

# Refresh of the Support in Safe Accommodation Strategy 2022-2023 (Year 1)

Note: The Support in Safe Accommodation Strategy originally stated 2021-2024 – the Strategy can be found on the [Norfolk County Council website](#).

An amendment will be made to state “2022-2025” to reflect New Burdens funding allocations.

## Background

The Domestic Abuse (DA) Act 2021 was given Royal Assent in April 2021. The purpose of the Act is to:

- Protect and support victim-survivors of DA and their families.
- Transform the justice process to prioritise victim-survivors’ safety and provide an effective response to perpetrators.
- Drive consistency and better performance in the response to DA across all local areas, agencies, and sectors
- Recognise the devastating impact of DA on all adult and children victim-survivors.
- Introduce a statutory duty on Tier One authorities to assess and meet support needs in safe accommodation, which includes creating a Partnership Board; conducting a comprehensive Needs Assessment; publishing a Support in Safe Accommodation Strategy; and implementing the Strategy.
- Refresh the Needs Assessment and Strategy on an annual basis.

To help us achieve the above duties the Department of Levelling Up, Housing and Communities (DLUHC) have provided New Burdens Funding (NBF). In relation to this funding below is the current position in terms of allocation versus spend:

Subject	Year 0 – 2021/2022	Year 1 – 2022/2023	Year 2 – 2023/2024	Year 3 – 2024/2025
NB Funding Allocation	£1,811,177	£1,811,177	£1,847,408	£1,882,263
C/d forward	£0	£1,0224,400	£1,501,127	Predicted £1,483,948
Total amount available	£1,811,177	£2,813,577	£3,348,535	Predicted £3,366,211
Actual/predicted spend in year	Actual £808,777	Actual £1,312,450	Predicted £1,864,587	Predicted £1,900,000

## The Needs Assessment and Support in Safe Accommodation Strategy

The Norfolk Office of Data and Analytics (NODA) undertook a Needs Assessment which was published in September 2021.

## Highlights of the Needs Assessment:

- There were 11,498 recorded Domestic Abuse crimes in Norfolk, a 19% increase on the previous year. Around 25% of all victim-survivors in Norfolk were male.
- Referrals for all forms of Domestic Abuse accommodation-based services averaged 92 per month for the year ending March 2021.
- There are seven refuges in Norfolk (one in each district) totalling 54 bedspaces. All bedspaces are for women and children, and there is little safe accommodation for male victim-survivors or those victim-survivors from LGBTQ+ communities.
- 28% of all referrals are received from out of county, although it is expected that this value was skewed due to COVID-19 restrictions at that time.
- Great Yarmouth and Norwich had a higher rate of Domestic Abuse crimes per 1000 people, compared to the other five local authority areas.
- From a sample of 134 victim-survivors entering refuge, 72% achieved independent living on leaving the accommodation.
- On average there were 26 referrals to refuges each week (female only) despite there being only an average of 13 available spaces; demand therefore outstrips supply by 50%.
- It was estimated there was a shortfall of 38 bedspaces in Norfolk when compared to the Council of Europe's recommendation of one bedspace per 100,000 of the population.

The findings helped formulate the five key aims of the Strategy, which are to:

- Increase the amount and flexibility of safe accommodation
- Improve engagement with victim-survivors
- Improve the quality of support and safe accommodation
- Support children in safe accommodation
- Improve data intelligence.

Based on the five key aims, the following progress has been made in Year 1 (2022-2023):

### Accommodation

- **Ten new properties (30 bedspaces) have increased overall capacity.** 11 bedspaces are exclusively for women, but 19 can be used by any adult and their children. This creates greater flexibility and provides bedspaces that can be used efficiently and effectively. The additional properties have increased our ability to accommodate those who require accessible accommodation; an increase of three units (we now have seven units in total).
- **Grant funding to the seven district councils has provided a Sanctuary Scheme for victim-survivors at standard and medium risk.** The use of target hardening measures, such as additional locks or cameras, means that victim-



survivors can choose to stay safely in their own homes regardless of tenure. The Office of the Police and Crime Commissioner for Norfolk (OPCCN) commissioned the Norfolk Integrated Domestic Abuse Service (NIDAS) to provide a Sanctuary Service to those at high risk. This has resulted in a full Sanctuary Service offer to victim-survivors in Norfolk. Making a property safe means that victim-survivors and their children can maintain their education and family networks, and employment can be sustained where required. In addition, this decreases pressure on the demand for refuge and dispersed accommodation.

## Victim-survivor engagement

- **An Engagement Framework has been produced, and a working group has been created to further our commitment to co-production.** Representation includes victim-survivors and representations from the district councils, commissioned providers, and Registered Providers (RPs) and victim-survivors. Work is currently focused on finalising an engagement toolkit through a test and learn process. Please see examples of feedback in Appendix 1.

## Quality

- **A Quality Assessment Framework (QAF) has been produced to drive and continuously improve the quality of safe accommodation, through regular auditing and scrutiny of commissioned services.** The QAF has been based on Care Quality Commission (CQC), Women's Aid and Domestic Abuse Housing Alliance Accreditation (DAHA) as recommended in the Act guidance.
- District councils and RPs who own safe accommodation, have been funded to achieve DAHA. This ensures our continued commitment to the whole housing approach in Norfolk.

## Children

- **We commissioned support for children in refuges where it had previously not been provided.** In addition, a new Specification now includes a clear overview of the types of support that should be provided to children. This ensures the quality of support being provided in all safe accommodation is consistent and of a high standard, and able to be monitored through the new QAF and our regular contract review meetings.

## Intelligence

- **A new monitoring workbook has been designed and is completed monthly by providers.** This ensures data collection is streamlined to meet DELTA<sup>1</sup> return requirements and improve intelligence for our Needs Assessment that is refreshed annually.

An updated delivery plan is included in Appendix 2.

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<sup>1</sup> DELTA is the online system provided by DLUHC to facilitate the collection of statistical data and the administration of grant applications.

## Making a difference

The work undertaken against the key aims of the Strategy during 2022-2023 has:

- **Increased our understanding of training gaps** by improving systems and increasing management oversight.
- **Improved the quality of support** by introducing an improved specification and the introduction of a Quality Assessment Framework. The pilot period is still ongoing but initial findings have evidenced support providers will need to improve in the following areas:
  - children's support planning and recording
  - multi-agency working with children's services and other key partners.
  - recruitment into vacant children and young person posts
  - repair reporting to registered providers is now improving.
- **Raised the standard of safe accommodation** with improved repair and maintenance reporting.
- **Identified areas of risk to victim-survivors** with suicide prevention training.
- **Improved the quality of staff being recruited** through highlighting weaknesses in recruitment processes.
- **Enhanced systems for engagement** by improving the way we currently engage with victim-survivors.
- **Ensured we are improving the safety of victim-survivors** by introducing a district-wide Sanctuary Scheme for those at standard and medium risk.
- **Developed our ability to test and learn** by designing trail blazing models such as the Quality Assessment Framework.
- **Increased collaboration with key partners** through joint commissioning of services, funding of joint services & identifying gaps in service provision.
- **Highlighting the use of temporary accommodation** by ensuring districts now recording those fleeing DA, presenting as homeless and the use of temporary accommodation.

## Support in Safe Accommodation – 2022-2023 service delivery

We commission support in 17 properties (84 bedspaces of which 65 are for women and children and 19 are flexible to be used for all adults and their children).

