

## **Domestic Abuse Policy**

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This policy sets out how we will help and support High Peak Borough Council tenants, or those living with them, who are experiencing domestic abuse. It also sets out how the Council will work in partnership to address domestic abuse and the actions we will consider taking against perpetrators.

## **1.0 Background – why have a policy?**

Domestic abuse occurs across society, regardless of age, gender, race, religious belief, sexuality, disability, wealth and geography. It has extreme consequences for survivors and generations across a whole range of outcomes, including physical and mental health, substance misuse, homelessness and in extreme cases, domestic homicide, suicide and death.

The Crime Survey for England and Wales estimated that 2.1 million people aged 16 years and over (1.4 million women and 751,000 men) experienced domestic abuse in the year ending March 2023. Research shows that domestic abuse is known to escalate in severity and frequency over time, the sooner it is identified and responded to, the better. A total of 242 domestic abuse related deaths were recorded between April 2022 to March 2023 in England and Wales, including 93 suspected victim suicides following domestic abuse.<sup>i</sup> Bereaved family members raise important points, not only about the response to these deaths, but how the police and their partners can work to prevent future deaths. ‘Domestic abuse is ‘hidden behind closed doors’ – we can open those doors, and if we look, we can see. We must look.’<sup>ii</sup> Families may live with domestic abuse for a significant period before getting effective help. On average high-risk victims live with domestic abuse for 2.3 years and medium risk victims for 3 years before getting help<sup>iii</sup>

Between 28,000 and over 30,000 Derbyshire County residents were estimated to be survivors of domestic abuse in the year ending March 2022<sup>iv</sup>. Of these, around 20,000 were estimated to be females. It is estimated that between 18,000 and 20,000 children were affected by domestic abuse in 2021-2022.

As the majority of domestic abuse is perpetrated in the home, housing providers have a significant role in supporting Survivors of abuse who are tenants or usually resides with a tenant. The Social Housing White Paper: The Charter for Social Housing Residents (November 2020) ‘supporting tenants facing domestic abuse’ states “landlords have a role to play in supporting the victims of domestic abuse. They are well-placed to identify early signs of abuse” (s.136). s.137 also sets out an expectation for the Regulator to review and amend regulatory standards to make it clear that landlords have policies for tackling issues surrounding domestic abuse and working with other agencies as appropriate.

The Local Government Ombudsman (2021) highlights that ‘Local councils are one of the key places victims of domestic abuse turn to for help to keep them safe from their abusers. Local councils’ action – or inaction – can mean the difference between a victim continuing to endure abuse or not.’<sup>v</sup> ‘Only by working together can local services try to ensure that victims of domestic abuse do not suffer further, or repeatedly have to relive the trauma as they are passed between services.’ We recognise that housing has an important role within a collaborative response to domestic abuse, as no single agency can see the full picture or solve all problems.

This policy supports the delivery of our legal and regulatory requirements. The Social Housing (Regulation) Act 2023 came into effect 1 April 2024 and introduces a new regulatory framework for social landlords. The new [Consumer Standards](#) include the ‘Neighbourhood and Community Standard’ which requires ‘outcomes landlords must deliver

about engaging with other parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.’ Specifically landlords must:

- work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice (s1.4.1)
- have a policy for how they recognise and effectively respond to cases of domestic abuse (s2.3.1)
- co-operate with appropriate local authority departments to support the local authority (*Derbyshire County Council*) in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation (2.3.2)

The Consumer Standards Code of Practice provides further guidance (s66-s69):

s66 - Registered providers should understand the significant impact that domestic abuse can have both on tenants experiencing it and their household members. In achieving this outcome registered providers should have a victim-centred approach to assisting tenants who experience domestic abuse.

s67 - Registered providers policies should set out their approach to recognising and effectively responding to cases of domestic abuse. They should consider, among other things, how they

- raise awareness and understanding among relevant staff so they can recognise the signs of domestic abuse, and in particular those linked to a tenant’s housing circumstances
- make tenants aware of appropriate support and advice available regarding domestic abuse, including from third party organisations
- offer tenants affected by domestic abuse referrals to specialist domestic abuse agencies
- provide staff supporting tenants experiencing domestic abuse with appropriate specialist training, and
- offer appropriate staff members to support tenants experiencing domestic abuse.

s68 - To be able to recognise and respond appropriately to reports of domestic abuse, registered providers should ensure they have an appreciation of the different specific needs of tenants who experience it, including those arising from the tenant’s protected characteristics, such as disability and race. As part of their approach, registered providers must handle sensitive information relating to cases of domestic abuse in compliance with relevant legislation.

## **2.0 Objectives of the Domestic Abuse Policy**

This Policy sets out key principles that will ensure a consistent approach in response to reports or concerns regarding potential domestic abuse. No one should live in fear of violence or abuse, we take domestic abuse seriously and are committed to providing a sensitive and confidential response to anyone approaching us for assistance in cases of domestic abuse. High Peak Borough Council will

- Enable individuals to report domestic abuse in different ways, or via a third party.
- Raise awareness about domestic abuse, how to identify it and prioritise the safety of survivors including children
- Raise awareness of the support and services available and enable tenants to access appropriate support.

- Provide employees with training and practical guidance to ensure they are skilled and confident to handle cases, are alert to the signs of domestic abuse, understand the support that is available and the action they must take.
- Provide timely and effective explanation of options and choices for survivors, so that they can identify the option that best meets their individual circumstances.
- Liaise and work in partnership with statutory agencies and other relevant local bodies, as part of a multi-agency response to keep survivors safe and enable joined up case management.
- Provide a sensitive, non-judgemental, survivor centred approach
- Take appropriate action regarding perpetrators of domestic abuse.

### **3.0 Defining and recognising domestic abuse**

The definition of domestic abuse has been extended overtime to clarify that domestic abuse should not be given a restrictive meaning to the term 'violence'. The current statutory definition of domestic abuse in the Domestic Abuse Act 2021 (DAA Act 2021) is:

*“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality”.*

A survivor in this context refers to anyone who has experienced domestic abuse, and the DAA Act 2021 also recognises that a child who sees or hears, or experiences the effects of, domestic abuse and is related to the person being abused or the perpetrator is also to be regarded as a survivor of domestic abuse.

The Act also recognises the impact of domestic abuse on those who are 'personally connected' and defines what is meant by this as *intimate partners, ex-partners, family members or individuals who share parental responsibility for a child*. An abuser is a person 'personally connected' to the individual and can be a current or former intimate partner, relative, neighbour, or friend, not all domestic abuse is contained within a relationship. The category of 'intimate personal relationship; has been amended to omit the requirement for a relationship to be of 'significant duration' to any length of time. There is also no requirement for the survivor and perpetrator to live in the same household.

