

**MHCLG Bid October 2018-2020**



## **Interim Report - The Whole Housing Approach in Cambridgeshire & Peterborough**

**Whole Housing also operating in Hammersmith & Fulham,  
Westminster, Kensington & Chelsea, Stockton-on-Tees**

October 2018-June 2019

August 2019

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## Glossary

<b>BMER</b>	Black and Minority Ethnic and/or Refugee
<b>CWA</b>	Cambridge Women's Aid
<b>DAHA</b>	Domestic Abuse Housing Alliance
<b>DASV</b>	<b>Domestic Abuse and Sexual Violence Partnership:</b> A multi-agency partnership responsible for reducing the harm, risks and costs associated with domestic abuse and sexual violence and to prevent these crimes occurring across the county.
<b>DA/ DV</b>	Domestic Abuse / Domestic Violence
<b>HOG</b>	Housing Operational Group
<b>IDVAs</b>	<b>Independent Domestic Violence Advocacy Service:</b> A crisis intervention service which provides support, advice and guidance to victims of domestic abuse.
<b>LGBTQ</b>	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning
<b>MAPPA</b>	<b>Multi Agency Public Protection Agency:</b> Set of arrangements to manage the risk posed by the most serious sexual and violent offenders under the provisions of sections 325 to 327B of the Criminal Justice Act 2003. MAPPA eligible offenders are identified and information shared between agencies in order to inform risk management plans and supervision.
<b>MARAC</b>	<b>Multi-Agency Risk Assessment Conference:</b> A weekly meeting involving relevant professionals to discuss and safety plan for high risk cases.
<b>MATAC</b>	Multi Agency Tasking and Co-ordination – Panel to consider actions to reduce offending by Perpetrators
<b>MHCLG</b>	Ministry of Housing, Communities and Local Government (funders of the project)
<b>PRS</b>	Private Rented Sector
<b>PTSD</b>	Post Traumatic Stress Disorder
<b>Refuge</b>	Refuge (capital R) is the name of an organisation – they operate two refuges in the county
<b>SEA</b>	Surviving Economic Abuse
<b>STADV</b>	Standing Together Against Domestic Violence
<b>VAWG</b>	Violence Against Women and Girls: "Any act of gender-based violence that results in, or is likely to result in physical, sexual, psychological harm or suffering to women including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life." Violence and abuse can happen to people of all ages, sexualities, cultural, social and ethnic backgrounds, which is why it is imperative for services to meet the diverse needs of victims and survivors. Abuse should also be understood as a cause and consequence of gender inequality, and as a result, impacts disproportionately on women and girls. At any stage of life it causes varying degrees of harm, vulnerability and disadvantage in a number of overlapping ways. This includes impacts on physical and mental health, damage to self-esteem and confidence, isolation, homelessness, and reduced economic prospects. For example, for BME women and girls, these issues can be compounded by multiple, intersecting inequalities and a broader context of social exclusion and marginalization. <sup>1</sup>

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<sup>1</sup> United Nations (UN) Declaration (1993) on the elimination of violence against women to guide activity across all government departments, stated in: Home Office (Dec 2016) Violence Against Women and Girls Services. Supporting Local Commissioning [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/576238/VAWG\\_Commissioning\\_Toolkit.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/576238/VAWG_Commissioning_Toolkit.pdf)

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## 1.0 Introduction to the Whole Housing Approach

The Whole Housing programme brings together domestic abuse systems leaders to establish comprehensive housing practice in relation to domestic abuse and deliver a 'Whole Housing' approach for the first time in three local areas:

- London Tri Borough
- Cambridgeshire & Peterborough
- Stockton-on-Tees

The Whole Housing project is funded by the Ministry of Housing, Communities and Local Government (MHCLG) and work on all three sites will take place from April 2019 to the end of March 2020.

### **The Whole Housing Mission is:**

- To improve housing options for families affected by domestic abuse through a 'Whole Housing Approach'
- To provide a plethora of housing options to people experiencing domestic abuse understanding families will be on a spectrum of need.

The Programme's vision is to develop and model Whole Housing approaches across all types of housing including private housing (owned and rented), social housing, refuges, supported accommodation and other accommodation type and includes options that enable safe and secure access and sustainability.

The aim is to reduce homelessness, promote use of tenancy sustainment options, create early intervention and provide safe and secure move on options for families affected by domestic abuse.

The project team will produce a Whole Housing toolkit to describe the ideal routes to safety for each tenure, the housing options available that can facilitate this and considerations for how to implement the response based on best practice happening across the project sites and the UK.

Delivery partners include:

- Standing Together Against Domestic Violence (co-founder of the Domestic Abuse Housing Alliance, with Peabody and Gentoo)
- Safer London
- Surviving Economic Abuse (SEA),
- The three boroughs in London (Hammersmith and Fulham, Westminster, and Kensington and Chelsea)
- Cambridgeshire County Council
- Peterborough City Council
- East Cambridgeshire District Council
- Cambridge City Council
- South Cambridgeshire District Council
- Fenland District Council
- Huntingdonshire District Council
- Stockton Council
- Advance Advocacy Service (London)
- Cambridgeshire Women's Aid
- Refuge (Cambridgeshire)
- The Bobbyscheme (Cambs)

The diagram below shows the priority areas that the delivery team will focus on for this funded project.



Green – part of Whole Housing project

Blue – not included

Orange – separate project

## 1.2 The bid: Partnership and collaboration

Local Authorities	Housing Providers	DA Specialist Organisations
Cambridgeshire County Council Peterborough City Council Fenland District Council Huntingdonshire District Council South Cambs District Council East Cambs District Council Hammersmith and Fulham Westminster Kensington and Chelsea Stockton-on-Tees	Peabody Gentoo CHS Clarion Sanctuary	Refuge Cambridge Women's Aid Advance Standing Together Against Domestic Violence Surviving Economic Abuse Safer London

Figure 2: Partner agencies involved in the bid

## 2.0 Initial Findings 2018/19 Q3&4 2019/20 Q1

### How many victims (adults), and children have benefitted from Whole Housing initiatives? To end June 2019

For Cambridgeshire & Peterborough:

In total, approximately 866 direct victims were supported and 1,043 indirect victims (Children). This totals 1,919 victims and far exceeds the target set to date. There are some data consistency issues with some of the datasets so these figures must be prefaced with 'approximate.' For example, one person may have used more than one part of "Whole Housing".

