

Domestic Abuse Policy

1. Introduction

Domestic abuse can happen in any household or intimate relationship, on any income level and in any tenure. It is widespread, and known to be under-reported. Abuse generally has a negative impact on an individual's mental and/or physical well-being and also affects the emotional and social well-being of children, and any other dependants including pets, in the household. Children and dependants in families where there is domestic abuse are also at risk of abuse themselves. Perpetrators and victims can be of any age, from 16 years old upwards.

CHS Group (CHS) is opposed to all forms of domestic abuse (whether between partners / ex-partners or between other family members, and against adults in need of care and support) and will positively support those who are affected by it, both directly and indirectly. We will take action against the perpetrators of domestic abuse where we have the power to do so, and work with partner agencies to help to increase the choices for those who are abused and their households. Any reference to victims in this policy includes the households of the person/s abused. In this policy we use the term victim with reference to the period when CHS' support is needed; however we recognise that victims move on from this initial support and should thereafter be termed survivors.

The Background

- The British Crime Survey shows that the vast majority of reported domestic abuse is perpetrated by men on women, and that domestic abuse poses a serious risk to women. However, men can also experience domestic abuse by women.
- 7 women are **killed every month** in England and Wales by a current or former partner (Office of National Statistics, 2014)
- 1 in 4 women in England and Wales will experience domestic abuse in their lifetimes and 8% will suffer domestic abuse in any given year (Crime Survey of England and Wales, 2013/14) The British Crime Survey research found that "women are most commonly sexually assaulted by men they know"
- Approximately 42% of domestic violence victims have been victimised more than once. Victims experience an average of 20 incidents of domestic violence in a year, which can often increase in severity each time. (British Crime Survey 2004).
- 62% of children living with domestic abuse are directly harmed by the perpetrator of the abuse (SafeLives, 2016)
- Every hour police in England and Wales receive 100 calls about domestic abuse.
- Of women who had experienced domestic abuse, 25% had never lived with the partner who had committed the worst act of abuse against them. (Walby & Allen, 2004).
- Each year 100,000 people in the UK are estimated to be at high and imminent risk of being murdered or seriously injured as a result of domestic abuse. (SafeLives, 2016).

What is the potential impact of domestic abuse on victims?

The impact of domestic abuse on children and adults can be devastating. It can lead to any of the following:

- 16% of victims report that they have considered or attempted suicide as a result of the abuse, and 13% report self-harming (SafeLives (2015))
- 40% of high-risk victims report having mental health issues (SafeLives 2015)
- physical harm which affects an adult's ability to care for others and themselves, and has a short or long term impact on health
- preventing a child from achieving their full potential in terms of growth and development
- long-term emotional and social difficulties in childhood and throughout adulthood
- isolation from family and friends
- substance misuse, often as an attempt to cope with circumstances
- for some, primarily women and their children, domestic abuse will result in serious injury or death.

2. Purpose

CHS aims to ensure that customers (including applicants for housing) and their households experiencing domestic abuse receive all possible support and assistance to help them to live in safety. This includes:

- Giving a clear message that we do not tolerate domestic abuse and that we will hold individual perpetrators accountable
- Providing advice about housing rights and options
- Making sure all those affected are informed about and referred to appropriate sources of help, advice and support
- Helping to prevent homelessness
- Ensuring effective housing management procedures are in place to support victims and deal with perpetrators
- Use flexible lettings policies to address the needs of victims and apply sanctions to perpetrators
- Ensuring effective training of employees
- Building on key partnerships with other agencies that have a role in responding to domestic abuse, to help increase the choices for victims
- Raising awareness about the range of services available to support victims of domestic abuse

3. Definition of Domestic Abuse

The Government defines domestic violence and abuse as

'Any incident or pattern of incidents of controlling, coercive or threatening behaviour or abuse between those aged 16 or over, who are, or have been intimate partners or family members, regardless of gender or sexuality. This can encompass, but is not limited to the following types of abuse-psychological, physical, sexual, financial and emotional.

Controlling behaviour is 'a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

'Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Family members are defined as: mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step family.

