disclose your experience to is within a service area that will be unable to meet these expectations, or limited in the follow up support that they can provide, (such as the Customer Services Unit), they will make arrangements for you to discuss your situation further with an employee from a relevant service area.
- If it is not safe or appropriate for you to discuss your situation at the time that you make contact, the Employee should make arrangements for further discussion at a time, and in a way, that is safe, appropriate, and in accordance with your wishes, for example by arranging to meet with you in a mutually agreed location, or continuing the discussion at another time or via an alternative contact method.
- For an impartial interpreter to be made available and/or for other accommodations to be made if English is not your first language, and to provide support for any other literacy or support needs that may impact your ability to communicate effectively.
- To receive a relevant and supportive response that prioritises your wishes and your safety.
- For the Dacorum Borough Council employee/s you speak with to consider any associated safeguarding risks and escalate any concerns through our Safeguarding processes, including to any relevant partner agencies where it is necessary and appropriate to do so.