**The Whole Housing Mission is to** improve housing options across all tenures for victims and families affected by domestic abuse through a 'Whole Housing Approach' and to provide a plethora of housing options to people experiencing domestic abuse understanding families will be on a spectrum of need.

*For the period of the project, it was estimated that a total of 4,000 victims (in Cambs) would be helped by these initiatives, comprising of 2,000 direct adult victims, with children totalling 2,000 indirect victims.*  
**Total 4,000**

#### **Cost effectiveness**

The cost of a domestic abuse incident in Cambridgeshire that is reported to the police has been calculated at a conservative £15,556 per incident (2005).

If on 'average', one police reported incident of domestic abuse is prevented per adult receiving an intervention of more of these initiatives, then the following is a rough calculation of savings:

- Cost of 1 x incident: **£15,556.00**
- Nos of adult victims of domestic abuse initial calculations suggest should be directly helped: **866**
- 866 x £15,556.00 – total: **£13,471,496.**

Based on figures to the end of Quarter One, if we have reduced one incident for each adult worked with:  
 $15,556 \times 866 = \mathbf{£13,471,496 - SAVINGS TO END June 2019}$

We are currently working with Cambridge Housing Society to develop a case study based approach to demonstrating potential savings made.

### 3.0 Comparison grid of Whole Housing (Funded Elements) in Cambridgeshire and Peterborough – and National Elements

	Mobile Advocacy	Sanctuary	Private Rented	DAHA	Flexible Funding	Privately Owned	Managed Reciprocals	Project Management & Support Inc Toolkit and Evaluation
	£370,000 - Cambs	£70,000 £50,000 Cambs £10,000 Stockton	£50,000 National	£85,000 Cambs	£75,000 £45,000 Cambs £30,000 London	£50,000 National	£57,500 National	£105,000 – Cambs £18 months
	18 Months – Cambs	18 months – Cambs 12 months - Stockton	12 months	18 months	12 months	12 months	15 Months	18 months
	Outreach support for survivors of DA+ children + liaises with professionals, to ensure they have a safe place to live. 7 Staff – Cambs 1 Staff - London	Sanctuary Scheme to victims of DA. Security devices to enable victims to stay in own home	To improve the private rented sector's response to DA	Training for housing providers to better understand DA + achieve accreditation	Support women + children to move on to safe accommodation	Promote best practice within banking for survivors of DA and specifically economic abuse.	Development of a Managed Reciprocals Scheme in Cambs and Teeside	Ensure programme is delivered effectively across the three sites
	<b>3 providers but delivery model similar</b> <ul style="list-style-type: none"> <li>• <b>CWA Cambridge city, Cambs south, east: 3fte outreach workers</b></li> <li>• <b>Refuge Hunts, Fenland, Peterb: 4 fte outreach workers</b></li> <li>• <b>Advance – 2fte for the Tri-Borough</b></li> </ul>	2 providers and equitable delivery for DA Victims and their children	<b>STADV</b> <ul style="list-style-type: none"> <li>• 1fte PRS Officer to deliver across all 3 sites</li> </ul>	<b>STADV</b> <ul style="list-style-type: none"> <li>• 1 pt DAHA development manager</li> <li>• 1 x .2 fte business support</li> </ul>	To meet the needs of DA victim to increase safety in a survivor centred approach	<b>SEA</b> 1fte to develop and promote work across all 3 sites	<b>Safer London</b> 1fte Co-ordinator post, Safer London, working across all 3 sites	
	<b>Start date</b>							
	CWA: Oct 2018 Refuge: Oct 2018 Advance??	Cambs Oct 2018 Stockton April 2019	April 2019	Jun 2017 (bus. support) Sep 2017 (dev workers)	Cambs – Jan 2019 London – July 2019	April 2019	April 2019	Jan 2019
	<b>Activity</b>							
Q	<b>Refuge</b>	<b>Bobbyscheme</b>	•	•	• All in Q1	•	•	•

3/ 4	117 Adults, 95 Children  <b>CWA</b> 295 Adults 392 Children  Advance???	119 Adults 193 Children						
Q 1	<b>Refuge</b> 157 Adults 119 Children ??  <b>CWA</b> 94 Adults 109 Children	<b>Bobbyscheme</b> 63 Adults 102 Children	•	•	<b>Cambs</b> 32 Approved Requests 21 beneficiaries • Average of £600 each 21 Adults 33 Children	•	<ul style="list-style-type: none"> <li>• Process and co-ordination in place</li> <li>• All Cambs &amp; Pet LA's signed up</li> <li>• 3 Housing Providers signed up</li> <li>• 3 referrals</li> <li>• No moves to date</li> </ul>	•

Figure 1: Summary comparison of the funded Whole Housing Initiatives

## 4.0 THE INITIATIVES – AND FINDINGS TO END JUNE 2019

Each of the Whole Housing initiatives is described in this section. Please note that some initiatives have two different agencies providing the service, this means that the delivery model can vary within the county.

### 4.1 Specialist Domestic Abuse Housing Workers

#### 5.1a Mobile Advocacy

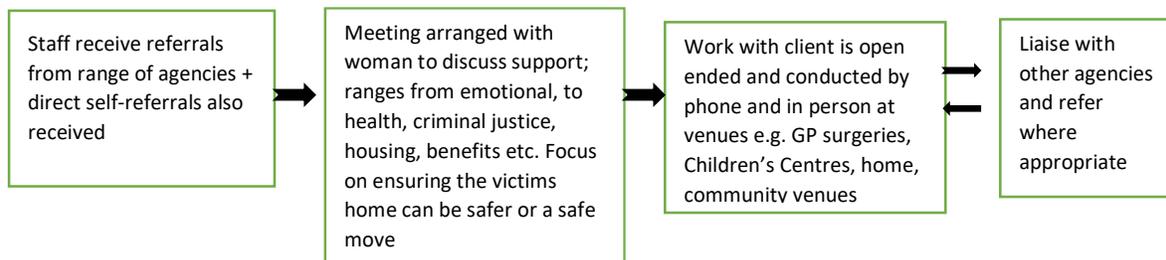
##### What are the Principles of Mobile Advocacy?