Research<sup>vi</sup> shows that, in the majority of cases, it is women who experience domestic abuse perpetrated by men, for example male partners or ex-partners, brothers, fathers or sons. However, this applies equally to domestic abuse in gay or lesbian relationships or in heterosexual relationships where the man is the survivor. Domestic abuse occurs between generations in a family, the perpetrator could be the survivor's child, grandchild, teenage or adult sibling. Abuse within a family can encompass a number of different harmful behaviours and can be complex due to family composition and safeguarding implications. Abuse may be perpetrated as a perceived means to protect or defend the 'honour' of an individual, family or community against alleged or perceived breaches of the family or community's code of behaviour. It can therefore include 'honour'-based abuse, forced marriage, female genital mutilation and other harmful practices such as forced abortion.

Abuse can occur at any age and is often under reported when related to adults over the age of 65. Safeguarding often considers 'carer's stress' when incidents occur, and while one-off events do happen, it needs to be explored to see if there are any patterns or history. Older adults may be more reluctant to talk about problems at home due to experiential, cultural, and social factors, and this combined with ageing and subsequent care needs leaves them vulnerable to having domestic abuse overlooked. It is estimated that at least one in six older

people experience some form of abuse by a partner, family member or carer each year and approximately one in four (25%) domestic homicides in England and Wales between 2010 and 2015 involved a survivor aged 60 and over<sup>vii</sup> Note that the statutory definition of domestic abuse does not extend to paid and unpaid carers, unless they are also personally connected such as a family member.

The types of abuse can encompass but are not limited to

- **Physical** For example hurting or threatening to hurt physically. This isn't only hitting. Might restrain or throw objects. Might pinch or shove and claim it's a 'joke' This behaviour may include assault, humiliation or intimidation used to harm, punish, or frighten a survivor. This is one of the first forms of domestic abuse that people recognise because it's the most visible. However physical effects are often in areas of the body that are covered and hidden.
- **Psychological/ Emotional** May include acts designed to undermine a person's confidence and self-esteem to control their behaviour. May include name-calling, derogatory remarks, belittling, making the person feel unattractive or calling a person 'stupid' or 'useless'. Controlling behaviour designed to make a person subordinate and/or dependent by isolating and manipulating, criticising, intimidation, treating as inferior, victim-blaming or 'gas lighting'.
- **Sexual** For example any unwanted sexual activity, unsafe or degrading activity, without consent or agreement.
- **Controlling behaviour** A range of acts designed to make a person subordinate and/or dependent by isolating from sources of support, exploiting resources and capacities for personal gain, depriving of means needed for independence, resistance and escape and regulating everyday behaviour.
- **Coercive behaviour** A continuing act or a pattern of acts of assault, treats, humiliation and intimidation or other abuse that is used to harm, punish or frighten.
- **Financial or economic** May involve controlling a person's ability to access to money, welfare benefits, or bank accounts to limit their freedom, running up debts in the survivors name, having no say in how family income is spent, interfering with education training or employment. It also impacts on their ability to access goods or services such as food, clothing, mobile phone, transport, possessions or utilities.
- **Online /digital / tech abuse** Technology used as a tool to abuse, for example using smart devices to monitor and control, monitoring of social media or emails, abuse over social media, sharing intimate photos or videos without consent, using GPS locators or tracking apps or spyware, not allowing access to technology such as phone or internet access.

Survivors may endure a range of abuse for long periods of time and often feel ashamed of the situation they find themselves in. It is quite common for a survivor to defend the perpetrator and try to hide or deny any abuse. The cumulative and interlinked types of abuse that often occur will have a serious effect on the survivor and their children, effect day to day activities, and can be dangerous and life-threatening. The period during which a survivor is planning or making their exit, often the most dangerous time for them and any children they have.

Domestic abuse is rarely a one-off incident but a pattern of behaviour by the abuser, to maintain control over another person with whom they have, or have had, an intimate or family relationship. It can happen at any point in a relationship, including after it has ended. Often, one or more violent incidents are accompanied by an array of other types of abuse.

They are less easily identified yet establish a pattern of intimidation and control in a relationship.

It is important to acknowledge that anyone can experience domestic abuse, regardless of their gender, sexuality, age, ethnicity, disability, socio-economic status, intellectual ability or background. It is also important to be aware that age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation are protected characteristics under the Equality Act 2010. The impacts of abuse can be compounded, for example, where survivors face multiple disadvantages.

[Statutory guidance chapter 5 'different experiences, needs and related consideration'](#)

outlines considerations relating to personal characteristics (including protected characteristics) in domestic abuse settings. Perpetrators may also seek to take advantage of, or manipulate, survivors because of their protected characteristics or personal circumstances to prevent them from speaking out or accessing support.

The Derby City and Derbyshire County, statistical needs analysis refreshed 2022/2023, identified that domestic abuse is more prevalent for those<sup>viii</sup>

- Under 24 years of age
- With a disability
- Who are sick or ill on a long term or temporary basis, those who are unemployed, and those who are not yet retired.
- Who are single, separated or divorced.
- Who are social housing tenants
- Those who are single parents.

The volume of domestic abuse crimes has continued to rise and reflects a steady rise in the reporting of abuse. The overall under-reporting of domestic abuse, however, remains a concern.<sup>ix</sup>

### 3.1 Stalking and Harassment

There are no statutory definitions of stalking or harassment, however stalking may be described as a pattern of Fixated, Obsessive and Unwanted behaviour which is Repeated (FOUR) and causes a survivor to feel alarm and distress, and/ or fear violence. Stalking behaviours may vary but are often motivated by obsession and their behaviour shares a consistent set of characteristics involving FOUR behaviours, online and / or offline. Survivors of domestic abuse may be vulnerable to stalkers, particularly when a relationship has ended.



Stalking and harassment are not the same thing. Although stalking cannot occur without harassment, not all harassment is stalking. Harassment is often opportunistic and is directed

towards a specific situation/issue. Stalking is characterised by the stalker's fixation and obsession with the individual – which can initially start due to a specific situation/issue. What may start as harassment could escalate into stalking behaviours, but this is not always the case. Examples of the type of behaviour associated with stalking may include:

- following a person
- contacting, or attempting to contact, a person by any means
- publishing any statement or other material
- monitoring the use by a person of the internet, email or any other form of electronic communication
- loitering in any place (whether public or private)
- interfering with any property in the possession of a person; and
- watching or spying on a person

Stalking behaviours are also much more likely to disrupt the survivor's day to day life. An individual's perceptions of what is threatening/fear-inducing behaviour will differ depending on their own experiences/situation/vulnerabilities.