Not all the properties were available for a full year. 25 properties were also targeted hardened, but these cannot be used in terms of capacity for any victim-survivors, as they are solely for the victim-survivors living there.

Over the past year, the following delivery has taken place:

- Utilised refuge capacity was 94.74% in 2022-2023. While this is high, it is a 1.26% decrease in comparison to 2021-2022.
- Dispersed accommodation capacity was 91.4% (excluding properties that had been target hardened).



- There were a total number of 189 new referrals.
- 27 referrals were either declined or support was refused by the victim-survivor.



- 225 women were supported.
- 232 children were supported.
- No men or trans and non-binary people were supported.
- Of those supported, 51 (22.7%) were from a Black, Asian, or Minority Ethnic background and 174 (77.3%) were recorded as being from a White British background. For more demographic analysis please see Appendix 3.



- A total of 150 adults left their support in safe accommodation. This included three evictions and two abandonments.
- 99 (66%) achieved independence and no longer needed DA support.



Of those who left safe accommodation:

- 58 (39%) moved into social housing
- 12 (8%) returned to the perpetrator
- 51 (34%) moved into other accommodation
- Nine (6%) moved into privately rented accommodation.
- Two (1.5%) moved into supported housing.
- 14 (9%) left for unknown locations.
- Four (2.5%) did not have their destination recorded.



## Needs Assessment refresh (based on 2022–2023 data)

NODA update of the Needs Assessment published in September 2021.

The Council of Europe published a recommendation of one bedspace per 7,500-10,000 of the population. For Norfolk's population (916,200 in 2021) this means that Norfolk should have at least 92 bedspaces available to victim-survivors.

In Norfolk there are now 84 bedspaces across refuge and dispersed accommodation. This represents a shortfall of eight bedspaces, compared to a shortfall of 38 bedspaces in 2020-2021. This means that we have increased bedspaces by 30 and have progressed 79% of the way to meet Norfolk's recommended safe accommodation bedspaces by 2024.

## Highlights of the refreshed Needs Assessment

- There were 13,764 recorded DA crimes in Norfolk in the past year. This is a 20% increase on 2019/20, and a 9% decrease on the previous year.
- Male victim-survivors make up approximately a quarter of recorded DA crimes and incidents across all Norfolk districts, with Great Yarmouth reporting the highest proportion of male victim-survivors (28.6%).
- In total there were 189 safe accommodation referrals for the year ending March 2023, 21% of which had used a refuge or safe accommodation service before.
- Each council area has one refuge (7 in total, representing 54 bedspaces) which accommodate women and children. Over the last year we have an additional 30 bedspaces, 19 of which can be used by any adult and their children.
- King's Lynn, Norwich, and Great Yarmouth are hotspots for DA crimes and incidents in Norfolk, with Norwich and Great Yarmouth districts recording crime rates of 24.8 and 23.2 per 1000 population, respectively.
- District housing data suggests that between 8.57% and 16.25% of referrals are male, although these victim-survivors may be seeking advice, rather than safe accommodation.
- 36.9% of all safe accommodation referrals came from out of County. This is an increase of 9.1% compared to the previous Needs Assessment.
- Following the Council of Europe's recommendation of 1 bedspace per 100,000 of the population, Norfolk has a current shortfall of eight bedspaces. However, no referrals have been refused based on capacity constraints in the past year<sup>2</sup>.

## Needs Assessment refresh conclusions

- NODA estimate that an additional 74 bedspaces are needed but advise caution because of the risk of duplication and weakness within the current data sets.
- 2.66% of the Norfolk population identified as LGBTQ+ in the 2021 census; Norwich is higher with 6.14%. Of our 84 bedspaces, only 19 (22.6%) are available for all adults, outside of accommodation reserved for women and children.
- 49% of the Norfolk population are male and men make up around 25% of all victim-survivors of DA crimes and incidents in Norfolk. However, currently only 22.6% of safe accommodation bedspaces are suitable for men. Our intention is to ensure that of the eight bedspaces still required, at least four will be flexible resulting in 25% of all safe accommodation can support any person and their children.
- The prevalence of DA is higher in Great Yarmouth, Norwich, and Kings Lynn and West Norfolk council areas. However, 36.9% of referrals are coming from out of

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<sup>2</sup> Please note where there is capacity these are advertised; if there is no capacity they are not advertised. This could result in no referrals being made as those making a referral know there is no capacity and therefore recording may not take place – we are looking to improve our monitoring in this regard.



County, and the most common area victim-survivors are coming from is Suffolk. This figure of 36.9%, is up from 28% in the previous Needs Assessment. However, this may have been low due to COVID-19 restrictions. In addition, not all victim-survivors will want to stay in their current council area and wish to move to another district within Norfolk, so need should not be based solely on geographic prevalence.

- Reasons for referrals to be refused are noted currently as ‘geographical suitability’, “too far” and “too far from support networks”. However, this data is currently not recorded in terms of which council area that referral was made.
- DA is routinely portrayed as a gendered crime, perpetrated by men against women. However, “66% of the men who call the ManKind Initiative’s helpline have never spoken to anyone before about the abuse they are suffering and 64% would not have called if the helpline was not anonymous<sup>3</sup>”.
- For men there are often additional barriers to seeking advice and support because they do not recognise what they are experiencing is DA, they can only find DA organisations that appear to only support women and if they do report DA they may fear not being believed.
- These additional barriers may explain why there appear to be no male referrals for safe accommodation in addition 2.2% LGBTQ+ victim-survivors accessing safe accommodation (and these are likely to be women). We believe there is need but it is not being recorded sufficiently well to provide robust intelligence and the above barriers may also be a factor.
- Within the Support in Safe Accommodation Strategy, there was mention of complex needs (now referred to as those facing multiple disadvantage). With the knowledge that DA referrals to Norwich City Council over the year showing 62.5% of victim-survivors with a disability and/or faced multiple disadvantages, as well as 23.6% of all referrals to safe accommodation had a disability, 6 flats are being developed in Norwich that can support these victim-survivors.
- New Burdens Funding is secured until March 2025, and we are looking to use this funding to meet the needs identified.

### **So, what’s next?**

Considering the recommendations of the refreshed Needs Assessment the key 5 aims of the Strategy are still considered vital to providing excellent support services to DA victim-survivors needing safe accommodation. Based on the 5 key aims and taking the Needs Assessment refresh into account we propose to deliver 15-20 additional bedspaces in 2023-2024. Our progress towards these aims over the next year will include:

- Working with Norwich City Council and Orwell Housing to develop 6 flats (6 bedspaces) for any single adult who is facing multiple disadvantage (complex needs).

