

# **Housing Needs**

## **Domestic Violence Procedure**

April 2017

### **Contents**

<b>Housing Legislation and Guidance .....</b>	<b>2</b>
<b>Housing Options Domestic Violence Process.....</b>	<b>4</b>
<b>Housing Options Frontline Interview.....</b>	<b>5</b>
<b>Domestic Violence Referrals .....</b>	<b>8</b>
<b>Other Domestic Violence Options .....</b>	<b>10</b>
<b>Domestic Violence Services.....</b>	<b>13</b>
<b>Defining Domestic Violence .....</b>	<b>14</b>
<b>Appendix A .....</b>	<b>15</b>
<b>Appendix B .....</b>	<b>19</b>
<b>Appendix C .....</b>	<b>28</b>

## Housing Legislation and Guidance

The frontline Domestic Violence Procedure is designed to assist staff in handling homelessness clients that approach with domestic violence or fear of violence issues.

It is vital that Officers are sympathetic and offer comprehensive and accurate advice to all victims. As a Council, we adopt a '*victim-centred*' approach to dealing with survivors of domestic violence. Domestic violence can affect anyone, regardless of gender, race, religion, economic background or sexual orientation.

**In cases involving violence, the safety of the client and ensuring confidentiality must be of paramount concern.**

### Duty under the Housing Act 1996

Section 175 (3) states that a person shall not be treated as having accommodation unless it is accommodation which would be reasonable for him or her to continue to occupy.

Section 177 (1) provides that it is not reasonable for a person to continue to occupy accommodation if it is probable that this will lead to domestic violence or other violence against the client, a person who normally resides as a member of client's family or any other person that reasonably expected to reside with the client.

Section 178 provides that, for the purposes of defining domestic violence, a person is associated with another if:

- (a) they are, or have been, married to each other;
- (b) they are or have been civil partners of each other;
- (c) they are, or have been, cohabitants (including same sex partners);
- (d) they live, or have lived, in the same household;
- (e) they are relatives, i.e. father, mother, stepfather, stepmother, son, daughter, stepson, stepdaughter, grandmother, grandfather, grandson, granddaughter, brother, sister, uncle, aunt, niece or nephew (whether of full blood, half blood or by affinity) of that person or of that person's spouse or former spouse. A person is also included if he or she would fall into any of these categories in relation to cohabitants or former cohabitants if they were married to each other;
- (f) they have agreed to marry each other whether or not that agreement has been terminated;
- (g) they have entered into a civil partnership agreement between them whether or not that agreement has been terminated;
- (h) in relation to a child, each of them is a parent of the child or has, or has had, parental responsibility for the child (within the meaning of the Children Act 1989). A child is a person under 18 years of age;

(i) if a child has been adopted or freed for adoption (s.16 (1) Adoption Act 1976), two persons are also associated if one is the natural parent or grandparent of the child and the other is the child of a person who has become the parent by virtue of an adoption order (s.72 (1) Adoption Act 1976) or has applied for an adoption order or someone with whom the child has been placed for adoption.

The Homelessness Code of Guidance for Local Authorities states that violence includes threats of violence from another person which are likely to be carried out. Inquiries into cases where violence is alleged will need careful handling. Domestic violence is not confined to instances within the home but extends to violence outside the home. Please see 8.19 – 8.25 of The Homelessness Code of Guidance for Local Authorities for further information.

### *Priority Need*

Domestic violence does not mean that a client will automatically be in priority need. To be in priority need, the Officer will need to be satisfied that the client is vulnerable as a result of ceasing to occupy accommodation because of violence from another person or threats of violence from another person which are likely to be carried out. To consider whether clients are vulnerable as a result of violence or threats of violence, Officers need to check the following:

- The nature of the violence or threats of violence (there may have been a single but significant incident or a number of incidents over an extended period of time which have had a cumulative effect);
- The impact and likely effects of the violence or threats of violence on the client's current and future wellbeing;
- Whether the client has any existing support networks, particularly by way of family or friends.

Please see 10.28-10.29 of The Homelessness Code of Guidance for Local Authorities for information.