### **3.2 Signs of domestic abuse**

Individuals may not be aware that they are a survivor of domestic abuse, they might blame themselves, fear the consequences of leaving the perpetrator, not know where they can seek help, or fear that they will experience stigma and shame if they do try to seek help. It is our duty to understand the potential signs of abuse, to explain the support available, offer practical help when survivors are ready, and demonstrate full accountability for initiating prompt action to assess risks and provide support.

Many incidents of abuse may be experienced before calling the police or reporting it to another agency. Housing providers may be able to identify abuse at earlier stages and consider how they can best provide support to their residents. Failing to notice the signs of abuse can leave vulnerable people at risk for longer than necessary. It is important to recognise and respond to the [signs of domestic abuse](#).

Domestic abuse can encompass a wide range of behaviours. It can but does not have to involve physical acts of violence and can include threatening behaviour, controlling or coercive behaviour, emotional, psychological, sexual and/or economic abuse. It is widely recognised that the perpetrator's desire to exercise power and control over the survivor is at the centre of abusive behaviours. Many survivors will experience abusive behaviours simultaneously, perpetrators may demonstrate a wide range and use different tactics to gain power and control.

Staff may become aware of problems when handling rent arrears, financial problems and missed payments can point to economic domestic abuse. A tenant may wish to avoid discussion about rent arrears when their partner is at home. They may not have the money to pay rent as their partner withholds the money in the household. These circumstances may be quite innocent but should not be overlooked. Maintenance operatives may see evidence of domestic abuse during a visit to a tenant's home. Professional and diplomatic curiosity will be employed when faced with all cases, even if domestic abuse is not immediately suspected.

A report by SafeLives<sup>x</sup> identified the risk of misdiagnosing the effects of domestic abuse as Anti-Social Behaviour (ASB). For example, reports/ complaints could be received from residents of property damage or disturbances. Domestic abuse homicide reviews outline links between incidents of ASB and domestic abuse. Each of the following aspects of ASB

may be routed in domestic abuse: neighbour concerns, noise nuisance, police call out, damage, associated substance misuse, arrears, evictions, voids.

Abuse may manifest as multiple moves in quick succession; a refusal to let housing officers into the property; neighbour complaints or damage to property. A survivor may appear frightened of their partner or wish to avoid certain topics when their partner is around as it causes anger. It may be noticed that the perpetrator may refuse to allow the survivor to speak unless they are present or may repeatedly speak for them.

Domestic abuse can involve physical violence as well as harassment and intimidation; this can result in damage to the property. This could range from emergency out of hours repairs requests, damage to doors (including front or bathroom) or walls, broken locks and damage to fixtures and fittings. In some cases, survivors may be concerned about losing their tenancy and so may not report criminal damage. Where it is identified at a repair request or attendance that the damage could be resultant from domestic abuse the details will be referred to the Neighbourhoods service for investigation.

Residents living with domestic abuse are more likely to have ASB complaints made against them. In these instances, customers may be unlikely to disclose domestic abuse due to potential treatment and/or potential loss of tenancy. We will respond in a way that ensures that survivors are not put at further risk or blamed for the perpetrator's behaviour. We will not use mediation to resolve tenancy issues or complaints relating to ASB where domestic abuse is suspected.

Survivors may experience social exclusion – may be prevented from using phones, (or phone calls may be monitored or on speaker when in use), a car or cut off from contact with family/friends. An abuser may act in a way that makes it difficult for officers to speak to customers without the abuser present. It is important to exercise skill in handling these very sensitive situations.

A survivor may feel that they deserve the abuse because their abuser has conditioned them to think it is their fault. Survivors can feel numb and helpless as a result of constant criticism and humiliation. They may withdraw from friendships and contact due to embarrassment at their situation and have low self-esteem.

It is important for officers to be alert to situations that could indicate domestic abuse. Staff should refer to the HPBC Safeguarding Policy for further guidance, specifically Appendices A1) Recognising the signs of abuse A2) Risk factors for abuse A3) Responding to disclosure: Dos and Don'ts

## **4.0 Existing formal frameworks and partnerships**

### **4.1 CAADA DASH Risk Assessment**

Co-ordinated Action Against Domestic Abuse (CAADA) is a national Charity supporting a strong multi-agency response to domestic abuse. CAADA recommendations for evaluating risks are incorporated into a Domestic Abuse, Stalking and Harassment (DASH) assessment tool.

The DASH risk assessment checklist is used by the police, frontline professionals and MARAC practitioners to identify and assess risks when a potential survivor discloses domestic abuse.



The checklist aims to enable identification of high-risk cases and decide which cases should be referred to MARAC and what other support might be required. Those at high risk of serious harm or homicide (scoring 14+ or more Yes ticks on DASH risk assessment) are referred to MARAC.

#### **4.2 Multi-Agency Risk Assessment Conference (MARAC)**

MARAC meetings bring together representatives from statutory, community and voluntary agencies working with survivors of domestic abuse, children and the alleged perpetrator. Agencies share information about the risk of serious harm, or homicide and survivor need. Safety plans are developed to support those most at risk, with appropriate service links for all those involved in the case, including survivor, children and perpetrator. These promote the safety and well-being of adults and children involved and reduce the likelihood of repeat abuse. The survivor does not attend the meetings but is represented by an Independent Domestic Violence Advisor (IDVA) who speaks on their behalf. High Peak Borough Council attends and supports MARAC meetings to co-ordinate our work with survivors.

#### **4.3 Multi Agency Public Protection Arrangements (MAPPA)**

A statutory arrangement to protect communities from potential serious harm, assess and manage the risk posed by sexual and violent offenders. MAPPA is co-ordinated by Derbyshire Constabulary, the Probation Services and HM Prison Service. The principles that govern MAPPA are to:

- Identify convicted offenders who may pose a risk of harm to the public
- Share relevant information about them
- Assess the nature and extent of that risk
- Find ways to manage that risk effectively by protecting survivors and reducing further harm.

#### **4.4 Derby and Derbyshire Domestic and Sexual Abuse Partnership Board**

The governance Board is co-ordinated by Derbyshire County Council (DCC), it leads and oversees work and programmes of activity relating to domestic abuse. The board brings together stakeholders throughout Derbyshire, including the Office of the Police and Crime Commissioner and District and Borough Councils through a Domestic Abuse Strategy for Derby City and the County.

