

Review of the Domestic Violence and Hate Crime Policies



9 customers with lived experience of Domestic Violence and Hate Crime took part in this survey.

What did you say



86%

of customers had safety measures installed in their homes.



83%

of customers felt the safety measures we provided helped them to remain in their home.



3/4

of the customers would have liked additional safety equipment such as CCTV or video doorbells.



71%

of customers were not referred for external support.

What we will do

- ✓ Although we don't provide CCTV we will provide a video doorbell where appropriate.
- ✓ By the end of January 2025, we will ensure that all customers will be referred to the Domestic Abuse Services in their local area for further support.
- ✓ We will regularly update and promote the support information on the website (including the toolkit). A flyer will be given to all those who access the service.
- ✓ Any customer experiencing Hate Crime will be offered an outdoor security light to help them feel safer.
- ✓ By February 2025 we will ensure cases are dealt with sensitively and appropriately by delivering annual mandatory training to relevant staff.