



DOMESTIC VIOLENCE **POLICY AND PROCEDURE**

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PREVALENCE, INCIDENCE AND IMPACT OF DOMESTIC VIOLENCE

- **On average, every week two women are killed by their present or former partner** (Home Office Statistics for England and Wales 1999)
- **One in four women experience domestic violence in their life time** (Domestic Violence: A Health Care Issues, BMA 1998)
- **During 90% of domestic violence incidents, children were in the next room, or witnessed it** (Hughes 1992, Pagerow 1990 and Walker 1984)
- **On average, a woman will be assaulted by her partner or ex-partner 35 times before reporting it to the police** (Bewley S, Friend J and Mezey G, 1997)
- **Women are at greatest risk of homicide at the point of separation or after leaving a violent partner** (Lees 2000)
- **Domestic Violence often starts or intensifies during pregnancy** (Domestic violence on Pregnancy (Mezey, G.C, 1997)
- **A 1996 British Crime Survey by the Home Office revealed that 12% of disabled women aged 16-29 had experienced domestic violence in 1995. This compares with 8.2% of non-disabled women of the same age** (Mirrlees-Black, C. Domestic Violence: BCS Self-Completion Questionnaire. London: Home Office, 1999)
- **The Sexuality Task Group, set up by Manchester Multi Agency Homeless Forum (MMAHF), indicates that around one in four LGBT people have experienced domestic violence – a similar level to that reported in the heterosexual community.**
- **In a study of the take up of services by Asian, African, Caribbean and Arab women, it was found that the half of the women had experienced domestic violence for five years before they sought help** (Rai &Thiara, 1997)
- **The police's Domestic Abuse Unit at D division in Derby record on average 430 incidents per month** (Derby Police Domestic Abuse Unit)
- **From April 2003 to April 2004, Derby City Council had 371 approaches as Homeless due to domestic violence**

INTRODUCTION

This document aims to give guidance to all employees who may encounter customers experiencing domestic violence. It sets out procedures (including flow chart) for dealing with such issues including advice, referrals options and support available. The document also includes details on the assistance for domestic violence to employees affected by domestic violence in their personal lives. A list of useful contact numbers is also attached.

People experience domestic violence regardless of their social group, class, education, age, race, nationality, disability, sexuality & lifestyle. The violence can begin at any time in any home. It can happen in the first year or after spending many years together. It may begin, continue, or escalate after a couple have separated and many take place not only in the home but also in public settings, such as in the street or in a public house.

Derby Housing statistics on domestic violence indicate that the most common form of violence is committed against women by men known to them. This can lead to an assumption that other gender types of domestic violence are less frequent. Domestic violence can be committed by both women and men, and in same sex relationships and should be treated with the same seriousness.

Legal

The Crime and Disorder Act 1998 requires local authorities, and the police, to join with other agencies in local crime reduction partnerships. As described above, the Government expects these partnerships to identify the level of domestic violence in their area and include a strategy to tackle it in their overall crime reduction strategy.

Section 17 of the Act requires local authorities to exercise all their functions *with regard to the effect on and the need to prevent crime and disorder in their areas*. Authorities should not overlook the need to take action against domestic violence and to help its survivors within their own responsibilities as service providers. Every authority should publish a clear policy on domestic violence, which is understood and complied with by all its staff.

1. Definition of domestic violence

1.1 Domestic violence is defined as: **‘any incident or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between people who are or have been intimate partners or family members, regardless of gender.** This definition goes beyond violence that occur between intimate partners, thus allowing a wider range of issues, such as forced marriages, to be addressed within this context.

2. Derby Homes Policy on domestic violence

The policy should ultimately focus on the safety of the survivors but also on the eviction of the perpetrator.