#### **4.5 Safeguarding Adults and Children**

High Peak Borough Council has both a moral and legal obligation to ensure a duty of care for children and adults across its services. When dealing with domestic abuse cases, we will support the safeguarding of vulnerable adults and children by following High Peak Borough Council Safeguarding Policy and alerting statutory agencies to any concerns. We will continue to liaise with Derbyshire County Council to share good practice and work together to resolve any specific cases where a joint approach is required.

#### **4.6 Community Safety Partnership**

Every Borough has a partnership that meets to look at crime and disorder issues. The vision of the High Peak Community Safety Partnership refers to High Peak as a place where people feel safe and supported. An annual strategic assessment of the problems in the Borough is carried out and an action plan is produced to tackle these problems in partnership. Domestic Abuse is identified as a priority for High Peak. Organisations include High Peak Borough Council, Derbyshire County Council, Derbyshire Fire and Rescue,

Derbyshire Probation Service and Local Commissioning Groups (Health). Other organisations include community groups, residents associations, schools and colleges and organisations such as Crossroads.

#### **4.7 Specialist Domestic Abuse Support Agencies**

There are a range of services available to provide support and advice to survivors of domestic abuse across Derbyshire and High Peak. Information about current support services can be found in Appendix A. Where appropriate, survivors of domestic abuse will be signposted to and supported to access appropriate sources of support when they need it. Specialist domestic abuse support providers can provide invaluable emotional support and practical support to manage risk, support plan, navigate systems and explore legal options (i.e. injunctions). They also help with safety planning, which includes specific details to equip a person and their family with a strategy to leave a property and go to a safe place quickly if they feel at risk of harm.

#### **4.8 Independent Domestic Violence Advisors (IDVA)**

IDVAs provide support services for survivors of domestic abuse and in particular, those who are at high risk of harm or domestic homicide. They can help a survivor across many areas, to become safe and support them to rebuild their life. Normally they work with survivors from the point of crisis to assess the level of risk, discuss the range of suitable options and develop safety plans. IDVAs are pro-active in implementing the plans, which address immediate safety, including practical steps for survivors to protect themselves and their children, as well as longer-term solutions. These plans will often include actions from MARAC as well as sanctions and remedies available through the Criminal and Civil justice system and assist in accessing service provisions such as housing, health, finance. They liaise with agencies from the statutory and voluntary sector to ensure that a multi-agency approach is taken to ensure the survivor's safety.

#### **4.9 Police**

All Police stations have a dedicated Domestic Abuse Officer with responsibility for co-ordinating support for survivors and taking actions against perpetrators, where appropriate. The Police have the following duties

- Respond to calls for protection
- Remove the risk of further violence- by arresting and removing an aggressive partner with or without the survivor's agreement
- Can arrest a person to prevent harm
- Work in partnership with MARAC to develop support plans
- Can issue Prevention Notices and follow up with Prevention Orders (issued via Court), allowing time for other legal injunction remedies, see s4.10
- Provide information under Domestic Violence Disclosure Scheme (also known as Clare's law) below.

#### **4.10 Clare's Law (Domestic Violence Disclosure Scheme)**

If worried that a former or existing partner has an abusive past, an individual has a right to ask the police to check through the Domestic Violence Disclosure Scheme (also known as Clare's law). The scheme also allows a member of the public to make an enquiry into the partner of a close friend or family member. Police forces are allowed to disclose information to a potential victim and have a duty to protect members of the public from domestic abuse. For more information or to utilise Clare's law, visit [Derbyshire Constabulary's website](#).

## **4.11 Legal Options**

In cases of domestic abuse and relationship breakdown, some remedies may only be achieved through a decision by a Court such as a non-molestation order, an occupancy order that excludes a perpetrator from a property or grants the tenancy to one party, or an order in relation to access to children.

We will explain options that are available for customers to seek advice, and where appropriate advise them to seek advice from a Solicitor.

### **4.11.1 Police Domestic Violence Protection Notices & Orders**

Intended to enable the police to protect vulnerable survivors of domestic violence by temporarily excluding the perpetrator from the home following a domestic violence incident.

A DVPN is an emergency non-molestation and eviction notice which can be issued by the police, when attending to a domestic abuse incident, to a perpetrator. Thereby giving the survivor immediate support. DVPNs can be issued by officers of Superintendent Rank or above, and can exclude a perpetrator from their home 24-48 hours

DVPOs can be applied for by the police, are issued by magistrates courts, and last 14 - 28 days. This allows the survivor a degree of breathing space to consider their options with the help of a support agency.

Breaches are punishable with a maximum of two months in prison and/or a fine.

These will come to end when the new Domestic Abuse Protection Notices and Orders are introduced and rolled out nationally (under DAA 2021 Act). As well as imposing prohibitions on perpetrators these orders can impose positive requirements (things the perpetrator is required to do such as attend an accredited perpetrator programme). The maximum penalty for breach of a DAPO is 5 years imprisonment and/or a fine.

### **4.11.2 Injunctions**

Guidance concerning injunctions is available on the government website, at <https://www.gov.uk/injunction-domestic-violence> Survivors seeking a civil injunction under the Family Law Act 1996 may wish to seek legal advice and may be eligible for legal aid. Domestic abuse support providers and other organisations (Appendix A) can provide support with accessing legal options.

### **Non - Molestation Orders**

Usually forbid an abuser from using or threatening violence, intimidating, harassing, pestering or communicating with applicant (if appropriate) or instructing or encouraging others to do so. May exclude entry to a specific area (i.e. house, street, workplace or area). Usually granted for 6-12 months.

Breach of a non-molestation order is a criminal offence, if found guilty a term of imprisonment may be imposed (may be up to 5 years), a fine, or both.

### **Occupation Orders**

These regulate the occupation of the home between both parties. Can grant or suspend rights to occupy and /or visit the home, evict abusers from the home, prevent them returning home and order them not to come within 100 metres of the home.

The court can attach a Power of Arrest to an Occupation order which enables Police to arrest the perpetrator and take them to court. A survivor can also enforce the Occupation Order by commencing civil proceedings for committal to prison for contempt of court.

#### **4.11.3 Stalking Protection Orders**

Enable early intervention by police in stalking cases as the threshold for commencing criminal proceedings for the commission of an offence doesn't need to be met in order for an order to be made. The respondent must have carried out acts associated with stalking and pose a risk of stalking to a person believed to need protection from that risk. Applications can only be made by a chief officer of police. Police should consult with the survivor at an early stage of the process whilst carrying out their risk assessment. SPOs can impose prohibitions and positive requirements. The maximum penalty for breach of an SPO is 10 years in prison.