Domestic abuse is rarely a one-off incident and should be seen as a pattern of abusive and controlling behaviour through which the perpetrator seeks power over their victim. The figures show that although domestic abuse can be perpetrated by women towards men; it consists mainly of abuse by men against women (British Crime Survey). Women are more likely to be injured, repeatedly abused, and murdered. Male perpetrators are far more likely to abuse post-separation than women and this is the most high-risk situation for women (Second London Domestic Abuse Strategy, Nov 2005).

What are the signs of domestic abuse? (Extract from Women's Aid website)

- **Destructive criticism and verbal abuse:** shouting/mocking/accusing/name calling/verbally threatening
- **Pressure tactics:** sulking, threatening to withhold money, disconnect the telephone, take the car away, commit suicide, take the children away, report you to welfare agencies unless you comply with his demands regarding bringing up the children, lying to your friends and family about you, telling you that you have no choice in any decisions.
- **Disrespect:** persistently putting you down in front of other people, not listening or responding when you talk, interrupting your telephone calls, taking money from your purse without asking, refusing to help with childcare or housework.
- **Breaking trust:** lying to you, withholding information from you, being jealous, having other relationships, breaking promises and shared agreements.
- **Isolation:** monitoring or blocking your telephone calls, telling you where you can and cannot go, preventing you from seeing friends and relatives.
- **Harassment:** following you, checking up on you, opening your mail, repeatedly checking to see who has telephoned you, embarrassing you in public.
- **Threats:** making angry gestures, using physical size to intimidate, shouting you down, destroying your possessions, breaking things, punching walls, wielding a knife or a gun, threatening to kill or harm you and the children.
- **Sexual abuse:** using force, threats or intimidation to make you perform sexual acts, having sex with you when you don't want to have sex, any degrading treatment based on your sexual orientation.
- **Physical abuse:** punching, slapping, hitting, biting, pinching, kicking, pulling hair out, pushing, shoving, burning, strangling.
- **Denial:** saying the abuse doesn't happen, saying you caused the abusive behavior, being publicly gentle and patient, crying and begging for forgiveness, saying it will never happen again.

4. Legal Framework

There is a range of civil and criminal action to protect people from domestic abuse. These vary according to the circumstances of individuals. Some of these are outlined here but CHS will always advise that proper legal advice is taken. Legal Aid has been restricted in recent years and advice can be sought here: <http://rightsofwomen.org.uk/get-information/violence-against-women-and-international-law/domestic-violence-injunctions/>

Part IV of the **Family Law Act 1996** (FLA 1996) provides a civil remedy for molestation, abuse and occupation. The court can grant occupation orders to exclude a perpetrator from the home altogether or prevent them from re-entering the home or coming within a certain area of the home. A non-molestation order is used to restrain someone from causing or threatening abuse to the applicant or any children. Applications can be made on-notice or

ex-parte (without notifying the respondent) where there is a risk of harm. A Power of Arrest can be attached to an order, especially where the court finds that there has been abuse or a threat of it.

The **Protection from Harassment Act 1997** contains both criminal and civil remedies for domestic abuse. Its main advantage has been its availability to those who have not lived with their abusive partner or had children with them - however this is improved by the Domestic Abuse Crime and Victims Act 2004 (see below). Civil remedies include injunctions and seeking damages for harassment offences. Breach of an order is a criminal offence.

The **Housing Act 1996** allows CHS as a landlord to apply for a possession order (using Ground 2A for secure tenants or ground 14A for assured tenants) where the tenant has been violent. It depends on the tenant who is experiencing domestic abuse leaving the property with no intention of returning. It does not enable the victim of abuse to stay in the property, but is a way of regaining possession of the home when the perpetrator remains in occupation.

The **Homelessness Act 2002** provides a safety net for those who become homeless through domestic abuse while the Priority Need Order 2002 extends the definition of 'priority need' to include those fleeing domestic abuse who may not otherwise be deemed to be in priority need.

The **Domestic Abuse Crime and Victims Act 2004** introduces stronger protection for victims with measures such as making it an arrestable offence to breach a non-molestation order, making common assault an arrestable offence, setting up a register of civil orders, extending protection to same-sex couples and permitting non-molestation orders for couples who have never co-habited.