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<sup>3</sup> Source: [ManKind](#)



- Working with Orwell Housing Association and Broadland and South Norfolk District Council to provide a further four properties (11 bedspaces). This has been possible using a Section 106 planning contribution and a grant from Homes England. This will be dispersed accommodation which has greater flexibility than refuges so can meet the needs of male victim-survivors and those with protected characteristics and their children. Our aim is that at least one property will be accessible.
- We will seek further accommodation if pressure on capacity is evidenced; this will be dispersed accommodation to meet any person's needs. At present we believe there will be sufficient accommodation in South Norfolk, so any additional accommodation is likely to be in Norwich, Great Yarmouth and/or King's Lynn council areas. We will also bear in mind any opportunities to work with by and for organisations in Norfolk.
- We will look to extend our dispersed accommodation contracts to March 2025.
- In relation to 3 of our refuges these will be re-procured, and 3-year contracts will be issued.
- We will continue to work with victim-survivors and partners in relation to the Engagement Toolkit and support local partnerships to learn from their engagement activity in order we can start coproducing service delivery.
- We will continue our engagement work to address why there is a lack of male and LGBTQ+ victim-survivors accessing safe accommodation, working alongside key partners to raise awareness to these communities through an active campaign.
- We will ensure our commissioned services evidence how they are promoting support for all women, men, and LGBTQ+ adults and their children. This will include recording of instances where these cohorts are attempting to access safe accommodation and action taken if no safe accommodation is available or other barriers experienced. Impact of this initiative will be measured via numbers of under-represented groups of victim-survivors successfully accessing safe accommodation.
- We will work in partnership with the OPCCN to implement an awareness raising campaign in relation to male victim-survivors.
- In relation to the initial findings of the pilot of the QAF we will support providers to:
  - build positive relationships with key partners especially those relating to referral pathways
  - recommend appropriate and further training to upskill current staff especially in relation to support for children
  - liaise with our recruitment and retention team to improve recruitment and help to reduce the number of staff vacancies.
- We will improve suicide prevention training for support workers in safe accommodation and increase access to mental health assessment and support. This is important as victim-survivors can experience mental ill health due to previous trauma when living in safe accommodation, and it is known there have





been suicide attempts and self-harm.

- We will continue to work closely with our partners such as the OPCCN, police, district councils, support providers and housing providers. We are currently looking at the scope of the Sanctuary Scheme and how this performs during the pilot period.
- We will look for opportunities to improve DA prevention and work including working with young people in relation to developing healthy relationships with partners to see whether a floating support service in the community could help those at standard risk.
- We will continue to seek solutions for victim-survivors with No Recourse to Public Funds to ensure we are advocates and clear supporters of any person in Norfolk who have experienced domestic abuse (including sexual violence).

## Appendix 1 – Victim-survivor feedback

Some examples of how support in safe accommodation has helped victim-survivors:

- Twins aged 13 were given support to manage anxiety; this improved their mental health and wellbeing. The support provider with the victim-survivors liaised with the school which improved attendance, social skills and attainment.
- One child was expressing separation anxiety following a perpetrator leaving the country. The child received the support needed which improved behaviour, mental health and understanding of the effects of domestic abuse.
- One victim-survivor said: ‘The activities and support they are providing has helped to increase my children’s confidence and they are now able to talk about their feelings to me.’

Within refuges, victim-survivors highlighted a range of positive feedback:

- ‘I will be sad to leave as they have been so supportive, but I will have six weeks’ support once I leave.’
- ‘I have been helped to access benefits and grants that I didn’t know I was entitled to.’
- ‘I feel they have gone above and beyond. They have helped me find resources for my child that has additional needs. It has also helped having a staff member here that has a background and experience of supporting children with special needs.’
- ‘All staff members are nice. They are supportive and they actually do care.’
- ‘They have helped me to access food parcels, swimming vouchers for the local leisure centre and supported me to access support for my health issues.’

The following victim-survivor had successfully been supported in both refuge and dispersed accommodation until successfully moving into permanent social housing. But to make the victim-survivor feel safe in the new home, the new district Sanctuary Scheme was used to install a smart doorbell:

- ‘Having the Ring doorbell installed has made me feel safe, secure and confident for my and my children’s safety.’

## Appendix 2 – Updated delivery plan

### Delivery Plan – We will increase the amount of safe flexible accommodation with appropriate support.

#### Action 1

Continue to support the provision of support in refuge accommodation and safe accommodation in Norfolk.

- **How will we do it?** Extend existing contracts to align with priorities identified in this strategy.
- **How will we monitor improvement (indicators of improvement)?** Existing and improved KPIs.
- **How much will it cost (New Burdens funding or otherwise)?** £1.3 million
- **When are we planning to do it?** Ongoing
- **Update Year 2:** We now have 4 accredited DA providers on our newly formed DA framework. A new specification has been written and all 7 refuges have been retendered. These contracts run until 31 March 2026 with the option to extend. A new QAF will help in identifying key areas of improvement.
- **Year 3 (2024-2025) proposed actions:** We will ensure those contracts/grants that are considered of benefit and due to end 31 March 2024 will be extended to 31 March 2025.

#### Action 2

(original actions 2-4 have been amalgamated to provide a concise overview of the approach taken in Year 1)

Work with RPs, Districts, Homes England and support providers to deliver more (flexible) safe accommodation with support, through:

- Re-purposing of existing buildings
- Leasing properties
- New-build safe accommodation
- Adaptations to existing safe accommodation.
- **How will we do it?**
  - Work with partners to set up a strategic housing partnership group to consider DA accommodation and establish how that will be delivered.
  - Set up new safe satellite (dispersed) accommodation – focus on areas where there is demand but limited supply – accommodation to be flexible to meet needs of male and LGBTQ+ victim survivors.
  - Work with landlords of existing refuges to adapt properties to meet PD accessibility.



- **How will we monitor improvement (indicators of improvement)?** Initial needs assessment identified that 38 additional bedspaces required – and that accommodation for male and LGBT+ victim survivors needed.
- **How much will it cost (New Burdens funding or otherwise)?** New Burdens' funding cannot be used for capital. Work with RPs and Homes England and work with NCC. Estimated support per unit around £11k pa – this will increase as needs of young people and children are considered. Total approximately £270k.
- **When are we planning to do it?** Year 1: instigate development group; Year 2: 30 additional bedspaces; Year 3: 15-20 additional bedspaces.
- **Update Year 2:** We have not instigated a development group as such, but each initiative has a group that works on that particular project. Over Year 1 we have increased the number of dispersed properties (30 bedspaces). 19 of the bedspaces are available to any adult and their children. We have also increased the number of bedspaces that are accessible. We have achieved this by working with key partners. We have set up contracts in relation to this dispersed accommodation using the same specification as mentioned above.
- **Year 3 (2024-2025) proposed actions:** We will continue to work as we have in Year 2 to increase the number of dispersed accommodation and where possible, to ensure this is flexible to meet the needs of any adult and their children where needed and in line with any updated Needs Assessment.

### Action 3

Accommodation and support for those who have no recourse to public funds.

- **How will we do it?** Continue to work with Norfolk's People from Abroad Team, Childrens Services and Central Government to ensure that victims of DA can access and receive advice and support.
- **How will we monitor improvement (indicators of improvement)?** Implement monitoring of numbers approaching existing services including the People from Abroad Team.
- **How much will it cost (New Burdens funding or otherwise)?** Possible options for funding an emergency/flexible funding pot will be explored.
- **When are we planning to do it?** Year 3 – ambition. To identify adequate funding for refuge/specialist accommodation provision to enable people with no recourse to public funds who are fleeing DA can access a place of safety where they can be supported to access legal advice and establish a sustainable outcome to their situation of destitution.
- **Update Year 2:**
  - Update Year 1 - To improve monitoring, we have added an option to record No Recourse to Public Funds (NRPF). This will improve our understanding of whether those who are NRPF are unable to access safe accommodation which will need to be addressed. We are liaising with local organisations and



- plan to raise awareness of this issue at our NDAPB in Autumn 2023.
- Support for those with NRPF is included in the Norfolk accommodation protocol and Housing Authorities agree to work with migrant victim-survivors on a case-by-case basis to provide appropriate support and advice where needed.
- **Year 3 (2024-2025) proposed actions:** We will continue to seek opportunities to fund a flexible emergency fund that can be used for those that have NRPF so they are able to be supported within safe accommodation.

