



# Service standard: Domestic Abuse

A guide to what you can expect from us when dealing with reports of Domestic Abuse



April 2023

CHADD believes in people's potential and our aim is to support Service Users in a person-centred way which promotes choice, independence and quality of life. We aim to provide a safety net in times of crisis and transition and a springboard on to a better future, enabling people to thrive and be the best they can be.

## Our standards

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When dealing with cases of Domestic Abuse our teams will:

- Listen with respect
- Respect privacy
- Consider impact on and needs of any children affected
- Take appropriate action to prioritise safety
- Take precautions not to increase any risk
- Agree any actions jointly and be led by you
- Respect decisions you want to make
- Be clear and honest about next steps, actions and options

## CHADD's committed Domestic Abuse services

We offer **Refuge Accommodation** and 'breathing space' to help you focus on personal issues without pressure and fear. The accommodation is a secured safe haven for you and your children.

Our **Specialist Outreach Team** work with individuals to explore the tailored support required and help create a plan that ensures they and their immediate family are safe and not alone. The support offered is provided through general outreach programmes of support groups, drop-in, and one-one support.

### ***This outreach service includes specialist support for:***

- Those over 55 who are suffering domestic abuse (It's Never Too Late)
- Supporting individuals who are leaving refuge accommodation to settle into their chosen environment
- Homelessness IDVA, IDVA For All (BAME, disability, LGBTQ)

The Outreach team also facilitate additional support including Children's Support, Counselling and Therapeutic Services and Training & Awareness Events

## Women Only Space

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We recognise that domestic abuse is a gendered crime, women are overwhelmingly victims of male abuse. However, we also know that other people are victims of domestic abuse. We provide single-sex Refuge accommodation and a flexible service model to support and accommodate other victims in dispersed homes.

## What we will do to resolve cases

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- We will assess your level of risk, if we find that you are at high risk from the abuse we will refer you to MARA (Multi-Agency RiskAssessment Conference), this is a group of experts who meet regularly to put things in place to protect you.
- If it is not safe for you to stay in your home or you have left, we will support you to access one of our refuges and make applications for alternative and permanent housing.
- We can support you to apply for an injunction
- If staying in the home we can improve the security through our Sanctuary scheme, the safety measures could include extra locks on doors and windows, additional mortice locks, panic alarms, spy holes, security lights fences/gates.
- We will cooperatively work with you and the Police to support any legal action.
- We will work with other specialist agencies to support you.

## How we monitor these service standards

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Safeguarding Lead logs all cases and reviews them with the Managers.

Quarterly and annual reports are provided to the CHADD Board. The role of the Board members is to ensure we are doing what we should be doing in the right and fair way.

The Board includes a dedicated safeguarding lead trustee.

## More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

## Contact details

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