



## CUSTOMER DOMESTIC ABUSE POLICY

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### REPORTING DOMESTIC ABUSE

If you or someone else is in immediate danger, call **999**. For non-emergencies, contact the police on **101**.

You can also speak confidentially with our **Customer Service Team** on **01332 888 777** for advice and support.

We take all reports seriously, handle them sensitively, and aim to speak with you in a safe, private setting within **one working day** of your report.

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## **1. INTRODUCTION**

This is a policy of Derby City Council that applies to all customers, tenancies and properties managed by Derby Homes.

We recognise that domestic abuse is a serious violation of human rights and a safeguarding concern that will not be tolerated in any form. We are committed to playing an active role in preventing and addressing domestic abuse within our communities.

Domestic abuse can have a profound impact on housing stability, safety, and wellbeing. Victims/survivors often turn to their housing provider for support, and we aim to ensure that our response is accessible, informed, and sensitive to the needs of all affected individuals.

## **2. POLICY SCOPE**

This policy outlines our approach to preventing and responding to domestic abuse affecting anyone living in, or connected to, our properties.

We are committed to recognising and addressing all forms of domestic abuse by offering support, safety, and signposting to victims/survivors in a trauma-informed, non-judgemental way, while taking proportionate action where abuse is perpetrated.

The policy sets out how we work with specialist services and statutory partners to protect and empower victims/survivors, reduce harm, and support long-term wellbeing.

It is informed by the Domestic Abuse Act 2021, aligned with Domestic Abuse Housing Alliance (DAHA) best practice, and reflects housing sector pledges such as Make a Stand, developed with Women's Aid and the Chartered Institute of Housing.

## **3. POLICY AIMS**

- Raise awareness and understanding of domestic abuse across our staff, customers, and community.
- Safeguard the wellbeing of victims/survivors of all ages through trauma-informed and non-judgemental support.
- Strengthen our internal response through early identification, sensitive intervention, and signposting to specialist services.
- Provide inclusive support to all customers affected by domestic abuse.
- Explore rehousing options based on individual needs, assessed risk, and housing availability.
- Work with partner agencies to ensure coordinated, lawful, and proportionate action.
- Regularly review practice and policy to reflect current law, best practice, and promote consistent outcomes.

## 4. DEFINITION

This policy adopts the statutory definition of domestic abuse as set out in the Domestic Abuse Act 2021.

Domestic abuse includes a wide range of behaviours such as physical, sexual, emotional, psychological, economic, coercive or controlling behaviour, and threats or violence between individuals who are personally connected. It can happen as a single incident or as part of a pattern of behaviour.

The Act also recognises children as victims in their own right if they see, hear, or are otherwise affected by domestic abuse involving someone they are related to or live with.

For the full legal definition and more detail on personal connections, types of abuse, and how children are recognised under the Act, please see **Appendix A: Legal Definition of Domestic Abuse** or visit the [Domestic Abuse Act 2021 on legislation.gov.uk](https://legislation.gov.uk).

## 5. FORMS OF DOMESTIC ABUSE:

Domestic abuse can take many forms, including physical, sexual, emotional, economic, and coercive or controlling behaviour. It may also involve harmful practices such as forced marriage, or so-called honour-based abuse.

Understanding these forms is key to identifying risk and taking effective action.

For detailed descriptions, see **Appendix B: Forms of Domestic Abuse**.

## 6. EQUALITY, DIVERSITY, AND CONSIDERATIONS FOR VULNERABLE VICTIMS/SURVIVORS

Anyone can experience domestic abuse. While women are disproportionately affected, abuse also occurs in same-sex relationships, in relationships where one or both parties are transgender or non-binary, in heterosexual relationships where men are abused by women, and in familial contexts, such as adult children abusing their parents. It affects people of all ages, ethnicities, sexual orientations, disabilities, and socio-economic backgrounds. Abuse can occur at any stage of a relationship, but pregnancy can be a trigger for the start or escalation of domestic abuse. Exposure to abuse during pregnancy can also have psychological and developmental impacts on the newborn baby, as stress and trauma experienced by the parent can affect foetal wellbeing.

According to the Office for National Statistics (ONS, 2024a) around 4.8% of people aged 16 and over experienced domestic abuse in the past year – approximately 2.3 million individuals in England and Wales, nearly two-thirds of whom were women (ONS, 2024b).

