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**DOMESTIC ABUSE POLICY**

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(Approved by Shadow Board – 17 July 2007)



## **SOUTHWAY HOUSING TRUST**

### **DOMESTIC VIOLENCE POLICY**

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## SOUTHWAY HOUSING TRUST

### DOMESTIC VIOLENCE POLICY

#### 1.0 Definition of Domestic Violence

1.1 Domestic violence is defined as any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between people who are or have been intimate partners or family members, regardless of gender. This definition goes beyond violence that occurs between intimate partners, thus allowing a wider range of issues, such as forced marriages, to be addressed within this context. (*Manchester Crime and Disorder Executive Partnership Group and the Domestic Violence Theme Group definition*).

1.2 The City Council's statistics on domestic violence indicate that the most common form of violence is committed against women by men known to them. (98% for homeless families and 93% for singles). This can lead to an assumption that other gender types of domestic violence are less important, or not so serious because they are less frequent. **Domestic violence can be committed by both women and men, and in same sex relationships and should be treated with the same seriousness.**

#### 1.3 Prevalence, Incidence and Impact of Domestic Violence

- On average, every week two women are killed by their present or former partner (*Home Office Criminal Statistics for England and Wales 1999*).
- One in four women experience domestic violence in their life time (*Domestic Violence: A Health Care Issue, London, BMA 1998*).
- During 90% of domestic violence incidents, children were in the next room, or witnessed it (*Hughes 1992, Pagerow 1990 and Walker 1984*).
- On average, a woman will be assaulted by her partner or ex-partner 35 times before reporting it to the Police (*Bewley S, Friend J and Mezey G 1997*).
- Women are at greatest risk of homicide at the point of separation or after leaving a violent partner (*Lees 2000*).
- Domestic violence often starts or intensifies during pregnancy (*Domestic Violence in Pregnancy Mezey, G. 1997*).



- On average, between 1998 and 2002, 7.05% of single people and 39.42% of homeless families gave domestic violence as the reason for presenting as homeless to Manchester City Council.

## **2.0 Southway Housing Trust's Policy on Domestic Violence**

2.1 Southway Housing Trust has adopted the Domestic Violence Policy and Procedure of Manchester City Council. Since Manchester City Council introduced its Domestic Violence Policy in 1998, there have been two major developments. Firstly, the City Council has developed its role in taking tough action to deal with anti-social behaviour. It has a policy that (ultimately) focuses on the eviction of the perpetrator, not the rehousing of the complainant.

Secondly, the Crime and Disorder Act (1998) gave the Police and Local Authorities new responsibilities for creating and leading partnerships to tackle crime and disorder.

In response to this, Manchester formed a Crime and Disorder Executive Partnership Group, comprising of officers from Greater Manchester Police, Manchester City Council, NHS Services and Greater Manchester Probation Service. Ten theme groups were formed to tackle key issues, of which domestic violence is one.

2.2 The Southway Housing Trust ;

- pledges its commitment to treat domestic violence seriously
- will ensure that the response provided to those affected by domestic violence provides them with support and protection
- recognises that a child experiencing domestic violence is a child in special circumstances, and may be a child in need or a child in need of protection
- will co-operate with other agencies to increase awareness about domestic violence and reduce its extent and impact
- will provide a supportive and enabling environment, which encourages people to report domestic violence
- will hold perpetrators accountable for their actions
- as employers, will not tolerate domestic violence from its employees

**Links to Housing Corporation Registration Criteria (2004) and Regulatory Code:**

Properly Governed: 2.7

Properly Managed: 3.5, 3.5.4, 3.5.6, 3.6

### **3.0 Confidentiality Issues**

- 3.1 Officers must not pass on or share information with ex-partners, family or friends of persons who experience domestic violence. Instead, Officers should explain that they are not able to discuss any issues, including tenancy related matters, with any third parties, in any circumstances.
- 3.2 If anyone approaches an Officer and requests information about a person fleeing domestic violence in a personal capacity, Officers must place a written record of this on the person's file and tell the person about this contact, for safety reasons.
- 3.3 It can add to the person's distress if he or she has to keep repeating the incidents of domestic violence in order to access services. Where written consent has been obtained, Officers can share information with other agencies, on the person's behalf, to ease access to services.
- 3.4 Southway Housing Trust will only share information when it is absolutely essential and data and information must be exchanged in accordance with Southway's Data Exchange Protocol for Crime and Disorder issues and the relevant protocols for both child protection and vulnerable adults' issues.
- 3.5 If there are concerns regarding the welfare or safety of children or vulnerable adults, Officers will assess the need and risk to the children or adults, then follow the procedure for referring cases to Children, Families and Social Care.

