

## Service standard: Domestic abuse

A customer guide to how you can expect us to deal with reports of domestic abuse.

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

This service standard tells you what level of service you can expect from us in responding to domestic abuse.

### Our standards

We will respond to reports of domestic abuse within one working day and with respect for the views of the survivor. Actions will be survivor-led and based on their concerns and wishes.

### Gathering information

We will arrange to meet you at a safe location to complete a domestic abuse risk assessment form and a review of your home security. We will also liaise with other agencies involved (i.e. the police and specialist domestic abuse support services).

### Responding to reports of domestic abuse

Reports of domestic abuse will be referred to our Domestic Abuse Coordinator (DAC).

Each case is different so we will advise you of your options based on your circumstances. Our DAC will give you information about other agencies, including local specialist domestic abuse services that can offer

further advice and support. With your permission we will refer you to their services.

### Support and safety planning

The Domestic Abuse Coordinator will agree a clear plan with you that sets out how we will support you. The plan will be led by you and based upon your concerns and wishes. We will provide you with a copy of this plan if it is safe to do so.

We will carry out a safety plan and go through your options with you and may include increasing your home security.

If it is not safe for you to stay in your home, we will give you advice, information and support to help you access alternative accommodation such as emergency temporary housing and/or a property and tenure transfer either internally within NCHA, or externally with other housing providers.

We may take appropriate legal action against the alleged perpetrator of the abuse. This may mean that we seek to evict them if they are still residing in the home 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 alleged perpetrator.

If we assess that you are at a high risk of further abuse, we will refer you to a Multi-Agency Risk Assessment Conference (MARAC) where

## Service standard: Domestic abuse

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professionals meet to coordinate their agency's role in minimising risk to survivors of domestic abuse.

### Safe place to meet and safe communication

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You can meet staff in private at our offices or at an agreed safe place. We will also agree how we can stay in contact with you in a safe way.

Your safety is our main concern so we will not inform the person responsible for the abuse that we have spoken to you. We will also not take any action against this person without consulting with you first.

### Keeping your information private

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We won't share your information with anyone without your permission unless there are concerns for your safety, or the safety of any children or vulnerable adults. In cases where there are safeguarding concerns, we have a legal responsibility to share information.

### Monitoring cases

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We will contact and update the survivor at a minimum of every ten working days until the case is closed.

### Closing cases

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Once your case is closed, the DAC will discuss and gather your feedback after four weeks.

### How we monitor these service standards

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Managers receive reports to monitor how quickly we respond to reports of domestic abuse. We also ask customers how satisfied they are with the service we provide. This information is anonymised and reviewed by managers to improve the service in the future.

### More information

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If you don't think we're meeting the standards set out above please let us know.

Email [info@ncha.org.uk](mailto:info@ncha.org.uk) to get in touch with us. Alternatively you can call us on 0800 013 8555.

### Translation

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By request we'll do what's reasonable to provide copies of documents in another language or format.