



# Service standard: Domestic Abuse

## Domestic Abuse Standards – a customer guide to how you can expect us to deal with reports of Domestic Abuse & Domestic Violence

We are committed to providing high quality services to our tenants.

This service standard tells you what level of service you can expect from us in dealing with Domestic Abuse.

When dealing with cases of Domestic Abuse, our housing management service will do the following:

- Respond to reports of Domestic Abuse promptly and with respect for the views of the survivor.
- Any actions taken will be survivor led and based upon their concerns and wishes.
- The aim of NCHA will be to work with the survivor and other agencies to bring about decisive action.

### Responding to reports of Domestic Abuse

- All incidents of Domestic Abuse are categorized as category A+ cases.
- This means that they are part of our highest category of incidents and will be responded to within one working day.
- All Domestic Abuse will be investigated and dealt with by a specialist officer from within the Anti-Social Behaviour team.
- The main role of the ASB Officer will be to take action that allows the survivor of the abuse to remain safely in the home and to deal appropriately with the perpetrator.

- The ASB Officer will be assisted by the relevant Estates Officer whose primary role will be to provide the necessary support to the survivor. This may include arranging for an internal transfer to another property if this is appropriate.

### Gathering information

#### We will:

- Visit you if you are a victim of Domestic Abuse.
- Complete a Domestic Abuse Risk Assessment form.
- Complete a review of your home security.
- Liaise with any other agencies involved such as the police or Women's Aid.
- Update you throughout the process at least once every 10 working days or more frequently when appropriate.

### Taking action to resolve cases

#### We Will:

- If we find that you are at a high risk of further abuse refer you to a Multi-Agency Risk Assessment Conference (MARAC). This is a group of professionals whose role is to help protect survivors of domestic abuse.
- Engage other voluntary agencies such as Women's Aid, Equation, Karma Nirvana and Galop who may be able to provide additional support and advice.
- Make improvements to the security of your home wherever that is needed and appropriate. This may include changing or adding additional locks to doors and windows; installing security lighting; providing fireproof letter boxes; installing alarm systems and improving outside security to fences and gates.

- Offer advice regarding a transfer to another property, either internally within NCHA, or externally with other providers of housing.
- If you are assessed as being in either 'Priority' or 'Emergency' need of rehousing we will complete an internal transfer form and locate the most appropriate property for you. This may mean you moving out of the area to a place where you are safer.
- Take appropriate legal action against the perpetrator of the abuse. This may mean that we seek to evict the perpetrator if they are still residing in the home, and the survivor has fled; or we may seek to provide protection for the survivor in the home by obtaining a civil injunction to protect them against the actions of the perpetrator.

### Monitoring cases

We will contact and update the survivor every ten working days during the investigation and up until the case is closed.

### Closing cases

When we close a case we will send you a letter to let you know and will enclose a satisfaction survey form for you to fill in and return.

### How we monitor these service standards

Managers get reports to monitor how quickly we respond to Domestic Abuse cases. We also ask tenants how satisfied they are with the service that they receive. This information is looked at by managers and tenants and used to improve the service in the future.

### More information

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

### Contact details

Telephone:

0800 013 8555 / 0115 844 3150 (Main switchboard)

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### Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email [nottingham@ncha.org.uk](mailto:nottingham@ncha.org.uk)