### **4.0 Creating a Secure Environment to Discuss Domestic Violence**

- 4.1 It is essential that people who experience domestic violence feel safe and supported, so they can talk about domestic violence. To support them in accessing services Officers must;
  - display domestic violence posters and leaflets in reception areas and interview rooms
  - display information advertising Southway Housing Trust domestic violence services

- offer a private, confidential, interview room and the choice of being interviewed by a woman or a man

Many people fleeing domestic violence do not immediately identify it as the reason for asking for assistance. They may have experienced years of emotional or physical abuse and may suffer from both physical and mental health illnesses. If they enter Southway Housing Trust reception areas and see clear information about domestic violence service response, they may feel more able to talk about their situation.

#### 4.2 Prioritising Services

- Officers will have knowledge of housing legislation and statutory guidance and how this applies to people fleeing domestic violence.
- Where it would not be reasonable for someone to continue to live at home, domestic violence will be recognised as potentially leading to statutory homelessness.
- As soon as Officers are approached, they will consider the person's application under the legislation and the corresponding Code of Guidance. Interim accommodation will be considered and any reason why this is not offered, or a referral to the City Council's Homelessness Section, will be written down clearly on the case notes. Any failure to do so in an appropriate manner could result in the Trust being subject to a judicial review.

4.3 When necessary Officers will follow procedures for accessing translation services. They will not use family and/or friends of those affected by domestic violence to translate and interpret.

4.4 Officers will be aware of the dangers of making assumptions. The basic information Officers will keep in mind whilst talking to someone fleeing domestic violence is;

- they may be the first person she/he has told about domestic violence
- they will not judge her/him, as their job is to assist
- domestic violence is NEVER justified and the customer is in no way responsible for the violent actions of the perpetrator

#### 4.5 Information for Southway Telephone Reception Staff/On Call Advisors;

- closely follow the scripts on the screen, as they have been carefully worded to ensure that Officers are able to deal sympathetically and efficiently with these calls
- Officers should never share information about a caller to a third party, even if they are joint tenants at the same address

### 5.0 Concerns About Children

5.1 When working with adults who are experiencing domestic violence, Officers from Southway will discuss with the adult the possible effects on the children. Officers will also liaise with other agencies, as domestic violence should always be considered as having a negative impact on children. Officers will be advised to note the parental response to their discussions and to ensure they work sensitively with the person who has experienced domestic violence.

5.2 Throughout the processes described in this policy, Officers need to be aware of the needs of children either of the alleged perpetrator or adult who experiences domestic violence.

5.3 When making a referral to Children, Families and Social Care, Officers will follow good practice by advising parents/carers of their concerns and that they will be making a referral. If the Officers feel that there are exceptional circumstances e.g. that to tell the adult would place individuals at risk, they will consult with their Line Manager.

5.4 Officers may become concerned about a child or children during routine contact with the family. This could be;

- at the time of the registration for rehousing
- at the time of the 'let'
- at the post let visit and review
- during investigations into alleged anti-social behaviour
- through everyday working in estate management including visits by Southway Housing Trust staff
- during homelessness presentations

5.5 The Department of Health's 'Framework for the Assessment of Children in Need and Their Families' requires agencies to share information in order that a more complete picture is built up of the child's circumstances. All involved should be assessing the child's developmental needs, the parental capacity to meet these needs and how community resources can be deployed.

- 5.6 If children are of school age and are not at school, checks will be made with the parent/carer questioning why they are not in school. Dependent on the response, e.g. child is ill or excluded from school, Officers will decide whether or not it is necessary to inform the local Education Welfare Service of their concerns. If it is considered appropriate, Officers will inform Education Welfare Services by e-mail.
- 5.7 If Officers have concerns about child protection in a domestic violence case, they have a duty to pass this information on to the appropriate agencies and to tell their Manager about what they have witnessed. Under the Children Act 1989, this is called children 'at risk'.
- 5.8 Officers will be able to access updated Child Protection Procedures on the Internet, which includes the following key information;
- why and when to take action
  - how referrals are made
  - to whom referrals should be directed
  - interagency referral form
  - who you can receive guidance from if you are unsure
  - keeping records