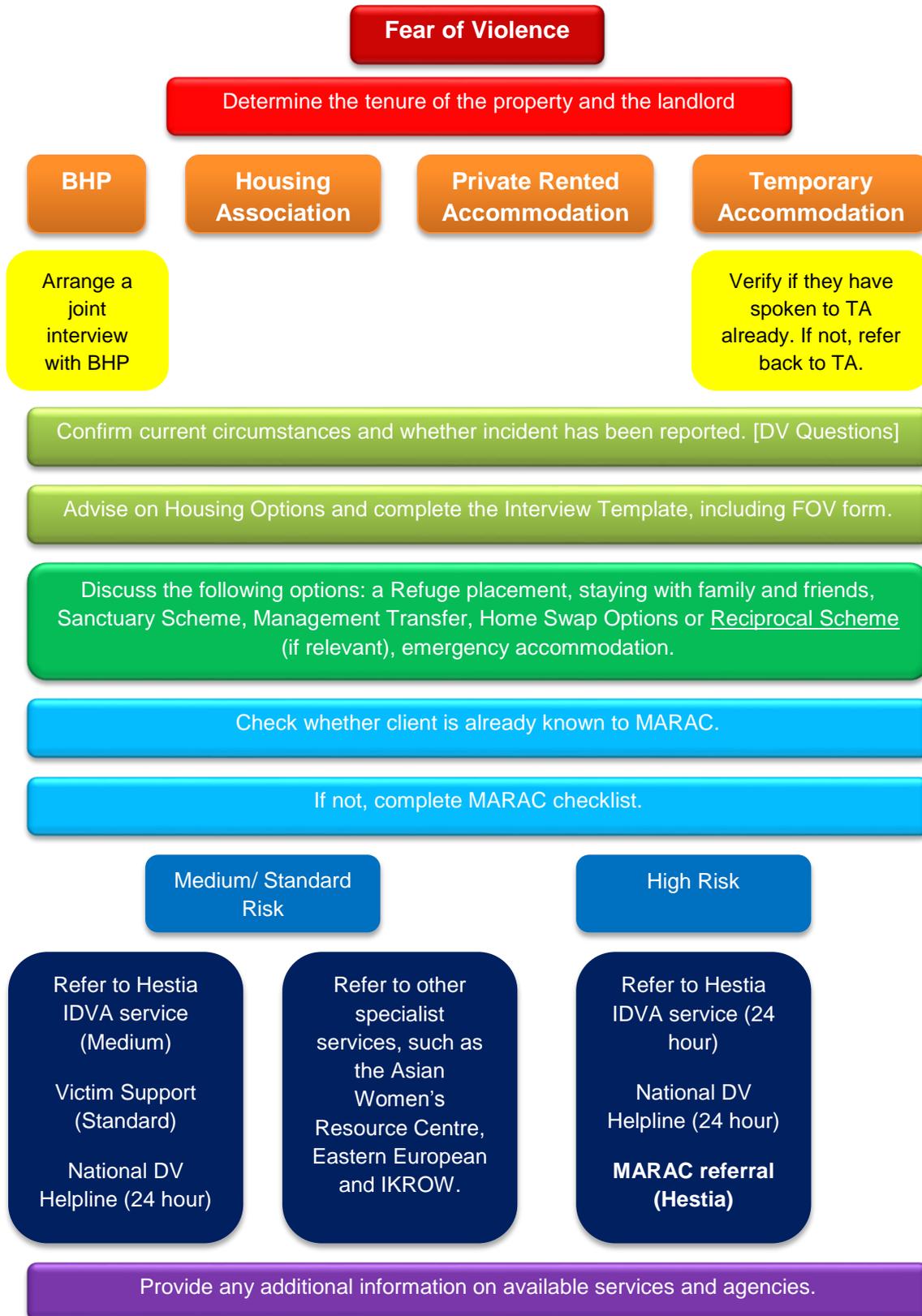
### *Intentionality*

If a client is forced to leave their home due to domestic violence then they will be considered to be unintentionally homeless. If a client chose not to take legal action against the perpetrator of the violence, this should not be used as a reason for concluding that the client is intentionally homeless. You may wish to inform the client of their options in relation to taking legal action (e.g. obtaining an injunction), however you should make it clear that there is no obligation on them to take any such action.

### *Local Connection*

If a client is fleeing domestic violence they are entitled to apply to any local authority and that local authority will not be entitled to refer them back to their local authority if there is a risk of violence to them if they return. Officers must work closely and effectively with relevant landlords and other agencies and organisation to provide comprehensive housing options service to victim of domestic violence.

## Housing Options Domestic Violence Process



## Housing Options Frontline Interview

All clients experiencing domestic violence will be taken seriously and dealt with in a sympathetic manner.

An interview will be offered on the same day that the client approaches the service.

Officers must work closely and effectively with relevant landlords and other agencies and organisation to provide comprehensive housing options service to survivors of domestic violence.

### *Before the interview*

- If you are a different gender to the client, ask the client if they would prefer to speak to an Officer of the same gender as them.
- If the client does not speak English, an interpreter must be booked. If an interpreter cannot be found on the same day, a preliminary phone interview must be carried out.

### *During the interview*

- The client must be given a Domestic Violence Form to complete and this must be placed on file.
- The Officer must thoroughly explain all available housing options to the client.
- Ask if the client has reported any incidents to the Police or any other external agencies. Remember, the client does not have to report any incident to the Police or anyone.
- Client could be advised to approach any local authority if they think that they may be at risk living in Brent Council.

### BHP Tenant

- Ask if the client has discussed this with their Housing Officer. Ask for their Housing Officer's details and contact them.
- Arrange a joint meeting with BHP. Contact [asb@bhphousing.co.uk](mailto:asb@bhphousing.co.uk) and copy in Deborah Noel and Barbara Rowe.
- Discuss a Management Transfer if applicable to the client.
- Discuss the Pan London Reciprocal Agreement, if the client lives in London.

### Housing Association Tenant

- Ask if the client has discussed this with their Housing Officer. Ask for their Housing Officer's details and contact them.
- Discuss a Management Transfer if applicable to the client.
- Discuss the Pan London Reciprocal Agreement.

### Private Rented Tenant

- Ask the client if they have spoken to their Landlord about any incidents. If they have told their Landlord, contact the Landlord. If the client is willing to remain in the borough, ask if the Landlord can offer a suitable alternative accommodation. If not, carry on with Housing Options advice

#### *After the interview*

- The Officer must keep the client informed of the progress, actions or decisions made whilst their case is being dealt with.
- A Section 184 decision must be completed within 33 working days.
- In making a Section 184 decision, staff must take into consideration the information on the Domestic Violence Form and all relevant information on file. The decision will be based on facts and evidence, not assumptions.

### **Safety and Security**

In cases involving violence, the safety of the client and ensuring confidentiality must be of paramount concern. Please adhere to the following:

- Staff must **never** contact alleged perpetrators.
- A Consent Form must be signed before contacting any internal or external agency.
- If after the investigation you find that the client is either not eligible or not in priority need, a Section 184 Decision Letter must be given to the client as soon as possible. The client should not be sent home if the decision is negative. If the client is eligible but they do not meet the priority need threshold, discuss with the Singles Pathway manager whether a referral to their service you be appropriate.
- If the client has somewhere to stay and it is safe for them and their children, they may be advised to stay at the safe address, but they must be advised not to return to the property they fled from. Please make sure you write detailed notes on the day to reflect advice.
- If the client does not have any other accommodation to stay in except the accommodation where the perpetrator can find them, discuss with the Duty Manager to consider interim accommodation.
- Provide the client with information on refuges as well in case they would prefer this option.

**All multi agencies referrals and high profile domestic violence should be flagged up in red on Farsight Vision.**

### **Phone Duty**

Under **no circumstances** should you disclose any information about the survivor until you verify who the caller is.

- Ask the caller who they are, and their reasons for calling.
- Ask for their email address or to request information via e-mail.

## Interview Questions

In order to obtain more information from the client, it is essential that you respect what the client is saying. Please remember that the Council adopts a '*victim-centred*' approach to dealing with survivors of domestic violence. Therefore you must remain non-judgemental and professional throughout the interview.

Ask questions to determine the level of violence that the client is experiencing rather than making assumptions, in order to determine whether they are vulnerable. Questions might include:

- Have you ever taken legal action against the person(s) you are in fear of violence from?
- Do you currently have any injunctions on this person, such as a non-molestation order or occupation order?
- Have you reported any incidents or behaviours of violence to the Police?
- Have you informed your GP or any other professional agencies, for example schools, about your situation?
- Have you ever called a helpline, such as the National Domestic Violence Helpline?
- Have you ever told any friends, family or community members about your situation?
- Have you ever taken pictures of the abuse or saved any abusive messages from the perpetrator?