Some individuals may face increased vulnerability or barriers to seeking help due to age, disability, language, immigration status, or cultural and socio factors. Derby Homes recognises these challenges and is committed to providing inclusive, accessible, and responsive services in line with our Equity, Diversity, and Inclusion Strategy.

For more details, see **Appendix C: Considerations for Vulnerable Groups**.

## 7. LEGAL CONTEXT AND RESPONSIBILITIES

We are committed to fulfilling our legal duties in relation to domestic abuse. Our responsibilities are shaped by a range of legislation that recognises the serious impact of abuse and ensures appropriate protection and support for victims/survivors.

As outlined earlier, the Domestic Abuse Act 2021 provides a clear legal definition of domestic abuse. It also recognises children as victims and places specific duties on housing providers to offer safe accommodation-based support.

Other key legislation informing our response includes:

- **The Housing Act 1996**, which outlines housing duties to people fleeing domestic abuse.
- **The Care Act 2014**, which sets out responsibilities to protect adults with care and support needs from abuse and neglect.
- **The Children Act 1989 / 2004**, which reinforces the need to safeguard children affected by domestic abuse.
- **The Equality Act 2010**, which protects against discrimination and ensures services are inclusive for all protected groups.
- **The Serious Crime Act 2015**, which criminalised controlling or coercive behaviour in intimate and family relationships.
- **The Family Law Act 1996**, which enables victims/survivors to apply for civil orders such as non-molestation or occupation orders for their protection.

Many forms of domestic abuse are criminal offences, and we will work closely with the police and other safeguarding partners where a crime is suspected or reported.

As a housing provider, Derby Homes has a crucial role in identifying abuse, offering safe and appropriate housing options, and contributing to multi-agency safeguarding efforts. Our approach is informed by legal requirements, best practice, and a commitment to supporting all victims/survivors with dignity and care.

## 8. DERBY HOMES POLICY ON DOMESTIC ABUSE

We are committed to providing a safe, inclusive, and supportive response to all customers affected by domestic abuse. We well:

- **Take all disclosures seriously**, responding in a non-judgemental and trauma-informed way that does not place victims/survivors at greater risk.
- **Support anyone affected by domestic abuse**, regardless of gender, age, sexuality, disability, ethnicity, religion, immigration status, or other protected characteristics, using a tailored approach in line with the Equality Act 2010 and anti-discriminatory, anti-racist practice.
- **Foster an environment** where individuals feel safe to speak out and seek help without fear or stigma or discrimination.

- **Provide advice, signposting, and support**, including through clearly promoted communication channels such as the Derby City Council and Derby Homes websites.
- **Work in partnership to explore safe housing options**, including supporting people to remain safely at home or access alternative accommodation, subject to individual circumstances, legal duties, and available resources.
- **Take proportionate action to address harm and perpetrator behaviour**, including legal or tenancy-related measures in collaboration with partner agencies.
- **Adopt a victim/survivor-led approach**, promoting informed choices while prioritising the safety of all household members, especially children.
- **Maintain clear and transparent confidentiality**, explaining when and why information may be shared with partner agencies to protect victims/survivors.
- **Protect personal data and tenancy-related information** in line with GDPR and safeguarding requirements – including careful handling in joint tenancy cases.
- **Not pursue recharges** for property damage caused by domestic abuse.
- **Support victims/survivors at all levels of risk**, recognising the value of early intervention and prevention. Assess risk using a DASH RIC and refer to appropriate safeguarding arrangements, such as MARAC, where necessary.
- **Work proactively with statutory and voluntary partners**, including Derby City Council and local Safeguarding Adults and Children Partnerships, to achieve safe, coordinated outcomes.
- **Contribute to local domestic abuse strategies**, promoting best practice, and align services with broader safeguarding and housing goals.
- **Review safeguarding cases internally** via peer review, using learning to strengthen practice and improve service delivery.
- **Ensure staff have access to domestic abuse training and resources**, including via the Derby Homes safeguarding page and materials from the Safeguarding Partnership Board.

## Service Provision

### Victims/Survivors of Domestic Abuse can expect:

- **Private, safe communication** with a staff member, using a contact method and time agreed as safe for them.
- **Empathetic, non-judgemental support**, focused on informed choice, safety and wellbeing, including that of any children involved.
- **Recognition of children's needs**, with safeguarding referrals made where appropriate.