#### Action 4

Ensure that accommodation can meet needs that may arise from out of County.

- **How will we do it?** Improve our engagement with bordering Tier 1 authorities through existing regional networks.
- **How will we monitor improvement (indicators of improvement)?** Out of county recording will be improved so that any requirement is demand driven.
- **How much will it cost (New Burdens funding or otherwise)?** Administrative in terms of engagement. Any additional capacity needing to be funded will be sought as part of a forward strategy or refresh of delivery plan.
- **When are we planning to do it?**
  - Year 1 – Networking/engagement
  - Year 2 – Improved data
  - Year 3 – Strategic direction on need/response included in future strategy.
- **Update Year 2:**
  - We attend all regional groups and are often called upon for our knowledge and guidance. This works both ways and it is helpful in having these active engagement networks to help improve our services.
  - Update (Year 1) - Provider workbooks have been updated to include out of county referral details, to ensure better monitoring. 36.9% of all safe accommodation referrals came from out of county 2022-2023; most of these victim-survivors are from Suffolk.

#### Action 5

Employment of additional support workers to assist in linking move-on from refuge or other temporary accommodation with target hardening measures installed (Sanctuary Schemes).

- **How will we do it?** Fund specific posts across existing safe accommodation network to link with NIDAS service – through LHAs or DA providers.
- **How will we monitor improvement (indicators of improvement)?** Increase in throughput of victims in safe accommodation moving to secure, permanent accommodation.
- **How much will it cost (New Burdens funding or otherwise)?** £100,000



- **When are we planning to do it?** Year 2
- **Update Year 2:** Year 1 update – we've been able to grant fund districts to set up a Sanctuary Scheme for those assessed as standard or medium risk. We have also part funded a homeless post to help recognise the impact of DA in terms of homelessness especially the use of temporary accommodation.
- **Year 3 (2024-2025) proposed action:** We will look to continue the grant funding arrangements for the districts to continue to provide a Sanctuary Scheme across Norfolk and to further provide funding for target hardening measures (funding yet to be set/agreed).

### Action 6

Increase in safe accommodation capacity by improving access to permanent accommodation (move-on).

- **How will we do it?** Accommodation protocol that prioritises the need for move-on accommodation for victim-survivors of DA.
- **How will we monitor improvement (indicators of improvement)?** Endorsement by all districts and housing providers.
- **How much will it cost (New Burdens funding or otherwise)?** Resource intensive but unlikely to impact on funding as such.
- **When are we planning to do it?**
  - Year 1 – Draft protocol
  - Year 2 – Endorsement and implementation
  - Year 3 – monitoring decrease in length of stay and increase in move-on opportunities.
- **Update Year 2:** Protocol agreed across Norfolk – Completed. Current update - The new provider workbooks allow us to better monitor destinations for victim-survivors and Breaking Challenges working groups will be convened should there be any issue affecting successful move-on for victim-survivors.

**Delivery Plan – We will improve engagement with victim-survivors of DA.**

### Action 7

Raise awareness of DA across the county through sustained and consistent DA messaging.

- **How will we do it?** Support the OPCCN as part of their DASVG strategy and liaise with NCC press office and internal communications team to raise awareness of domestic abuse and where relevant, sexual violence.



- **How will we monitor improvement (indicators of improvement)?** Our community is aware of DA, its impact and where to seek help and rejects social acceptance of DA.
- **How much will it cost (New Burdens funding or otherwise)?** Zero cost – linkage and join up with OPCCN, LHAs, Community providers and NCC.
- **When are we planning to do it?** Years 1-3
- **Update Year 2:** The NDAPB brings together key stakeholders including OPCCN, NIDAS, districts, public health, providers and housing. Examples of awareness raising include:
  - Leaflet for housing and maintenance staff detailing the key signs of DA and signposting to relevant services.
  - Promotion leaflet for the district led Sanctuary Scheme agreed
  - NASB ‘Tricky Friends’ promotion video
  - Hidden Harms animation raising awareness of elder abuse
  - Attendance of new services eg Cat’s Protection fostering service for victim-survivors who require short term care for cats.
  - In addition, 4 provider events have been held highlighting the work that has been achieved and having keynote speakers such as Cambridge City Council for example.

### Action 8

Better understand people’s experience (including those with protected characteristics, male and children as victim-survivors) of accessing/using DA support services and safe accommodation in Norfolk.

- **How will we do it?** Develop a victim-survivor engagement framework that can help shape and improve services and such engagement is sustained.
- **How will we monitor improvement (indicators of improvement)?** Commission an investigative piece of work that focused on hearing the voices of victim-survivors (Experts by Experience Group).
- **How much will it cost (New Burdens funding or otherwise)?** £30,000 New Burdens funding
- **When are we planning to do it?** Initial scoping exercise by 05/01/22 in Year 1. Framework designed and co-produced Year 2.
- **Update Year 2:** Commissioning of Nesta to produce an Engagement Framework, with further commissioning of 1-1 mentoring and coaching to key partners. Working groups (including victim-survivor representation) established to identify key groups for engagement and co-production activity. We are currently working towards developing a ‘test and learn’ toolkit to facilitate coproduction. Feedback from victim-survivors in safe accommodation is gathered via online feedback forms as part of the QAF.
- **Year 3 (2024-2025) proposed actions:** We will be scoping opportunities to commission a third-party organisation to implement both the Engagement



## **Delivery Plan – We will improve the quality of support and safe accommodation.**

### **Action 9**

Housing providers and district housing teams to gain DAHA accreditation status.

- **How will we do it?** Positive engagement and commitment to a grant agreement that supports partners to achieve affiliation/accreditation.
- **How will we monitor improvement (indicators of improvement)?** The Domestic Abuse Housing Alliance who undertakes the process monitoring improvements made.
- **How much will it cost (New Burdens funding or otherwise)?** New Burdens funding approximately £100k.
- **When are we planning to do it?** We are already working with Standing Together and ensuring that partners have the staff resourcing to commit to the process of working towards affiliation/accreditation.
- **Update Year 2:** Norwich City Council hosted the Housing Alliance launch event in October 2022. NDAPB members have provided updates on their activity at meetings and a separate group for those working on DAHA accreditation in Norfolk has been created, with an accompanying team's channel and regular meetings hosted.
- **Year (2024-2025) proposed actions:** Continue to support those organisations who have been funded to achieve DAHA accreditation albeit no further funding has so far been agreed.

### **Action 10**

Work with NCC Integrated Quality Service to develop a QA framework for Safe Accommodation.

- **How will we do it?** NCC Integrated Quality lead developing QA Programme for Safe accommodation.
- **How will we monitor improvement (indicators of improvement)?** Quality indicators collated and reported to NDAPB – areas of concern acted upon (including any reference to children in Action 16).
- **How much will it cost (New Burdens funding or otherwise)?** Part time officer post at £42,000; possible extension of post to 2024-2025 Year 3.
- **When are we planning to do it?** Year 2 – implementation of a draft pilot QAF with





roll out in 2024-2025 (Year 3).