A CAADA-DASH Risk Identification Checklist (RIC) should help to determine the risk of violence that the client is facing. It should not be used as a way of determining whether a client is in Priority Need or not. However, it can be a useful tool to substantiate your decision.

## Domestic Violence Referrals

### CAADA-DASH Risk Identification Checklist

A CAADA-DASH Risk Identification Checklist (RIC) should be filled in order to determine the risk of the client and whether a referral should be made to the MARAC Panel or Hestia.

Please click on the icon below for the form:



CAADA-DASH RIC  
Form.doc

### Domestic Violence MARAC

A MARAC is a Multi-Agency Risk Assessment Conference, where information is shared on the highest risk cases of domestic violence and abuse between different statutory and voluntary sector agencies.

In Brent, the MARAC Panel is managed by Hestia Housing Support and they will offer specialist support to finding alternative accommodation or support to make the victim's house secure in the community.

If you have ticked 14 or more 'yes' boxes on the CAADA-DASH Risk Identification Checklist, the case would normally meet MARAC referral criteria. However, if a professional has serious concerns about a victim's situation, they should refer the case to MARAC.

Please send High Risk referrals to [brent.marac@hestia.org.cjism.net](mailto:brent.marac@hestia.org.cjism.net) and copy in the Care and Support Manager.

Office hours are Monday to Friday 10am – 6pm. MARAC referral must be assessed as high risk.

### IDVA Service

An Independent Domestic Violence Advocate (IDVA) is there to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children. An IDVA can help with the following:

- Creating safety plans and undertaking risk assessments
- Accompanying clients to court or arranging pre-trial visits
- Supporting clients to give evidence and write victim impact statements
- Requesting special measures e.g. screens to conceal clients in court so they don't have to face their abuser



- Helping clients to access refuge accommodation
- Helping clients to increase security in their property so that they can continue to live safely at home
- Providing emotional support and referring victims to counselling or mental health services
- Liaise with social workers on child protection issues

Please refer to [brent.idva@hestia.org](mailto:brent.idva@hestia.org) or [IDVA@hestia.org.cjism.net](mailto:IDVA@hestia.org.cjism.net) or call 020 8733 3751. Office hours are Monday to Friday 10am – 6pm. For out of hours urgent safety planning, please call 07787 240 374.

### **Children’s Social Services**

If there are children involved, please contact Children’s Social Services, via the Family Front Door on 020 8937 4300. The Emergency Duty Team is available out of hours on 020 8863 5250.

### **Pan-London Reciprocal Agreement**

The Pan-London Housing Reciprocal agreement is a voluntary collaboration between local authorities and registered providers which allows social housing tenants at risk of harm from domestic/sexual violence and other Violence Against Women and Girls (VAWG) strands, gang related violence or other community safety risk, to move to another local authority area and keep the same security of tenure previously held. The referring Local Authority or registered provider then owes an equal size property to another household at risk in London through a centralised system. Those utilising it to move away from gang related harm should first be referred to the London Gang Exit Programme (LGE).

The Pan-London Housing reciprocal sits outside statutory referral pathways, including local authority allocations policy and nomination rights. It should be utilised where local authorities or registered providers are unable to manage the risk of harm to a person fleeing violence or abuse within their own borough or stock.

The referral process for the Pan-London Reciprocal Agreement can be found in **Appendix A**.

## Other Domestic Violence Options

### Refuges

A refuge is a safe house for women and children escaping domestic violence. The address is confidential and no men are allowed in the building. A refuge is a place where women can be sure they are safe, and where they can access emotional and practical support from staff who understand what they have been through.

If the victim has a male child above the age of 13, please be advised that they will not be allowed in a refuge.

If the victim has more than three children, has specialist needs, has no recourse to public funds or is male, there are limited refuge spaces available.

Phone numbers for specific women's refuges can be found online. For updated information on available refuge spaces, please advise the client to call the 24hr National Domestic Violence helpline 0808 2000 247. Here you will find contact information for local domestic violence services and refuges.

For men's refuge spaces, contact M.A.L.E. The advice line is available from Monday to Friday, 10am -1pm and 2pm-5pm. Call 0808 801 0327 or visit [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

### Specialist Refuges

#### ***No Recourse to Public Funds: The Ascent London Specialist Refuge Network***

The Ascent London Specialist Refuge Network is providing additional refuge and accommodation based services for sexually exploited women, and women with no recourse to public funds. Funded by London Councils, this service will be operating until March 2017.

To refer, please contact the Ashiana Network. Call 0208 539 0427 or email [info@ashiana.org.uk](mailto:info@ashiana.org.uk)

#### ***Women with Support Needs: Eaves Housing For Women***

- Eaves Supported Housing provides temporary housing and support to single vulnerable women aged 16-60 who have support needs. They offer support and housing for up to two years to make the transition to living independently. Eaves Housing for Women accepts self-referrals or referrals from any agency.
- All referrals must be made via an initial phone call to 020 7735 2062 between 9.30am-4.30pm, Monday to Friday. If you meet the criteria then an application form will be sent to you or the person referring you.

#### ***Women with Learning Disabilities: Beverley Lewis House***



- Beverley Lewis House is a 'safe house' for single women with learning disabilities escaping domestic violence or other forms of abuse. Women aged 16-65 can apply for help but there are no facilities for children. We can also make referrals on your behalf.
- To find out more call 020 7473 2813 or visit [www.east-living.co.uk/blh](http://www.east-living.co.uk/blh)

## **Sanctuary Scheme**

The Sanctuary Scheme provides extra security to properties and advocacy support for households in fear of violence. The decision to leave an abusive relationship is not an easy one to make and the scheme is not suitable for everyone living in fear of violence. A risk assessment will be carried out by a police officer to see if extra security is the best option. If the assessment shows that extra security will work for you, a crime prevention officer will inspect your property and make recommendations for increasing your security. If the property is rented then permission from your landlord is needed to carry out the work. The work is then carried out by a trained local lock-smith at a time suitable for you - usually within 48 hours.

The Sanctuary Scheme is open to any person living in Brent who is threatened with homelessness due to domestic violence.

Please refer to Karen Flanagan (Safe Brent Project Coordinator) at [karen@safepartnership.org](mailto:karen@safepartnership.org) or on 01929 551100.