- The option, **where possible**, to speak with a staff member of a preferred gender or cultural background.
- **Access to communication support**, such as an independent interpreter.
- Support from a **trained staff member** with relevant domestic abuse knowledge, or referral to someone appropriately trained.
- An **individual action plan** tailored to their needs, reviewed at appropriate intervals.
- **Signposting to specialist domestic abuse services** where additional or ongoing support is needed.
- **Help to remain safely at home** where appropriate – this may include safety measures or changes to the home. Where a move is necessary or requested, assistance will be considered in line with housing needs, statutory duties and available options.
- Support regardless of whether the individual is the **named tenant or another household member** living in a Derby Homes-managed property.
- **Clear information on how to give feedback**, raise concerns, or make complaints – helping shape and improve future services.

## 9. PARTNERSHIPS

Domestic abuse is complex and may be linked to additional factors such as mental health, substance misuse, disability, or other support needs. We work closely with specialist agencies who have the expertise to address these intersecting challenges and provide holistic support.

We actively engage in local multi-agency forums, including the Multi-Agency Risk Assessment Conference (MARAC) and the Derby and Derbyshire Safeguarding Adults and Children Partnerships. These partnerships ensure coordinated responses to high-risk cases and help us fulfil our safeguarding duties.

We also collaborate with Derbyshire domestic abuse support services, including DAHA, police, health services, and voluntary sector organisations. Through these partnerships, we stay informed of legislative changes, share best practice, and contribute to wider strategic approaches to tackling domestic abuse across the city and county.

## 10. CONTACTS AND SIGNPOSTING

We will signpost individuals affected by domestic abuse to appropriate sources of specialist support. This includes both national and local services, offering confidential advice and guidance for victims, survivors, and those concerned about their behaviour.

For a list of specialist domestic abuse services, helplines, and online resources, please refer to **Appendix D: Support Services and Signposting**.

## **11. DOMESTIC ABUSE AND REHOUSING**

Derby Homes and Derby City Council recognise that experiences of domestic abuse can significantly impact an individual's ability to remain safely in their home. Support and guidance will be offered to individuals affected by domestic abuse, with rehousing options considered according to their individual needs and circumstances.

Where appropriate, priority for rehousing may be awarded under the Allocations Policy. Victims/survivors can also make a homelessness application if they are unable to remain in their home due to abuse. Under the Domestic Abuse Act 2021, a person who is homeless or threatened with homelessness as a result of domestic abuse is considered to be in priority need under homelessness legislation.

While temporary or alternative accommodation may be offered where it is needed to keep someone safe, this will depend on a range of factors including assessed risk, individual need, and the availability of suitable housing options. In some circumstances, accommodation outside of Derby may be more appropriate due to safety concerns.

Applicants can approach any Local Authority for homelessness assistance if it is not safe to remain in their local area. In such cases, they will not be referred back to an area where they or a member of their household would be at risk of harm.

Support with housing will be considered regardless of tenancy. Individuals currently in a tenancy managed by Derby Homes may also be supported to explore their rehousing options, or, where appropriate, safety measures can be considered to support them to remain in their home.

## **12. TENANCY AGREEMENT AND ENFORCEMENT**

We are committed to preventing and addressing domestic abuse and make it clear within our tenancy agreement that abuse of any kind will not be tolerated.

Tenants must not perpetrate or support any form of domestic abuse, as defined by the Domestic Abuse Act 2021 and Derby City Council/Derby Homes' tenancy conditions.

Where there is clear evidence that a tenant has perpetrated domestic abuse, we may consider appropriate tenancy enforcement action. This could include issuing a Notice of Seeking Possession, pursuing possession proceedings, or applying for a Civil Injunction, in line with legal powers and our enforcement policy.

In some cases, local authorities may apply to the court to bring a joint tenancy to an end and remove the perpetrator, enabling a new tenancy to be granted to the victim/survivor. Where this occurs, the Domestic Abuse Act 2021 ensures the new tenancy retains the same level of security as the original agreement.

Each case will be considered on its individual circumstances, with safety, fairness, and legal compliance as guiding principles.

## **13. RISK MANAGEMENT**

Effective risk management is essential to ensure that we fulfil our responsibilities under this policy, protect those affected by Domestic Abuse, and maintain safe, lawful practice.

The principal risks associated with this policy are.