The **Crime and Security Act 2010** Sections 24-33 of the Act relate to Domestic Violence Protection Notices and Orders (DVPNs and DVPOs).

A Domestic Violence Protection Notice and Order is aimed at perpetrators who present an on-going risk of violence to the victim with the objective of securing a co-ordinated approach across agencies for the protection of victims and the management of perpetrators. The DVPN / DVPO provides immediate emergency protection for the victim allowing them protected space to explore the options available to them and make informed decisions regarding their safety.

Anti-Social Behaviour, Crime and Policing Act 2014 makes provision for a civil injunction to prevent anti-social behaviour. Part 2 makes provision for an order on conviction to prevent behaviour which causes harassment, alarm or distress. An injunction may be granted on the application of the chief officer of police for a police area. A housing provider may make an application only if the application concerns anti-social behaviour that directly or indirectly relates to or affects its housing management functions.

The **Care Act 2014** emphasises promoting wellbeing and prevention of needs. Wellbeing has a broad definition, including personal dignity, physical mental health, protection from abuse and neglect and control over day to day life, participation in work, education or training.

Clause 2 of the Act places a duty on local authorities to prevent, reduce and delay needs for care and support. This includes providing or arranging for the provision of services in their

area which will prevent or delay the development of or reduce the need for support by carers.

The **Serious Crime Act 2015** (Section 76) created a new offence of controlling or coercive behaviour in an intimate or family relationship. Controlling or coercive behaviour towards another can include or be committed in conjunction with a range of other offences. A pattern of controlling or coercive behaviour can be well established before an incident is reported. Behaviour of the perpetrator can include:

- Isolating a person from their family or friends
- Depriving them of their basic needs
- Monitoring their time
- Monitoring a person via online communication tools or using spyware
- Taking control over aspects of their everyday life, such as where they can go, who they can see, what to wear and when they can sleep
- Depriving them access to support services, such as specialist support or medical services
- Repeatedly putting them down such as telling them they are worthless
- Enforcing rules and activity which humiliate, degrade or dehumanise the victim
- Forcing the victim to take part in criminal activity such as shoplifting, neglect or abuse of children to encourage self-blame and prevent disclosure to authorities
- Financial abuse including control of finances, such as only allowing a person a punitive amount
- Control ability to go to school or place of study
- Taking wages, benefits or allowances
- Threats to hurt or kill
- Threats to harm a child
- Threats to reveal or publish private information (e.g. threatening to 'out' someone)
- Threats to hurt or physically harming a family pet
- Assault
- Criminal damage (such as destruction of household goods)
- Preventing a person from being able to attend school, college or university
- Family 'dishonour'
- Reputational damage
- Disclosure of sexual orientation
- Disclosure of HIV status or other medical conditions without consent
- Limiting access to family, friends and finances

5. How CHS supports victims of Domestic Abuse

CHS adopts a victim-centred approach. We aim to listen, support, and where possible do what the victim wants to be done. We will accept an incident as domestic abuse if anyone who reports it (e.g. the victim, a witness, a police officer or housing/support officer) perceives it to be so and will record it as such. We accept that evidence of domestic abuse will not always be available and we will accept the incident without formal evidence unless further investigations prove otherwise. If there is not other evidence available, our discussions with a victim will help to establish our approach. We will provide a Housing Officer/Support Worker of the same gender if they wish.

CHS will respond very quickly by visiting and starting an investigation within 24 hours. However we will be flexible and highly sensitive in how we progress an investigation and support the individual, particularly if they still live with the perpetrator.

Where the perpetrator lives in a Supported Housing Scheme and has a learning disability or a mental health issue that has contributed to their abusive behaviour, CHS will seek to have an advocate appointed to act on their behalf when being interviewed by police, dealing with legal issues etc. They will also be supported to understand that abuse whenever it occurs is unacceptable and the need for them to take steps to address their behaviour. However, our priority is to support and protect the person who has experienced the abuse and we will take action against perpetrators in order to ensure the safety of those experiencing abuse.