## **Injunctions**

### ***A non-molestation order***

A non-molestation order is a kind of injunction which can protect a victim of domestic violence and any relevant child from violence or harassment. You can obtain a non-molestation order against someone who has been physically violent or against someone who is harassing, intimidating or pestering you. You can apply for a non-molestation order even if you still want to (or have to) live with your abuser.

### ***An occupation order***

An occupation order is a type of injunction which deals with who lives at the family home. An occupation order can:

- Order your abuser to move out of the home or to stay away from the home
- Order your abuser to keep a certain distance away from the home
- Order your abuser to stay in certain parts of the home at certain times (for example it can order him to sleep in a different bedroom)
- Order your abuser to allow you back into the home if he has locked you out
- Order him to continue to pay the mortgage, rent or bills



For more information please advise the client to visit Rights of Women at [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk) or call the National Centre for Domestic Violence, which provides a free, fast emergency injunction service to survivors of domestic violence. Advise the client to call 0800 970 2070.

### **Destitution Domestic Violence Concession**

This is a form for people on a UK partner visa to claim public funds (benefits) while applying to settle in the UK because of domestic violence. If you are in the UK on a temporary visa as a partner, your relationship has broken down because of domestic violence and you have no money to support yourself. You can apply to claim public funds (benefits) for up to 3 months while UK Visas and Immigration considers your application to settle in the UK.

To access the form, please visit: <https://www.gov.uk/government/publications/application-for-benefits-for-visa-holder-domestic-violence>

## **Domestic Violence Services**

For all Domestic Violence agencies, please refer to the contact list in *Appendix B*.

### **Female Victims:** *The National Domestic Violence Helpline*

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

Call 0808 2000 247 or email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

### **Male Victims:** *M.A.L.E. (Men's Advice Line and Enquiries)*

If you are a male victim of domestic violence or abuse, in a heterosexual, gay, bi-sexual or transgender relationship and need confidential help, contact M.A.L.E. for emotional support and practical advice and information on services that can provide further support. The advice line is available from Monday to Friday, 10am -1pm and 2pm-5pm.

Call 0808 801 0327 or visit [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### **LGBT Victims:** *Galop*

Galop supports lesbian, gay, bisexual and transgender people who are experiencing domestic violence. The national helpline offers a confidential service giving information, support and advice on legal and housing options, safety and home security, and will make referrals to other services as appropriate.

The helpline is available:

- 10am – 5pm Monday
- 10am – 5pm Tuesday
- 10am – 5pm Wednesday
- 10am – 8pm Thursday
- 1pm – 5pm Friday
- 12pm – 4pm Sunday
- 1pm – 5pm Tuesday is trans-specific service.

Call 0300 999 5428, email [help@galop.org.uk](mailto:help@galop.org.uk) or visit [www.galop.org.uk](http://www.galop.org.uk)

## Defining Domestic Violence

Domestic violence can be defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It is very common. In the vast majority of cases it is experienced by women and is perpetrated by men.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Harassment
- Stalking
- Online or digital abuse

For more information on Domestic violence, please refer to the following resources:

### The Power and Control Wheel

The Power & Control diagram is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviours, which are used by a batterer to establish and maintain control over his partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

To access the Power and Control Wheel, please click here: <http://www.ncdsv.org/images/powercontrolwheelnoshading.pdf>

### Liz Kelly's Six Stages

A tool developed by Liz Kelly called the "Six Stages"<sup>1</sup> can help us realise that experiencing abuse is complex and interventions may need to be different depending on where somebody 'is' within that experience.

The stages can be found in **Appendix C**.

**The Women's Aid website:** <https://www.womensaid.org.uk/>

**The Refuge website:** <http://www.refuge.org.uk/>

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<sup>1</sup> Kelly et al, Domestic Violence Matters (1999), Home Office

## Appendix A

### Pan-London Housing Reciprocal Agreement for all high-risk groups fleeing violence

Fleeing DV and other VAWG strands	Other high risk community safety moves	At risk from youth/gang related violence ( <u>London Gang Exit, LGE move</u> )	
Task			Responsibility
<b>Stage 1:</b> Review potential DV/VAWG; high risk community safety or London Gang Exit (LGE) referrals that may require relocation through the appropriate established local partnership forum.			Local authority (LA) / Registered Provider (RP)
The local authority or registered provider attempts first to meet the need of the tenant from within their own stock or through existing housing referral pathways. Where this is unsuccessful the partner provides the tenant with information about the Reciprocal Agreement including the extent and limitations of the option.			LA or RP
Where there is an identified need for a high risk relocation: Areas that are safe/unsafe for the client to reside are to be determined.			LA or RP
Where there is an identified need for a DV/VAWG, high risk community or LGE relocation: Temporary accommodation (TA) is to be provided in a safe area whilst the referral goes through the referral process. Registered providers to try accommodate in own stock first before referring to LA TA.			LA or RP
Pay any costs of temporary accommodation above that which is covered by the client's Housing Benefit (HB) (may involve dual HB claim).			LA or RP
<p><b>For DV and other VAWG moves, complete relevant risk assessment e.g. DASH risk assessment for DV (if has not already been completed); Complete MARAC referral if appropriate; refer to specialist support if not already accessed, and follow process below directly.</b></p> <p><b>LAs/RPs are responsible for action relating to the perpetrator who may still be residing in the</b></p>	<p><b>For other high risk community safety moves, follow local authority risk assessment and follow process outlined below directly</b></p>	<p><b>For LGE moves, follow local authority risk assessment procedure and complete LGE Referral Form to forward to the LGE Referral Centre. Follow <u>LGE Relocation process outlined in table 2 below</u>. <i>If the Pan-London Housing Reciprocal is agreed as the settled option by all partners, continue with the process below.</i></b></p>	LA or RP

property, including, where necessary and safe to do so, initiating eviction proceedings.			
<b>Stage 2: Completion of Pan-London Housing Reciprocal Urgent property Request Form</b> and forward to Safer London via information on Safer London webpage (with links from GLA and sub-regional websites). Named leads in the LA or RP need to have sign off and be copied in to any referral made.			LA or RP
Once a referral is made where an applicant has successfully moved in to the property owned by the offering borough, the referring LA or RP owes a property to the Pan-London Housing Reciprocal of equal size (bedroom number). A local authority cannot make further requests to the pan-London Housing Reciprocal if they owe more than <u>three</u> properties. Reciprocal moves do not have to be direct swaps between boroughs or between households with the same needs. If the vacated property cannot be utilised an alternative property of equivalent size will be owed to the scheme for future use.			Safer London
Referral form logged in database and given URN. Request sent out to Housing SPOCs and RP leads in identified safe areas (where cap has not been met).			Safer London
Offering LA or RP to contact referrer directly copying in Safer London if able to provide a property. All contacted Boroughs/LAs to reply to Safer London if unable to provide a property.			LA or RP
Support move as required including risk assessment, MPS SPOC risk assessment for LGE cases; viewing of potential accommodation, transport and accessing housing benefit.			LA or RP <b>For LGE: Additional LGE Team support</b>
Feedback to Safer London if relocation successfully made.			LA or RP
If feedback is not received, Safer London staff to follow up to confirm outcome and record.			Safer London
Produce quarterly reports on Pan-London Reciprocal moves (including through LGE route) to all partners.			Safer London
Awareness raising activities on the Pan-London Housing Reciprocal			Safer London
Produce annual reports including feedback from partners on process, cost savings and recommendations for next steps.			Safer London

