Passage Housing Services

Passage Housing Services Domestic Abuse Policy

Our Commitment to Safety and Support

Passage Housing Services (PHS), a Registered Social Landlord and subsidiary of Passage 2000, is committed to supporting residents affected by domestic abuse.

We provide trauma-informed support and work with local agencies to ensure safety and access to appropriate services.

Who This Policy Covers

This policy applies to:

- All PHS-managed properties
- All residents, including tenants, licensees, and other occupants
- Staff, volunteers, and support providers
- Commissioners and local authority partners

We use the term “Residents” to include tenants, licensees, and other individuals living in our properties.

Accessibility

We offer:

- Easy Read versions
- Large print
- Audio formats
- Translations

Support staff are available to explain key points, and printed copies are available at all PHS properties.

Governance and Accountability

Strategic oversight and legal accountability rest with the Board of Trustees of Passage 2000.

The CEO of Passage 2000 holds ultimate responsibility for domestic abuse policy implementation and performance.

Definitions

Domestic abuse includes physical, sexual, emotional, psychological, economic abuse, and coercive or controlling behaviour.

It applies to individuals aged 16 and over who are personally connected.

Policy Actions

We take all reports of domestic abuse seriously and aim to provide effective support and safe housing options.

We work with Westminster City Council and other agencies to rehouse or support residents as needed.

Support for Victims

We prioritise safety, offer confidential interviews, and provide practical support such as lock changes and repairs.

We do not require proof of abuse and respect the wishes of the person affected.

Support for Perpetrators

Where safe and appropriate, we support perpetrators through referrals to rehabilitation and behaviour change services.

We may take action if tenancy or license agreements are breached.

Staff Training

Staff receive regular training and updates to ensure effective response to domestic abuse cases.

We participate in multi-agency forums to improve support and enforcement.

Data Protection

We maintain confidentiality and share information only when legally required or to prevent harm.

We comply with UK GDPR and our Data Protection Policy.

Equity, Diversity and Inclusion

We do not tolerate discrimination and provide accessible services for all residents.

We make reasonable adjustments and offer interpreter services where needed.

Monitoring and Review

We record all cases and report annually.

This policy is reviewed every three years or sooner if required by law or best practice.

Need Help or Have a Concern?

If you have questions or need help understanding this policy, please speak to your housing support worker.