Derby Homes will:

- Pledge its commitment to treat domestic violence seriously;
- Train its staff on the subject of domestic violence;
- Ensure that the response provided to those affected by domestic violence provides them with support and protection;
- Recognise that a child experiencing domestic violence is a child in special circumstances and may be a child in need of protection;
- Participate in specific projects and support groups, which aim to increase awareness about domestic violence and reduce its extent and impact;
- Provide a supportive and enabling environment, which encourages people to report domestic violence;
- Hold perpetrators accountable for their actions;
- As employer, not tolerate domestic violence from its employees;
- Be sensitive and aware of cultural and religious issues that may have impact on BME people;
- Address equality and diversity issues relating to domestic violence.

3. Confidentiality issues

3.1 If people who experience domestic violence wish to make contact with their ex-partners, family members or friends, they are capable of doing this themselves. Therefore, officers must not take messages, or accept gifts, on their behalf, from ex-partners, family members or friends.

3.2 Officers must not pass on or share information with any of the above, instead, officers should explain that they are not able to discuss any issues, including tenancy related matters, with any third party, in any circumstances.

3.3 If anyone approaches an officer and requests information about a person fleeing domestic violence in a personal capacity, such as friends, relatives or an ex-partner, officers must place a written record of this on the house file and tell the person about this contact, for safety reasons.

3.4 It can add to the victim's distress and frustration if they have to keep repeating the incidents of domestic violence in order to access services. After obtaining written consent we should share information with other agencies, on the victim's behalf, to ease access to services.

3.5 Wherever possible, Derby Homes will provide a confidential service to those requesting services because of domestic violence. Derby Homes will only share information when it is absolutely essential and data and information must be exchanged in accordance with the relevant protocols for both child protection and vulnerable adults issues.

4. Creating a secure environment to discuss domestic violence

4.1 It is essential that people who experience domestic violence feel safe and supported, so they are able to talk about domestic violence.

To support them in accessing services staff must:

- Believe, respect and listen to survivors of domestic violence;
- Display information advertising Derby Homes domestic violence services;
- Review domestic violence posters and leaflets in reception areas;
- Offer a private interview room, and the choice of being interviewed by a male or female member of staff.

4.2 Many people fleeing domestic violence do not immediately identify domestic violence as the reason for seeking assistance. They may have experienced years of emotional or physical abuse and may suffer from both physical and mental health illnesses. Therefore there is the need to promote services. If they enter Derby Homes reception areas and see clear information about domestic violence service response, they may feel more able to discuss their situation.

- **Offer to make a referral to Domestic Violence Advice Worker at the Housing Options Centre.**

4.3 Prioritising services

- Staff should be familiar with statutory guidance and how it applies to people fleeing domestic violence e.g. in house training course provided.
- Domestic violence is recognised as potentially leading to statutory homelessness where it would not be reasonable for someone to continue to live at home.
- As soon as Staff are approached, they should make a referral to Domestic Violence Advice Worker (at Derby City Council) for comprehensive advice about their options and offer Tenancy Support. This must be written down clearly on the house file.

4.4 Accessing translation and interpretation services

Staff must follow existing procedures for accessing translation services. Whenever possible, do not use family and/or friends of those affected by domestic violence to translate and interpret. If you do use a family member or a friend to translate or interpret, you should log this on a house file stating it was at the victim's request. Derby Homes and Derby City Council Translation Services and Language Line are available.

4.5 Ethnic minority women / men

Many people experiencing domestic violence are reluctant to contact agencies for a variety of reasons. However, for ethnic minority women/ men contacting agencies about a violent partner may be especially difficult. This could be due to:

- Not being able to speak English
- Fear that some staff may over-react against the man because of racism, which in turn can exacerbate the situation.
- Women who have not yet been granted indefinite leave to remain in Britain have the fear of being investigated and the possibility of losing their own right of residence. Some women with leave to remain, may not have recourse to public funds.
- A woman may feel that if she calls the police for assistance she will lose her family, the respect of her community and, in some cases, the man may be deported.