- **Delivered by Specialist Services:** Delivered where there is a specialist service where DA is their core business.
- **It is survivor-led:** It focuses on the needs that survivors identify as wanting support with, rather than needs that are pre-defined by the agency
- **It meets survivors in locations of their choosing** – as long as these are safe and appropriate – could be cafes, offices, community venues or the clients home.
- **It is a multi-agency approach:** if survivors want support from community organisations etc then the advocate should support them in this, as well as attending these appointments with them if required
- **It can be an in-depth form of support** – if this is what the client wishes, clients can return without having to go through another referral or assessment process and cases aren't firmly "closed", in order that victims can opt in and out of support as they need it.
- **It works in a trauma-informed approach.** Trauma-informed practices include: establishing emotional safety, restoring choice and control, facilitating survivors' connections to community supports, supporting positive coping strategies, responding to identity and context, and building strengths. All Cambs Mobile Advocates received 3 day Trauma Informed Training

**Reference :** ('Establishing domestic violence Housing First in California', p.3) (Anderson, 2009; Goodman et al., 2016; Harris & Fallo, 2001; Sullivan & Olsen, 2016, cited in 'Establishing domestic violence Housing First in California', p.3)

<b>Structure</b>	
<b>Aim of the initiative</b>	
Improving outreach support across the county for victims and survivors of domestic abuse and their children. Works directly with adult victims of domestic abuse, including liaison with other professionals. Please see literature review regarding outreach work (Appendix A)	
<b>Funding allocation</b>	
£370,000	
<b>What was funded?</b>	<b>Start date</b>
<b>NB:</b> Two different providers deliver this initiative although the delivery model is similar	
<b>Cambridge Womens Aid</b> (Cambridge city, Cambridgeshire south and east): <ul style="list-style-type: none"> <li>• 3 x fte workers</li> </ul> <b>Refuge</b> (Huntingdonshire, Fenland, Peterborough): <ul style="list-style-type: none"> <li>• 4 x fte workers</li> </ul>	October 2018
<b>Criteria</b>	
Experience – current or past of domestic abuse.	

## Process



## Training

Cambs – all mobile advocates, 3 IDVAs and 5 housing officers received 3 day “TIME” Trauma training, delivered by “My Sisters Place”, funded through Whole Housing – Practitioners were asked to provide a brief statement on some of the benefits they had gained from the TIME training:

*‘Better understanding of clients and myself.’*

*‘I believe that TIME has made me think more about how I approach those experiencing and survivors of DA. It has reminded me that the person is at the centre of what steps I take and support I can offer tenants. That those experiencing & survivors of DA need time and thought about when /where to interview. I also want to try to ‘spread the word’ about trauma and also this training as I have found challenging, interesting and informative.’*

*‘After more time to monitor the benefits to my clients I think there will be a lot of positive changes in my practice and to clients – such as a better understanding of clients behaviour and the way in which to advocate on their behalf’*

*‘Improved knowledge, improved ability to recognise signs of trauma, knowledge of vicarious trauma, and importance of practitioners looking after themselves’*

*‘I think it simply gives us a greater understanding and allow us to deal with the clients accordingly, certainly will make them feel that what they are experiencing is normal when dealing with trauma.’*

*‘I am mindful of the language used to describe clients that I know are responding to trauma such as ‘entrenched’ and ‘complex’ and I’m going to stop using those words.’*

*‘I am going to try and focus on continuous assessment at each intervention and adapt accordingly.’*

*‘It’s really helped in recognising common and normal behaviours and responses to trauma and this will help me to advocate for clients with other professionals.’*

**EVALUATION QUESTION: How many victims (adults), children & young people have used the initiative?**

Q 3 & 4

	Activity	Cambridge Women's Aid	Refuge
1	Time period q4	Q3 7 Q4	Q4
2	Number of clients supported (contacts)	295	117
3	Number of children supported	392	95
4	Numbers per district	<ul style="list-style-type: none"> <li>• Cambridge City 138</li> <li>• East Cambs 49</li> <li>• Fenland 1</li> <li>• Huntingdonshire 2</li> <li>• South Cambs 79</li> <li>• Out of county 21</li> <li>• Unknown 5</li> </ul>	<ul style="list-style-type: none"> <li>• No district breakdown</li> </ul>

Q 1

	Activity	Cambridge Women's Aid	Refuge
1	Time period q1		
2	Number of clients supported (contacts)	94	157
3	Number of children supported	109	119
4	Numbers per district	<ul style="list-style-type: none"> <li>• No breakdown by area</li> </ul>	<ul style="list-style-type: none"> <li>• No district breakdown</li> </ul>

**Refuge outcomes – 37 asked**

Improved Health and Wellbeing – 100% Improved

Better Able to Cope with Aspects of everyday life – 95% Improved

Increased Feelings of Safety – 95% Improved,

Better informed and empowered to act – 100% improved

**Refuge Outreach**

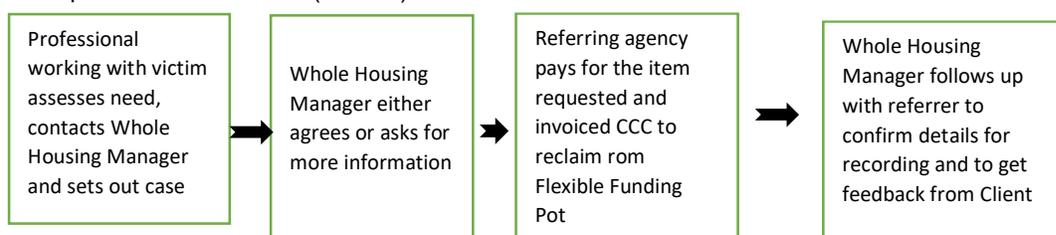
The Outreach team now hold drop-ins at 2 Children's Centres in Peterborough and 1 in Huntingdon. These are extremely successful with another of clients escaping straight into refuge the same day. The Wings Programme has been delivered at a Wisbech school

## 4.2 Flexible Funding

Structure	
Aim of the initiative	
<p>This funding allows for the use of more flexible funding which will enhance the likelihood that refuge or other homelessness routes to housing will be used less often. This provision will allow for more survivor centred problem solving to address housing options, such as rent, deposits etc. This has proven effective in other countries.</p> <p>Some examples of flexible funding assistance in Cambridgeshire has included:</p> <ul style="list-style-type: none"> <li>• Housing: rental assistance, deposits, utilities, household items</li> <li>• Rent arrears</li> <li>• Transport</li> <li>• Storage Facilities</li> <li>• Carpets/Decoration</li> </ul>	
Funding allocation	Funding used
£45,000 Cambs	Will be used over 12 months
What the allocation funded	Start date
•	January 2019 – Cambs
Criteria	
<p>The client is working with a DA Mobile Advocacy Worker, IDVA, or is in a Refuge, and require additional money to enable them to live safely in their accommodation, or to move to new accommodation and live safely. This fund can also be used for essential items in the home, such as furniture or flooring.</p>	