## London Gang Exit Relocation Process (Prior to Pan-London Housing Reciprocal Move)

Task	Responsibility
Completion of LGE Referral Form and forward to Referral Centre	LA or RP
Manage client expectations about the housing element of LGE. Only a small proportion of the young people accessing LGE support across London will need full relocation, and the housing pathways for LGE are	All parties

not limited to the Pan-London Housing Reciprocal and include extension in interim accommodation where possible and suitable private rented accommodation. Pan-London Reciprocal moves are most commonly used by LGE for moving a young person with their family who have a social tenancy. Decision to utilise the Pan-London Housing Reciprocal will be made after a young person has been accepted on to LGE and received the LGE wrap-around support package (which may include maintaining an interim tenancy, see below).	
Review of referral and decision made	LGE Referral Centre
Notify referrer of the decision to accept or reject the LGE referral	LGE Referral Centre/ Team
Referral not accepted: provision of advice and guidance regarding alternative options	LGE Referral Centre
Referral accepted: referral passed to LGE Team for allocation	LGE Referral Centre
Comprehensive Needs Assessment completed with client and areas that are safe/unsafe to reside in to be reviewed	LGE Team
Intensive support and engagement provided to client and their family	LGE Team
Regular updates to designated contacts on a monthly basis	LGE Team
Where necessary and agreed by the LA/RP request sent to G15 SPOC to identify suitable <b>interim accommodation</b>	LGE Team
Send request for suitable accommodation to all G15 members	G15 SPOC
Inform LGE of suitable accommodation	G15 SPOC
Notify partners when potential interim accommodation has been identified, initiating the risk assessment of potential interim accommodation	LGE Team, LA and SC&08
If the risk assessment shows the property is suitable, arrange a viewing of accommodation with relevant G15 housing officer. If the risk assessment shows the property is unsuitable, advise the G15 housing officer, and where appropriate initiate new risk assessment for alternative placement.	LGE Team
Accommodation is suitable: license is signed	Client/LGE Team
Notify the local authority of Interim Accommodation placement	LGE Team
Cover costs of and arrange the removal to and from the interim accommodation	LA to lead with LGE Team
Oversee removal to and from the interim property	LGE Team
Support client's application for Housing Benefit (HB), Discretionary Housing Payment (DHP) and register council tax liability within 3 working days of the license being signed. Notify all parties once HB and DHP claim has been made.	LGE Team
Underwrite any rent arrears for interim accommodation	LA
Cover costs for damage to property up to £1000.00	LA
Cover costs of legal action to regain property in excess of £1000.00 if client does not leave when required to	LA and G15 jointly
Connection/registration of client for utilities at interim accommodation	LGE Team
Sourcing white goods and furniture for clients where required	LGE Team

Request monthly rent updates for LGE clients in interim accommodation	LGE Team
Share monthly rent updates for LGE clients in interim accommodation	G15 provider
Share with partners any issues identified through monthly rent update for client	LGE Team
Mid-point interim accommodation review meeting. Consider client motivation, progress and formulate a plan for settled housing option.	LGE Team and LA SPOC
In the case of serious non-compliance /non-engagement, the decision as to the action to be taken is made and conveyed to client	LGE Team and LA
Support to access settled options including extension in interim accommodation where possible, suitable private rented accommodation or the Pan-London Housing Reciprocal.	LGE Team, G15 and LA
<b>Follow the Pan-London Housing Reciprocal process (From Stage 2 in Table 1 above) where this is identified as the most appropriate option.</b>	LA and LGE Team

## Appendix B

### Brent Domestic Abuse Agency List

Agency	Remit	Referral route	Area covered
<b>Hestia Brent IDVA service</b>	Support to both female and male victims of domestic abuse. Comprehensive risk assessing/short term crisis. Referrals to all other relevant agencies. An individualised safety and support plan intervention and safety planning. Practical support and emotional support in court. Support to access a refuge/a safe house, or local authority emergency accommodation (B&B). Support with navigating through the criminal justice system. Advice and support in accessing legal services/ initial basic legal advice on criminal and civil options. Advice on welfare benefits and education. Referrals for psychological support and counselling (Health & Wellbeing). Sign posting to services that work with children. Support with accessing long-term housing and security (sanctuary services)	Office hours Monday to Friday 10am – 6pm <b>Email</b> <a href="mailto:brent.IDVA@hestia.org.cjsm.net">brent.IDVA@hestia.org.cjsm.net</a> <b>Tel 020 8733 3751</b>  <b>Out of hours Urgent safety planning</b> <b>07787 240 374</b>	Brent
<b>Hestia Brent MARAC</b>	The main aim of the MARAC is to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and wellbeing of victims - adults and any children. At Brent's MARAC, local agencies meet to discuss the highest risk victims of domestic abuse in the area.	<b>Email</b> <a href="mailto:brent.marac@hestia.org.cjsm.net">brent.marac@hestia.org.cjsm.net</a> MARAC referral must be assessed as High risk. The MARAC provides a coordinated multi-agency framework for supporting the needs of high risk victims. In a single monthly meeting, the MARAC combines up to date risk information with a timely assessment of a victim's needs and links those directly to the provision of appropriate services for all those involved in a domestic abuse case as; victim, children and perpetrator.	Brent
<b>Refuge Eastern European Advocacy Service</b>	Independent Domestic Violence Advocacy Service for Eastern European victims. Languages: Polish, Romanian, English  Refuge for women and children (boys up to 13, girls up to 18 years)	Office hours referrals 07725245777 9am – 5pm <b>Email</b> <a href="mailto:ee.idva@refuge.cjsm.net">ee.idva@refuge.cjsm.net</a> <a href="mailto:EasternEuropeanIDVA@refuge.org.uk">EasternEuropeanIDVA@refuge.org.uk</a>	Brent
<b>Asian Women's Resource Centre</b>	The AWRC tackles issues relating to abuse which includes domestic & sexual violence, forced marriages, honour based violence, and trafficking.  The AWRC also addresses the many interrelated issues associated with	Asian Women's Resource Centre 108 Craven Park Harlesden Brent NW10 8QE <b>Tel:</b> 020 8961 6549/ 5701	Brent

