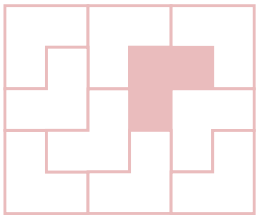
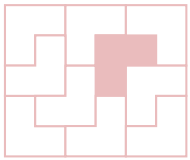

Our 2024 - 2029 plan for:



Domestic abuse

Date of issue: November 2024





Domestic abuse

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 (DA) and gender-based violence across the East Midlands.

The BIG challenges

- In the UK, one in four women and one in six men experience domestic abuse in their lifetime (ONS, 2023). At NCHA, 15,876 of our customers are female. Based on the ONS figure as many as 5,292 may have experienced or will experience domestic abuse.
- It is estimated that less than 24% of domestic abuse crime is reported to the police, and 62% of BME women experiencing domestic abuse do not report it to the police (Women's Aid, 2024), though the police receive a domestic abuse-related call every 30 seconds. Social landlords like NCHA need to recognise where abuse is happening in our properties, but it can be difficult to identify. The majority of referrals to our Domestic Abuse Support Coordinator are triggered by the customer disclosing their abuse. This tells us that our operatives and community-based colleagues are not currently recognising and responding to signs of domestic abuse.
- Some of our refuge buildings need modernisation or are not fit for purpose. It's important that refuge is a safe place that supports wellbeing for adults and children, as well as providing an environment for our teams to offer great quality services.

Where are we now?

Internally

- We've established a DA Leaders working group of cross departmental leads
- We have a Domestic Abuse Support Coordinator who supports customers affected by DA
- Your Community Coordinators are all trained in DASH/MARAC
- Our Domestic Abuse service standards have been embedded
- We've included an Introduction to Domestic Abuse e-learning course in our corporate training compliance cycle
- By the end of 2024, all our operatives will be trained in domestic abuse awareness.

Domestic abuse leadership

- DA Lead is a member of the national Standing Together Coordinated Community Response group
- DA Lead is a member of the Derbyshire Domestic Abuse board.



Domestic abuse services

- NCHA have been re-awarded contract lead of the Derbyshire Domestic Abuse Partnership support services
- Young Person's Healthy Relationship sessions have been delivered in schools across Derbyshire
- Adult and young person perpetrator prevention programmes, Changes and Choices, are being delivered by NCHA Derbyshire Wish
- NCHA WISH, together with its Derbyshire partners the Elm Foundation and Crossroads have secured IRISi provider status for Derby City and Derbyshire County
- We've secured young person's IDVA service funding for 22-2025
- Adult counselling service, delivered by volunteers, has been established in Derbyshire
- We're delivering a children's therapeutic offer for children in Derbyshire
- NCHA Derbyshire Wish is commissioned to deliver Derbyshire Children's social care 'Achieving Great Futures' programme to transform support to children and families to improve outcomes, practice cultures and service delivery
- Homes England's Move on Grant used for four step-down properties linked to Umuada Refuge.

Key objectives

One year

1. **Training for Assets and Property Services colleagues.**

Property Services colleagues recognise indicators of abuse when visiting homes and interacting with customers. We'll provide training and support to those teams.

2. **DAHA reaccreditation.**

Achieve DAHA reaccreditation, and deliver any recommended further actions, to recognise NCHA as a landlord that responds to DA supportively and safely.

Two year

3. **Achieve accreditations for Care and Support Domestic Abuse Services.**

- o RESPECT accreditation – January 2025
- o LGBTQA+ accreditation – March 2025
- o Leading Lights accreditation – January 2026

4. **Increase referrals to our Domestic Abuse Support Coordinator.**

Increase referrals for our Domestic Abuse Support Coordinator to 10 per month, and increase from diverse heritage customers to >15% of customers referred.

Five year

5. **Replace the main refuge in WISH North.**

Work with our Development team to deliver a new refuge that is fit for purpose.

6. **Widen our local leadership.**

Widen our local leadership in domestic abuse by reviewing opportunities to establish services in other areas within the East Midlands.

Delivering the plan

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

Monitoring and reporting

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 2029.

Our targets

- **90%** customer satisfaction with support received from our Domestic Abuse Support 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 communications campaign will coincide with the UN's 16 days of activism against gender-based violence.

Glossary

Coordinated Community Response (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: Domestic Abuse

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

DASH: Domestic Abuse, Stalking, Harassment and Honour Based Violence Assessment

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: A social enterprise established to improve the healthcare response to gender based violence

MARAC: Multi-Agency Risk Assessment Conference, is a meeting where information is shared on the highest risk domestic abuse cases.

Step down: Supported accommodation for people moving on from refuges.

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 five **'Business Delivery Strategies'**, which are relevant to all departments. These are:

- Environmental Sustainability Strategy
- Social Impact Strategy
- Value for Money Strategy
- Our Customers Strategy
- Our Places Strategy.



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

Taking inspiration from these five business delivery strategies, this plan sets out our ambitions for customer experience for the next five years.