#### **4.12 Legal Aid**

Legal aid is the use of public funds to help to pay for legal advice and court representation (solicitor). The Legal Aid Agency is in charge of providing legal aid in England.

Legal Aid is still available for family law protective orders (i.e. injunctions 4.10.2) but is means tested to those on a gross income of not more than £2657 per month. Applicants will not be eligible if they have more than £8000 disposable capital. Survivors of domestic abuse on Universal Credit no longer face a means test to access legal aid when applying for protective orders for themselves or their children.

Legal Aid was cut in 2013 for divorce, dissolution, judicial separation and applications related to children e.g. residence and contact disputes and child maintenance BUT survivors of domestic abuse who can provide evidence that they are survivors of domestic abuse may be granted legal aid for these cases (if they pass the means test assessment) by using the Domestic Violence Gateway). An applicant usually needs to show that they or their children are at risk of harm. The applicant does not need to have the evidence before contacting a legal aid adviser or the [Civil Legal Advice \(CLA\)](#) helpline. However, they will need to see the evidence before deciding if the applicant is eligible for legal aid.

Further information about [Legal Aid](#), an eligibility [check](#) and help to [find a legal aid adviser or family mediator](#). Appendix A also provides contact information;

[CourtNav](#) digital service provided by RCJ Advice (Citizens Advice and Law Centre). An online tool designed to help establish eligibility for legal aid and complete an application for an injunction.

[National Centre for Domestic Violence](#): free 24hr legal helpline specialising in obtaining Injunctions, Emergency Non-Molestation and Occupation Orders.

[DV Assist](#) charity specialising in arranging Non-Molestation Orders, Prohibited Steps Orders & Occupation Orders.

#### **4.13 Citizens Advice and Law Centres**

We will always try to set out the various options that are available in relation to the tenancy and explain their rights. Tenants may need to make important decisions about their tenancy, shared assets, access to children and debts. High Peak Borough Council cannot advise customers or make decisions on their behalf, we will encourage people to seek independent financial and legal advice from agencies that can provide this free of charge; Citizens Advice, Law Centre, or other as appropriate.

There may be economic barriers for survivors and support and advice will be needed to overcome or resolve these and gain financial independence.

- Coerced debts
- Benefits / income entitlement
- Personal belongings and furniture
- Liability for rent, former rent, bills and damage to property
- Credit ratings where debts have been incurred in their name by someone else

## **5.0 Setting out a clear procedure**

This policy is supported by guidance that identifies the key steps that must be taken:

### **5.1 Raise awareness of support and services available**

Up to date information about domestic abuse, support and advice available, including from third party organisations, will be maintained on the Councils website. A range of media tools will be used to raise awareness of domestic abuse and promote available support services within the community, to the public, tenants and staff; including newsletters, social media and other available literature (i.e. leaflets & posters).

Information about available support services will be shared during case investigations carried out by Neighbourhoods and/or Housing Advice Services.

### **5.2 Receiving reports or concerns of domestic abuse**

Councils are likely to encounter survivors of domestic abuse across a range of services they deliver. Once a council knows or suspects domestic abuse is happening, it has a duty, both moral and statutory, to act – and this includes services that may not regularly encounter survivors of domestic abuse. Every employee at High Peak Borough Council (HPBC) and Alliance Norse (contracted housing repairs and maintenance service) has a responsibility for ensuring that prompt action is taken in response to a report of domestic abuse and for initiating a case if a potential risk is identified. Domestic abuse can be identified by or reported to elected members, partner agencies, officers providing back office or frontline services, Alliance Norse repairs or disabled adaptation services, HPBC officers across many different service areas including, but not limited to; customers services, housing, rent, revenues and benefits, and out of hours services. A disclosure may also be made by a third party; an organisation such as police, or a family member, friend or neighbour.

An individual will be advised to call the police on 999 in an emergency, if they may be in immediate danger, if their personal safety may be threatened, or are at risk of assault or injury.

Reports or concerns involving HPBC tenants and residents within HPBC stock will be passed to the Neighbourhoods Service, for their information, investigation and action in relation to tenancy management and support.

Officers accessing housing applications may identify a risk of domestic abuse, an applicant may cite domestic abuse as a reason for needing to move or an officer may have concerns following a conversation. The applicant will be contacted to obtain further information, carry out a risk assessment (see s5.3 below) and discuss support and housing options. Officers will also liaise with agencies supporting the customer and obtain further information, as necessary, to process the housing application. Officers will investigate housing applications, but will refer transfer applicants to the Neighbourhoods Service for their information,

investigation and action in relation to tenancy management and support. Housing applications raising concerns regarding homelessness and/ or domestic abuse within other tenures and social housing providers will be referred to the Housing Advice Service.

### **5.3 Assessing the risk**

Officers providing support to a survivors of domestic abuse should consult the domestic abuse referral guide on the [Safer Derbyshire](#) website. Responsible case officers will liaise with the person to complete a [DASH risk assessment](#) were abuse is reported in order to evaluate the level of risk and ensure referrals are made to [MARAC](#), where appropriate.

If the assessment score is

- 14 or above, a MARAC referral is required
- less than 14, but there are significant concerns in your professional judgement, a MARAC form is required, with your concerns identified

Whenever a referral is made to MARAC, a referral must also be made to the [Independent Domestic Violence Advisor \(IDVA\)](#). We will make referrals to MARAC where appropriate, attend and contribute to action plans.

### **5.4 Initiating an investigation and case management**

A responsible case officer will be allocated within the Neighbourhoods Service, this will generally be the patch officer. However, we will offer people the opportunity to speak to an employee of the same gender.

The responsible case officer will liaise with the person to complete a DASH risk assessment in order to evaluate the level of risk and ensure referrals are made to MARAC, where appropriate (s5.3).

Information and actions will be flagged and recorded on relevant IT systems with regard to the confidentiality and information sharing principles set out in s5.9.

When making case enquiries it is essential that enquiries do not provoke further violence and abuse. We will not approach the alleged perpetrator as this could generate further violence and abuse. We may, however, wish to seek information from friends and relatives, social services, health professionals, MARACs, a domestic abuse support service or the police, as appropriate.

We will consider the different specific needs of those who experience abuse, including those arising from protected characteristics, and access to translation services will be offered where applicable.

Where we are working with external agencies, we will take account of their risk assessments, safety planning and the outcome of any actions they have taken.

We will make a child safeguarding referral to Derbyshire County Council when domestic abuse is having a negative impact on a child or when the need to protect a child/children is identified. Where we suspect that the nature of the domestic abuse means that modern slavery may be occurring, we will refer concerns to the police.

