

Draft Domestic Abuse and Hate Crime Housing Policy (easy read version)

Enfield Council Housing Services 2026–2029

ACTION	Details
Version	Easy read
Approved	Cabinet decision
Author	Service Improvement Team
Policy Owner	Joanne Drew, Executive Director of Housing and Regeneration
Review date	We will review this policy every three years (xxx 2029) or when there is operational need
E500 Consultation Process	Full resident consultation to be shared

Introduction

This is an easy read version of Enfield Council's Domestic Abuse and Hate Crime Housing Policy. It says how we will help council tenants, council leaseholders, people who live with them, and people living in temporary housing. This includes:

What we promise	
	We will take reports of domestic abuse or hate incidents seriously and listen carefully. We will treat you fairly and with respect and will arrange an interpreter or other communication support if needed
	We will ask how if it is safe to contact you and then assess risk and agree the safe next steps with you where possible
	We will agree next steps with you where possible and will help you to make your own choices.
	We will help people to feel safer in their home where possible and will look at housing options if you are not safe at home.
	We will record information correctly and will keep it confidential unless we need to share it to protect someone from serious harm or meet safeguarding duties and we may work with other services to help keep you safe.

What is domestic abuse?

Domestic abuse can happen between people aged 16 or over who are connected to each other, like a partners, ex partner, or family member. Domestic abuse includes:

- Physical abuse
- Threats or intimidation
- Controlling or coercive behaviour
- Emotional or psychological abuse
- Economic abuse, such as controlling money
- Stalking or harassment
- Children can also be victims if they see, hear or experience the effects of domestic abuse.

What is a hate crime or hate incident?

A hate crime is a crime that someone believes happened because of hostility or prejudice. This may be about race, religion, disability, sexual orientation or transgender identity. A hate incident may not be a crime, but it can still make someone feel harmed, frightened or upset because of hostility or prejudice.

- Verbal abuse or threats
- Intimidation or harassment
- Criminal damage
- Offensive graffiti
- Online abuse
- Targeted anti-social behaviour

How do we assess the risk?

For domestic abuse cases, we will use a recognised risk assessment. This helps staff understand the risk and decide what support is needed. If someone is in immediate danger, we may contact the police or make an urgent safeguarding referral. If a child or adult at risk may be unsafe, we will follow safeguarding procedures.

What support and housing options will we offer?

We will look at the best way to help you stay safe. This will depend on your situation, the risk and the housing options available. Some of the things we may do include:

- Repairs or extra security, such as locks, alarms or a fireproof letterbox and the removal of offensive graffiti or materials
- Refer you to other services such as a specialist domestic abuse or hate crime support service, safeguarding services, the police, health services, and legal services.
- Give you advice if you are homeless or at risk of homelessness
- Provide temporary accommodation if it is not safe to remain at home or support you to move where this is needed for safety

What action will we take against perpetrators?

Keeping victims and survivors safe is the most important thing, but the Council may also take action against the person causing harm. This could include a warning, tenancy enforcement or other legal action

What to do if you need help	
	If there is immediate danger: call 999.
	If you need housing advice: contact Enfield Council Housing Advisory Service. Email: HousingAdviceService@enfield.gov.uk . Phone for emergency homelessness help: 020 3821 1769. Phone line open Monday to Friday, 9am to 5pm. Out of hours: 020 8379 1000. Online housing advice: https://enfield.adviceaid.uk .
	If you are an Enfield Council tenant affected by violence or abuse: contact your tenancy manager or call 0800 40 80 160. For other tenancy matters, email tenancy.council.housing@enfield.gov.uk . For emergency council housing repairs, call 020 8379 1000 and choose option 4, then option 2.
	If you need domestic abuse support: call the Enfield Domestic Abuse Hub freephone helpline on 0800 923 9009, Monday to Friday, 9am to 5pm. You can also email callusDAH@enfield.gov.uk National Domestic Abuse Helpline: 0808 2000 247, free and available 24 hours a day.
	If you need this information in another format: call Enfield Council on 020 8379 1000 and ask for translation, interpretation, large print or other accessible support.