### Process

The process is as follows: (Cambs)



### Outcomes at the End of June 2019 - Cambs

32 Approved requests for funding – 6 no longer needed, 5 waiting to be confirmed (by the referrer etc)

21 payments made – Total £12,703, Average payment £600 – smallest £167, Largest £1669

21 women, with 33 children – from a few months old, to 16 yrs old

Referrals from Mobile Advocacy – 13, IDVAs – 7

### Feedback from those who benefitted

Feedback from an IDVA *“Thanks to flexible funding my client said she can finally begin to see a brighter future for her and her children, whereas before she had nowhere to turn, and she felt like no-one was interested in helping her.”*

A client received a grant for furniture as she was moving from Refuge to a new property *"It's been a very tough year, but thanks God and you we made it. When we left our previous house in April 2018, I couldn't get much, we left with the clothes we were wearing, two dolls my children kept and that was that. I wasn't able get anything as my ex-husband wouldn't allow us. Later I did try but he then changed the key lockers and made it impossible. Right, we have nothing inside the new house, and I need to buy everything again. There are not white goods or beds, basics things are missing. As you may know, I have changed area, and consequently all the benefits stopped as well, so the money came just in time, it will help us a lot."*

Note from client *"I just wanted to say a big thank you for your donation. Without the money I would have had to take it out of my own which would of left me with £200 for the month without bills so I could provide food for my two children. So with the money it payed for packing my whole flat, the removal and putting it in storage. Thank you so much."*

*"I would like to finally write a letter of thanks to all those involved in providing a grant for me and my child, during the most testing time of our lives. I apologize this has taken so long to write and send, but as seems to be the way of late, nothing has been straightforward, easy or smooth-sailing. Recently after receiving the grant I had my court hearing as well as other unforeseen issues, that have disrupted our daily lives.*

*I cannot begin to describe how appreciative I am for the financial assistance we received from Refuge, or what a tremendous difference it made in our lives. After finally fleeing domestic violence from my (now estranged) husband last July 2018, we have faced countless hardships and closed doors. We left xxx in a rented car, only carrying what we could fit into the small hatchback, leaving most of our belongings behind not to be seen again. We then endured 8 months of no benefits and very little funds, with accruing debts and countless refusals from every agency and person I approached. We went without much and I tried to do my best to provide everything my child could need, but some days this was more of a challenge.*

*The £500 I received from Refuge as the grant towards our daily living and survival, was put to good use. Some was used to repay debt we had accrued with the family who had taken us in and looked after us for the prior months when we couldn't afford to pay for our keep. Additional money was used to buy Blake clothes, necessary toiletries and travel expenses to nursery, solicitors, court hearings etc. Since our court hearing we have been moved into emergency accommodation. Obviously, having fled domestic violence and having not lived in this country very long, with no support system to return to, we had to buy many things to be able to start out on our own again in the emergency accommodation. The money assisted me in buying many essential items to make the accommodation liveable and comfortable for myself and my child, after so much upheaval in such a short time. This included bedding, a kettle, microwave, cutlery, crockery, baking tins, pots pans, etc. These things were desperately needed and had the money not been granted I'm not sure I would have been able to afford such.*

*Once again thank you for your kindness and generosity, but most importantly for really evaluating and looking into our case, to grant the money in the first place, when so many others had turned us down for not meeting the criteria. It has made an invaluable difference to our lives, and I am grateful to those who provided it as well as those who assisted me in applying and obtaining it."*

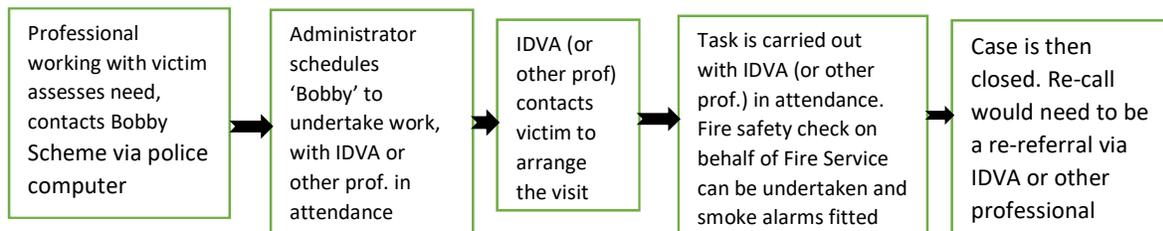
Feedback from an IDVA. *"My Client is 29 with two primary aged children. The funding will mean that my client and the children can move to a new home where they feel safe, although the perpetrator is in prison it will mean that her and the children can make an application to move home prior to his release and he won't know where she is, thus the risk of further harm to Lisa will reduce dramatically, My client's mental health has been effected by her experience, a move of home will help her to rebuild her life, her confidence and her mental wellbeing. When I text my client to let her know (I couldn't get hold of her by phone, but wanted to put her mind at rest) and told her the arrears would be covered her response was "Oh my god thank you, thank you a million times, such a massive weight has been lifted"*

## 4.3 Sanctuary Schemes

Structure	
Aim of the initiative	
<p>The Bobby Scheme is run by the Cambridgeshire Constabulary Shrievally Trust and works to secure homes of vulnerable and persistently targeted domestic abuse victims so that they, and their children, can remain at home.<sup>2</sup> The service offers security measures such as lock changes, secure letterboxes, door chains, window alarms. The Bobby Scheme has been running for some years for victims of burglary, ASB and over 65s. This funding has enabled the scheme to continue working with victims of domestic abuse. Please see literature review regarding 'Bobby' work (Appendix A)</p>	
Funding allocation	Funding used
This was allocated to one provider service.	
£60,000	Will be used over 18 months
What the allocation funded	Start date
<ul style="list-style-type: none"> <li>Contribution towards management/co-ordination costs</li> <li>Costs of securing the homes of DA Victims</li> </ul>	October 2018
Criteria	
A need for security devices that will enable a DA victim/ family to remain in their home	

### Process

The process is as follows:



### Points of note

- Referrals:** Specialist DA workers, police, housing officers, probation.
- Costs per visit:** The Bobby Scheme has calculated approximate costs per visit, estimated at £180.00. This includes equipment, mileage and Bobby time.