- **Update Year 2:** QAF has been developed with advice and guidance from providers, professionals, and relevant agencies. As part of the pilot, the QAF has been shared with all four providers on the DA framework. The QAF has been shared with regional colleagues and the DAC office as an example of best practice.
- **Year 3 (2024-2025) proposed actions:** Continue to fund p/t officer to continue the QAF auditing within safe accommodation and to consider how this may be used in other forms of unregulated accommodation.

### Action 11

Develop a set of measures that will be able to monitor the impact of the QAF.

- **How will we do it?** Through the auditing of safe accommodation are able to see what needs to be improved and by giving an indication of service quality this provides the opportunity to aid continuous improvement.
- **How will we monitor improvement (indicators of improvement)?** Input from victim-survivor voices on their experience of the services provided and the outcomes of QAF audits.
- **How much will it cost (New Burdens funding or otherwise)?** Existing staff resource.
- **When are we planning to do it?** Year 2 ongoing
- **Update Year 2:** This is part of our Year 2/Year 3 actions currently taking place and will be further progressed in Year 3.

### Action 12

Investigate the need for therapeutic support for safe accommodation staff.

- **How will we do it?** New specification includes the needs of quality and therapeutic support for children in safe accommodation.
- **How will we monitor improvement (indicators of improvement)?** Standard KPIs and QAF.
- **How much will it cost (New Burdens funding or otherwise)?** Costs as per increase in refuge and dispersed accommodation as in Action 1.
- **When are we planning to do it?** Year 2
- **Update Year 2:** The DA specification includes reference to providers' responsibility to provide trauma informed support around safety, wellbeing, and motivation of staff, as well as protecting their physical safety. The QAF addresses staff safety, supervision, training, and development. In addition to this we are working on a



suicide prevention training programme to help spot the signs of risk of suicide for both staff and victim-survivors.

- **Year 3 (2024-2025) proposed actions:** To further investigate training opportunities for staff in relation to trauma-informed support for staff and progress work in relation to suicide prevention and recovery programmes for both support staff and victim-survivors if possible.

## **Delivery Plan: We will improve support for children in safe accommodation.**

### **Action 13**

Provide therapeutic play support in all refuges and the ability to access such support from other forms of safe accommodation. What may be needed is psychological trained mental health practitioners.

- **How will we do it?** Build on support available to children and young people in existing, safe accommodation. Develop specification with providers and victim/survivors and implement in all new safe accommodation.
- **How will we monitor improvement (indicators of improvement)?** Standard KPIs and QAF.
- **How much will it cost (New Burdens funding or otherwise)?** Costs as per increase in refuge and dispersed accommodation as in Action 1.
- **When are we planning to do it?** Year 2
- **Update Year 2:** Relevant support and requirements around support for children, young people and adults are included and monitored in the QAF as well as DA specification for all commissioned services.
- **Year 3 (2024-2025) proposed actions:** We will continue as we have in Year 2 with action to improve if these are highlighted within the monitoring mechanisms such as the QAF.

### **Action 14**

Improved understanding of those with children that have no recourse to public funds.

- **How will we do it?** As part of the overarching work on NRPF (Action 3 above).
- **How will we monitor improvement (indicators of improvement)?** Refer to Action 3.
- **How much will it cost (New Burdens funding or otherwise)?** Refer to Action 3.
- **When are we planning to do it?** Refer to Action 3.

- **Update Year 2:** Please see detail in Action 3.

### Action 15

Ensure that as part of the involvement of NCC Integrated Quality Service auditing that children as part of safeguarding are included within the PAMMs approach or any other method used.

- **How will we do it?** As part of the overarching piece on quality assurance in safe accommodation (refer to Action 10).
- **How will we monitor improvement (indicators of improvement)?** Refer to Action 10.
- **How much will it cost (New Burdens funding or otherwise)?** Refer to Action 10.
- **When are we planning to do it?** Refer to Action 10.
- **Update Year 2:** Refer to Actions 10 and 13.

## Delivery Plan: Improved intelligence

### Action 16

NODA to implement improvements to data capture and recording as included in Appendix 4 of the Accommodation Needs Assessment.

- **How will we do it?** Commission NODA to accomplish.
- **How will we monitor improvement (indicators of improvement)?** Evidence available
- **How much will it cost (New Burdens funding or otherwise)?** £4,000 pa
- **When are we planning to do it?** Y2-Y3 (refresh and renewal of Needs Assessment)
- **Update Year 2:** We have liaised closely with NODA on the DA needs assessment refresh. There are some improvements but there are still challenges in relation to alignment of timescales with national data sets and districts being able to extrapolate the data required. This is mainly due to different IT systems; data not being recorded, or data being aggregated. We continue to work with NODA and the districts to try and improve this area of our work.

### Action 17

NODA to work with Healthwatch to improve access to health data.



- **How will we do it?** Commission NODA to accomplish.
- **How will we monitor improvement (indicators of improvement)?** Evidence available
- **How much will it cost (New Burdens funding or otherwise)?** As above
- **When are we planning to do it?** Y2-Y3 (refresh and renewal of Needs Assessment)
- **Update Year 2:** We are currently working on this as this was a Year 2 action.

## Delivery Plan: Health

### Action 18

Links to homelessness

- **How will we do it?** Norfolk Strategic Housing Partnership is already established. LHAs are part of the NDAPB.
- **How will we monitor improvement (indicators of improvement)?** Ensure DA is included as part of Homelessness Action Planning.
- **How much will it cost (New Burdens funding or otherwise)?** Currently no implications, but Action Plan work may identify need for a gap to be met in this area.
- **When are we planning to do it?** May result in future priority.
- **Update Year 2:** Financial contribution of New Burdens Funding to the post of No Homelessness in Norfolk (NHIN) Project Manager, with specific reference to relationships between DA and homelessness. We have also attended meetings of the Norfolk Housing Alliance to ensure they are aware of the work being undertaken in the DA workstream. In Year 2 we are improving our understanding of the use of temporary accommodation in relation to those fleeing DA and may have found themselves in a homeless situation.

### Action 19

Drugs and alcohol

- **How will we do it?** Work with Public Health to ensure that service commissioning factors in the additional vulnerability and risk that accompanies DA.
- **How will we monitor improvement (indicators of improvement)?** This will be part of the NODA refresh of Needs Analysis.
- **How much will it cost (New Burdens funding or otherwise)?** To be determined



- **When are we planning to do it?** Year 2-3 depending on further investigation/scoping.
- **Update Year 2:** Please see Action 2 with regards to plans for additional housing and support for those facing multiple disadvantages.

### Action 20

Therapeutic support for those with MH illness (more bespoke service) for Adults (children included in Action 13).