<b>Risk Description</b>	<b>Risk Impact</b>
Failure to identify or respond appropriately to Domestic Abuse signs or disclosures	May result in continued or increased harm to individuals, reputational damage, and potential legal challenge
Inconsistent application of the policy across teams or services	Undermines confidence in our safeguarding approach and risks unequal or unsafe outcomes for individuals
Inadequate information sharing or poor inter-agency working	May prevent timely and effective support for those at risk, and hinder safeguarding interventions
Breach confidentiality or mishandling of sensitive personal data	May compromise the safety of victims/survivors, lead to loss of trust, and result in legal or regulatory consequences
Insufficient staff awareness, confidence or training	Increases the likelihood of missed safeguarding opportunities or inappropriate responses to those affected.

We will monitor these risks through internal safeguarding governance, case oversight, and review of practice. Where necessary, actions will be taken to mitigate risk and strengthen the effectiveness of the policy.

#### **14. MONITORING, EVALUATION AND REVIEW**

We are committed to continuously improving how we respond to domestic abuse. We regularly monitor our approach through case audits and internal peer reviews to ensure concerns are handled appropriately and effectively.

We welcome feedback from customers, including victims/survivors, as well as professionals and members of the public. Whether received via complaints, consultations, or day-to-day contact, feedback helps us reflect, learn, and improve our services.

This policy will be formally reviewed every three years, or sooner if there are significant changes in legislation, best practice, or safeguarding priorities. Where appropriate, updates will be informed by consultation with staff, customers, and partner agencies.

We recognise that policies only make a difference when they are understood and applied. That's why we provide training and expect all staff to follow correct procedures when they witness or are informed of domestic abuse.

#### **15. CONFIDENTIALITY AND DATA PROTECTION**

We recognise the critical importance of confidentiality when supporting individuals affected by domestic abuse. All personal information is handled with the utmost care, in line with legal obligations and best practice.

Personal data is collected, stored, and used lawfully and securely in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information relating to tenants and customers is held securely on systems managed by Derby Homes and Derby City Council, in line with data protection principles and our Records Management and Document Retention Policy.

We will only share information with partner agencies with the consent of the individual concerned, except where sharing is required by law or necessary to protect children or adults at risk. We remain committed to upholding strict data protection standards at all times to safeguard personal information.

## **16. RESPONSIBILITIES UNDER THIS POLICY**

All staff are expected to adhere to the principles of this policy when responding to, or working with, individuals affected by Domestic Abuse.

**Frontline staff** are responsible for taking appropriate and timely action when concerns are raised. This includes responding compassionately, making referrals where required, and following relevant procedures. Staff should seek advice or escalate concerns if additional safeguarding input is needed.

**Managers** and **senior officers** are responsible for supporting staff to apply this policy in practice. This includes providing supervision, ensuring that referrals and risk assessments are completed, and that actions and decisions are appropriately recorded and followed up.

**The Safeguarding and Compliance Manager** provides specialist advice and guidance on complex or high-risk cases and may coordinate internal peer reviews to support robust decision-making and learning.

**The Head of Housing Management** is responsible for overseeing the implementation, delivery, and periodic review of this policy, ensuring compliance with relevant legislation and organisational standards.

## **17. EQUALITY AND DIVERSITY**

As referenced throughout this policy, we are committed to promoting equality, valuing diversity, and ensuring inclusion across all areas of service delivery.

This policy aligns with the Equality Act 2010 and has been informed by an Equality Impact Assessment to ensure it meets the needs of all individuals.

We will provide information in alternative formats or languages on request and make reasonable adjustments to support people with specific needs, ensuring our services are fair, accessible, and inclusive for all.

## **18. COMMUNICATION**

This policy will be available to all staff via the intranet and shared through relevant training, team briefings, and operational updates. It will also form part of staff induction to ensure consistent understanding across the organisation.

To promote accessibility and transparency, the policy will be published on the Derby Homes website, allowing customers, partner agencies, and members of the public to access it as needed.