### Bobby scheme activity

**EVALUATION QUESTION:** How many victims (adults), children & young people have used the initiatives?

Activity	BobbyScheme
1 Time period q3/4	
2 Number of clients supported (contacts)	<b>119</b>
3 Number of children supported	<b>193</b>
4 Numbers per district	<ul style="list-style-type: none"> <li>Cambridge City 27</li> <li>East Cambs 6</li> <li>Fenland 26</li> <li>Huntingdonshire 17</li> <li>South Cambs 14</li> <li>Peterborough 26</li> </ul>

	Activity	BobbyScheme
1	Time period q1	
2	Number of clients supported (contacts)	<b>63</b>
3	Number of children supported	<b>102</b>
4	Numbers per district	<ul style="list-style-type: none"> <li>• Cambridge City 15</li> <li>• East Cambs 6</li> <li>• Fenland 11</li> <li>• Huntingdonshire 9</li> <li>• South Cambs 6</li> <li>• Peterborough 15</li> </ul>

### Feedback Comments from Clients

*"This will help me feel safe in my home with my new baby when it is born"*

*"It will help me to sleep and relax at home"*

*"It will take some of my worries, fear, and stress away".*

### What difference has each initiative made to its target audience?

- **Practical support to enable the victim to remain in their home:** It was reported that the difference to the victim is that the security devices can enable them to remain in their home; it avoids a potential move to either alternative accommodation – or even a refuge. Children can remain at their existing school and work and friendship groups can be maintained. As well as community relationships and employment.
- **Cost effectiveness and savings:** The difference to the victim is for their physical and psychological safety – but the local authority it is a potential financial difference.

Southwark Council estimate that the cost of a family presenting to them as Homeless as being £8,200 (Ian Swift, Southwark Council, 2019).

Cost savings in terms of time may be made by agencies supporting the victim;

### Feedback from Domestic Abuse Outreach Workers

*"The Outreach workers in Cambridgeshire have always had positive experiences of working with The Bobby Scheme, the referral process and form is very simple, yet practical. They always pick up the referrals very quickly and will often prioritise clients that are in urgent need of their assistance. Andy has always tried to fit in clients when he can and as soon as he can, to accommodate their concerns and worries. After the Bobby Scheme fit the alarms, the clients always have positive feedback in terms of their experience and always feel safer as soon as they have been supported. The process of having alarms, post boxes and personal alarms is always explained to the client, with instructions of how they work given to them.*

*N was referred to our service on a Friday in July, the referral was made to The Bobby scheme on the same day due to her level of concerns over the perpetrator returning to her home. Admin staff who received the referral at the Bobby scheme contacted me on Monday, requesting contact is made to Andy (one of the "Bobbies") who will make arrangements to secure the clients property. After contact was made with Andy on the Monday, he managed to fit the client in on Tuesday. The Bobby scheme always try to accommodate the client's needs and fears by ensuring a quick turnaround in terms of securing their properties with window alarms and other various pieces of equipment. Throughout the visit, the alarms and how they work was explained to the client ensuring she felt comfortable and safer in her property."*

- **Feedback:** Currently, the 'Bobby' undertaking the visit asks for feedback when the work is finished. Those in receipt of the scheme were asked *"How will this help you in the future?"*

"Feeling safe in my home with my new baby when it's born with these extra security measures"

"Deterrent and safer house"

"Protecting me and my daughter from future harm"

"it will help ensure I feel safe at home"

"Safe home for children and myself"

"It will help put my mind at ease that I feel more secure, someone will hear the alarms"

"I will be able to feel safe in my house"

"Help to sleep and relax at home and know I have a way of alerting people of danger when I'm out"

"Being able to answer my door more confidently"

"Helping me feel safer"

"Will take some of my worries, fear and stress away"

"Help us keep secure, at nights specially"

"I feel a lot more safe and secure for when my ex husband comes back from abroad. He can't break in"

"I cannot afford all this by my own. I'm a single mum with two kids and every little help is appreciative - this project makes me feel safe in my own home"

"I can remain in my home"

"Make me feel safer and help me live my life"

"It will help because I know he's safe and the door alarm makes me feel safe"

"me and my children can get on with our lives"

"Less anxiety and stress"

"feel more secure, better sleep, safety with 3 children growing up"

"if anyone comes in I can hear"

"to protect me and my little girl"

"To be more calm coz I feel safer, to be able to lock my gate from outside".

"very supportive, lots of advice, feel much safer now I have alarms and locks changed"

"Make me feel safer if he returns"
- **Speed of response:** It was reported that in some circumstances, the fitting of devices can take place within a day of receiving the referral. Both Bobby Officers, show great flexibility to fit in urgent calls. Otherwise, work can usually be undertaken within a week of referral.

## 5.4 Privately Owned Homes

Structure	
Aim of the initiative	
<p>To ensure that work is done to promote best practice for survivors of DVA who are living in privately owned properties.</p> <p>Banks, mortgage providers and estate agents also need to have a better understanding of DA. This includes how the purchase, sale and re-mortgaging of properties may be linked to economic abuse. Similarly, the home of the non-abusing parent may be at risk of repossession if the abuser stops paying the mortgage or refuses to sign paperwork related to it. This understanding needs to be reflected in the work of UK Finance as well as professional bodies for surveyors and legal professionals. As well as supporting women's economic stability, work in this area would relieve pressure on social housing.</p> <p>The postholder will also work to increase the knowledge of DA Specialists and DA Champions with regards to Economic Abuse through a series of workshops in Cambs in Autumn 2019</p>	
Funding allocation	Funding used
£50,000	
To Surviving Economic Abuse	
What the allocation funded	Start date
One F/t post covering all three sites	April 2019

### Work to the End of June 2019

#### Planning and implementation

- Completed stakeholder mapping for key industries identified by Experts by Experience Group (EEG) members and structures that underpin these, i.e. regulatory bodies. Identified the following key stakeholder groups: mortgage providers, conveyancers, family solicitors, family courts, estate agents, property surveyors, Financial Conduct Authority, Financial Ombudsman and frontline advice service providers (debt and/or domestic abuse).
- Stakeholders have been contacted with engagement from many key partners including Cambridgeshire Council, Stockton Council, Advance, Harbour, Refuge Cambridgeshire, Cambridgeshire Women's Aid, Beck Fitzgerald, FMW Law and Lloyds Banking Group.
- Local visits to the three pilot sites have been completed, relationships established with key partners and plans developed locally for each site as outlined below.
- Attended whole housing planning meetings, and National DAV Policy & Practice Group meetings.
- Weekly reviews of survivor emails with the SEA advocacy team to inform direction of the project and keep abreast of the issues survivors are facing going forward. Support and signposting provided where possible.
- SEA EEG members have been contacted and invited to join a mortgages subgroup so that they can be consulted throughout the implementation of the project. Contact has been made with members who have expressed an interest in joining the subgroup.