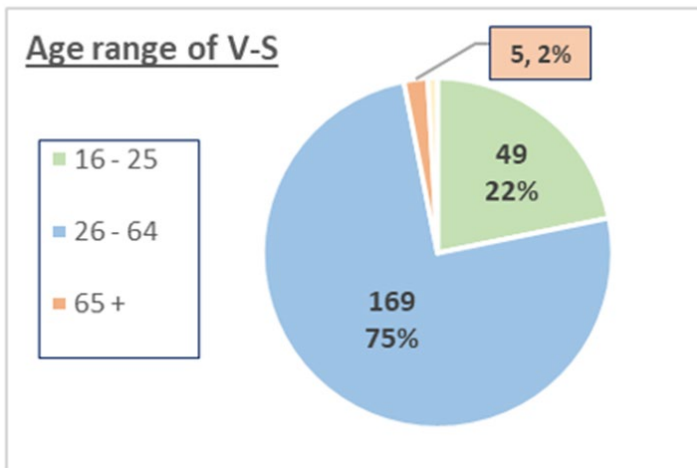
- **How will we do it?** Continued work with CCG and health colleagues to ensure synergy and join up with health provided services.
- **How will we monitor improvement (indicators of improvement)?** Included in Action 13.
- **How much will it cost (New Burdens funding or otherwise)?** Included in Action 13.
- **When are we planning to do it?** Included in Action 13.
- **Update Year 2:** Please see Action 13 for Year 2 update.

### Action 21

Improved understanding of those with protected characteristics (eg learning difficulties, mental health) and also older people.

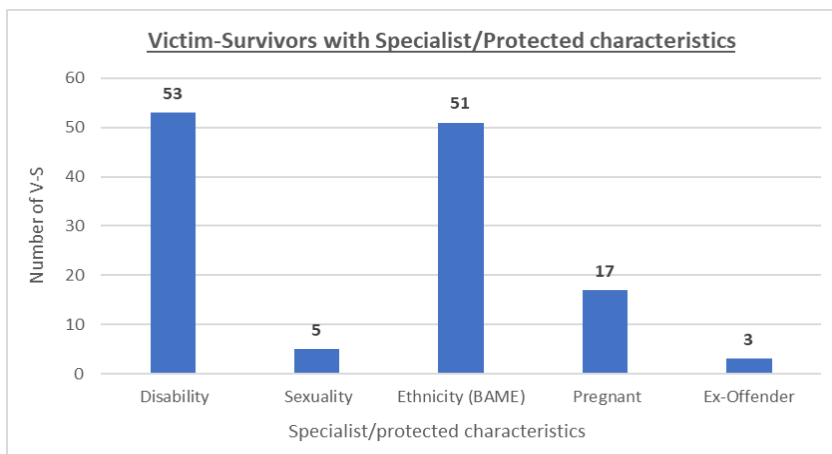
- **How will we do it?** Improved intelligence of work being undertaken by NODA and engagement work being undertaken by NESTA.
- **How will we monitor improvement (indicators of improvement)?** This will be part of the NODA refresh of Needs Analysis and improved engagement through framework design and co-production by NESTA.
- **How much will it cost (New Burdens funding or otherwise)?** Included in Actions 10 and 19.
- **When are we planning to do it?** Included in Action 8.
- **Update Year 2:** Please see Action 7 regarding awareness raising of elder abuse, learning disabilities and autism. Additionally, older people are the focus of our engagement working group (Action 8). Please also refer to the Needs Assessment refresh in this document.

### Appendix 3 - Demographics of those supported (Year 1)



Age ranges of victim-survivors:

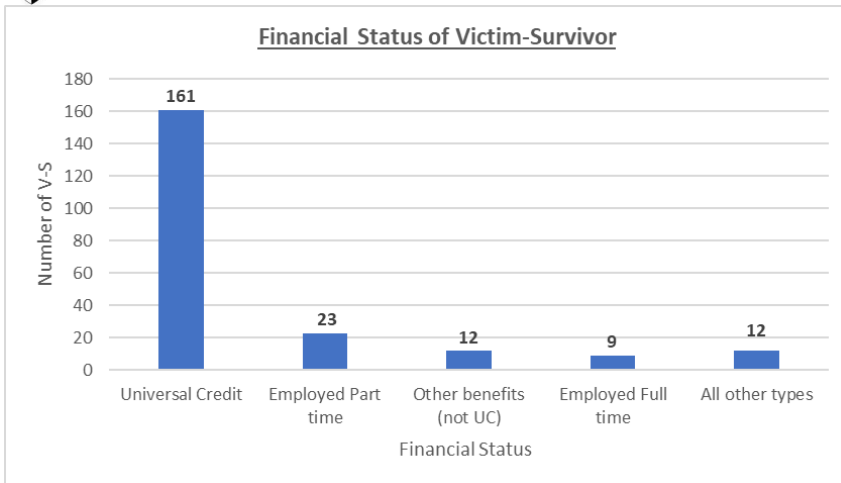
- 16-25 – 49 people, 22% of respondents
- 26-64 – 169 people, 75% of respondents
- 65 and over – 5 people, 2% of respondents



Victim survivors with specialist or protected characteristics:

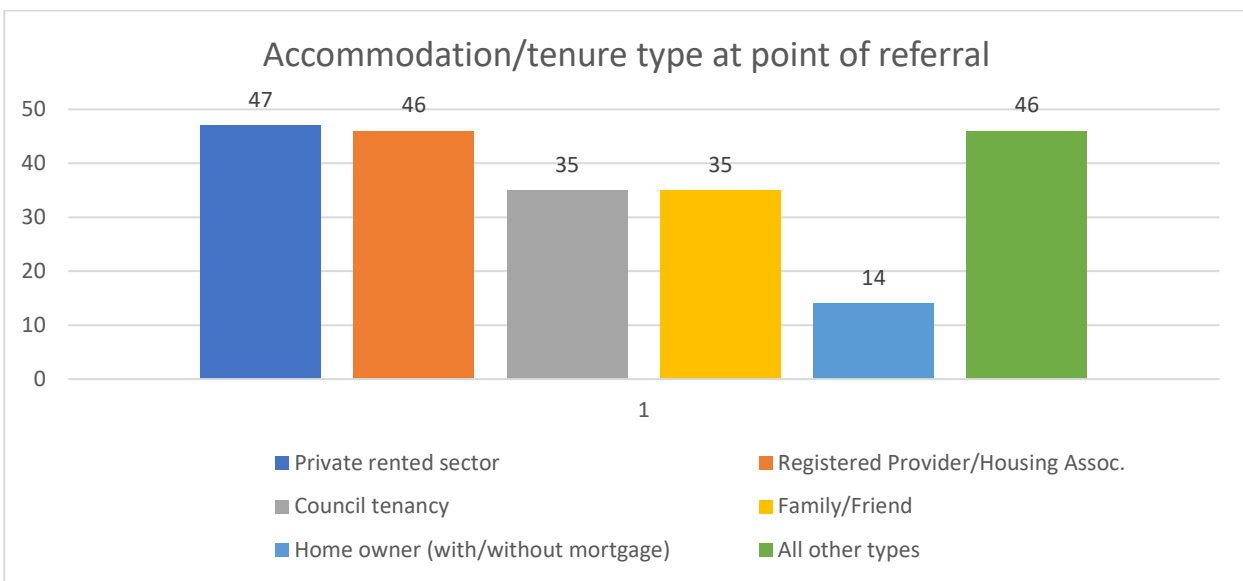
- Disability: 53 people
- Sexuality: 5 people
- Ethnicity (BAME)\*: 51 people
- Pregnancy: 17 people
- Ex-offender: 3 people

\*Please note that 'BAME' represents victim-survivors from 'Black, Asian or Minority Ethnic' backgrounds; this is no longer current terminology as explained on the [gov.uk website](https://www.gov.uk).



