



Housing Services

Domestic Abuse Service Standards



MANCHESTER
CITY COUNCIL



Why Service Standards Matter for Our Residents

Service Standards are essential because they set out what residents can expect from us in a clear, transparent and consistent way.

They help to build trust by ensuring that services are delivered fairly, efficiently, and with respect valuing the needs of our residents.

By defining response times, levels of support, and communication commitments, service standards will allow residents to hold us accountable and feel confident in the quality of service received.

They also promote better outcomes by encouraging early intervention, supporting tenancy sustainment, and fostering a more inclusive and responsive housing management service.



Our Commitment to You

These service standards are developed to support the vision of Housing Services, A Place called Home, which sets out to establish and deliver a resident led housing service for residents that live in our homes and communities.

A Place called Home is made up of three key priorities:

Resident-led services, putting **you** at the heart of everything we do



High-quality housing services and **home** improvements for warm, secure sustainable homes



Welcoming, safe and vibrant **neighbourhoods**



Domestic Abuse

What you can expect from us...

A guide for residents on how we respond to concerns about domestic abuse.

We're committed to creating a safe and supportive environment for all residents. If you or someone in your household is affected by domestic abuse, we're here to listen, support, and work with you to find the right help.

How we respond

Domestic abuse concerns can be raised directly by you, your family, or referred to us through the Multi Agency Risk Assessment Conference (MARAC).

When a concern is raised, we will:

- Check if emergency help is needed and contact emergency services if necessary.
- Listen with care and respect to understand your situation.
- Record the concern in our housing system and make sure it's reviewed quickly so you get the support you need.

Early support

We believe that early support can make a real difference. We'll help connect you with services that are right for you—such as your GP, domestic abuse support organisations, or Early Help—so you can access the care and guidance you deserve.

Our team's approach

Our staff are trained to recognise signs of domestic abuse and respond with empathy and professionalism. We're committed to being attentive and respectful in every interaction, and we'll always guide you to the right support.

Working together to support you

If a case is opened, we will:

- Refer the concern to our Community Safety Team and document the steps we take.
- Work closely with you and other agencies involved in the MARAC process to find the best way forward.
- Address any housing-related issues that may be affecting your wellbeing—such as repairs (including damp and mould), rent arrears, overcrowding, or the need for rehousing.
- Stay in regular contact and advocate on your behalf to make sure your needs are met.
- Escalate concerns either directly to the police or through MARAC when needed to ensure your safety.

Closing and monitoring cases

We'll only close your case once we've spoken with you and confirmed that the right support is in place.

We want to make sure you feel safe, heard, and supported moving forward.



Monitoring our service

Every month, our Community Safety Manager reviews domestic abuse referrals and cases to ensure we're meeting our standards and continuously improving the way we support residents.

How We Monitor & Measure Standards

Monitoring service standards is essential to ensure that our services remain responsive, consistent, and accountable. It allows us to track performance against agreed expectations and standards. It also allows us to identify areas for improvement and to take timely action to address any service failures.

By regularly reviewing how well we meet our service standards, we will not only uphold the quality of our service to our residents but also build trust and demonstrate transparency. It also fosters a culture of continuous service improvement across our service area

We will listen to our residents, colleagues and partners to ensure that all feedback is used to make positive changes that will drive service improvement

Performance management reviews will be utilised to highlight areas of excellence and concern to deliver continual improvements