4.6 Do not make assumptions

The main points that staff should consider whilst talking to someone fleeing domestic violence is:

- You may be the first person she/ he has told about domestic violence
- Do not judge her/ him even if they have approached us before over this issue. Your job is to listen and assist
- Domestic violence is NEVER justified and she/ he is in no way responsible for the violent actions of her/ his partner or ex-partner.

4.7 Information for Support Officers

Information for Support officers relating to referrals, risk assessments, appointments, home visits and reviews can be located in the Tenancy Support Manual. This can be located on the Shared drive, under Tenancy Support Team, new file structure, forms, letters, procedures and guidance.

5. Concerns about children

5.1 When working with adults who are experiencing domestic violence, agencies should be aware, and highlight the probable impact of, domestic violence on any children involved and discuss the possible effects on the children with the adult. Domestic violence should always be considered as having a negative impact on children. Staff are advised to note the parental response to their discussions and to ensure they work sensitively with the person who had experienced domestic violence.

5.2 Throughout the process described in this manual staff need to be aware of the needs of children either of the alleged perpetrator or adult who experiences domestic violence.

5.3 When referring to Social Services, it is good practice to advise parents/ carers of your concerns and that you are making a referral to Social Services. If you think that there are exceptional circumstances e.g. that to tell adult would place the child or themselves at more risk, you must consult with your line manager.

If contacting Social Services clearly state any concerns victim has about sharing information with the family, as disclosure to family members could put them at further risk. Clearly log concerns expressed to social services on the house file.

5.4 Staff may become concerned about a child or children during routine contact with the family. This could be:

- At the time of the registration for re-housing
- Sign up
- Post let visit

- During investigations into alleged anti-social behaviour
- Repairs inspections
- When the family present themselves to the homelessness section or any local housing office

5.5 The Department of Health Framework For The Assessment of Children In Need And Their Families requires agencies to share information in order that a more complete picture is built up of the child's circumstances. All involved should be assessing the child's developmental needs, the parental capacity to meet this need and how the community resources can be deployed.

5.6 If children are of school age and are not at school, check with the parent/ carer why they are at home. Dependent on the response e.g. child is ill or excluded from school; decide whether it is necessary to inform the local Education Welfare Service of your concerns.

5.7 If you have concerns about child protection in a domestic violence case, you have a duty to pass this information on to appropriate agencies and to tell your manager about what you've seen, heard or been told. Under the Children Act 1989, this is called children 'at risk'.

5.8 The updated Child Protection Procedure can be found on the Internet, which includes key information you need to know:

- Why and when to take action
- How to make a referral
- Who to make referrals to
- Inter-agency Referral Form
- Who you can receive guidance from if you are unsure
- Keeping records, and

Further information you may want to refer to:

- Duties
- Non-emergency referrals to Social Services
- Emergency referrals to Social Services

- ACPC (Area Child Protection Committee) common causes for concerns and the less usual causes for concerns

6. How to assist people who experience Domestic Violence and do not have recourse to public funds

6.1 It is critical that person from abroad with no recourse to public funds is advised to seek specialist legal advice and assistance as soon as possible. See legal assistance phone numbers on page 17.

6.2 If a person from abroad with children decides to leave a domestic violence situation they should be referred to Social Services for an assessment of the support that may be available to them. To make a referral, contact::

Social Services Child Protection Unit
71-73 Rosehill Street
Normanton
Derby
DE23 8FZ
Telephone 01332 717118
Out Of Hours – Carelink Telephone 01332 256066

6.3 If the person is supported by The National Asylum Support Service (NASS), you should contact the local centre on 01332 638159 or 01332 638607 and ask to speak with an officer responsible for Domestic Violence.

7. Options for those fleeing Domestic Violence

Option A – emergency protection

Option B – request re-housing

Option C – return to property after Derby Homes has taken action to evict the perpetrator

Option D – return to property after using self-help methods to evict the perpetrator and keep them away from the property.