#### Site progress: Cambridgeshire

- Attended the domestic abuse and sexual violence operational group to raise awareness of the project with key stakeholders locally.
- The project was introduced to frontline domestic abuse outreach workers and information/consultation provided to front line workers regarding their current cases with privately owned housing issues. Plans are in place to deliver the same to the two other frontline services in July.
- Booked to train DA Champions across the county: 6 half-days of training across the 6 separate district authorities to multi-agency professionals.
- Mapped local stakeholders in commercial sector. Early plans made to deliver professional workshops to relevant commercial sector agencies across the county which will be 6 days of training across the separate district authorities.

- Begun to design posters about privately owned housing and domestic abuse to be displayed in multi-agency and public spaces across Cambridgeshire. These are being produced with Cambridgeshire Council and will include information about local services.
- Contact made with Her Majesty's Courts and Tribunals Service and links being made with local divorce court.
- Privately owned housing project will be featured in July Cambridgeshire DA newsletter.

### **National awareness-raising and systems change (to underpin local level work)**

#### Policy work

- Responding to consultations such as MHCLG 'Tackling Homelessness Together', MHCLG 'Accommodation-based services for survivors of domestic abuse', All Party Parliamentary Group on mortgage prisoners' call for evidence and Financial Conduct Authority 'Mortgage customers: proposed changes to responsible lending rules and guidance'. Responses also submitted as a multi-agency group with National Housing and Domestic Violence and Abuse Policy & Practice Group. This work has complimented SEA's policy work.
- Contact has been made with the APPG on homelessness and APPG for mortgage prisoners.
- Will be presenting at CIH 2019 conference on 26<sup>th</sup> June to 50 delegates alongside a Money Advice Plus as part of our Domestic and Economic Abuse Project (DEAP). Good opportunity to build network of stakeholders and allies.

#### Communications work

- SEA comms strategy and awareness raising: SEA will focus on housing theme for social media and other media over the coming months - identified key themes to raise awareness about with Communications Officer.
- [Sunday Times article](#) published highlighting the issues faced by 'mortgage prisoners' (2<sup>nd</sup> June) and other national media engagements.
- Literature production: plans to produce a double-sided leaflet raising awareness of privately owned and privately rented housing in relation to domestic abuse.
- Plans to produce fact sheets for survivors regarding liaising with mortgage providers, financial arrangements, addressing fraud and dealing with a sale/remortgage.

#### Legal

- Applying for pro-bono legal support around family law, civil litigation and conveyancing to inform resources and training.
- Met with family law firm to discuss issues with family court action and issues solutions. This information will inform the Toolkit, resources for survivors and campaigning.

#### Banking

- UK Finance Financial Abuse Code of Practice is in place, project is building on this work and is utilizing connections/networks already made by SEA.
- SEA is reviewing mortgage policies of a major bank, meetings arranged for stage one of review underway.
- Mortgages clinic has been arranged with several departments in a major bank to discuss and develop training and resources to be used by frontline staff.
- Attended meeting with Financial Ombudsman

#### Estate agents

- Introductory meeting scheduled with the National Association of Estate Agents.

#### **Economic Abuse Film**

[https://www.youtube.com/watch?v=9zIR\\_oAPszg&feature=youtu.be](https://www.youtube.com/watch?v=9zIR_oAPszg&feature=youtu.be)

## 4.5 Housing accreditation/ Domestic Abuse Housing Alliance (DAHA)<sup>3</sup>

<b>Structure</b>	
<b>Aim of the initiative</b>	
To develop the accreditation of housing providers and local authorities across Cambridgeshire and Peterborough. Due to the high percentage of homeless acceptances related to domestic violence. <sup>[2]</sup> The DAHA team aim to work with housing providers to review their policies, procedures and staff training in relation to domestic abuse to ensure their response to victims and survivors is effective.	
<b>Funding allocation</b>	<b>Funding used</b>
£85,000	18 months from start date
<b>What the allocation funded</b>	<b>Start date</b>
<ul style="list-style-type: none"> <li>• 1 x p/t Development Workers 21 hrs</li> <li>• 1 x .2 fte Business Support Officer</li> </ul>	<p>October 2019</p> <p>October 2019</p>
<b>Criteria</b>	
Any local authority with a housing advice department, housing association or private landlord with stock in Cambridgeshire, can attend workshops free of charge	

### Process

The DAHA Development Manager works with relevant housing teams to encourage accreditation, support them with their journey to accreditation, and delivering a series of workshops to upskill staff across Cambridgeshire and Peterborough. The postholder also manages the HOG (Housing Operational Group), for the Eastern Region.

The free 2.5 - 3.5 hour hosted workshops cover the following standards with the aim of helping providers understand and complete the DAHA toolkit and achieve accreditation. Whilst accreditation will be the plan for some agencies, for others, accessing training will help inform workforce practice.

#### Policy and procedure

- Case management
- Risk Management
- Partnership Working
- Perpetrator Management
- Publicity and Awareness
- Equality and Diversity
- Training

### Points of note

<sup>3</sup> <https://www.dahalliance.org.uk/aboutdaha>

<sup>[2]</sup> The AVA Project states that around 13% of all homeless acceptances are related to domestic violence and research indicates that domestic violence is the main cause of, or a contributing factor towards women becoming homeless in up to 40% of all cases.

**Training workshops:** These have been delivered from the premises of housing providers who have agreed to host throughout Cambridgeshire and one large national housing provider hosts outside of Cambridgeshire but in Eastern Region for Cambs providers.

**Model of working:** Employing a part time business support officer, and a part time development worker is particularly effective. A significant amount of administrative work is needed with regard to communication, new data recording systems, advertising, bookings and evaluation. Having an experienced administrator doing this, enabled the development officer to devote their time to promotional meetings and delivery of training.