There may be cases where a Housing Officer, Support Officer or other front-line employee will suspect that a person may be subject to domestic abuse but is not reporting it themselves - either because of what they see or hear or what is reported by neighbours. Where this is the case, the officer will make gentle enquiries, in privacy, to encourage the individual to seek help and stress that they will be supported – but leaving the choice entirely in their hands. Some people may cope by denying the problem; we will seek to encourage disclosure, not to pressurise. We will continue to **safely** ask about the person's wellbeing each time we are in contact with them. We will seek advice from specialist agencies wherever necessary to review and improve our approach to individual cases.

Reasons why a woman may not be ready to leave (from Women's Aid website, but can also apply to men):

- **Fear of the perpetrator** and/or what they will do (these may be realistic fears based on threats)
- She may still **care for her partner** and hope that they will change (many women don't necessarily want to leave the relationship; they just want the abuse to stop).
- She may **feel ashamed** about what has happened or believe that it is her fault.
- She may be **scared of the future** (where she will go, what she will do for money, whether she will have to hide forever and what will happen to the children).
- She may feel **too exhausted** or unsure to make any decisions.
- She may be **isolated from family** or friends or be prevented from leaving the home or reaching out for help.
- She may have **low self-esteem** as a result of the abuse.
- Religious and/or cultural norms or expectations
- She may believe that it is better to stay for the **sake of the children** (e.g. wanting a father for her children and/or wishing to prevent the stigma associated with being a single parent).
- She doesn't want to leave family pets with the perpetrator

Women and children need to know that they will be **taken seriously** and that their rights will be enforced. They need to have **accessible options** and be supported to make safe changes for themselves and their children. Resources and support they will need to leave safely include: **money**, housing, **help with moving**, transport, ongoing protection from the police, **legal support** to protect her and the children, a **guaranteed income** and **emotional support**. If a woman is not sure if these are available to her, this may also prevent her from leaving.

Women may also seek support from family or friends and the quality of the support they receive is likely to have a **significant influence** on their decision-making. Sometimes women will make **several attempts** to leave before they actually leave permanently and safely. Regardless of her decision, it is important that the support a woman receives enables her to increase her and her children's safety regardless of the choices she makes about her

relationship to the perpetrator.

*It also is vitally important that women are also supported whilst **living with a perpetrator**. If she feels that she will be excluded from ongoing support if she does not leave, she is **unlikely to seek help** from the same person or organisation again.*

6. Safeguarding Children

Where adult safeguarding and domestic abuse are being addressed and children are involved or present as family members, we have a duty to refer to Children's Social Care Services, using local protocols and procedures, even if the adult victim chooses not to, or is not able to, accept help for themselves. CHS officers will need to consider the risks this may present for the victim, for example of further violence and discuss carefully in the course of making the referral.

Exposure to domestic abuse is always abusive to children although the impact on them may vary. Section 120 of the Adoption and Children Act 2002 clarifies the definition of significant harm outlined in the Children Act 1989:

'Any impairment of the child's health or development as a result of witnessing the ill-treatment of another person, such as domestic violence.'

7. Confidentiality

Victims are encouraged to allow us to share information with other agencies, including the police and Local Authorities to ensure that the full range of civil and criminal remedies can be explored. However all information provided by the victim will be treated in total confidence and only passed to external agencies with prior consent. The exception would be where a child or vulnerable adult is thought to be at risk or there is a high risk of serious harm to anyone involved in the situation. In these cases CHS will contact the statutory protection agencies as a matter of urgency.

8. Helping people to stay put

If the victim wishes to stay in the home but lives with the perpetrator, we will advise them confidentially on a number of options, working jointly wherever possible with specialist agencies. These include but are not limited to:

- Advice about support agencies which can offer practical and emotional support, advice and information e.g. Women's Aid Outreach team, Helplines etc.
- Co-operating with other agencies in finding safe temporary accommodation until it is safe to return.
- Advising about how to report incidents to the police and in particular the more specialist police contacts.
- Advising to take formal legal advice on the different options for legal action against the perpetrator (e.g. injunction, non-molestation order, occupation order) and about arrangements for any children.
- If there is a joint tenancy, advising the victim that they may unilaterally end the tenancy and apply to have a sole tenancy of the same property. If CHS concludes that there has been domestic abuse, it will then grant a sole tenancy to the victim. However this must be agreed before the joint tenancy is ended so that the victim is not at risk of becoming homeless. CHS is also obliged to assess the proportionality of such a decision due to the impact it will have on the other joint tenant. This option is of much less benefit for married couples as the spouse would still have matrimonial occupational rights even if they are not a party to the tenancy.