7.1 Victims of domestic violence (who are not perpetrators of anti-social behaviour) will be offered the option of either returning to their tenancy or being included on the Housing Register for re-housing.

7.2 If the victim does not wish to remain in the property whilst action is taken against the perpetrator, or they wish to be re-housed, then you should refer the person experiencing domestic violence to homeless section.

A. Option One: Emergency protection

A.1 In an emergency where the person experiencing domestic violence has just left or planning to leave their partner:

- **Contact DCC's Domestic Violence Advice Worker on 01332 716495** for advice on the various options available. In her absence, please contact **Homeless Section on 01332 716490 and 716489**, if a place of safety is required
- Out of office hours contact **Derby Carelink on 01332 256066**. Prior to making contact make sure you have the following information:
- Name Date of Birth
- Address
- Family composition, no of children & their D.O.B
- Detail of incident/s
- Details of disability and any cultural/ religious issues

A.2 Derby Homes Tenancy Support Team have specialist Domestic Violence Support Officers (01332 711182 and 718758) who can work with people who are potentially homeless because of domestic violence and assist someone who is moving from temporary accommodation into an introductory tenancy, or those choosing to remain in their homes.

Derby Homes can, in case of violence or threatened violence, secure the protection of the courts via ex parte injunctions with powers of arrest attached. If this is to happen, staff should ask the person experiencing domestic violence for statement* (using the case file) about situations when they were threatened or subjected to domestic violence. However, you cannot force the person to produce a statement against their wishes. These injunctions can assist in protecting people who have experienced domestic violence in properties or accommodation managed by Derby Homes.

B. Option Two: Request re-housing

B.1 If the victim fleeing domestic violence is already a tenant (joint or otherwise) and definitely does not want to return to the property, they must give up the tenancy they are leaving. They should seek advice from homeless team prior to giving notice to ascertain that they will not be deemed intentionally homeless should they make a homeless application.

B.2 If the victim is a woman residing in a refuge and wishes to register for re-housing officer should use the refuge address on the application.

B.3 If the victim fleeing domestic violence is a joint tenant and the perpetrator is willing to leave, Derby Homes must have evidence of this, by signing of the tenancy termination form. When the tenant terminates the tenancy, consideration should be given as to whether the remaining tenant is eligible to take on tenancy in their own name considering the size and type of the property.

B.4 Advise tenant to contact homeless section for priority re-housing. Homeless section may arrange for tenant to see Domestic Violence Advice Worker for advice.

B.5 It is important that LHO's staff do not apply for social priority in cases of domestic violence as this option relies on providing evidence which is not always available in domestic violence situations. The time factor could mean that the victim remains at risk whilst waiting for decision.

C. Option Three - return to the property after Derby Homes has taken action to evict the perpetrators

C.1 Using Housing Act 1996 powers Derby Homes can evict the perpetrator of the violence or seek injunction if the perpetrator is a tenant of Derby Homes' tenant. As Section 145 of Housing Act 1996 gives discretionary ground to LA to evict the perpetrators of the violence, the courts may be more likely to give possession to the landlord if an alternative offer of accommodation is made to a vulnerable perpetrator i.e. someone with mental health, severe physical disability, learning difficulty or elderly.

C.2 Under section 152 an application can be made for an injunction against any person to prohibit that person from engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to others. This would cover a partner living with or ex-partner visiting the home of a Derby Homes tenant. If the tenant perceives there is a real threat attached an injunction with the power of arrest can be applied for. This gives police the power to arrest the perpetrator if the victim reports the perpetrator has attempted to threaten or cause harm.

C.3 Staff can work closely with the Police in such cases with the tenant's permission. However, although the powers are there, the tenant may be unwilling or unable to provide direct evidence to the court. If the person

fleeing domestic violence is a joint tenant she/he can terminate the joint tenancy by giving 4 weeks written notice enabling Derby Homes to take possession. Once the property is back with Derby Homes it can be re offered to the victim of domestic violence.