## **19. RELATED DOCUMENTS**

- Safeguarding Policy
- Domestic Abuse in the Workplace Policy
- Allocations Policy
- Anti-Social Behaviour Policy
- Equity, Diversity and Inclusion Policy
- Lone Working Policy
- Data Protection Policy
- Discretionary Allocations Policy

## **APPENDIX A: LEGAL DEFINITION OF “DOMESTIC ABUSE”**

- (1) This section defines “domestic abuse” for the purposes of this Act.
- (2) Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if—
- (a) A and B are each aged 16 or over and are personally connected to each other, and
  - (b) the behaviour is abusive.
- (3) Behaviour is “abusive” if it consists of any of the following—
- (a) physical or sexual abuse;
  - (b) violent or threatening behaviour;
  - (c) controlling or coercive behaviour;
  - (d) economic abuse (see subsection (4));
  - (e) psychological, emotional or other abuse;
- and it does not matter whether the behaviour consists of a single incident or a course of conduct.
- (4) “Economic abuse” means any behaviour that has a substantial adverse effect on B’s ability to—
- (a) acquire, use or maintain money or other property, or
  - (b) obtain goods or services.
- (5) For the purposes of this Act A’s behaviour may be behaviour “towards” B despite the fact that it consists of conduct directed at another person (for example, B’s child).
- (6) References in this Act to being abusive towards another person are to be read in accordance with this section.
- (7) For the meaning of “personally connected”, see section 2.

### **Definition of “personally connected”**

- (1) For the purposes of this Act, two people are “personally connected” to each other if any of the following applies—
- (a) they are, or have been, married to each other;
  - (b) they are, or have been, civil partners of each other;
  - (c) they have agreed to marry one another (whether or not the agreement has been terminated);
  - (d) they have entered into a civil partnership agreement (whether or not the agreement has been terminated);
  - (e) they are, or have been, in an intimate personal relationship with each other;
  - (f) they each have, or there has been a time when they each have had, a parental relationship in relation to the same child (see subsection (2));
  - (g) they are relatives.
- (2) For the purposes of subsection (1)(f) a person has a parental relationship in relation to a child if—
- (a) the person is a parent of the child, or
  - (b) the person has parental responsibility for the child.

(3) In this section—

- “child” means a person under the age of 18 years;
- “civil partnership agreement” has the meaning given by section 73 of the Civil Partnership Act 2004;
- “parental responsibility” has the same meaning as in the Children Act 1989 (see section 3 of that Act);
- “relative” has the meaning given by section 63(1) of the Family Law Act 1996.

### **Children as victims of domestic abuse**

(1) This section applies where behaviour of a person (“A”) towards another person (“B”) is domestic abuse.

(2) Any reference in this Act to a victim of domestic abuse includes a reference to a child who—

(a) sees or hears, or experiences the effects of, the abuse, and

(b) is related to A or B.

(3) A child is related to a person for the purposes of subsection (2) if—

(a) the person is a parent of, or has parental responsibility for, the child, or

(b) the child and the person are relatives.

(4) In this section—

- “child” means a person under the age of 18 years;
- “parental responsibility” has the same meaning as in the Children Act 1989 (see section 3 of that Act);
- “relative” has the meaning given by section 63(1) of the Family Law Act 1996.

## APPENDIX B: FORMS OF DOMESTIC ABUSE

**Physical Abuse:** This includes direct acts of violence such as hitting, slapping, pushing, pulling, kicking, scratching, spitting, choking, strangulation, and the use of weapons. It may also include damage to property or belongings of personal or sentimental value. In its most extreme form, physical abuse can result in serious injury, attempted murder, or murder. Non-fatal strangulation is a particularly high-risk form of abuse and is now recognised as a specific criminal offence.

**Sexual Abuse:** Any sexual activity without consent falls under this category. It includes rape, sexual assault, coercive or degrading sexual acts, refusal to practice safe sex, and using sex as a means of control or punishment. Sexual abuse can occur within any intimate or family relationship.

**Coercive and Controlling Behaviour:** This is a pattern of acts used to harm, punish or frighten a person, often involving intimidation or manipulation. It can include isolating someone from family or friends, controlling daily activities or finances, and making them feel dependent or afraid. Coercive control is recognised as a criminal offence under the Serious Crime Act 2015 and is often a key feature of domestic abuse.

**Emotional and Psychological Abuse:** This includes behaviours that damage a person's sense of self-worth and emotional wellbeing. Examples include screaming/shouting, verbal abuse, mocking, humiliation, constant criticism, manipulation, threats, gaslighting, sulking, stonewalling, or controlling daily routines. The effects may be long-lasting and deeply harmful, even in the absence of physical violence.