Financial status of victim-survivors:

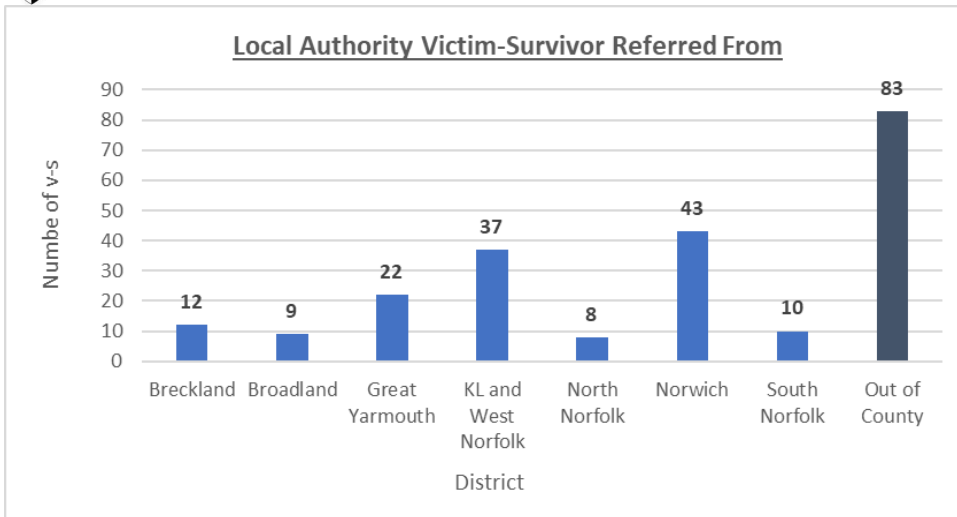
- Universal Credit: 161 people
- Employed part-time: 23 people
- Other benefits (not UC): 12 people
- Employed full-time: 9 people
- All other types: 12 people



Accommodation/tenure type at point of referral:

- Private rented sector: 47 people
- Registered provider/housing association: 46 people
- Council tenancy: 35 people
- Family/friend: 35 people
- Home owner (with or without mortgage): 14 people
- All other types: 46 people

Please note 2 victim-survivors were not recorded.

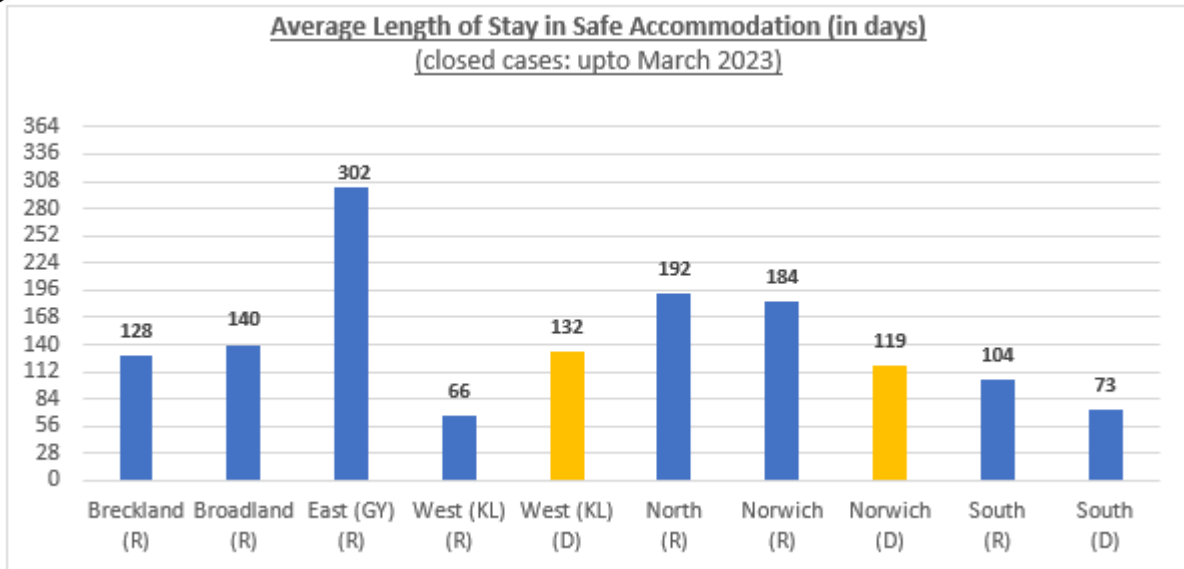


Local authority victim-survivor referred from:

- Breckland: 12 people
- Broadland: 9 people
- Great Yarmouth: 22 people
- King’s Lynn and West Norfolk: 37 people
- North Norfolk: 8 people
- Norwich: 43 people
- South Norfolk: 10 people
- Out of county: 83 people

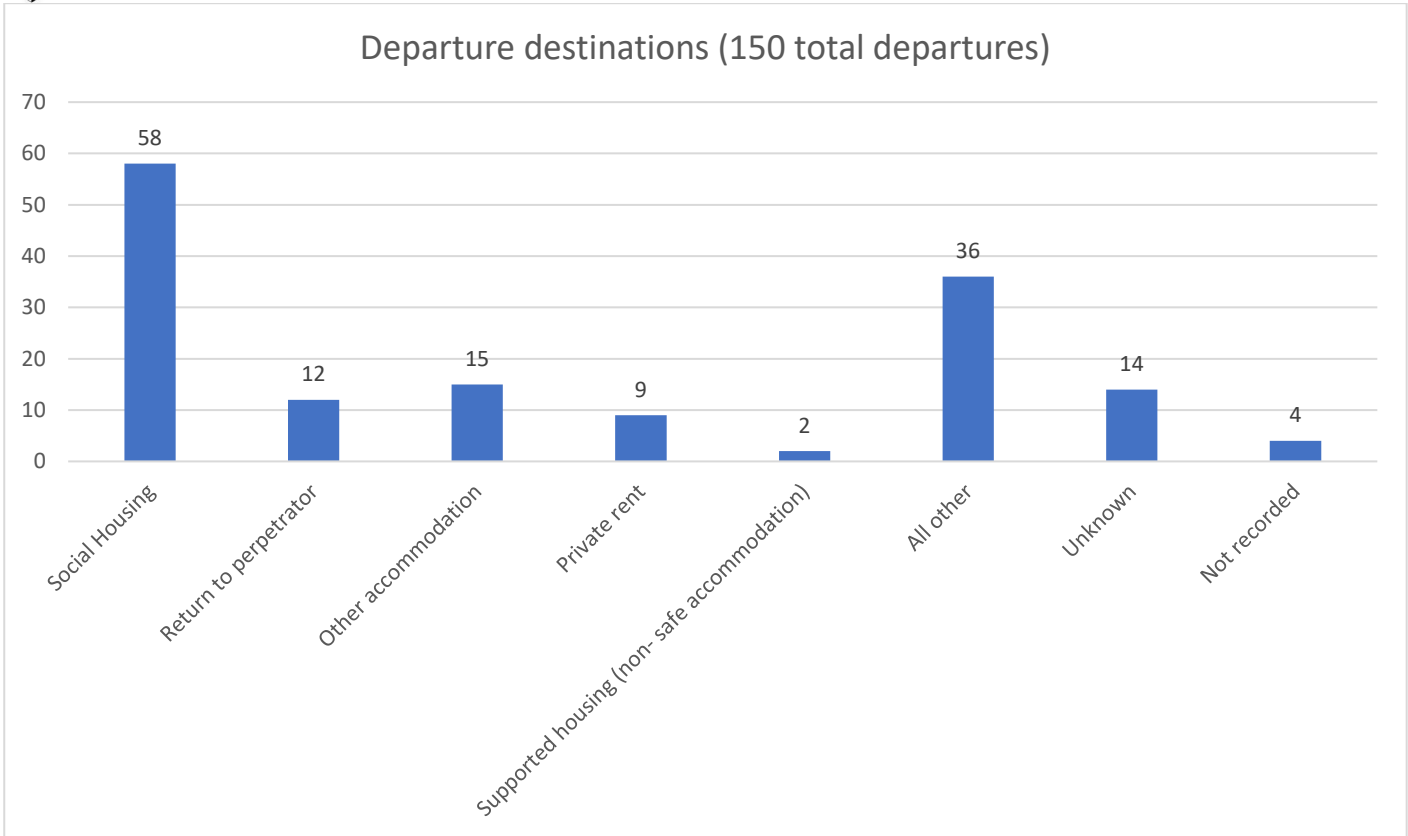
Ethnicity of victim survivors	Number	Percentage
Asian or Asian British - Indian	1	0.4%
Asian or Asian British – Pakistani	1	0.4%
Asian or Asian British – Bangladeshi	1	0.4%
Asian or Asian British - Chinese	1	0.4%
Any other Asian Background	5	2.2%
Black, Black British, Caribbean	2	0.9%
Black, Black British, African	6	2.7%
Any other Black, Black British, or Caribbean background	2	0.9%
Arab	1	0.4%
Any other Ethnic Group	5	2.2%
White – British	174	77.3%
White – Gypsy or Irish Traveller	3	1.3%
Any other White Background	23	10.2%





