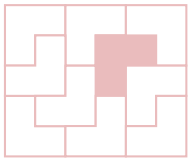


Domestic abuse

Homes and Wellbeing promise 2022 - 2027

Date of issue: 24 June 2022





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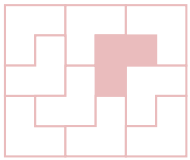
Vision statement

NCHA as a housing provider, specialist domestic abuse support provider and employer will be an active partner in the coordinated community response to ending domestic abuse and gender based violence across the East Midlands.

The BIG challenges

Nationally:

- According to the ONS (Office for National Statistics), almost 1 in 3 women and 1 in 7 men will experience domestic abuse in their lifetime (stats as of 2020).
- In a 2018 Stonewall survey with 871 trans and non-binary people across England, Scotland and Wales, they identified 28% of those who had been in a relationship said they had experienced domestic abuse from a partner.
- Black, minority ethnic and refugee women are at higher risk of repeat victimisation, and face extra barriers to reporting abuse and seeking help. For example, 23% of women supported by the No Woman Turned Away project in 2017-18 had no recourse to public funds (Miles and Smith 2018).
- On average, the police in England and Wales receive over 100 calls relating to domestic abuse every hour. (HM Inspectorate of Constabulary, 2015).



The BIG challenges

At NCHA:

- Domestic abuse is largely a hidden crime, occurring behind closed doors. The majority of referrals to NCHA's Domestic Abuse Coordinator are triggered by the customer disclosing their abuse. We want to move to a position where our operatives and community-based colleagues are recognising and responding to signs of domestic abuse.
- Using the ONS 2020 stats, we can conclude that over 2,500 of our customers may have experienced or could experience DA (this is across all tenures, bar care and support).
- Using these same stats, we can assume more than 300 colleagues may have experienced or could experience DA.
- 12.6% of female customers (bar care and support) identify as Black and minority ethnic (BAME).
- The demand for adult community support from our Derbyshire DA service increased by 50% in the first year of the pandemic to 1,591. The service continues to be in high demand with 1,160 referrals in 21/22.
- The demand for children's community support from our Derbyshire DA service has increased against an expected 565 referrals to 805 in 21/22.
- Our refuge in Derbyshire North is small and doesn't offer suitable communal space for survivors and their children.
- Whilst we have received significant additional funding to meet increasing demand, the national recruitment crisis has meant that not all posts are filled and frontline colleagues are holding high caseloads (all services remain within Safe Lives best practice guidelines).

Where are we now?

- NCHA is accredited with the Domestic Abuse Housing Alliance (DAHA)
- We've established a DA Leaders working group of cross departmental leads
- A Domestic Abuse Coordinator supports customers affected by DA
- Your Community Coordinators trained in DASH/MARAC
- Domestic Abuse service standards updated in April 2022
- DA Lead and DA Coordinator attend the East Midlands DAHA good practice group
- DA Lead is a member of the national Standing Together Coordinated Community Response group
- DA Lead is a member of the Derbyshire DA board
- Young Person's Healthy Relationship sessions delivered in schools across Derbyshire
- Adult and young person perpetrator prevention programs, Changes and Choices, are being piloted by WISH in Derbyshire
- NCHA WISH, together with its Derbyshire DA partners the Elm Foundation and Crossroads have secured IRISi provider status for Derby City and County
- Young person's Independent Domestic Violence Advocate service funding secured for 22-24
- 'Intro to DA' e-learning course included in the colleague corporate training cycle
- Commitment to train operatives in DA awareness included in the responsive repairs tender
- Adult counselling service, delivered by volunteers, established in Derbyshire
- Derbyshire WISH are working with Derbyshire Children's social care and Newton consultants on their 'Achieving Great Futures' pilot to transform support to children and families to improve outcomes, practice cultures and service delivery
- Colleagues in development are seeking suitable sites to develop a new refuge for Derbyshire WISH North
- Homes England Move on Grant secured to purchase and support four step down properties attached to Umuada. All four properties have been purchased and additional security measures to meet Sanctuary standards have been installed
- As a result of children being recognised as victim/survivors in the DA bill additional funding for a full time Children's Worker has been granted to Umuada, (previously the post was funded from reducing support worker posts).