Information is also given in respect of;

- duties
- non-emergency referrals to Social Services
- emergency referrals to Social Services
- common causes for concern and the less usual causes for concern – Manchester Safeguarding Children Board

## **6.0 Action to be Taken in an Emergency When A Person is Experiencing Domestic Violence and Has Just Left Their Partner**

- 6.1 Officers will treat the person experiencing domestic violence as potentially homeless and will make a referral to the City Council's Homelessness Section.
- 6.2 Manchester City Council's Homelessness Domestic Violence Team, part of the Rehousing and Support Team, have specialist Domestic Violence Support Workers who can work with people who present as homeless due to domestic violence, and assist someone who is moving from temporary accommodation into an introductory tenancy.

6.3 If the person is a woman, and she wishes to be referred to a refuge, Officers will contact the Women's Domestic Violence Helpline as they can advise about bed space and can conduct a risk assessment interview on behalf of the refuge. Refuges are women only homeless accommodation providers.

## 7.0 The Assistance to People Who Experience Domestic Violence and Do Not Have Recourse to Public Funds

7.1 Officers will advise people from abroad with no recourse to public funds to seek specialist legal advice and assistance as soon as possible. See legal assistance phone numbers on page 16 of this policy.

7.2 If a person from abroad with children decides to leave a domestic violence situation, Officers will make a referral to Children, Families and Social Care for an assessment of the support that may be available to them. Follow the procedure for referrals to Children, Families and Social Care.

## 8.0 Four Options for People Fleeing Domestic Violence

These are;

- **Option One** – emergency protection
- **Option Two** – a request for rehousing
- **Option Three** – to return to the property after Southway Housing Trust has taken action to evict the perpetrator
- **Option Four** – to return to the property after using self-help methods to evict the perpetrator and keep the perpetrator away from the property

### 8.1 Option One - Emergency Protection

Southway Housing Trust can, in cases of violence or threatened violence, secure the immediate protection of the Courts via ex-parte injunctions with powers of arrest attached. At the first interview, Officers must ask the person experiencing domestic violence for a statement (using the case file) if they have been threatened or subjected to violence. However, the person will not be forced to produce a statement against their wishes. These injunctions can assist in protecting people who have experienced domestic violence in their own tenancies and in homeless accommodation (including refuges).



## 8.2 **Option Two** – Request Rehousing

If the person fleeing domestic violence is already a tenant (joint or otherwise) they must unequivocally give up the tenancy they are leaving, otherwise, there will be a continuing liability for rent and other tenancy issues at the old property. Further, if a joint tenant will not relinquish the tenancy then they have a continuing legal right to remain there, which can be preserved by the perpetrator until that partner leaves.

- 8.3 Domestic violence is a reason for exemption from the Rent Arrears Suspension Policy and the existing Pre-Transfer Inspection Procedure.
- 8.4 The Rechargeable Repairs Policy will not apply unless there is firm evidence that she/he deliberately contributed to the damage.
- 8.5 If she/he is to be assessed for rehousing into a Southway Housing Trust property, whilst following the Rehousing Policy and Procedure, Officers will ensure that, if the person is eligible for rehousing by Southway Housing Trust, they are not rehoused near to the perpetrator.
- 8.6 If the person is a woman and resident in a refuge and wishes to register for rehousing, Officers will use the refuge address on the application. All Manchester refuges have Internet access and she should be able to access Homefinder to look at properties.
- 8.7 If the person fleeing domestic violence is a joint tenant, and the perpetrator is willing to leave, Southway Housing Trust must have evidence of this by the signing of a tenancy termination form. This form gives four weeks' notice ending on a Sunday date. People contemplating signing a tenancy termination form will be given the opportunity to think and take independent advice before signing, otherwise the form may be found by a Court to be invalid. Only if no evidence is forthcoming from the person experiencing domestic violence, and so no action is taken by Southway Housing Trust against the perpetrator, will the Officer follow the Rehousing Policy and Procedure for rehousing the perpetrator.
- 8.8 **Option Three** – Returning to the Property After Southway Housing Trust Has Taken Action to Evict the Perpetrator

If the fleeing partner is the sole tenant of the property, Southway Housing Trust can seek an Order excluding the perpetrator from the property.