C.4 If fleeing partner is a sole tenant of the property, she/he will have to terminate the tenancy in order for Derby Homes to take possession. Once the perpetrator has been evicted, the same property could be offered back to the victim albeit on 'Introductory' tenancy due to the break in tenancy.

In order to take action against the perpetrator, Derby Homes must prove:

- Either one or both parties hold the tenancy
- One partner has left because of violence to self or children (threatened or actual)
- The leaving partner is unlikely to return (Ground 2A)
- Or breach of tenancy condition.

C.5 The Court must also be satisfied that it is reasonable to make an order for possession and may not do so if for example the staying partner resides with children and will be put on the re-housing list if they are evicted.

C.6 Derby Homes cannot use Ground 2A when the leaving partner wants to return. Derby Homes cannot promise that the Court will evict. Case preparation must address the relevant legal issues.

C.7 Because eviction is a breach of Article 8 European Convention on Human Rights, unless it can be justified, and because Derby Homes cannot breach Article 8, Derby Homes, in preparing any eviction cases based on domestic violence must be satisfied, after reasonable enquiries, that the allegations are true. It is unlikely to be reasonable if no attempt to obtain the remaining partner's account is made.

C.8 If the person wishes to return to her/his original property and the perpetrator will not voluntarily leave the tenancy, Derby Homes needs the co-operation of the person fleeing domestic violence to take action against the perpetrator, in order to secure the property for her/him. If the person chooses this option, Derby Homes needs evidence in order to pursue legal action against the perpetrator, as it does for anti-social behaviour cases.

In order to achieve this, staff need to:

- Explain that they will need to complete diary sheets and/or give statement so that Derby Homes can take legal action against the perpetrator in order to secure the property for them;

- Reassure the victim that they will be fully supported during any legal action taken against the perpetrator;
- Clearly explain that if she/ he is required to give evidence in court, for the possession proceedings, an officer from Derby Homes will accompany her/ him.

C.9 Officers cannot force a person to produce a statement against the perpetrator, or instruct a person that they must return to their original tenancy. The officer's role is to present the person with choices, which include returning to the original tenancy.

D. Option Four – return to the property after using self-help methods to evict the perpetrator and keep perpetrator away from the property

D.1 Every person fleeing domestic violence has a right to apply for a transfer of tenancy and an order excluding the perpetrator from their home. A court would be more likely to make an Ouster order and a Protection order together in matrimonial proceedings if satisfied of domestic violence.

D.2 The person would be in control of their own life if they took these steps and this may be preferable to some individuals so it is an important option to present to people fleeing domestic violence. Be mindful that people with no access to Legal Services Commission Funding may be unlikely to have resources to follow this path. DCC's Domestic Violence Advice Worker and Tenancy Support Officers – Domestic Violence can provide person fleeing domestic violence with a list of solicitors dealing with the Family Law.

8. Returning to the original tenancy after court proceedings

8.1 To ensure a victim is informed about the outcome of the court proceedings, you must contact the Domestic Violence Advocacy Court Support Coordinator on 01332 256911 to check the outcome and inform Tenancy Support team. The Tenancy Support team will then contact the Anti Social Behaviour team, to follow the procedures set out in the ASB – Noise Nuisance procedure, for dealing with informing tenants of Court outcomes.

8.2 Ask the tenant whether they want a change of locks, ground floor window locks, a security chain and a security door to be fitted free of charge. If so, contact Tenancy Support Officer – Domestic Violence who will make a referral to the Burglary Reduction Team.