Key objectives

1. Expand our Derbyshire WISH services into GP practices- 2022-24.

Secure funding from Derbyshire CCG, Primary Care Commissioning committee, Public Health to deliver the IRISi program across GP practices in Derbyshire and Derby City.

2. Perpetrator accountability for domestic abuse affecting NCHA Customers- 2022-23.

A holistic, coordinated and survivor led response to perpetrators will be established.

3. Colleague development and support 2022-23.

Colleagues will have the tools and knowledge to recognise and respond to domestic abuse. We will create a culture where colleagues feel safe to disclose their experiences of domestic abuse and where they will be supported.

4. Publicity and awareness raising 2022-27.

Through publicity and awareness raising more victim/survivors and perpetrators will be able to identify abuse and feel empowered to seek support.

5. Eyes and Ears 2022-27.

DMS and responsive repairs colleagues recognise indicators of abuse. Process established to report and respond to concerns.

6. Intersectional and anti-racist practice 2022- 27.

A culture is established within which colleagues understand and effectively respond to victim/survivors' intersectional needs and experience of discrimination and disadvantage. Establish organisational practice in line with the ending racism in VAWG sector charter.

7. Accredited and standardized support methods- 2023-24.

Achieve Safe Lives 'Leading Lights' Accreditation at WISH and Umuada. Review the current children's support programs and the children/young person's worker training plan.

8. Achieve DAHA reaccreditation.

9. Replace the main refuge in WISH North-2024.

Delivering the plan

Delivery will be led by the DA Lead and supported by the DA Leaders working group.

Monitoring and reporting

This plan is owned by the DA Lead. Each objective is assigned to the relevant manager who is responsible for delivery.

Progress against the strategic plan will be reported to the bi-monthly DA Leaders working group.

The DA lead is responsible for progress reports to DAHA.

As well as progress updates, this strategic plan will be underpinned by KPIs to measure success, aiming to achieve the stated targets by 2027.



Our targets

- 90% customer satisfaction with support received from Domestic Abuse coordinator
- 50% increase in proactive referrals to DAC from colleagues in property services and responsive repairs
- 95% of responsive repairs operatives trained in recognising DA
- 100% of NCHA colleagues trained in DA awareness.

An annual comms campaign will coincide with the UN's 16 days of activism against gender based violence.

Glossary

CCR Coordinated Community Response: A CCR brings services together to ensure local systems truly keep survivors safe, hold abusers to account and prevent domestic abuse.

DAHA Domestic Abuse Housing Alliance.

DA board Each local authority has a statutory duty to set up a DA board.

Intersectionality the interconnected nature of social categorisations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage.

IRISi is a social enterprise established to improve the healthcare response to gender based violence.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit three new '**Business Delivery Strategies**', which are relevant to all departments. These are:

- **Environmental Sustainability Strategy**
- **Social Impact Strategy**
- **Value for Money Strategy.**

The **Environmental Sustainability Strategy** sets out ambitious targets that will enable NCHA to reach net zero carbon emissions, improve natural environments and reduce fuel poverty for our customers.

The **Social Impact Strategy** commits NCHA to getting better at measuring the positive impact we have on people's lives, and then using what we learn to focus our money and time on the things that have the biggest impact.

The **Value for Money Strategy** is arranged around three key concepts:

- Economy, which means buying things as cheaply as possible, which will mainly be achieved through improved corporate procurement practices and loan agreements.
- Efficiency, which means getting the most out of our resources, and
- Effectiveness, which means providing high quality services that meet people's needs and expectations.

Taken together, these new strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

The theme of this plan is domestic abuse and healthy relationships. The plan describes what we will change over the next 5 years to achieve our vision.