- 8.9 If the person fleeing domestic violence is a joint tenant, she/he can terminate the joint tenancy by giving four weeks' written notice (and no other method) ending on a Sunday date, enabling possession by Southway Housing Trust. If the perpetrator is not willing to leave after the tenancy is terminated, Southway Housing Trust will need to repossess the property on the grounds of trespass.
- 8.10 The policy to re-offer the old address to the victim will only be applicable to those former tenants who feel safe enough to return.
- 8.11 If the fleeing partner is not a tenant at all, the perpetrator/remaining partner/tenant will be evicted on the grounds of breach of tenancy. This will require the fleeing partner to give evidence of domestic violence in Court. The Court may not give possession unless it is satisfied that is reasonable to evict the tenant, unless it is an Assured Shorthold tenancy. Once the eviction of the perpetrator has occurred, the property will be offered to the victim on a new tenancy, which will be Assured Shorthold because of the break.
- 8.12 In order to take action against the perpetrator, Southway Housing Trust will need to prove;
- one or both partners is a tenant
  - one partner has left because of violence to self or children (threatened or actual)
  - the leaving partner is unlikely to return
  - or there has been a breach of the tenancy conditions
- 8.13 The Court must also be satisfied that it is reasonable to make an order for possession and may not do so in cases where children could be made homeless. In the event of the above happening the perpetrator will be placed on the Rehousing Review List.
- 8.14 When the leaving partner wants to return Southway Housing Trust will not be able to promise that the Court will approve an eviction. Case preparation will address the relevant legal issues.
- 8.15 Because eviction, unless it can be justified, is a breach of Article 8 European Convention on Human Rights, the Southway Housing Trust, in preparing any eviction case based on domestic violence, must be satisfied, after reasonable enquires, that the allegations are true. It is unlikely to be a reasonable enquiry if no attempt to obtain the remaining partner's account is undertaken.

8.16 If the person wishes to return to her/his original property and the perpetrator will not voluntarily leave the tenancy, Southway Housing Trust will obtain the co-operation of the person fleeing domestic violence to take action against the perpetrator, in order to secure the property for the victim's occupation. To achieve this, Officers will;

- explain that neighbour nuisance case files will need to be completed so that Southway Housing Trust can take civil action against the perpetrator
- reassure her/him that they will be fully supported during any civil action taken against the perpetrator
- Clearly explain that if she/he is required to give evidence in Court for the possession proceedings, an Officer from Southway Housing Trust will accompany her/him

8.17 Officers will not force a person to produce a statement against the perpetrator, or instruct a person that they must return to their original tenancy. The Officer's role is to present the person with choices, which include returning to the original tenancy, if the person feels that this is a safe option, with Southway Housing Trust's support.

8.18 See section 10 for further information on the Tenancy Agreement and Southway Housing Trust's powers.

8.19 **Option Four** – Returning to the Property After Using Self-Help Methods to Evict the Perpetrator and Keep the Perpetrator Away from the Property

Every person fleeing domestic violence has a right to apply for a Transfer of Tenancy Order and an Order excluding the perpetrator from their home in their own name in family proceedings. A Court would be more likely to make an Ouster Order and a Protection Order together in these proceedings if satisfied of the domestic violence, since the fleeing person would not have to prove that it was reasonable to evict.

8.20 The person would be in control of their own life if they took these steps and this may be preferable for some individuals, so it is an important option to present to people fleeing domestic violence. Be mindful that people with no access to Legal Services Commission Funding are, in practice, unlikely to have the resources to follow this path.



## 8.21 Self-Help Methods, which are;

- **Police:** If the person experiencing domestic violence wishes to take criminal action against the perpetrator, Southway Housing will refer the person to Greater Manchester Police tel: 872 5050, or advise him or her to call into the nearest police station.
- **Solicitors:** Southway Housing will advise the person experiencing domestic violence that they might need a solicitor for;
  - Imposing injunctions (Occupation Orders, Non-Molestation Orders, Ancillary Orders, Ex-Parte Orders and Undertakings).
  - Seeking Orders for children (Parental Responsibility, Residence Orders, Contact Orders, Supervised Contact Orders and Prohibited Steps Orders).
  - Seeking a divorce or judicial separation.
  - Legal assistance and general advice (telephone numbers on pages 16 and 17).
- **Victim Support:** Southway will advise the person experiencing domestic violence that he or she is entitled to use a free and confidential Victim Support and Witness Service. Referrals can be made by the person themselves or by the Police or other agencies, with the full consent of the person. The service includes:
  - Emotional support and assistance with practical matters such as Criminal Injuries Compensation.
  - Support for people attending Court as witnesses, such as a familiarisation visit to Court, emotional and practical support whilst attending Court, and the use of the secure and safe Witness Service suite.
- **Legal Advocacy Project:** Southway can refer any person experiencing domestic violence to the Legal Advocacy Project. This Project assists those wanting to access legal services for both civil and criminal remedies. All project workers are specially trained to deal sympathetically with callers. Access is via the Domestic Violence Outreach Team – tel: 235 5341.