- Making a referral to the Cambridgeshire Sanctuary Project (see Section 10) via the local authority housing department to provide a safe home.
- Making flexible arrangements about any rent arrears, and not allowing these to prevent a transfer to another home if it becomes necessary.
- Where both victim and perpetrator are resident in the same Supported Housing project, a risk assessment will be carried out and safety plans developed from this. These could range from eviction of the perpetrator, to enabling both parties to remain within the project subject to compliance with a risk management plan.

9. Helping people to move

Where the victim is forced to leave their home due to domestic abuse and does not feel able to return, CHS will also provide advice and support in helping them to decide their options. These include but are not limited to:

- Advice about how to contact Women' Aid/Refuge for help in finding out about refuge accommodation out of the area.
- Advice about applying to a local authority for emergency accommodation under the provisions of the Homelessness Act 2002.
- Advising the victim about how to end their tenancy once they have secured alternative accommodation, which may include ending a joint tenancy unilaterally so that the perpetrator is unable to remain in the home. It may rarely be possible for CHS itself to offer alternative accommodation, although our resources are limited.
- Advice and support in recovering property from the former home if it is unsafe to return or where a perpetrator is preventing access to the former home.
- Where the victim is a joint tenant and feels unable to end the tenancy unilaterally, CHS will use the powers in the Housing Act 1996 to take possession of the property from the perpetrator (so long as we are able to present sufficient evidence). This can be done for tenancies granted by CHS after 1 January 2007 for breach of the domestic abuse clause, or by relying on the Ground introduced in the Housing Act 1996 to secure possession where a spouse or co-habitee has left the home due to domestic abuse and has no intention to return.
- Where both victim and perpetrator are resident in the same Supported Housing project, help may be provided to either or both parties to move on to alternative accommodation in line with the risk assessment and safety plan.

10. Checklist for effective support

¹Officers working with those who experience domestic abuse use the following checklist to guide their approach to supporting the individual:

- Is the person or anyone in the household at immediate risk of harm? If so take immediate action
- Do you think the person is coping with the situation by denying it? In which case keep gently and sensitively asking if you can help
- Do we need to assign an officer of the same gender?
- Does the person need help with translation / interpreting?
- Does the person have details of agencies / police to call in an emergency

¹ (see 'Complicated Matters: A toolkit addressing domestic and sexual violence, substance use and mental ill-health' - joint publication Cambs Domestic Abuse and Sexual Violence Partnership and Cambs Drug and Alcohol Action Team 2013)

- Does the person wish to get in touch with an outreach / support agency for advice on their options?
- Does the person wish to stay in their home but with help to exclude the perpetrator?
- If the person wishes to stay put, do we need to make enquiries about the Sanctuary scheme or other support?
- Does the person wish to move out of their home to get away from abuse?
- What arrangements can be made for family pets?
- Does the person need support in collecting belongings from the home?
- Do we need to take tenancy action against the perpetrator?
- Do we need to discuss a possible homelessness application with the local authority?
- Does the person need advice about how to access legal advice?
- If we need to make a referral to Children's Services what impact might this have on the household that needs further planning?
- Does the adult have a care and support need in which case should we contact Safeguarding Adults for further advice and guidance?

11. Using risk assessment tools

Comprehensive, accurate and well-informed risk assessments are fundamental to good practice and good outcomes for people who need support regarding domestic abuse. Involving the person at risk, or their trusted advocate or Independent Mental Capacity Advocate (IMCA) (if the person lacks capacity), in the risk assessment, is the best and most effective way forward as it will lead to a much more accurate, comprehensive and better-evidenced risk assessment and will give the person themselves, or someone on their behalf, an opportunity to identify, describe and understand the risks for themselves, with support, and therefore contribute to their confidence and self-esteem.