Average length of stay in safe accommodation:

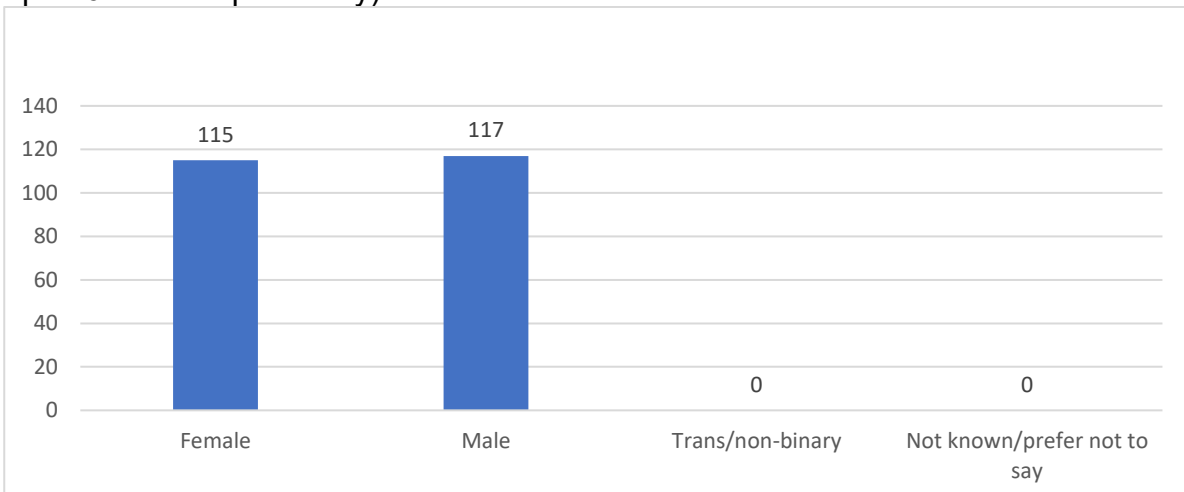
- Breckland – 128 days
- Broadland – 140 days
- Great Yarmouth – 302 days
- King’s Lynn and West Norfolk (R) – 66 days
- King’s Lynn and West Norfolk (D) – 132 days
- North Norfolk – 192 days
- Norwich (R) – 184 days
- Norwich (D) – 119 days
- South Norfolk (R) – 104 days
- South Norfolk (D) – 73 days



Destination of victim-survivors (150 total departures):

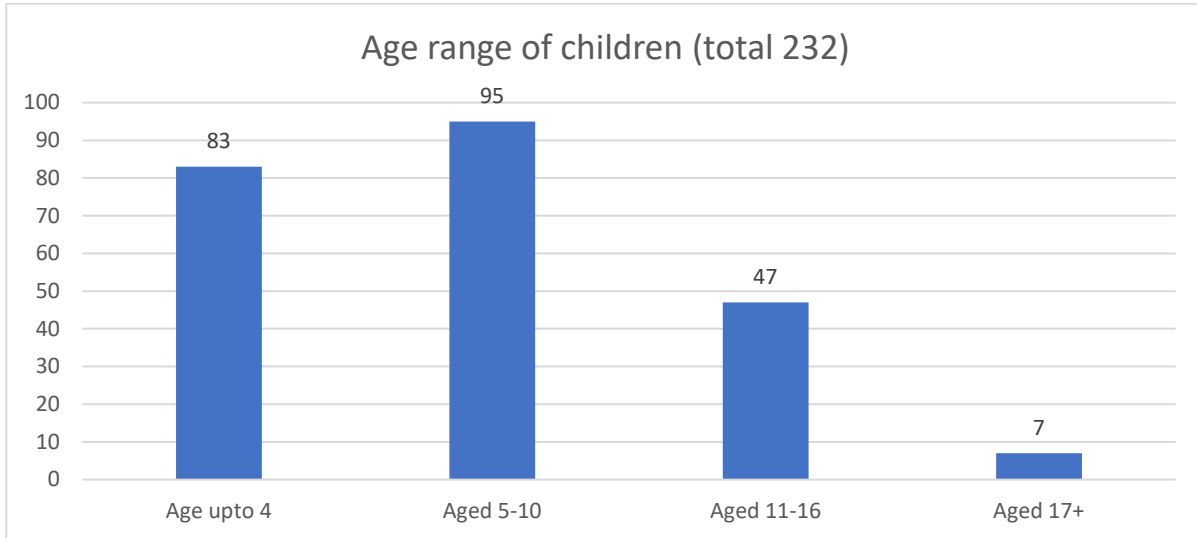
- Social housing – 58 people
- Return to perpetrator – 12 people
- Other accommodation – 15 people
- Private rent – 9 people
- Supported housing (non-safe accommodation) – 2 people
- All other – 36 people
- Unknown – 14 people
- Not recorded – 4 people

Gender of children (please note further details, like gender and age, are only recorded for up to 6 children per family):





- Female – 115 children
- Male – 117 children
- Trans/non-binary – 0 children
- Not known/prefer not to say – 0 children



Age range of children (total 232):

- 0-4 – 83 children
- 5-10 – 95 children
- 11-16 – 47 children
- 17+ - 7 children

Children with identified specialist characteristics:

- Ethnic minority – 11 children, 4.7%
- Disabled – 11 children, 4.7%
- LGBTQ+ - 1 child, 0.4%
- Pregnant – 0 children, 0%

Number of victim-survivors who have children not currently living with them: 25 people, 11.1% of respondents