	<p>violence such as homelessness, welfare benefits, child contact and immigration which includes support to women who have no recourse to public funds, students and over stayers.</p> <p>Services are provided in the following community languages: Gujarati, Punjabi, Hindi, Urdu, Tamil and English.</p>		
<b>Look ahead Brent Women and Families</b>	<p>Manage 3 refuges in Brent – 1 Asian Women’s Refuge providing for 6 women and their children and 2 generic refuges with space for 13 women and their children. All referrals need to come from out of Brent.</p> <p>We provide advice and support for women living within the borough around all needs – emotional support, injunctions, sanctuary safe locks, child contact and housing, welfare benefits and immigration etc. We facilitate a weekly Drop In / advice session.</p> <p>We have two supported housing properties for young mothers accommodating 13 young women – referral via Brent Council Start Plus. This service also provides floating support for teenage pregnancy and mother and baby in the community – for which direct referral can be made from any agency or self.</p> <p>We are linked to other support services to women in Brent (Riffle Rd) accommodation and floating support – but those will not be relevant to IDVA / Social Services referrals – so please don’t include them in your information for contact / referrals.</p>	<p>To referrer to our service for DA Medium Support contact should be made directly by email to Janet Connor (MARAC rep) copied into Suman Sund (MARAC deputy)</p> <p><a href="mailto:janetconnor@lookahead.org.uk">janetconnor@lookahead.org.uk</a>  <a href="mailto:sumansund@lookahead.org.uk">sumansund@lookahead.org.uk</a></p>	Brent
<b>Iran and Kurdish Women’s rights Organisation (IKWRO)</b>	<p>Culturally specific support, advocacy and counselling for women from the Middle East and Afghanistan, our services have been extended to several vulnerable communities in the United Kingdom.</p> <p>IKWRO’s mission is to protect Middle Eastern and Afghan women and girls who are at risk of ‘honour’ based violence, forced marriage, <u>child marriage</u>, <u>female genital mutilation</u> and <u>domestic violence</u> and to promote their rights.</p>	<p><b>Postal contact</b>          PO Box 65840          London EC2P 2FS  <b>Email</b>  <u>Contact us</u>  <b>Phone</b> 0207 920 6460          Mon to Fri 9.30-5.30  <b>For out-of-hours emergencies call</b>          Kurdish / Arabic: 07846 275246          Farsi / Dari / Turkish: 07846 310157</p>	London
<b>Forced Marriage Unit</b>	Forced Marriage	<p><a href="http://www.forcedmarriage.net/ineedhelp.html">http://www.forcedmarriage.net/ineedhelp.html</a>          020 7008 0151 Open from 9am-5pm, Monday to Friday. If you are low on Credit, they can call you back. If they</p>	National

		are closed call the Foreign Office Response Centre: 020 7708 1500. (It might take a while to get through, but keep trying).	
<b>African women's Care</b>	A registered charity working to create access to the use of available Health and Social Care resources to African refugee women and children with preference to those from Ugandan origin.	<p><b>Contact</b> Jane Lanyero</p> <p><b>Telephone</b> 020 8969 8389</p> <p><b>Email</b> <a href="mailto:africanwomencare@hotmail.com">africanwomencare@hotmail.com</a></p>	Brent
<b>LGBT Domestic Abuse Partnership</b>	The London LGBT Domestic Abuse Partnership (DAP) is a way for LGBT people who have experienced domestic abuse to get the maximum amount of help with a minimum amount of hassle. The DAP is open to any LGBT person experiencing domestic violence who is living or working in London.	<p><a href="http://lgbtdap.org.uk/">http://lgbtdap.org.uk/</a></p> <p><b>self-referrals</b> <a href="http://lgbtdap.org.uk/self-referrals/">http://lgbtdap.org.uk/self-referrals/</a></p>	London
<b>Stone Wall Housing</b>	Specialist lesbian, gay, bisexual and trans (LGBT) housing advice and support provider, and works across all London boroughs. If you are experiencing domestic abuse and need help and advice around housing,	<p><b>weekly drop-in held on Fridays between 2pm – 3:30pm at London Friend</b>, 86 Caledonian Road, London N1 9DN</p> <p>The drop-in is a safe, confidential space to get face to face advice from a special DV caseworker. If you are unable to attend the drop-in you can contact Stonewall Housing's advice line on:</p> <p>020 7359 5767 or visit <a href="http://www.stonewallhousing.org">www.stonewallhousing.org</a> for more information, including other drop-in sessions.</p>	London
<b>GALOP</b>	(Lesbian, Gay, Bisexual, Anti-violence and policing group) London's LGBT anti-violence & abuse charity. We give advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse and hate crime. We also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system. We are a completely independent community-led group and we are not connected to the police. You can contact us anonymously if you choose.	<p><b>Services</b></p> <p>Support and advice for people who have experienced hate crime, domestic abuse or sexual violence</p> <p>Specialist advocacy and support</p> <p>Help in reporting or getting what you need from police and other agencies</p> <p>Advice on the law and how the police work</p> <p>Applying for financial compensation for victims of crime</p> <p>Police complaints</p>	London