ACPO-DASH Risk Identification Checklist (RIC) and Multi Agency Risk Assessment Conference (MARAC)

The ACPO-DASH RIC is an evidence based check-list to inform a structured professional judgement of risk. It provides a 27 point check-list, with a threshold of 14 or more points ticked indicating that a person or persons are at serious risk of injury or death. However, there will be occasions where a particular context or set of circumstances gives rise to serious concerns even if the victim has been unable to disclose the information that might highlight their risk more clearly. This could reflect, for example, extreme levels of fear or cultural barriers to disclosure. Therefore, regardless of protective factors present, professional judgement should be used to make a final decision about any risk posed, and action taken to refer to MARAC.

A safeguarding referral should be made for a score of **1 or more** for an adult with care and support needs.

Referral to a MARAC (Multi Agency Risk Assessment Conference) will be the outcome of identifying that an adult is at serious risk of injury or death from domestic abuse. These are regular meetings which take place in each local area, chaired by the Police, where statutory and voluntary sector partners work together to share and discuss the information known about the risks faced by victims or potential victims of domestic abuse. They consider the highest risk cases, and a coordinated safety plan to protect each victim is developed. This can include recording the actions which are agreed for any children, any adults at risk and also perpetrators. Any participating agency can make a case for discussion to MARAC.

12. People with care and support needs who perpetrate domestic abuse

It is important to recognise that some adults with care and support needs can also be perpetrators of domestic abuse and that this can often be hidden or go unrecognised by family members or professionals. Even where the abuse appears to be linked to a person's condition or state e.g. learning disability, dementia or mental illness – it does not mean that the abuse should be tolerated by the victim or ignored/colluded with by professionals. The abuse may have been present for many years and a perpetrator's support needs may have been used as an excuse for their behaviour when they could actually control their actions. It is crucial to identify and manage the risks posed to the victim and to any others exposed to the abuse. Professionals should make it clear to the victim (as in all cases of abuse) that the abuse is not their fault and that they have a right to be protected and consider what their options are. If the victim is the perpetrator's primary carer, options to consider will include reassurance that the perpetrator's care needs can be met in an alternative way and that any transitions can be well-managed.

The perpetrator may need information about care and support services and may also require a safeguarding response in line with multi-agency procedures. Information and services offered may include advocacy services, substance misuse or mental health services, or specialist domestic abuse services such as behavioural programmes.

13. Obtaining good legal advice

It is possible for victims to make an application for an injunction themselves, but most people prefer to do this through a solicitor who has experience of dealing with domestic abuse cases, to ensure the best representation and outcome. The Law Society or the local Citizens Advice Bureau has a list of family solicitors in each area. Victims on low incomes may be eligible for public funding (Community Legal Services funding, or legal aid) to pay for legal costs however legal aid for advice on occupation or other family matters may be harder to obtain. The income of the perpetrator is not taken into account if the victim is taking legal action against them.

The National Centre for Domestic Violence (www.ncdv.org.uk/) provides a fast, free emergency injunction service.

See Rights of Women factsheet <http://rightsofwomen.org.uk/get-information/violence-against-women-and-international-law/domestic-violence-injunctions/>

14. Housing Management practice

Joint tenancies

We encourage partners starting a new tenancy with us to enter into a joint tenancy to protect their occupancy rights, especially those not protected by the occupational rights given by marriage. However this is the choice of the lead person in the housing application and if a sole applicant living with a partner wishes to hold a sole tenancy to protect their family's future we will respect their choice.

Tenancy conditions

From 1 January 2007 all new tenancies with CHS are Starter tenancies (or Licences and Assured Shorthold tenancies in Community Support Services) that include a clause *"not to commit or allow members of the Tenant's household or visitors to commit any acts of abuse,*

including psychological, physical, sexual, financial or emotional abuse, or threaten any such acts of abuse towards other members of the Tenant's household."

Security and Safety

The safety of those who experience domestic abuse is paramount and CHS will make every effort to provide extra security where it is needed. This may include referral to the Cambridgeshire Sanctuary Project, or more modest alterations to increase security. These include (working with other agencies where appropriate) additional door and window security, peep holes, safe letterbox, a panic alarm, surveillance equipment. We will also deal rapidly to repair damage to the home after an incident of domestic abuse without charge to the victim. We will however attempt to collect the costs of such repairs from the perpetrator wherever this is practicable.