Alongside the trauma of abuse, multiple moves may also has a detrimental impact on children, adding to isolation and loneliness, and the financial hardship of building a new life.

We will promote the opportunity for the person affected by domestic abuse to remain in their home where it is their choice and it is safe for them to do so. This may involve signposting for assistance with legal remedies to assist with protection (ie. non-molestation orders) and tenancy access rights (i.e. occupation orders) and putting in place additional security measures.

Where we agree with the person that rehousing is the best option, we will outline other housing options and refer for homelessness advice and assistance.

A survivor holding a joint tenancy may be coerced to assign their tenancy following a relationship breakdown, we will always endeavour to explore fully the reasons for wishing to assign a tenancy to a partner.

Our responsibilities under the DAA Act 2021 include:

- Automatic priority need status to be given to anyone approaching as homeless and fleeing domestic abuse
- Where a local authority, for reasons connected with domestic abuse, grants a new secure tenancy to a social tenant who had or has a secure lifetime or assured tenancy (other than an assured shorthold tenancy) this must be a secure lifetime tenancy.

### **5.5 Exploring options and available support**

Where appropriate, survivors of domestic abuse will be signposted to and supported to access appropriate sources of support and services (outlined in Appendix A). We will promote the services of specialist domestic abuse support providers that can provide support to manage risk, safety plan (leave quickly), address specific support needs, navigate systems and explore legal options (i.e. injunctions).

We will also provide information relating to

- existing property occupation rights (in relation to existing tenancy)
- legal options (s4.11), legal advice and that they may be eligible for legal aid (s4.12)
- housing options (below)

Alternative housing options are key to ensuring survivors are able to escape domestic abuse and factor strongly in a survivor's decision making about whether they stay or leave a perpetrator. Information regarding the following different housing options will be provided

- Stay in the home (if can remove perpetrator and feels safe enough to remain) possibly with increased security measures (s5.6)
- Leave and go and stay with friends and family
- Leave and go into temporary accommodation
- Apply for a management transfer or mutual exchange or other social housing
- Go into private rented accommodation
- Make a homeless application

With regards to alternative social housing, conditions to an award of priority banding within a housing application may be attached in certain cases. The Home options allocation policy *'reserves the right not to offer accommodation in areas where the applicant may be at further risk.'* We will consider the suitability of accommodation and survivor's preferences for a need to live in a particular area: for instance, access to local support networks, local services, transport, significance of disruption to children's schooling, caring responsibilities, and/or employment. We will explore the potential to move to a new property so as to reduce risk

and will not support a move that is deemed unsafe due to the ability of the perpetrator or their associates to reconnect with the survivor taking into consideration the need to live in a certain area. In some cases, liaison with support agencies and MARAC in terms of risk management may be required.

### **5.6 Tools and resources to reduce harm and risk of harm**

Sanctuary schemes provide target hardening /security measures that can prevent homelessness by enabling survivors to remain safely in their home where it is their choice, and it is safe to do so. Use of sanctuary is not appropriate if the perpetrator lives at, or retains a legal right to enter the home, or if the survivor continues to be at risk in the vicinity around the home.

Registered Providers generally provide security measures for tenants within their own stock. High Peak Borough Council will support with appropriate security measures for those that may wish to remain in, or return to, their home, where the perpetrator has left or can be removed. We will work with individuals to ensure they are supported to make an informed choice and an appropriate risk assessment is carried out. Security measures may include: external door secure and replace, external door lock change, windows secure and replace, install extra locks (doors and/or windows), fire retardant letter box proofing. We will aim to complete emergency work within 24 hours of it being reported. If we are unable to complete works within 24 hours, we may make arrangements to temporarily move the person until the work is completed.

Information relating to adaptations within other tenures, owner occupied and private rented sector (subject to landlord approval) is available in [Derbyshire County Council target hardening directory](#). Currently Derbyshire County Council provide a target hardening project (including door and window lock changes) through referral. Across High Peak, Crossroads can provide security measures including camera systems, ring doorbells, personal alarms, window & door alarms.

On a case by case basis, we will seek specialist advice on whether other security measures will be beneficial and/or feasible.

If the risk does not make it possible for the survivor to remain at their property, we will advise on options for a temporary move. This may be arranged until the occupancy of the property has been determined by a Court, enabling a return if a survivor chooses. If temporary accommodation is necessary, we will explore whether they have a place of safety that they can stay in the short term such as friends or family.

### **5.7 Working in partnership**

Domestic abuse is a serious crime, and we are committed to supporting people who find themselves at risk and will work in partnership with other agencies to tackle domestic abuse.

High Peak Borough Council attends and supports MARAC (Multi-Agency Risk Assessment Conference) meetings to co-ordinate our work with survivors. We will carry out the multi-agency safety plan actions assigned to us and ensure we understand our role and the correct processes to follow.

High Peak Borough Council also co-operates and liaises with the Multi-Agency Public Protection Arrangement (MAPPA) to manage known violent offenders that are a risk. We will do this where the local referral requirements are met, where we have serious concerns, or if MAPPA inform us about the matter. Where appropriate, information will be shared through



MAPPA meetings and plans agreed based on risk assessments provided by the responsible Authorities.

The local authority is a member of the Derby and Derbyshire Domestic and Sexual Abuse Partnership Board and works with Derbyshire County Council in meeting its statutory duty under the DA Act 2021; to assess need, develop a strategy and commission services for survivors of domestic abuse and their children within safe accommodation.

We are also a member of the High Peak Community Safety Partnership and will also participate in other relevant local partnerships where appropriate and with specialist support agencies.

### **5.8 Survivor centred approach**

We will adopt a survivor centred approach, meaning we will put the rights, well-being, safety and needs of survivors at the forefront of our efforts to respond to domestic abuse.

Survivors may have endured prolonged abuse resulting in confusion and low self-esteem. It may take several attempts before a survivor successfully escapes abuse and the cycle can sometimes be repeated with different partners. It takes enormous courage to admit that there is a problem and a need for help. If we fail to act with sensitivity and empathy, further opportunity may not arise.

We will take a sensitive, non-judgemental approach to alleged survivors and not ask for information that is unreasonable or insensitive. Questioning a survivors' experiences of domestic abuse or downplaying the impact of the trauma can compound trauma already suffered, especially as this behaviour might unintentionally mirror the actions of an abuser.

We will work with partners to ensure that survivors of domestic abuse do not suffer further, or repeatedly must relive the trauma by being passed between services.