		<p><b>How To Get In Touch</b></p> <p>Advice line 24 hours: 020 7704 2040</p> <p>Office: 0207 7046767</p> <p>An answerphone is available when the advice line is closed.</p>	
<p><b>SafeLives (formerly known as CAADA)</b></p>	<p>Train domestic violence professionals, and run the flagship IDVA qualification</p> <p>improve what happens on the ground, helping MARAC and local services be more effective</p> <p>help commissioners make better decisions that cut domestic abuse locally</p> <p>use our on-the-ground expertise and our data to get national policymakers to make better policy</p> <p>We're always on the look-out for great new ideas that stop domestic abuse. When we find them, we refine them and promote them widely, so that every family benefits.</p>	<p>Email</p> <p><a href="mailto:info@safelives.org.uk">info@safelives.org.uk</a></p> <p>Office: 0117 403 3220.</p>	National
<p><b>Victim Support</b></p>	<p>National Charity giving free and confidential help to victims of all crimes, whether directly or indirectly affected across England and Wales. We offer emotional and practical support, practical support, practical involving advocacy or information provision.</p> <p>Our Support also applies to victims of Domestic Abuse. In regards to Domestic Abuse, we support if victim scores 9 or below on CAADA DASH Risk Assessment, otherwise onward referrals are made to an IDVA service and/MARAC</p>	<p><b>Address</b> 1 Morland Gardens, Harlesden, London, NW10 8DY</p> <p><b>Telephone</b> 020 8965 1141</p> <p><b>Confidential Email:</b> <a href="mailto:vs.brent@victimsupport.cjsm.net">vs.brent@victimsupport.cjsm.net</a></p> <p><b>Website:</b> <a href="http://www.victimsupport.org">www.victimsupport.org</a></p> <p><b>Point of contact:</b> <a href="mailto:Soma.salah@victimsupport.org.uk">Soma.salah@victimsupport.org.uk</a></p>	National
<p><b>Social isolation in Brent initiative Project</b></p>	<p>The Social Isolation in Brent Initiative (SIBI) project seeks to build on a model designed with the input of key stakeholders and implement a scheme aimed at tackling social isolation within the community. The potential SIBI client</p>	<p>Contact Michael Stuart</p> <p><a href="mailto:m.stuart1@cvsbrent.org.uk">m.stuart1@cvsbrent.org.uk</a> <a href="mailto:sibi@CVSBrent.org.uk">sibi@CVSBrent.org.uk</a></p>	

	group is all individuals over the age of 18 who are at risk of social isolation; this wide client group aims to tackle social isolation in all of its forms.		
<b>Al-Zahra Women Centre</b>	We provide services to women from all ages that include social gatherings, educational activities and trips to places of interest.	<b>Contact</b> Mrs Al-Mousawi  <b>Address</b> Unit 1C, First Floor Crusader House 289 Cricklewood Broadway London, NW2 6NX  <b>Email</b> <a href="mailto:zainabhamza@hotmail.com">zainabhamza@hotmail.com</a>	<b>Brent Ward</b>  Mapesbury
<b>Rape Crisis</b>	<p>Rape and Sexual Abuse Helpline Rape Crisis South London run the Rape Crisis National Helpline for female survivors of sexual violence. The Helpline is accessible 365 days a year to women who have survived any form of sexual violence, no matter how long ago. We offer specialised, confidential support, information and referral details completely free of charge. The helpline is also available to provide an immediate source of support to friends and family of survivors, as well as other professionals, to help them understand how best to support female survivors of sexual violence.</p> <p>As a first step many women find it easier to talk anonymously and in confidence. The Helpline aims to provide a supportive, non-judgemental, safe space for survivors to begin talking about their experiences. We explore the options available to our callers, believing in their power to choose for themselves what they want to do next.</p>	Free helpline 0808 802 9999 12:00 – 14:30 daily 19:00 – 21:30 daily	National
<b>Papillon Sexual Abuse Service</b>	Papillon is an organisation that supports adult survivors of childhood sexual abuse with particular emphasis on men and women of the African and Caribbean diaspora. Papillon challenges myths and empowers survivors of sexual abuse via one to one and group	<b>Address:</b> Chalkhill Community Centre, 113 Chalkhill Road, Wembley, HA9 9FX  <b>Mobile</b> 07594 795 266  <b>Email</b> <a href="mailto:papillon8@rocketmail.com">papillon8@rocketmail.com</a> <b>Website</b> <a href="http://papillonsurvivors.netai.net/">http://papillonsurvivors.netai.net/</a>	<b>Brent Ward</b>  Barnhill
<b>Women's Aid National Helpline</b>	National Domestic Violence helpline Women's Aid is the national charity for women and children working to end domestic abuse.  Advice & Refuge	0808 2000 247 24 hour Freephone	National

<b>Refuge</b>	The Freephone 24-hour National Domestic Violence Helpline, run in partnership with Women's Aid, is open 24 hours a day, every single day. Our helpline workers are there to give emotional support and practical information. They help women explore their options and escape abuse.	0808 2000 247 24 hour Freephone – advice and refuge space.  <a href="mailto:info@refuge.org.uk">info@refuge.org.uk</a>	National
<b>National Centre for Domestic Abuse</b>	<p>The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc.) to help survivors obtain speedy protection.</p>	<p>Phone: 0800 970 2070</p> <p>Option 1: Information about getting an injunction</p> <p>Police and Agency Workers: Make a referral Deaf and hard of hearing. NCDV offers a minicom service. Dial: 0800 970 2070</p> <p><b>All Other Enquiries</b> The following contact details are for administrative purposes only. Urgent matters should instead be directed to the NCDV Operational Team via the above contact details.</p> <p>Text: NCDV to 60777 and we will call back</p> <p>Fax: 020 7160 9383</p> <p>Freephone: 0800 970 2070</p> <p>Telephone: 0800 970 2070 (Option 2)</p> <p>Email: <a href="mailto:office@ncdv.org.uk">office@ncdv.org.uk</a> Post: PO Box 999, Guildford, Surrey, GU1 9BH</p> <p>Training: <a href="mailto:jonathan.lytle@ncdv.org.uk">jonathan.lytle@ncdv.org.uk</a></p>	National
<b>Advance Advocacy Project</b>	We provide crisis intervention in high risk cases, offering extensive and ongoing support. We also ensure women involved in low and medium risk cases get the right help from other organisations.	<p>For more information on our DV services, please contact: Telephone: 020 8237 5590 Email us on: <a href="mailto:admin_aap@advancecharity.org.uk">admin_aap@advancecharity.org.uk</a></p> <p>Brent Tel:0208 733 3751 E-mail: <a href="mailto:Admin_WKC@advancecharity.org.uk">Admin_WKC@advancecharity.org.uk</a></p>	London
<b>Men's Advice Line</b>	A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).	The Men's Advice Line is available on <b>Freephone number 0808 801 0327</b>	National