9. Self-help methods

- **Police:** If the person experiencing domestic violence wishes to take criminal action against the perpetrator, you must refer the person to the Police Domestic Violence Unit **(01332 613052/ 613053 or 08457833333)**
- **Solicitors:** You should advise the person experiencing domestic violence that they might need a solicitor for: imposing injunctions (occupation orders, non-molestation orders, ancillary orders and ex-parte orders; and undertakings. Seeking orders for children (parental responsibility, residence order, contact orders, supervised contact orders and prohibited steps orders); and seeking a divorce or judicial separation.
- **Victim Support:** You should also advise the person experiencing domestic violence that they are entitled to use a free and confidential Victim Support and Witness Service. Referrals can be made by the person themselves or by the police or other agencies, with the full consent of the person. The service includes:
 - Emotional support and assistance with practical matters such as Criminal Injuries Compensation
 - Support for people attending court as witnesses, such as familiarisation visit to court, emotional and practical support whilst attending court and the use of the secure and safe Witness Services suite
 - Tenancy Support Officer – Domestic Violence will attend court if requested.
 - The Derby Community Safety Partnership employs a Domestic Violence Court Advocacy Worker, who can also support victims going through the Court Process

10. Exemptions

10.1 The exemption of rechargeable repairs

If the tenant has experienced domestic violence and repairs are needed because of the actions of the perpetrator, the existing Rechargeable Repairs Policy does not apply unless there is firm evidence that she/ he deliberately contributed to the damage.

10.2 In cases where the tenant themselves are paying full i.e. no housing benefit entitlement, then the Local Housing Office should accept one week's notice.

11. The Tenancy Agreement and Legal Powers

11.1 Clause 6.4* of Derby Homes Tenancy Agreement states: “You must not inflict domestic violence, threaten violence or use mental, emotional or sexual abuse against your partner, ex-partner or another member of your family household.”

11.2 Derby Homes can pursue legal action against the perpetrator of domestic violence, as it would for perpetrators of anti-social behaviour. In cases of domestic violence, Derby Homes can take out a breach of tenancy injunction if the perpetrator is a Derby Homes tenant and he/ she commits the offence in the locality of his/ her tenancy.

11.3 If the perpetrator is a non Derby Homes tenant, and the offence is committed in a private property then Derby Homes cannot take out any type of injunction and this is when either private civil or criminal injunctions would be more appropriate and you must advise the person to either contact the Police or a solicitor.

12. Evidence Issues

12.1 Ensuring immediate safety

Derby Homes will always give due consideration to the information provided. Officers must provide the person fleeing domestic violence with support and advice to assist them in deciding what to do next.

If the person decides they do not wish to return to their property follow the existing procedures for referral to Homelessness Section and Domestic Violence Advice Worker.

12.2 If the person decided to remain in their home, officers should record on the house file the main details of the discussion and provide the person with the following relevant numbers:

- **Derby Police Domestic Violence Unit: 01332 713052/ 053 and 0845 123 3333**
- **Hadhari Nari Refuge (Women’s Aid Derby): 01332 270010**
- **Women’s Aid Domestic Violence Helpline – National: 0808 200 0247**
- **Domestic Violence Advice Helpline for Men 0845 064 6800**
- **Derbyshire Friend (lesbian, gay, bisexual, transgender advice line) 01332 207704**
- **Derby Women Centre 01332 341633**

13. People who experience domestic violence but who are also perpetrators of anti-social behaviour

13.1 Derby Homes has a responsibility to balance the needs and safety of all of its tenants. For this reason, it cannot re-house perpetrators of anti-social behaviour, in areas of their choosing. This includes people who present as homeless because of domestic violence and have perpetrated anti-social behaviour in their tenancy. Applicants are not absolved of their responsibility for their anti-social behaviour in their locality because they have personal experience of domestic violence. Derby Homes has a duty to protect the community where she/he perpetrated anti-social behaviour, as well as assisting her/him due to statutory obligations.

13.2 All these cases will be assessed on a case-by-case basis

14. Derby Homes employee policy on domestic violence

14.1 Derby Homes recognises that every employee who experiences domestic violence has the right to raise the issue with their employer in the knowledge that the matter will be dealt with promptly, sensitively and with the seriousness that it warrants.