### **5.9 Confidentiality and Data Protection**

We will comply with our obligations under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 when dealing with domestic abuse cases. This includes sharing information with statutory agencies, MARAC information sharing arrangements and operating information sharing protocols.

We recognise our wider role in ensuring survivor safety and will handle all information on survivors safely and securely. Being mindful that abusers may go to great lengths to seek information on survivors (i.e. pose as partner agencies) and alert to the possibility of employees having links to perpetrators or their extended family members.

We will not disclose information to anybody outside the organisation without consent. We consider safety when sharing information and ensure information sharing is relevant, necessary and proportionate for the purpose for which it is being shared, and that the lawful basis for sharing information is clear. In some circumstances, it may be necessary to restrict access to cases where abuse is disclosed to only named members of staff.

We shall not approach an alleged abuser; this could generate further violence and abuse.

It must be remembered that public interest and the statutory duties of agencies can at times override the duty of confidentiality. GDPR does not prevent information sharing for the purposes of risk assessment. It supports transparency in information sharing that is

necessary, proportionate and relevant to achieve an accurate risk assessment, enabling professionals to safeguard adults and children at risk of harm. Consent will not always be the appropriate lawful basis to share information, but good practice means the survivor should be informed of what, when, why and with whom their information is shared. We will consider what is the likely impact of not sharing information and record all decisions and details on information sharing on case files.

### **5.10 Action Against Perpetrators**

When dealing with domestic abuse the Council will consider the legal action or remedies (both civil and criminal) available to us to deal with perpetrators of domestic abuse. The Council will consider the scope for evicting the perpetrator and allowing the survivor to remain in their home. We will advise survivors of domestic abuse on options to restrict a perpetrator's behaviour to promote their safety.

We will seek to understand what action is being taken by the statutory agencies in this respect to ensure that we are working together and support statutory agencies in taking action against perpetrators of abuse.

All tenants of the Council are responsible for adhering to their tenancy agreement. The perpetration of domestic abuse is a breach of tenancy agreement s2.5d 'You and anyone living with you or visiting your home must not be aggressive or violent or threaten to be violent towards any other person (whether they are living with you or in another property in the area) in any way. You or anyone living with you must not harass or abuse (mentally, emotionally, physically, financially or sexually) anyone or force anyone who lives at the property to leave home.'

Under grounds 2A, s2 Housing Act 1985 (Secure tenancy) the court can order possession on ground 2A if one member of a couple has left the property because of domestic violence from the other partner and is unlikely to return.

We may signpost perpetrators to appropriate agencies, providing specialist support or perpetrator programmes, where perpetrators recognise and wish to seek help to change their behaviour.

### **5.11 Staff training, awareness and support**

We will raise awareness and understanding among relevant staff, so they recognise the signs of domestic abuse, understand their role in dealing with a domestic abuse report or concern and have an awareness of support that is available. Relevant staff includes those particularly linked to a tenant's housing circumstances and customer facing front line staff.

Staff who support tenants experiencing domestic abuse will be provided with appropriate specialist training and development, this includes Neighbourhood Officers and Housing Advice Officers.

Staff training includes but is not limited to

- Mental Health Awareness
- Safeguarding Children & Adults
- Domestic Abuse and Housing training
- Trauma Informed training and reflective practice
- Domestic Abuse Risk Assessment

## **6.0 Policy review**

This policy will be reviewed every three years. However, the policy may be reviewed in response to service improvement initiatives, changes to legislation, regulation, evolving good practice or feedback from residents and other key stakeholders.

## **7.0 Key legislation, policy and other document references**

Domestic Abuse Act 2021

Domestic Violence Disclosure Scheme (DVDS) 2014 (also known as Clare's Law)

Stalking Protection Act 2019

The Social Housing (Regulation) Act 2023

Family Law Act 1996

Civil Partnership Act 2004

General Data Protection Regulation Act 2018

Equality Act 2010

Housing Act 1996

Anti-Social Behaviour Act 2003

Anti-Social Behaviour, Crime and Policing Act 2014

Children Act 2004

Care Act 2014

Derby and Derbyshire Domestic Abuse Support in Accommodation Strategy 2021 – 2024

Derby and Derbyshire Domestic and Sexual Abuse Strategy 2023 – 2026

HPBC Safeguarding Policy (Safeguarding Children and Adults at Risk of Abuse and Neglect Policy and Procedure)

HPBC Anti-Social Behaviour Policy

Home Options Allocation Policy

Homelessness Code of Guidance for Local Authorities (Chapter 21: Domestic Abuse)

[Home Office 'Domestic Abuse- Statutory Guidance' July 2022](#)

[Local Government and Social Care Ombudsman 2021 'Learning to improve council services for domestic abuse victims'](#)

DAHA (Domestic Abuse Housing Alliance) Guidance for Social Housing Providers

<https://www.dahalliance.org.uk/guidance-publications/guidance/>

## **Appendix A: Information on available services and support**

Up to date information is available on the [Council's website](#) and Derbyshire County Council [service directory](#)

### **Derbyshire Police**

In an emergency call 999

Non-emergency contact number: 101

Silent Solution enables a 999 mobile caller, who is unable to make a noise or speak, to press 55 (when prompted) to inform the police that they are in a genuine emergency.

**Derbyshire Domestic Abuse helpline** Tel: 08000 198 668 (available 24/7). Offers advice and support to survivors, their friends or family and professionals. The helpline is available to refer those experiencing domestic abuse to the most appropriate support service for them and a single point of access to all domestic abuse services provided throughout Derbyshire. Email: [derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk)  
Hearing impaired or unable to phone text: 07534 617252

**Crossroads Derbyshire** 01457 856675 Email: [admin@crossroadsderbyshire.org](mailto:admin@crossroadsderbyshire.org) or [stalking@crossroadsderbyshire.org](mailto:stalking@crossroadsderbyshire.org) or contact **Derbyshire Domestic Abuse helpline**

Offer a range of services, including:

Outreach support services and counselling for women & men across **High Peak**

Stalking Advocacy Service (Independent Stalking Advocacy Specialist/ Caseworker ISAS/ISAC)

Support and community education programmes for young people, Perpetrator project and Refuge accommodation for 16-24 year olds

### **Derbyshire and Derby IDVA (Independent Domestic Violence Advisor) Services**,

provided by [Glow](#), support and address the safety of survivors at high risk of serious harm or homicide/ MARAC (14+ on Domestic Abuse Stalking and Honour (DASH) risk assessment). As part of this service there are dedicated IDVA's who work within the criminal and family courts, the BAME communities and those survivors accessing Derby Royal and Chesterfield Royal hospitals.