	The service is run and managed by Respect.	(free from landlines and most mobile phones)  Monday - Friday 10am-1pm and 2pm-5pm  <a href="mailto:info@mensadvice.org.uk">info@mensadvice.org.uk</a>	
<b>DVIP (Domestic Violence Intervention Project)</b>	Services to men who have been violent	<p><a href="mailto:info@dvip.org">info@dvip.org</a>  <b>MAIN OFFICE</b>  Devonshire House,  164-168 Westminster Bridge Road,  London,  SE1 7RW</p> <p><b>Violence Prevention Programme</b>  tel: (44) (0) 20 7633 9181  email: <a href="mailto:vpp@dvip.org">vpp@dvip.org</a></p> <p><b>Women's Support Services</b>  tel: (44) (0) 20 7928 4813  email: <a href="mailto:wss@dvip.org">wss@dvip.org</a></p> <p><b>Risk Assessment Team</b>  tel: (44) (0) 20 7593 0027  email: <a href="mailto:riskassessment@dvip.org">riskassessment@dvip.org</a></p> <p><b>Yuva Young Peoples Service</b>  tel: (44) (0) 20 8222 8281  email: <a href="mailto:yuva@dvip.org">yuva@dvip.org</a></p> <p><b>Training</b>  tel: (44) (0) 20 7928 4620  email: <a href="mailto:gjori@dvip.org">gjori@dvip.org</a></p> <p><b>Al-Aman (Arabic speakers service)</b></p> <p>PO Box 2838,  London,  W6 9ZE  fax: (44) (0) 20 8741 4383  email: <a href="mailto:info@dvip.org">info@dvip.org</a></p> <p><b>Al-Aman Violence Prevention Programme</b>  tel: (44) (0) 20 8748 2577</p> <p><b>Al-Aman Women's Support Services</b>  tel: (44) (0) 20 8563 2250</p> <p>If you would like to refer a client, please contact us and we can advise you which assessment or intervention is most appropriate for your work with a particular family.</p>	London
<b>Respect</b>	Work with Domestic Violence Perpetrators, Male Victims and Young people. Respect runs the UK helpline for anyone who is concerned about their own or someone else's behaviour towards their	Call Freephone 0808 802 4040 Monday-Friday 9am-5pm. <a href="http://respectphoneline.org.uk/">http://respectphoneline.org.uk/</a>  <a href="mailto:info@respect.uk.net">info@respect.uk.net</a>	National

	partner (male, female, in heterosexual or same-sex relationships).		
<b>Safe Partnership</b>	<b>The Sanctuary Scheme</b> Provides extra security to properties and advocacy support for households in fear of violence.	Referrals to be made to Karen Flanagan – Safe Brent Project Coordinator <a href="mailto:karen@safepartnership.org">karen@safepartnership.org</a> 01929 551100	Brent
<b>Paladin – National Stalking advocacy Service</b>	Provide advice to survivors of stalking and advocacy to high risk survivors of stalking  Raise awareness of dangers and risks of stalking  Provide training to professionals  Scrutinise the new stalking laws  Campaign on behalf of victims  Develop a victim’s network of support	<b>helpline on 0207 840 8960</b> <a href="mailto:info@paladinservice.co.uk">info@paladinservice.co.uk</a> Referral forms available online	National
<b>National Stalking Helpline</b>	If you use the telephone service, you will get through to a Helpline operator who will ask you for details about what has been happening to you so that they can provide guidance and information.	<b>Help Line - 0808 802 0300</b> 09:30 – 16:00 Weekdays (except Wed 13:00 – 16:00) <a href="mailto:advice@stalkinghelpline.org">advice@stalkinghelpline.org</a>	National

### Brent Statutory Services: Out of Hours

Agency	Remit	Referral route	Area covered
<b>Emergency Services</b>	In immediate danger	<b>Call 999</b>	National
<b>Police</b>	Non-emergency	Call 101	National
<b>Brent Housing Needs</b>	Emergency Homelessness	Call: 020 8937 2000 Mon to Fri 9am to 5pm If you become homeless outside of those hours call: 020 8937 1234	Brent
<b>Children services</b>	Child protection	<b>Brent Family Front Door:</b> <b>020 8937 4300</b> Emergency duty team out of hours: 020 8863 5250	Brent
<b>Local Authority Designated Officer (LADO)</b>	Provide advice and guidance to employers and voluntary organisations that have concerns about a person working or	<b>Brent Family Front Door:</b> <b>020 8937 4300</b> Emergency duty team out of hours: 020 8863 5250	Brent

	volunteering with children or young people.	Including concerns relating to perpetrators of domestic abuse	
<b>NHS</b>	Non-emergency number. It's fast, easy and free. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.	Call: 111 24 hour Free call	National
<b>Adult Social Services</b>	Safeguarding adults	Call: 020 8937 4300 Email: <a href="mailto:safeguardingadults@brent.gov.uk">safeguardingadults@brent.gov.uk</a>	Brent

## **Appendix C**

### **Liz Kelly's Six Stages of Domestic Abuse**

#### **1. Managing the Situation**

The point at which violence is first experienced is a crisis for the relationship between the woman and the perpetrator, and although some women end relationships at this point, the majority do not. They find, or accept, an explanation for the incident which allows for a future. They develop strategies to manage the situation and incidents of abuse.

#### **2. Distortion of Perspective/Reality**

Gradually more and more of a woman's daily life and thought processes are affected by violence. Managing anxiety, trying to make sense of 'why?' takes up her energy and attention. Answering 'why?' often involves her taking responsibility. Coping is increasingly focused on trying to do and not do certain things, or defiantly acting certain ways knowing the consequences. Either approach means repeated abuse can be understood - by herself and others – as yet again, her responsibility.

#### **3. Defining Abuse**

It is often only after a number of assaults that women define the abuse as violence. This is not just about using the word violence, but locating herself as someone being victimised and the man as someone who is an abuser and events understood as a recurring feature.

#### **4. Re-evaluating the Relationship**

Once the relationship is understood as one in which abuse/violence occurs a re-evaluation process begins. Decisions take place in a changed context of meaning. The possibility of leaving temporarily or permanently, of engaging formal process to contain violence, becomes easier to contemplate.

#### **5. Ending the Relationship**

Most women make many attempts to end violent relationships and the reasons for returning include believing promises to change; the absence of acceptable, practical alternatives; pressure from others; the absence of effective protection.

#### **6. Ending the Violence**

Contrary to popular myth, ending a relationship does not always ensure the violence ends, it may in fact place women at greater risk of serious, and even fatal assault.

*The movement of any particular woman through these phases can be anything from astonishingly swift to agonisingly slow.*