## **9.0 Returning to the Original Tenancy After Court Proceedings**

- 9.1 The Officer will inform the tenant about the outcome of Court proceedings.
- 9.2 The Officer will ask the tenant whether they want a change of locks, ground floor window locks, security chain and a security door to be fitted free of charge. If so, the Officer will then contact Southway's Surveying Team to arrange this.
- 9.3 If there is any clear and substantial reason for refusing the tenant the security measures, for example the perpetrator is in jail or the tenant does not want these security measures, a written explanation will be placed on file and a copy given to the person.

## **10.0 The Tenancy Agreement and Southway's Powers**

- 10.1 Clause 3.6 of the Southway Housing Trust Tenancy Agreement states, "You (or anyone living with you or visiting your home) will not inflict domestic violence, threaten violence, or use mental, emotional, physical or sexual abuse against your partner, your ex-partner, or any member of your family or household."
- 10.2 As a Registered Social Landlord, Southway can pursue civil actions against perpetrators of domestic violence, as it would for perpetrators of anti-social behaviour. In cases of domestic violence, Southway Housing Trust can take out a breach of tenancy injunction if the perpetrator is a Southway Housing Trust tenant and he/she commits the offence in the locality of his/her tenancy.
- 10.3 However, if there was evidence of persistent anti social behaviour by the perpetrator, Southway Housing Trust could possibly look at an Anti-Social Behaviour Order (ASBO) against an individual who has acted in a manner likely to cause harassment, alarm or distress against one or more persons not of the same household as himself/herself. Southway Housing Trust cannot seek Anti-Social Behaviour Orders against partners who live in the same household. Registered Social Landlords may have the ability to obtain an Anti-Social Behaviour Order if the problem is around their own stock.
- 10.4 If the person is a Southway Housing Trust tenant, Southway Housing Trust may be able to take the action. The Trust is responsible for making decisions about what action to take having sought legal guidance as necessary. If the perpetrator is a Housing Association tenant and he/she commits the offence in the locality of his/her tenancy, and the Registered Social Landlord seeks the action as a Breach of a Tenancy injunction, Manchester City Council can take action on their behalf.



## 11.0 Evidence Issues

### 11.1 Ensuring **immediate** safety;

- Southway Housing Trust will always give due consideration to the information provided. Officers will provide the person fleeing domestic violence with support and advice to assist them in deciding what to do next.
- If the person decides they do not want to return to their property the procedure for referrals to the City Council's Homelessness Service should be followed.

### 11.2 If the person decides to remain in their home, Officers will record the main details of the discussion and provide the person with the following relevant counselling numbers;

- British Association for Counselling and Psychotherapy - tel: 0870-443 5252
- Women's Domestic Violence Helpline (women only) - tel: 636 7525
- Broken Rainbow (Lesbians, gay men, bisexuals and transsexuals only) - tel: 07812-644914.

## 12.0 People Who Experience Domestic Violence but Who Are Also Perpetrators of Anti-Social Behaviour

12.1 Southway Housing Trust has a responsibility to balance the needs and safety of all of its residents. For this reason, it cannot rehouse perpetrators of anti-social behaviour in areas of their choosing. This includes people who present as homeless because of domestic violence and have perpetrated anti-social behaviour in their tenancy. Applicants are not absolved of their responsibility for their anti-social behaviour in their locality because they have personal experience of domestic violence. Southway Housing Trust will protect the community where she/he perpetrated anti-social behaviour, as well as assisting her/him due to statutory obligations.