14.2 Refer to the Personnel pages on Public folders.

Useful Numbers

Derby City Council

Domestic Violence Advice Worker	01332 716495
Homeless Section at Housing Options Centre	01332 716490 / 01332 716489
Out of hours emergency	01332 256066
Derby Care Link (Social Services)	01332 711250
Derby City Council Counselling/Welfare	To be confirmed

Derby Homes

Tenancy Support officer – Domestic Violence	01332 711182 / 01332 718758
Derby Homes and Derby City Council Translation Services	Language Line 0845 3109900

Derby Community Safety Partnership

Derby Domestic Violence Team	01332 258424
Derby Domestic Violence Partnership - Resource Directory	01332 256908
Domestic Violence Advocacy Court	01332 256911 / 07766603446

Support Co-ordinator

Police

Derby Police Domestic Abuse Unit 01332 613053/052 / 084512333 33

Refuges

Karma Nirvana Refuge (Asian Women's Project)	01332 604098
Hadhari Nari Refuge (Women's Aid Derby)	01332 270010
Borrowash House	01332 678970
Rebecca Court	01332 293161

**Domestic Violence Help lines/
support and advice**

Women's Aid Domestic Violence Helpline	National 0808 2000247
Domestic Violence Advice Helpline for Men	0845 064 6800
Mankind – advice line for men	0870 794 4124
Derbyshire Friend (lesbian, gay, bisexual, transgender advice line)	01332 207704
Broken Rainbow (lesbian, gay, bisexual, transgender advice line)	0208 539 9507
M.A.L.E (men's advice help line)	0845 064 6800
PODA Counselling for survivors of domestic violence	to be confirmed
Derby Women Centre	01332 341633
Childline	0800 1111
NSPCC	0808 800 5000
Victim Support	01332 349956
Shelter	0808 800 4444

Legal Assistance

Derby Law Centre	To be confirmed
Karma Nirvana Refuge (Asian Women's Project)	01332 604098
Hadhari Nari Refuge (Women's Aid Derby)	01332 270010
NASS	01332 638159 / 01332 638607

GAP ANALYSIS AND RECOMMENDATIONS

- Tenancy Enforcement Team not currently taking any action against perpetrators of domestic violence i.e. injunctions (for example Mansfield District Council do).
- Derby Homes should evict, where possible, perpetrators of domestic violence once victim leaves.
- In tenancy conditions clause 4.2, it should be added "victims of domestic violence would be exempt from rechargeable repairs cost if the damage was caused by the perpetrator - where credible evidence is available.
- It is necessary to strengthen tenancy agreement clause 6.4d to clearly address domestic violence as a specific issue. This needs to be done at either next re-print or next review of tenancy agreement.
- In tenancy conditions clause 8.1, we should address the domestic violence exemptions for terminating tenancies held by tenants not entitled to housing benefit and accept one-week notice.
- Not all LHOs displaying domestic violence posters in reception despite being sent 2 separate copies in the last 2 years. Once Domestic violence policy is in place, another copy will be sent to all LHO's.
- Inhouse domestic violence/housing training needs to be made mandatory also personnel should develop specific training for managers to support employees affected by domestic violence. This policy gives guidance to managers but they may need guidance on how to implement this part of the policy.
- Develop a pro-forma to be completed with victim of domestic abuse to include statement, police crime or incident numbers, details of abuse, witness statement, details of any other relevant proceedings i.e. divorce, non-molestation orders, bail conditions, previous incidents, etc.
- Develop a condensed section on domestic violence to be included on Derby Homes website.
- Research is needed into IT systems to identify a domestic violence perpetrator on Derby Homefinder system to ensure they are not housed near victim.

Possible cost implications

- Cost of injunctions taken out on tenant's behalf
- Cost of evictions
- Cost of exemptions relating to rechargeable repairs as a result of domestic violence
- Properties remaining void longer when working tenants only give one week notice