#### DAHA activity in Cambridgeshire and Peterborough from October 2018 to end of Q1

	Data collected (by DAHA)	Numbers
1	Training workshops held up to 30 June	4
2	Training 'standards' delivered	<ul style="list-style-type: none"> <li>• Policy and procedure</li> <li>• Case management</li> <li>• Case management for Housing Advice</li> <li>• Equality &amp; Diversity</li> </ul>
3	Total numbers attending all workshops	49
4	Number of agencies represented <i>(Please note that some agencies sent one worker - others were more heavily represented)</i>	8: South Cambs District Council, CHS Group, Sanctuary, Cross Keys Homes, Longhurst Group, Havebury, Cambridge City Council, Chorus Homes (previously Luminus)
5	Roles of attendees	Heads of Housing, Neighbourhood Support Officers, Domestic Abuse Champions, Housing Officers and Advisors, ASB Officers, Housing Management Trainees, Tenancy Support officers, Policy and Performance Officers, Housing Services Managers, Safer Communities Officers, Supported Housing and Income Managers, Neighbourhood Services Team Leaders, Tenancy Specialists, Homeless Prevention Officer, Financial Inclusion Officers, Senior Estate officers, Gypsy and Traveller Liaison Officers, Interim Neighbourhood Co-ordinators (and 1 teacher!)
6	Training workshops from 1 July 2019 – 31 March 2020	9 +
7	Training 'standards' to be delivered	Risk Management, Partnership Working, Perpetrator Management, Publicity and Awareness, Training, Equality and Diversity, Policy & Procedure, Case Management  + specialised case management workshops for LA Housing Advice teams x 6  SCDC, ECDC, HDC, FDC, PCC, CCC
8	Approx. number of agencies/ authorities predicted to achieve accreditation by the end of 2020 thanks to this initiative	6
	Accreditations	Cambridge Housing Society

Figure 10: DAHA activity

## Domestic Abuse Housing Operational Groups – Eastern Region

Date	Subject	Attendees
December 2018	Perpetrator Management	25
March 2019	Caring Dads Project Safety Net	23
June 2019	DA Outreach Employers Initiative on Domestic Abuse Revive Homelink	21

### Additional Training and Workshops

2 x Risk Assessment Training for HP going through Accreditation

Delivered Workshop at CIH Eastern Conference Eastern - Cambridge

Delivered Workshop at CIH Eastern Seminar - Fenland

### Feedback from Housing Staff

#### Case Management

*“This is a hard hitting topic very well delivered. Really appreciated the trauma part in understanding some interview skills”*

*“Perceptions and how they can affect how we may come across to survivors”*

*“The effect of facial expressions on trauma victims”*

*“Learning more about how we internally respond to noise complaints and how this could be improved ie. Un-picking the anti-social behaviour to detect domestic abuse”*

#### Policies and Procedures

*“Wealth of skilled knowledge”*

*“Understanding specific DA signs, some of which I had not considered. Looking over the process.”*

*“Comparing other organisation’s policies, networking and sharing ideas, sample handouts”*

*“It made me feel confident that I am doing a good job!”*

During both quarters DAHA worked with and attended the monthly steering groups of 2 housing providers going through accreditation; one of which has now successfully passed July 2019 and reported a 5 fold increase in DA disclosures; and one who were assessed in May 2019 and given areas of improvement and thanks to the Whole Housing funding have been given extensive help from the DAHA Development Manager to improve the services provided to those seeking help and advice around homelessness without the need to pay for consultancy services. The DAHA Development Manager also been assisting other housing providers with queries and support to start embedding separate DA policies and improving practice in responding to DA disclosures to meet their obligations to the MAS Pledge that they have committed to with a view to working towards DAHA accreditation after this.

Quote from Cambs first accredited Provider Cambridge Housing Society:

Head of Housing and Customer Services, Helen Tonks

*“Since CHS introduced these improvements, disclosures of domestic abuse have increased 5-fold which shows us that our approach is making a real difference to how customers see the support we are able to give them. This doesn’t mean ‘job’ done for us and we will continue to develop our approaches, led by our team of committed colleagues. This journey couldn’t have been possible with the support and advice from DAHA and other partners, and we want to say a big thank you to the passionate people and organisations doing so much to improve the way the housing sector better supports survivors and addresses the behaviour of perpetrators.”*

## 4.6 Private Rented Sector

4.6.1 Structure	
<b>Aim of the initiative</b>	
<p>This work will enable better engagement with the landlord professional bodies National Landlords Association (NLA), Residential Landlords Association (RLA) and <a href="#">ARLA</a> Propertymark and for them to provide training on DA to their members. Good practice guidance will be developed, disseminated and made readily available to all landlords to avoid eviction and to provide early support for survivors of DVA. This post will work in all three Whole Housing areas for 12 months.</p> <p>This work will develop safeguarding principles and practice for private rented landlords and will develop work in relation to DVA within existing local licencing schemes. This will demonstrated the benefit of private rented landlords offering support to tenants experiencing domestic abuse early and the possibilities to improve the ability for tenants to maintain their tenancies.</p>	
<b>Funding allocation</b>	<b>Funding used</b>
£45,000	
<b>What the allocation funded</b>	<b>Start date</b>
<p>1 f/t post working across the 3 sites</p> <p>This worker will operationalise the best practice agreed via national bodies such as NLA and ARLA, provide training and will enhance local schemes with private rented landlords in relation to safeguarding responsibilities. This post will also train and up-skill local domestic abuse advocates.</p>	

Much of the focus of training and awareness raising in the housing sector is devoted to social housing but with decreasing housing stock, private rented accommodation is increasingly the option considered for those fleeing a domestic violence perpetrator.

The private rented sector needs to be better informed and aware of what constitutes DVA to improve its response and adhere to safeguarding principles..