**Economic Abuse:** Economic or financial abuse involves controlling a person's access to money or resources. It may include withholding funds, preventing someone from working, sabotaging employment opportunities, building up debts in their name, or denying access to essential items such as food, clothing, or transport. Economic abuse is recognised under the Domestic Abuse Act 2021.

**Digital and Technological Abuse:** Technology may be used to monitor, control, or harass someone. This includes tracking a person via GPS, demanding access to personal devices or accounts, cyberstalking, sharing or threatening to share intimate images without consent, or excessive texting and online harassment. This type of abuse can also be used to extend coercive control beyond the home.

**'Honour'-Based Abuse and Cultural Violence:** So-called 'honour'-based abuse is a form of violence committed to protect or defend the perceived honour of a family or community. It can include physical violence, threats, emotional abuse, forced marriage, and even murder. These acts are rooted in cultural or religious justifications but are serious violations of human rights and criminal offences in the UK.

**Forced Marriage:** This occurs when one or both people do not (or cannot) consent to a marriage and pressure, or abuse is used to force them into it. Forced marriage is a crime in the UK and is recognised as a form of domestic abuse, often linked to coercion, isolation, and other forms of violence.

**Female Genital Mutilation (FGM):** FGM refers to the partial or total removal of the external female genitalia for non-medical reasons. It is a form of abuse and violence against women and girls and is illegal in the UK. FGM may be carried out in the name of culture or tradition, but it causes lasting harm and is a serious safeguarding concern.

**Stalking and Harassment:** This involves repeated, unwanted attention that causes fear, alarm, or distress. It may include following someone, watching them, persistent

phone calls or messages, or threats. Stalking often forms part of wider domestic abuse and may continue after a relationship ends.

## **APPENDIX C: CONSIDERATIONS FOR VULNERABLE GROUPS**

### **Considerations for Disabled Victims/Survivors**

Disabled individuals face unique risks and barriers when experiencing domestic abuse. This may include dependence on the abuser for personal care or communication, limited access to support services, or exploitation of disability-related vulnerabilities. Abuse may involve neglecting care needs, misusing disability benefits, threatening institutionalisation, or using assistive devices to control or harm.

According to the ONS (2024b), adults with disabilities experience domestic abuse at a higher rate than those without disabilities. SafeLives (2017) also notes that disabled people often endure abuse for longer periods and from multiple perpetrators.

We recognise the importance of accessible, inclusive services and will ensure that support takes account of disability-related needs, in line with its safeguarding and equality commitments.

### **Considerations for LGBTQ+ Victims/Survivors**

Domestic abuse affects people of all sexual orientations and gender identities. LGBTQ+ individuals may face distinct forms of abuse, such as threats to “out” them, denial of their identity, or control linked to their sexuality or gender.

Data from Galop (2019) shows that over one in four gay men and lesbian women, and more than one in three bisexual people, have experienced domestic abuse since the age of 16. Trans people are also at greater risk.

Many LGBTQ+ victims/survivors face additional barriers to accessing help, including fear of discrimination, lack of culturally competent services, or concerns about being believed.

We are committed to providing inclusive, non-discriminatory support that respects and affirms all gender identities and sexual orientations, ensuring victims/survivors receive appropriate help and safeguarding.

### **Considerations for Older People Experiencing Domestic Abuse**

Older adults can be victims/survivors of domestic abuse perpetrated by intimate partners, adult children, or carers. Abuse in later life may be physical, emotional, financial, or coercive, and often remains hidden due to assumptions about ageing, dependency, or family privacy.

Older adults are often overlooked in domestic abuse data and support services, despite many experiencing harm each year. Age UK (2022) highlights that people aged 60 and over may face unique barriers, including isolation, dependency on the abuser for care or housing, and a reluctance to speak out. The Office for National Statistics (2024b) reports that 4% of adults aged 60-74 and 2.1% of those aged 75+ experienced domestic abuse in the year ending March 2024, with women disproportionately affected.

We acknowledge that age must never be a barrier to protection or support and are dedicated to identifying and responding effectively to the needs of older victims/survivors.

### **Considerations for Minority Ethnic and Migrant Victims/Survivors**

Victims/Survivors from Black, Asian, and minority ethnic backgrounds may face additional barriers including racism, cultural stigma, fear of authorities, and language difficulties. Migrant victims/survivors may suffer immigration-related abuse such as

threats of deportation, control or confiscation of documentation, or exclusion from public services due to insecure immigration status.