15. Partnership working

CHS has a role in the sub-region of Cambridgeshire to work with other agencies to help in providing integrated services where skills and knowledge are shared. We have a partnership arrangement with Women's Aid which offers emergency accommodation and outreach work. We may also need to work jointly with other agencies where a perpetrator of domestic abuse is vulnerable for example due to learning difficulty or mental health. We work jointly with other agencies:

- In dealing with individual cases of domestic abuse by seeking advice, making referrals to the Multi-Agency Risk Assessment Conference (MARAC) and co-operating with agencies who are working with our customers.
- At the strategic level through the Cambridge Community Forum on Domestic and Sexual Violence/Abuse, Cambridgeshire Domestic Abuse and Sexual Violence Partnership Steering Group, and other relevant groups in order to co-operate with policy and management initiatives, share skills and knowledge and review good practice.

16. Training

CHS will ensure employees and policies are effective in meeting the needs, at a local level, of those who are or have been experiencing domestic abuse. This includes training for front line employees on the issues surrounding domestic abuse, skills to identify signs of domestic abuse and to help them deal effectively and sensitively with those who need our support. Relevant Officers attend mandatory training on safeguarding (including domestic abuse) every three years. Officers also attend regular refresher training on lone working and personal safety as they may come into contact with perpetrators of abuse. Officers also utilise our positive links with local agencies including Women's Aid to seek advice on specific cases.

17. Sanctuary scheme

The Cambridgeshire Sanctuary Project is a victim centred initiative which provides additional security measures to the homes of domestic abuse victims. It is aimed at preventing the isolation and upheaval caused by having to move home to escape a perpetrator. The measures are tailored to the individual's needs. There will generally be one room, a safe room, which can be used to wait safely for the arrival of the police. Typical measures can include a solid core door, mortice bolts, steel hinges and bolts, and window grilles.

A Sanctuary Scheme is just one of a range of options that should be presented to those experiencing domestic abuse who are at risk of homelessness – they will not be appropriate or safe in all instances.

CHS will work quickly and co-operatively with the Sanctuary Scheme to either seek a referral through the local authority housing department, or to give immediate permission for the works recommended by the Project.

18. Monitoring

All known cases of domestic abuse are recorded on CHS's Housing IT system (QL) and categorised separately from ASB / harassment. Each case is individually monitored and overseen by the Housing Manager who will provide advice and support to the Housing Officer managing the case.

19. Useful Contacts

Cambridge Women's Aid Refuge	01223 460947
Cambridge Women's Aid Outreach	01223 361214
www.cambsdasv.org.uk/website/downloads_and_resources_1/96816	
National Domestic Abuse 24 hr Helpline	0808 2000 247 www.womensaid.org.uk
Men's Advice Line	0808 8010 237
Website for men experiencing domestic abuse	www.mensadviceline.org.uk
Everyman Project (National Helpline for perpetrators)	0808 802 4040 www.respectphoneline.org.uk/
Childline	0800 1111
Broken Rainbow www.brokenrainbow.org.uk (Domestic Abuse Helpline for lesbian, gay, bisexual, transgender community)	08452 604460
Honour Helpline	0800 5999247
Victim Support	0845 3030900 www.victimsupport.org.uk
Civil Legal Advice	0845 3454345 www.gov.uk/civil-legal-advice
Cambridgeshire Sanctuary Project	via local authority housing department
Social Care Customer Services (Cambridgeshire)	0345 045 5200
• Emergency Duty Team (Adults & Children)	01733 234724
• Children's Social Care Services	0345 045 5203

Cambridgeshire Independent Advocacy Service (Mental Health)	01223 218500
VoiceAbility (Advocacy for people with Learning Disabilities)	01223 555800
Mencap	0808 8081111
RSPCA	0300 1234 999

Rights of Women	020 7251 6575
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MARAC enquiries	
MARAC Coordinator, Cambridgeshire IDVA Team.	01480 847718
	IDVAReferrals@cambs.pnn.police.uk

For 'what if' scenarios where you want to talk to a specialist police officer/IDVA - go through to the MASH on 101