Table 1 - Sub-national dwelling stock by tenure estimates, 2011-15 (Source: Office of National Statistics)

LA	Private Rented	Owner Occupier
Westminster	51,903	41,667
Kensington	30,022	36,738
Hammersmith	25,057	34,603
Cambridge City	16,354	23,006
Peterborough	16,484	47,806
Fenland	8,356	29,964
Huntingdonshire	13,840	50,500
South Cambridge	12,207	43,483
East Cambridge	6,335 <sup>[1]</sup>	25,245
Stockton	7,519	57,344
<b>TOTAL</b>	<b>188,077</b>	<b>390,356</b>

### PRS activity – to the end of June 2019

- Training on domestic abuse awareness for PRS local authority team and Landlords in Stockton (looking at scope to widen training to the Tees Valley to maximise impact essential for evaluation) with agreed dates for delivery in November
- Safeguarding clause to be included in the relaunch of Stockton's Landlord Accreditation Scheme with implementation planned for later in 19/20
- Podcast recorded in association with the NLA which went out to all members and readily available to download
- [https://soundcloud.com/user-344738071/nla-podcast-episode-10-domestic-abuse?utm\\_source=facebook&utm\\_medium=WebsiteNews&utm\\_term&utm\\_content&utm\\_campaign=News&fbclid=IwAR2DYvWHcfWiPfm-B6h5\\_8980MPOatDyOsLpE2AhhCZQtzoiLNP4TEJuCE](https://soundcloud.com/user-344738071/nla-podcast-episode-10-domestic-abuse?utm_source=facebook&utm_medium=WebsiteNews&utm_term&utm_content&utm_campaign=News&fbclid=IwAR2DYvWHcfWiPfm-B6h5_8980MPOatDyOsLpE2AhhCZQtzoiLNP4TEJuCE)
- Training plan for PRS and relevant local authority staff throughout Cambridgeshire (dates for delivery in November and January)
- Presentation given at Cambridgeshire NLA Landlord Regional Meeting to over 70 landlords
- DAHA/Whole Housing article featured in Huntingdon's Landlord newsletter
- Development of Landlord training bespoke learning package to deliver on domestic abuse awareness (piloted in Gateshead on 2nd July ready for roll out in pilot sites)

### Feedback

David Cox, ARLA Propertymark Chief Executive:

***"We must all work together to try and eliminate domestic violence. Letting Agents deal with people's homes and therefore may spot some of the tell-tale signs of domestic abuse during inspections and property visits. Helping agents to understand how to spot these sign and , in what can be very difficult personal situations, educating them on how to respond is really important".***

Quotes from the Landlord Training:

***"very informative and thought provoking"***

***"excellent presentation and very useful to learn more as a landlord"***

***"thank you... very worthwhile course"***

## 4.7 Managed Reciprocals

Currently a Pan- London reciprocal is co-ordinated by Safer London. The Pan London Reciprocal is a voluntary collaboration between local authorities and registered housing providers in London to move people from one social housing tenancy to another. Its purpose is to prevent homelessness for women fleeing domestic abuse and this simple and effective response should be coordinated regionally and nationally.

**Tri-borough:** Coordination of managed reciprocals have been innovated by SaferLondon with financial support from MOPAC.

**Cambridgeshire:** Safer London will provide similar coordination in the Cambridgeshire area to establish a process whereby properties can be exchanged via a reciprocal so that survivors of DVA will be able to move more quickly between housing providers.

**Benefit:** This will allow for a longstanding mechanism of managed reciprocals to be set up in areas outside of London and to promote a model of reciprocals that may eventually be possible to roll out nationally which will allow those experiencing DVA who need to move quickly an option that is both faster and able to sustain their tenancy more effectively than currently in place.

4.6.1 Structure	
Aim of the initiative	
<p>A Managed Reciprocal is a voluntary collaboration between local authorities and registered housing providers in London a specific region to move people from one social housing tenancy to another. Its purpose is to prevent homelessness for women fleeing domestic abuse and this simple and effective response should be coordinated regionally and nationally.</p> <p><b>Tri-borough:</b> Coordination of managed reciprocals have been innovated by SaferLondon with financial support from MOPAC.</p> <p><b>Cambridgeshire:</b> Safer London will provide similar coordination in the Cambridgeshire area to establish a process whereby properties can be exchanged via a reciprocal so that survivors of DVA will be able to move more quickly between housing providers.</p> <p><b>Activity funded:</b> 1 FTE Coordinator will work between areas to establish a managed reciprocal arrangement.</p>	
Funding allocation	Funding used
£57,500 Safer London	January 2019 – for 15 months
What the allocation funded	Start date
One F/t post covering all three sites	January 2019

### Work to the End of June 2019

#### Cambridgeshire

Initial meeting to discuss scope, remit and process of local reciprocal scheme

Mapped housing stakeholders, approached leads for sign-up and presented to Cambridgeshire Housing Forum

Adapted resources used in London for Cambridgeshire (including Memorandum of Understanding agreement, Referral form, process flowchart and recording database)

All Local auth housing and 3 housing providers signed up in cambs

Paperwork and co-ordination in place for Cambs – Safer London did the training

On-going support and advice to admin support coordinating scheme locally regarding specific referrals

Two referrals to date, but not yet any moves

Specialist DA Staff in Cambs trained on using reciprocal process

## 4.8 Perpetrator Management

<b>Structure</b>	
<b>Aim of the initiative</b>	
The full range of whole housing approaches require addressing and supporting perpetrators to change. This includes addressing abusive behaviour via enforcement activity which is underused and support to address abusive behaviour. Part of the Housing Coordinator/Project Management role will be to help all activity streams outlined in this bid to improve their response to perpetrator management. This will continue work done by STADV and DAHA in relation to standards of practice for housing providers.	
<b>Funding allocation</b>	<b>Funding used</b>
No specific funding	
<b>What the allocation funded</b>	<b>Start date</b>
The Housing Coordinator/Project Manager will develop a programme of work in each of the Whole Housing workstreams related to perpetrator management and will consult with experts in the field such as RESPECT to improve all Whole Housing options in relation to perpetrator management. This will include shared learning and innovation across all 10 areas and will ensure that there is an evaluation focus on this developing area of practice.	

### Work to the End of June 2019

#### Cambridgeshire & Peterborough

There is a Perpetrator Panel which operates across the area, and it largely follows the principles set out in the MATAC – Multi Agency Tasking and Co-ordination model, as used in Northumbria. As a result of this work, there is now representation from housing on the panel who can not only provide information on their stock, but are able to provide advice in relation to housing options.

The Eastern HOG in December featured the subject of Perpetrators, to increase the knowledge of those present.

Those who have signed the Managed Reciprocals agreement in the area, have all agreed this could also be used for perpetrators in specific circumstances – and the perpetrator would have to agree to move area. This will be the first time this has been considered in the UK.