The Domestic Abuse Commissioner reported that migrant women with no recourse to public funds face disproportionately high risks and often encounter difficulties accessing safe housing or financial support (Electronic Immigration Network, 2021).

We are committed to providing culturally competent and accessible services, ensuring that no victims/survivors immigration status prevents them from seeking help or receiving safeguarding support.

## APPENDIX D: SUPPORT SERVICES AND SIGNPOSTING

### Local Services (Derby and Derbyshire):

- **Refuge (Derby City Services).** Tel: 07392 313260
- **SV2 (Supporting Victims/Survivors of Sexual Violence):** Offers counselling, advocacy, and emotional support for people of all ages who have experienced sexual violence across Derbyshire. **Web:** [www.sv2.org.uk](http://www.sv2.org.uk); **Tel:** 01773 746115
- **Hadhari Nari:** A Derby-based women's advice and information centre offering support to women and children affected by domestic abuse. While primarily focused on Black and Minority Ethnic women, services are available to all women in need. **Tel:** 01332 270101
- **Women's Work Derby:** Supports vulnerable women and families, offering practical support for those affected by abuse and other social challenges. **Web:** [www.womens-work.org.uk](http://www.womens-work.org.uk); **Tel:** 01332 242525
- **Deaf-initely Women:** Offers tailored support and advocacy for Deaf, deafblind, and hard-of-hearing women in Derbyshire, including help around domestic abuse. **Web:** [www.deafinitelywomen.org.uk](http://www.deafinitelywomen.org.uk); **Tel:** 07421 827162
- **Derby Women's Centre:** Provides support services, courses, and workshops for women in Derby, including those affected by domestic abuse. **Web:** [www.derby-womenscentre.org.uk](http://www.derby-womenscentre.org.uk); **Tel:** 01332 341633
- **Housing Options – Derby City Council:** Offers emergency housing advice and support for individuals at risk of homelessness due to domestic abuse. **Web:** <https://www.derby.gov.uk/housing/homelessness/domestic-abuse-homelessness/>. **Tel:** 01332 888777

### National Services:

- **Refuge:** A national charity providing support and refuge accommodation for women and children experiencing domestic abuse. **Web:** [www.refuge.org.uk](http://www.refuge.org.uk); **Tel:** 0808 2000 247
- **National Domestic Abuse Helpline:** A 24/7 national helpline, offering advice and support to anyone affected by domestic abuse. **Web:** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk); **Tel:** 0808 2000 247
- **Women's Aid:** A national charity working to end domestic abuse against women and children, providing support services and resources. **Web:** [www.womensaid.org.uk](http://www.womensaid.org.uk)
- **Respect:** Offers advice to men experiencing domestic abuse and to individuals concerns about their own behaviour. **Web:** [www.respect.uk.net](http://www.respect.uk.net) **Tel:** 0808 802 4040
- **Men's Advice Line:** Confidential helping for male victims/survivors of domestic abuse. **Web:** [www.mensadvice.org.uk](http://www.mensadvice.org.uk) **Tel:** 0808 8010327
- **Mankind Initiative:** A UK-based charity offering a confidential helpline and tailored support for men experiencing domestic abuse. **Web:** [www.mankind.org.uk](http://www.mankind.org.uk) **Tel:** 0808 800 1170
- **Galop:** Provides support for LGBTQ+ victims/survivors of abuse and violence in the UK. **Web:** [www.galop.org.uk](http://www.galop.org.uk) **Tel:** 0800 999 5428
- **Karma Nirvana:** Offers support for victims/survivors of honour-based abuse and forced marriage. **Web:** [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk) **Tel:** 0800 5999 247

- **Hourglass:** Provides information and support to anyone concerned about harm, abuse, or exploitation of an older person. **Web:** [www.wearehourglass.org](http://www.wearehourglass.org) **Tel:** 0808 808 8141
- **Respond:** Offers therapeutic support to people with learning disabilities and autism who have experienced trauma or abuse. **Web:** [www.respond.org.uk](http://www.respond.org.uk); **Tel:** 020 7383 0700
- **Shelter:** Provides expert housing advice and support, including guidance for those facing homelessness due to domestic abuse. **Web:** [www.shelter.org.uk](http://www.shelter.org.uk) **Tel:** 0808 800 4444

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