12.2 When assessing whether this applicant can be included in the Manchester Housing Register or the Southway Housing Trust Housing Register, follow the 'Challenging Anti-Social Families Procedure' if the person has children. If the person is a single applicant or part of a couple, their case will be assessed on a case-by-case basis.

12.3 Note that Challenging Anti-Social Policies and Procedures take precedence over Domestic Violence Policies and Procedures.



### **13.0 Inclusion of Perpetrators on the Rehousing Review List (RRL)**

13.1 The test for entry on the RRL is whether the perpetrator has engaged in behaviour serious enough to make Southway Housing Trust entitled to possession of an Assured Tenancy, and whether the conduct viewed at the date of application for a new tenancy remains so serious that the perpetrator should be considered ineligible for a tenancy (S167 2C Housing Act 1996).

13.2 An alleged perpetrator will not be put onto the RRL just because a person has presented either as homeless, or for rehousing because of domestic violence, or the perpetrator has signed a tenancy termination form. For the perpetrator to be included on the RRL, the person fleeing domestic violence must have provided a written statement in the form of the Case File and Incident Diary that enables Southway Housing to take action against the perpetrator.

13.3 An entry on to the RRL for a perpetrator of domestic violence could be made under the following circumstances;

- A perpetrator might appear on the RRL because they have been evicted from a tenancy that was in their name. For this to happen, there will have been sufficient evidence to satisfy the Court to give possession of the property.
- The perpetrator might appear on the RRL on the grounds of behaviour if there has been sufficient evidence provided to the Trust to justify an entry for this criterion.
- It is possible that, if domestic violence has resulted in a conviction for a community offence (*refer to the RRL Staff Guide*), an entry would be made because they are a serious offender. The Serious Offenders Panel assesses the risks posed to all Manchester residents if the person is rehoused. Any agreement to rehouse the offender might restrict the areas of choice of rehousing. Unless a specific review date is recorded by the Panel, this listing will remain in force.

13.4 Applicants can ask for a review of an entry on the RRL and, in such instances, Officers should follow existing RRL procedures.

### **14.0 Southway Housing Trust Employee Policy on Domestic Violence**

14.1 Southway Housing Trust recognises that every employee who experiences domestic violence has the right to raise the issue with their employer in the knowledge that the matter will be dealt with promptly, sensitively, confidentially and with the seriousness that it warrants.



14.2 Any cases of domestic violence involving Southway staff will be referred to Southway's Human Resources Manager.

## 15.0 Useful Contact Numbers

### Manchester City Council

Homeless Families	234 4800
Women's Direct Access Centre	219 6050
Men's Direct Access Centre	273 7306
ASBAT (Anti Social Behaviour Action Team)	234 4612
Housing On Call	953 2525

### Emergencies

Police, Ambulance or Fire	999
Domestic Violence Unit, Greater Manchester Police	872 5050

### Legal Assistance

Immigration Aid Unit	740 7722
Legal Advocacy Project	234 5341
North Manchester Law Centre	205 5040
South Manchester Law Centre	225 5111

### Domestic Violence Helplines

Women's Domestic Violence Helpline	636 7525
Beverley House (women with learning disabilities)	0208-522 0675 (9 - 5 Mon. - Fri.)
Broken Rainbow (Lesbians, gay men, bisexuals and transgender people only)	07812-644914
Lesbian Community Project (Lesbians and bisexuals only)	273 7128
Tulip Project (for parents/carers who have experienced violence at the hands of children in their care)	0151-637 6363

### Outreach Services Offered by Refuges

African and Caribbean Women's Outreach Project	636 7518
Central Manchester Women's Aid Outreach	273 4366
Hosla Asian Women's Outreach Project	636 7561
North Manchester Women's Aid	953 4075
South Manchester Women's Aid	861 8428



Wythenshawe Women's Aid	998 2006
Asylum Support Team	226 8131
Social Services	255 8250

**Link Worker Advice Service:**

Afro Caribbean (including Patois speakers)	272 7853
Arabic	272 7826 (answerphone)
Bangla and Sylheti	272 7823/249 0862

**General Advice**

Manchester Advice	234 5600
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**16.0 Linkages with Other Southway Policies**

This policy should be read in conjunction with the following policy/policies;

- Relationship Breakdown Policy
- Service User Harassment Policy
- Rent Arrears Suspension Policy
- Equal Opportunities and Diversity Policy

<u>POLICY IMPLEMENTATION AND REVIEW HISTORY</u>	
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