Tel: 01332 985111 (Mon to Fri 9am-8pm, Sat Sun and BH 10am-6pm)

Email: [IDVAservice@findtheglow.org.uk](mailto:IDVAservice@findtheglow.org.uk)

'**Salus project**' emergency temporary (for up to 7 days) safe accommodation, 24 hours a day. May accommodate pets, adult sons, or other support needs. Available contact **Derbyshire Domestic Abuse helpline**

**Good News Family Care** support and accommodation for women, women & children in **High Peak** 01298 24761 Email: [mail@gnfc.org.uk](mailto:mail@gnfc.org.uk)

**Elm Foundation** contact **Derbyshire Domestic Abuse helpline**

Offer a range of services, including:

Outreach support services and counselling for women & men across **Chesterfield, Bolsover, Amber Valley and North East Derbyshire.**

Support and community education programmes for young people, Perpetrator project and Refuge accommodation

**Derbyshire WSH** contact **Derbyshire Domestic Abuse helpline**

Offer a range of services, support and accommodation for survivors of domestic abuse, and perpetrator programme- across **Erewash, South Derbyshire, Amber Valley and Derbyshire Dales**, including:

[SAIL](#) Sexual Abuse and Incest Line offers free, specialist counselling for adults aged 18 and over in Derbyshire who have experienced childhood sexual abuse, incest or sexual violence

[SV2](#) provide Derbyshire's Sexual Assault Referral Centre (SARC) service. This service includes forensic medical examinations, crisis worker support, Advice Line and support from Independent Sexual Violence Advisers (ISVAs)

[180° Project](#) perpetrator programme for high-risk, high-harm perpetrators  
Email: [180derbyshire@findtheglow.org.uk](mailto:180derbyshire@findtheglow.org.uk)

[Homelessness](#) Tel 0345 129 8075 (Mon to Fri 9am - 5pm) and online contact form. Out of hours call P3 on 0808 1692 333 or Email: [outofhourshousing-derbys@p3charity.org](mailto:outofhourshousing-derbys@p3charity.org)

[Derbyshire Law Centre](#) 01246 550 674 or 0800 707 6990 (Mon-Fri 9:30 -4:30) & online contact form. Free legal advice and assistance about a wide range of debt problems, housing law, homelessness.

[Derbyshire Citizens Advice](#) 0808 278 7954 (Mon 9:00-Fri 4:00) and online contact form. A wide range of free independent advice about housing, benefits, debt, relationships, employment and more.

## **National Services**

[National Domestic Abuse Helpline](#) 0808 200 0247 available 24/7. Advice and help find a refuge vacancy

[National Stalking Helpline](#) 0808 802 0300 advice for survivors

[Paladin National Stalking Advocacy Service](#) 0203 866 4107 Advice for survivors and professionals Email: [info@paladinservice.co.uk](mailto:info@paladinservice.co.uk)

[The Cyber Helpline](#) supporting survivors of cybercrime

[Men's Advice Line](#): advice and emotional support for men experiencing domestic abuse. 0808 801 0327 (Mon to Fri 9am - 5pm) Email [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

[ManKind Initiative](#): helping men escape domestic abuse. Freephone 0808 800 1170 or 01823 334244 (Mon to Thur 10am - 4pm)

[SAM](#) Support and advice for male survivors. 01296 392478 / 01908 201971 Email [support@samproject.org.uk](mailto:support@samproject.org.uk)

[Sign Health](#) Support and advice for survivors of domestic abuse who are deaf or hard of hearing Text 078600 33214 Email [info@signhealth.org.uk](mailto:info@signhealth.org.uk)

[Galop](#): LGBT+ domestic abuse helpline 0800 999 5428 Email: [help@galop.org.uk](mailto:help@galop.org.uk), chat online at [www.galop.org.uk](http://www.galop.org.uk) (Mon to Thur 10am to 8:30pm, Fri 10am – 4:30pm)

[Karma Nirvana](#): support for survivors of honour-based abuse and forced marriage. 0800 5999 247 (Mon to Fri 9am - 5pm) Email [info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk)

[Childline](#): helpline 0800 1111, chat online to a counsellor or email via [www.childline.org.uk](http://www.childline.org.uk)

[National Centre for Domestic Violence](#): free 24hr legal helpline specialising in obtaining Injunctions, Emergency Non-Molestation and Occupation Orders. 0800 970 2070 or text 'NCDV' to 60777 for a call back Email: [office@ncdv.org.uk](mailto:office@ncdv.org.uk)

**DV Assist** charity specialising in arranging Non-Molestation Orders, Prohibited Steps Orders & Occupation Orders. 03000 040375 Email: support@dvassist.org.uk (Mon to Fri 8:45 - 17:45)

**Civil Legal Advice** (CLA): advice as part of legal aid. 0345 345 4345 (Mon to Fri 9am to 8pm, Sat 9am-12:30) or text 'legalaid' and your name to 80010 for a call back

**CourtNav** digital service provided by RCJ Advice (Citizens Advice and Law Centre). An online tool designed to help establish eligibility for legal aid and complete an application for an injunction.

**Women's Aid dedicated service for professionals** supporting domestic abuse survivors. Women's Aid useful information about how to [stay safe online](#) and there are [technology safety tips](#)

**Respect** work with perpetrators, male survivors and young people using violence in their close relationships

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<sup>i</sup> <https://www.vkpp.org.uk/assets/Files/Domestic-Homicides-and-Suspected-Victim-Suicides-2021-2022/Executive-Summary-Y3-Report.pdf>

<sup>ii</sup> [DAHA \(2020\) Domestic abuse risk identification, assessment and management – A guidance for housing professionals](#)

<sup>iii</sup> [Safe Lives \(2022\) Insights Outreach dataset 2021-2022.](#)

<sup>iv</sup> [Derby and Derbyshire Domestic and Sexual Abuse Strategy 2023 – 2026](#)

<sup>v</sup> [Local Government and Social Care Ombudsman \(2021\) 'Learning to improve council services for domestic abuse victims'](#)

<sup>vi</sup> [The Crime Survey for England and Wales](#)

<sup>vii</sup> <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/the-impact-of-domestic-abuse/>

<sup>viii</sup> [Derby and Derbyshire Domestic and Sexual Abuse Strategy 2023 – 2026](#)

<sup>ix</sup> [Derby and Derbyshire Domestic and Sexual Abuse Strategy 2023 – 2026](#)

<sup>x</sup> [Safe Lives \(2018\) Safe at Home: Domestic abuse and housing providers.](#)